

# **NORTHWEST EDUCATIONAL CENTER**

2910 ANTOINE DR. SUITE B-100 • HOUSTON, TEXAS 77092

# **OPERATIONS AND PROCEDURES GUIDE**

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# **OPERATIONS AND PROCEDURES GUIDE**

## **INTRODUCTION**

Northwest Educational Center publishes this Operations and Procedures Guide as an important tool for employees of the company to follow. This Guide is intended to be an example of the proper method in which the day-to-day operations are to be handled by the staff of Northwest Educational Center. This Guide will be revised on an as needed basis. This Guide is to be made available to all staff at the time of their employment. When revisions to this guide are made, the revised copy will be made available to all staff.

### **MISSION STATEMENT**

The mission of Northwest Educational Center is to provide high quality training in healthcare and beauty programs to enhance skills and improve employability in the workforce.

Northwest Educational Center firmly believes and promotes the theory that knowledge and work-related skills along with a strong work ethic and sense of professionalism are the tools necessary to enable individuals to become strong, reliable employees.

Northwest Educational Center's primary focus is to provide an educational environment that is the most conducive to learning. Northwest Educational Center maintains an objective-based criterion for completion of all instructional programs with emphasis on learning the principles of the subject and applying the knowledge to the task at hand.

### **HISTORY OF THE SCHOOL**

Northwest Educational Center was founded by Pat Engel in 1985 at 5812 Antoine, Houston, Texas 77091. Ms. Engel realized the continuing need for computer software courses. The Center was purchased by Northwest Educational Center, Inc. in March 1987. The President/Director of Northwest Educational Center, Inc. was Ying Yin Li. The Center received approval by the state licensing agency Texas Education Agency, Division of Proprietary and Veterans Education in November 1988 to operate as a vocational school in the state of Texas.

In June 1989, Steve Mares purchased Northwest Educational Center and operated under a Sole Proprietorship as Steve Mares DBA Northwest Educational Center. A change of ownership was approved by the Texas Education Agency. In March 1990, Mr. Mares incorporated the sole proprietorship to The First Educators, Inc. DBA Northwest Educational Center. In 1990, Northwest Educational Center was approved by the Texas Rehabilitation Commission (now Department of Assistive and Rehabilitative Services) to provide classroom training to participants who have physical or mental disabilities. In 1998, Northwest Educational Center became Nationally Accredited by the Council on Occupational Education. In 1999, Northwest Educational Center received approval from the Department of Education to provide Title IV Financial Aid. In 2008, Northwest Educational Center was approved by the Texas Veterans Commission to receive educational benefits for veterans.

Since the change of ownership in 1989, Northwest Educational Center has continually experienced growth in the programs provided, the student population served, and the physical facility used. The Center moved its location from the original 5812 Antoine facility to the 2860

Antoine facility in January 1999. This move provided the Center with a larger, more modern facility. The Center also increased the number of programs being offered to students during the 1999 calendar year. In addition to the short seminar programs, the Center began offering long term training with three Word Processing Programs. These Word Processing Programs evolved into Computer/ Business programs. In January 2002, the Center moved its location to 2910 Antoine, B-I 00. This move enabled the Center to occupy a free-standing building with room for additional growth and provided the Center with a newly built facility.

In July 2005, the Center added the Medical Assistant Program (900 Hour). This addition of a healthcare program required approval by the national accreditation agency for the Healthcare Scope of Training. In November 2007, the Center added the Pharmacy Technician Program (900 Hour). In August 2013, the Center received approval from the Texas Department of Licensing and Regulation for the Cosmetology Program (1000 Hour). This addition of a beauty program required approval by the national accreditation agency for the Beauty Scope of Training. The Cosmetology program also required the Center to lease additional space within the same building complex at Suite A107. In addition to the training portion, the cosmetology program also includes a full-service beauty salon which is open to paying customers. In October 2020, the Center received approval from the Texas Department of Licensing and Regulation for the Barber Program (1000 Hour). This addition of a beauty program required approval by the national accreditation agency for the Beauty Scope of Training. The Barber program also required the Center to lease additional space within the same building complex at Suite A107. In addition to the training portion, the barber program also includes a full-service barber program which is open to paying customers. While the Cosmetology Program (1000 Hour) moved to suit A101 of the same complex.

## **ORGANIZATION AND STAFF**

As with any organization, the specific employees who perform certain duties will change and evolve with growth. However, the main positions within the staff will remain constant. The Center does not require all staff to have a postsecondary degree but does require staff to have at least a high school diploma or its equivalent and demonstrated competency in the area in which the individual was hired. In addition to this Operations and Procedures Guide, Northwest Educational Center also publishes an Employee Handbook and written Job Descriptions. These are provided to the employee at the time of employment and are periodically redistributed. Staff members are strongly encouraged to read and be familiar with all publications including Employee Handbook, Operations Guide, TWC School Catalog, Beauty Catalog, and Student Policy Packets.

Provided in the section is a brief synopsis of the duties of the various types of staff.

### **STAFF POSITIONS**

**GOVERNING BODY:** Northwest Educational Center's legal authority is set out in the Corporation Charter and By-laws. Steve Mares, President, serves as the governing board of Northwest Educational Center. As the governing board, Mr. Mares has the legal authority and responsibility for the institution's operation. The duties of the board are to establish written procedures for the institution's operation, secure the resources for its support, appoint the chief administrative officer, and assume legal responsibility for the school. The governing board must provide the school with easily understandable and readily accessible guidelines for the operational procedures of the facility.

**MANAGEMENT:** Management staff must possess post-secondary education credentials and/or experience and/or demonstrated competence appropriate to their areas of responsibility. The duties of the management staff are to supervise and coordinate the day-to-day operations of the school. Management delegates to its employees the implementation of these day-to-day operations. Management is responsible for the interviewing, hiring, and firing of all employees. Management is responsible for the solicitation and negotiating of all contracts for Northwest Educational Center. Management is also responsible for all aspects of the legal and financial areas in relation to the Center. Management is responsible for ensuring that all licensing and accrediting guidelines are followed and that all annual reports are filed in a timely manner. The Executive Director or chief administrative officer for the Center is Sharla Young-Williams.

**INSTRUCTORS:** Instructional staff must possess a minimum of a high school diploma or its equivalent and demonstrate competency in the occupational areas of instruction. Northwest Educational Center prefers to employ instructors who have post-secondary education credentials but will make exceptions when outstanding professional experience or demonstrated competence in the subject area can be documented. For some educational programs, the licensing agency may have specific requirements for the instructor's educational background and/or experience. In these types of situations, the Center will follow the requirements of the licensing agency.

The duties of the instructional staff are to provide clear coherent training in a manner which is conducive to learning. Instructors are responsible for the day-to-day training and instruction of all students at the Center. Instructors are responsible for daily attendance record keeping using the Attendance/Grade Books. Instructors are responsible for providing examinations to students and for grading these examinations. Instructors are to discuss the examinations and the grades with each student and to document these grades in the Attendance/Grade Books provided. Instructors are to keep the individual students' graded tests and turn these into the Registrar's office at the end of the grading cycle along with the complete Attendance/Grades book.

Instructors are to maintain control of their classroom and the students assigned to them. Instructors are expected to make referrals to the Counselor any student who is misbehaving or who is not following the rules of the instructor or the school. Instructors are to be helpful, cooperative, and display endless patience with the students. Since students spend the entire day with Instructors, they form their opinion of the school based on the attitudes and personalities of the instructional staff. Therefore, it is imperative that every action of the instructor reflects a positive side for the Center.

**ADMISSIONS:** Admissions staff shall have at least a high school diploma or its equivalent and demonstrated competency in the area of admissions. Admissions staff must meet the educational and character requirements of the licensing agencies. The duties of the Admissions staff are to recruit, interview, and enroll prospective students into the school. The admissions staff is responsible for properly stating the content of the courses to the student and for providing clear, courteous answers to questions raised by the prospective students. The admissions staff is required to conduct all admissions procedures in an honest and ethical manner. The school can be required to refund all money paid if an enrollment is found to be procured by false or misleading information.

The admissions staff is responsible for knowing the Admissions requirements for each of the programs offered by the Center. The admissions staff is responsible for overseeing the completion of the necessary paperwork by the applicant to enroll into school. The admissions

staff is responsible for arranging an appointment with the Finance staff who will discuss payment options available. The admission staff is responsible for tracking enrollments up to the first day of school. After a student begins school, the admissions staff will turn in the applicable files to the Administrative office for their record keeping.

**STUDENT SERVICES:** Student Services staff must have a minimum of a high school diploma or its equivalent and demonstrate competency in counseling students. Northwest Educational Center prefers to hire Counselors who have post-secondary credentials; however demonstrated competencies and experience may be used in lieu of degrees. The duties of the student services staff are to provide counseling, advice, and referrals to students and to mediate grievances from students. The student services staff is responsible for contacting students who are absent from school. The student services staff is responsible for enforcing dress codes, conduct codes, and ensuring that students follow the proper sign in procedures. The student services staff is responsible for counseling students on academics, attendance, and personal problems. All counseling sessions should be documented on counseling notes and given to the administrative office for filing in the student's file. Student services staff must counsel every student a minimum of once every grading period. This standard counseling session is usually done at the time that progress reports are issued and generally covers attendance and academics. However, interim counseling is recommended on an "as needed" basis for students.

In addition to the counseling for academics and attendance, the student services staff is responsible for referrals to outside agencies for support services to students. These referrals include agencies such as the Texas Department of Human Services, United Way, Mental Health and Retardation, and other agencies which provide various services at reduced or no cost. The student services staff is also responsible for assisting a student with a grievance. After discussing the grievance with the student, if the student services staff is unable to resolve the difficulty, the student service staff is responsible for relaying the information to the Director.

**PLACEMENT:** The Placement Personnel must have a minimum of a high school diploma or its equivalent and demonstrate competencies within the area of job search assistance and job development. The duties of the placement staff are to develop job leads, assist students with job search, complete the necessary paperwork upon placement of a student, and provide follow-up after the job placement. The placement staff is responsible for using a wide variety of sources to develop job leads. These include referrals from prior placements, newspaper classified advertisements, job banks, job hot-lines, internet sites, and networking.

The placement staff is responsible for assisting students in preparing a resume and a cover letter. The placement staff is also responsible for providing referrals to students and for discussing completed job interviews with the students. Since employers often require specific types of skills, the placement staff should be knowledgeable of each graduate's skills and abilities so that a good placement is made. Upon the hiring of a student, the placement staff must perform an exit interview with the student and complete the proper paperwork. This paperwork should be turned over to the Administrative office for their record keeping. The placement staff is responsible for providing follow-up to both the newly hired employee and the employer to ensure that the placement was successful and that both parties are satisfied with the placement.

**FINANCE:** Finance staff must have a minimum of a high school diploma or its equivalent and demonstrate competency in completing financial aid paperwork. The duties of the finance staff are to provide assistance to students in applying for the funds needed to cover the cost of the tuition. This may include applications to the Department of Education Title IV Financial Aid, Veterans Benefits, DARS, and other funding sources. Finance staff must assist students in completing the Free Application for Federal Student Aid (FAFSA) and check NSLDS for

potential overpayments, lifetime limits, or defaulted loans. The Finance staff is responsible for counseling students on the differences between a grant and a loan, in discussing various payment options, and in obtaining signatures on Promissory Notes. The finance staff also works closely with the Admissions staff to be certain that potential students have completed the steps necessary to receive funding to cover the cost of the program.

**CLERICAL:** Clerical and Administrative Assistants must have a minimum of a high school diploma or its equivalent and demonstrate skills in typing, computer software's, and office procedures. The duties of the administrative office are divided into two main types of work: **REGISTRAR:** The duties of the registrar are to maintain all records pertaining to the students' academic and attendance progress. The registrar is responsible for recording attendance on a daily basis to the appropriate forms. The registrar is responsible for ensuring that students properly use the sign-in sheets for attendance. The registrar is responsible for completion of the proper attendance forms by which agencies are billed. The registrar is responsible for collecting grades and generating progress reports. The registrar is responsible for assisting students with questions about their attendance, grades, or progress report information. The registrar is responsible for generating lists for Honor Roll Certificates and Perfect Attendance Certificates. The registrar is responsible for generating final academic transcripts and Certificates of Completion.

**CLERICAL/RECEPTIONIST:** The duties of the clerical/receptionist staff are to answer the telephone, greet customers, and to provide clerical support to each department. The clerical/receptionist staff is responsible for answering the telephone and transferring calls or taking messages. The clerical/receptionist staff is responsible for periodically checking the incoming system for recorded messages. The clerical staff is responsible for greeting walk-in customers and guiding them to the proper department.

The clerical staff is responsible for maintaining all student files and keeping all paperwork filed in the appropriate area. The clerical staff is responsible for providing support to each department by typing, copying, taking payments, assisting students, handing out books, and providing various other types of clerical help.

## **EQUAL OPPORTUNITY STATEMENT**

Northwest Educational Center does not discriminate on the grounds of race, color, religion, sex, age, national origin, political affiliation, or citizenship in the employment of its staff.

## **ADDRESS AND FACILITIES**

Prior to January 1999, Northwest Educational Center's facilities were at 5810 - 5816 Antoine. From January 1999 to January 2002, the Center was located at 2860 Antoine. In January 2002, the Center moved to 2910 Antoine Suite B-100. In August 2013, the Center leased additional space at Suite A107 for the Beauty School. In October 2020, the Center leased additional space at Suite A101 and 5724 Mitchelldale for the Beauty School and the Barber school was moved into A107.. Northwest Educational Center is located near the corner of Antoine and Hempstead Highway in the northwest part of Houston.

The mailing address of Northwest Educational Center is 2910 Antoine, Suite B-100, Houston, Texas 77092. The voice telephone number is (713) 680-2929. The fax number is (713) 680-2610. The website for Northwest Educational Center is [www.NWEC.edu](http://www.NWEC.edu). The facility is open from 7:45 AM - 10:00 PM, Monday - Thursday, and 7:45 AM - 5:00 PM on Friday. The Center's office hours are from 8:00 AM - 5:00 PM Monday - Friday. The Beauty Salon is open Tuesday through Friday from 9:00 AM to 9:00 PM and Saturday from 9:00 AM to 4:00 PM. The beauty

salon telephone number is (832) 834-7195. Beauty Salon is open Tuesday through Friday from 9:00 AM to 9:00 PM. The Barber shop telephone number is (713) 680-9164. The main telephone number, (713) 680-2929, of Northwest Educational Center is answered by a person or a recorder 24 hours per day. If the phone is not answered after 4-5 rings, the call will roll to the recorder. The Center has a limited number of phone lines. If all lines are busy, the call will roll to the recorder. All staff are provided at the time of hire with their manager's cell phone number for emergency contact purposes.

If a staff member is unable to attend work, they should contact both their immediate manager and the school. Instructors, the staff responsible for opening the facility, and the Receptionist require a substitute when absent. Since arrangements must be made to have a substitute available, absent notification must be made as early as possible.

### **CONFIDENTIALITY OF INFORMATION**

The staff of Northwest Educational Center often has access to very personal information concerning students and salon clients. This includes home address, telephone number, personal information, grades, attendance, and various other types of information that could be detrimental if not handled wisely. Therefore, Northwest Educational Center has a strong policy of confidentiality. Staff should not discuss personal information about a student or another staff member with another employee unless the information is required for their job performance. Staff should not discuss any student's information with another student for any reason.

Northwest Educational Center also requires that staff be discreet in the handling of confidential information. Paperwork with confidential information should not be left out in the open where it can be seen by other students or staff. Under no circumstance should a staff member give out personal information on a student or staff member without their prior approval. This includes home phone numbers and addresses. Any paperwork containing personal or confidential information should be shredded as the means of disposal.

### **EMPLOYEE SIGN IN SHEET**

Northwest Educational Center requires that all staff working in the main building sign in on the Employee Sign in Sheet. Upon arrival at work daily, the employee should write in their time of arrival. When the employee leaves and returns from lunch, the times should be documented in writing on the sign in sheet. If the employee must leave work for non work related activities, the time of departure and return must be written into the sign in sheet. Upon departure at the end of the work shift, the employee should write in the time of departure and sign their name.

The employee sign in sheet is reviewed by the Director for accuracy. Upon review, the Director signs at the bottom of each day's section. The information provided on the sign in sheet is used to calculate hours worked for payroll and to document sick days or vacation time.

### **EMPLOYEE TIME CLOCK**

Northwest Educational Center requires that all staff working in the Cosmetology building use a time clock to document their work time. Upon arrival at work daily, the employee punches the time clock. When the employee leaves and returns from lunch, the time clock should be punched. If the employee must leave work for non work related activities, the time clock should be punched. Upon departure at the end of the work shift, the employee should punch the time clock.

Employee time cards are issued twice a month starting on the day after payday. Each time card should indicate the hours and days worked during that pay period. The time clock will automatically calculate daily and cumulative hours for the time period. The information provided on the time cards is used to calculate hours worked for payroll.

### **NEW STAFF ORIENTATION**

Northwest Educational Center will provide all new employees with an orientation and training session to assist new hires in understanding the rules and regulations of the Center. During the new staff orientation, employees will be provided with a copy of the Employee Handbook, the Operations Guide, and the Catalogs. New employees will be informed of the expectations of the Center and their role in helping the Center accomplish the mission of the school. During the new staff orientation, management will explain the rules and regulations of the Center and employees will be encouraged to ask questions to help them understand the information being provided.

### **PROFESSIONAL GROWTH OPPORTUNITIES**

Northwest Educational Center will provide professional growth opportunities to all faculty staff members to assist in further developing their capabilities. Professional Growth Opportunities may include Job Club Activities, attendance at job fairs, seminars and continuing education classes, and on-going contact with employers and people familiar with the occupational needs of the job market. Professional Growth Opportunities must be clearly documented. Attendance by faculty at a minimum of one professional growth activity per year will be required. When possible, Northwest Educational Center will conduct the professional growth activities on-site at the facility during an in-service time for instructors.

### **STAFF MEETINGS**

Northwest Educational Center conducts periodic staff meetings to provide management and staff the opportunity to discuss events and policies which influence the school and its operation. Staff meetings are regularly scheduled events normally occurring on Monday and Friday of each week at 2:30 PM. Meetings held on Monday include instructors, counselors, and managers. Meetings held on Friday include counselors and managers. During these meetings, staff review the weekly activity report and discuss various topics. Meetings are intended to keep all staff involved and knowledgeable of the activities of the school. Meetings are also opportunities for staff to contribute by making suggestions, observations, or comments on the school and its operation. A designated staff member acts as Secretary of these meetings and distributes the agenda and collects staff signatures.

### **PAY DAYS/PAYROLL PERIODS**

Northwest Educational Center pays on a twice a month pay schedule. Pay days are on the 1<sup>ST</sup> and the 16<sup>th</sup> of each month. If the normal pay day falls on a Saturday, checks will be issued on the Friday before but will be dated on the actual pay date. If the normal pay day falls on a Sunday, checks will be issued on the Monday after but will be dated on the actual pay date. If the normal pay day falls on a holiday, checks will be issued on the day before the holiday unless the payday falls on a Monday. In this event, checks will be issued the day after the Monday holiday.

Northwest Educational Centers pay periods are as follows:  
CHECK ON 16TH                      COVERS                      1ST - 15<sup>TH</sup>  
CHECK ON 1ST                      COVERS                      16<sup>TH</sup> – LAST DAY

Northwest Educational Center maintains standard deductions for Federal Withholding and Social Security. Employees are responsible for selecting the number of exemptions (withholding) to be deducted from each check. Payroll checks are issued by management at the Center and are not available until 4:00 PM - 5:00 PM on pay day. The Center does not participate in direct deposit of paychecks. Northwest Educational Center does not provide employees with an advance on their paycheck.

In the event of termination of an employee by the Center, the final paycheck will be made available within 24 hours of the notice of termination. In the event of a resignation of any employee, the final paycheck will not be available until the next regular payday. Final pay checks are mailed to the last known address on file unless other arrangements are made. W-2 forms are mailed to the last known address on record on or before the January 31 deadline of the following year.

### **PAYROLL CLASSIFICATION**

Northwest Educational Center has two distinct types of payroll classification for full time employees. These include Salary and Hourly workers. With twice a month payroll, typical hours worked within a pay period may range from 80-96 hours. Salaried employees are paid a set dollar amount each pay period. Salary employees are paid the same amount each pay period without regard to the number of hours worked within the pay period provided all days are worked. Salaried employees may have a full day of pay deducted if they are absent from work for sickness or personal reasons and they do not have any personal/sick pay or vacation pay available. Hourly employees are paid an hourly wage for hours worked within a pay period. Pay amounts may vary depending on the number of hours worked within a pay period.

### **SICK DAYS**

The Employee Handbook provides a detailed description of the Sick Leave Policy. However, this guide will briefly outline the allowable paid sick days. Salaried and Full time employees only are eligible for sick pay. Part time employees are not eligible for sick pay. During the first 90 days of employment (probation period), no sick days are allowed and employees will not receive pay for any absences. After the initial probation period, 1/2 day per month is earned toward sick pay. During the 9 months following the probation period, an employee is allowed 4.5 paid sick days. Employees continue to earn 1/2 sick days per month on a continuous basis. Any time missed from work over this amount will not be paid.

### **VACATION**

The Employee Handbook provides a detailed account of the vacation policy. However, this guide will briefly outline the allowable vacation days. Salaried and Full time employees are eligible for vacation pay. Part time employees are not eligible for vacation pay. Paid vacation begins after the first full year of full time employment. Employees are provided 5 paid days of vacation after the first anniversary date of full time employment. Employees who have excessive sick day absences may use vacation days to receive pay. Vacation requests must be submitted in writing to the Director for approval.

## **SCHOOL HOLIDAYS**

Northwest Educational Center operates on a year round basis. Unlike public schools, the Center does not have a spring break or an extended Christmas holiday. The following holidays will be observed.

New Years Day 1 day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day +1

Christmas Day +1 day

## **PARKING**

Since Northwest Educational Center shares a Parking Lot with other businesses, it is important that all staff and students respect the parking areas of other companies. Do not park directly in front of other businesses or in any area marked as "No Parking". Leave the space immediately in front of the school and the beauty salon for students, visitors, and clients. Handicap parking is only allowed for those individuals who have a visible, valid handicap permit in the vehicle. Houston Police have the authority to write tickets for parking in a handicap zone even on the school's campus.

SCHOOL'S FRONT PARKING LOT: The school's front parking section is the area of the lot that begins at the edge of the building and extends directly in front of the main building toward Highway 290 to the far end of the parking lot. On the street side, the lot begins at the dumpster and extends along Antoine toward Highway 290 to the far end of the parking lot. Visitors, day and evening students, and evening employees are permitted to park in this area.

## **PROFESSIONAL BEHAVIOR**

Northwest Educational Center requires all employees to conduct themselves in a professional manner during all school hours, during all school sponsored activities, and during all events where you are representing the school. Employees are required to dress professionally. Specifics on the dress code are found in the Employee Handbook. Northwest Educational Center requires that all employees respect each other, the students, and the goals of the Center.

## **EMPLOYEE EVALUATIONS**

Northwest Educational Center requires that all new employees undergo a 90 day probation period. During this probation period, the employee is working under a trial basis. If the new hire is unable to fulfill the duties outlined by the Job Description, management may elect to terminate employment at any time during the probation period. In some cases, management may extend the probation period for an additional 90 days. Employees will be told the status of their probation period upon completion of the 90 days or at any time that the status of the period changes.

After the initial probation period, employees are evaluated with a written evaluation on an annual basis. Evaluations for each staff member are conducted by the supervisor of that department. During these evaluations, the specifics of the evaluation are discussed with the employee and any areas of concern are described. All employees are given the opportunity to respond to any area of the evaluation with a written comment. When appropriate, merit pay

increases may be initiated based on an evaluation. The original evaluation will be filed in the employee's personnel file and will become a part of that employee's personnel record. Employees are provided a copy of each evaluation. Employees who are unhappy with an evaluation may appeal this evaluation following the procedures outlined below.

### **APPEAL BY EMPLOYEES**

If an employee of Northwest Educational Center wishes to appeal a decision, action, or evaluation of the school, the employee should first attempt a resolution or understanding with the person who initiated the action. If this does not prove satisfactory, the employee should submit a written request to the President at Northwest Educational Center's main address. This written request should outline the specifics of the situation and provide any documentation which might relate to the case. Upon receipt of this request, the President, Director, and any other parties will meet and discuss the events and the decision. If desired, a meeting may be arranged between management and the employee to discuss the decision. After all information has been gathered, a decision will be made on the appeal.

### **TERMINATION OF EMPLOYMENT**

Northwest Educational Center reserves the right to terminate employees who do not follow the written rules outlined in the Operations and Procedures Guide and the rules found in the Employee Handbook. In cases of minor infractions of the rules, Northwest Educational Center will issue a verbal warning to the employee. If the situation continues or if the infraction is more than minor, Northwest Educational Center will issue a written warning and place the employee on probation. If the situation continues or if the infraction is severe, Northwest Educational Center may, at its option, terminate the employment immediately. In the case of termination by Northwest Educational Center, any pay due the terminated employee will be provided within 24 hours of the notice of termination.

If an employee wishes to terminate their employment with Northwest Educational Center, a written two week notice should be submitted to the immediate supervisor or the Director. Pay for voluntary resignations will be issued on the regular pay day.

### **GRIEVANCE PROCEDURES**

If a terminated employee wishes to file a grievance with Northwest Educational Center concerning the grounds for termination, they must submit a written request to the President of the Corporation at Northwest Educational Center's main address at 2910 Antoine, B-100, Houston Texas 77092 within 14 days after their termination date. This written request must outline specifically how the employee's termination is not in compliance with the standards outlined here and in the Employee Handbook. Upon receipt of this termination review request, the President, Director, and other management employees will meet and discuss the facts of the termination. If additional information is needed to properly review this request, or if specifically requested by the employee, a meeting will then be arranged with the management and the terminated employee to discuss the events of the termination.

After all information has been gathered, a decision will be made on the termination review request. This decision will be based on information gathered during the review and any interviews conducted with the terminated employee. The decision will be a joint decision made between the President of the Corporation and the Director of the school. The decision made after the review by management is considered final. Naturally, any terminated employee can pursue unemployment claims with the Texas Employment Commission.

## **DRUGS, ALCOHOL, OR WEAPON POLICIES**

Northwest Educational Center requires that all employees sign a Drug Abuse Policy form at the time of their employment. Northwest Educational Center's policy on Drugs and Alcohol prohibits any employee or student from using, having in their possession, or being under the influence of any drug or alcohol during any school activity or on the school campus. Any employee in violation of this rule will be terminated immediately. Northwest Educational Center prohibits any employee from having a weapon while on the school's campus or during any school activity. Although concealed weapon licenses are available to carry concealed weapons, Northwest Educational Center prohibits anyone from having a weapon on the campus or at any school related event. Any employee or student in violation of this rule will be terminated immediately.

Northwest Educational Center prohibits any employee from engaging in any type of activity during work hours which would reflect poorly on the school and its mission. This includes but is not limited to, engaging in physical fighting or confrontations, cursing or the use of foul language, speaking negatively about the school, its staff or student body, and any activity which would be deemed to be unprofessional behavior.

Northwest Educational Center maintains a campus free policy on political and religious matters. The Center prohibits any staff member or student from expressing political or religious views or from distributing or displaying political or religious material.

## **WORKMAN'S COMPENSATION**

Northwest Educational Center carries Workman's Compensation on all employees to cover any injury which occurred on school property and for which the school is liable. Additional information concerning Workman's Compensation is available in the Employee Handbook or from the school's director.

## **MEDICAL/HEALTH INSURANCE**

Due to the small number of employees and the extremely high costs, Northwest Educational Center does not provide medical or health insurance to its employees. The Center encourages all employees to procure medical insurance independently.

## **MANAGERIAL DECISIONS**

The management of Northwest Educational Center reserves the right to make or approve all decisions which affect the school and its operation. These include but are not limited to decisions on curriculum, textbooks, software changes, equipment purchases, program objectives, media relations, advertising, licensing, contractual agreements, school hours, employee work hours, and any other significant changes. Employees are welcomed and encouraged to provide suggestions toward improving the school's operations. However, the final decision on whether to implement changes must be made by management.

## **FACILITY MAINTENANCE AND TECHNICAL INFRASTRUCTURE PLAN**

Northwest Educational Center will maintain the physical facility in good working condition and will meet all applicable fire and occupancy regulations for the City of Houston. The Center has a contract worker who is responsible for all maintenance and upkeep of the interior of the facility. When necessary, the Center will hire an outside contractor for repairs or maintenance

that is beyond the ability of the contracted worker. For emergency repairs, the Center will pay any additional charges to have the repairs done immediately.

According to Northwest Educational Center's lease agreement, the Center is responsible for maintaining and repairing only the interior areas of the building. The building owner is responsible for maintaining and providing upkeep for the landscaping, parking lots, exterior and roof of the building, and the exterior lights. The building owner has a maintenance contract with a landscaping company to mow and maintain the landscaping. The building owner also has a maintenance crew to provide upkeep to the exterior walls, roof, and exterior lights.

Northwest Educational Center is responsible for the maintenance of the interior areas of the facility. Northwest Educational Center will provide all necessary supplies to operate the Center and to maintain a safe and healthy school. The Center is responsible for painting and repairing walls, maintaining floors, replacing ceiling tiles, and replacing interior lights. The Center is responsible for maintaining all plumbing within the building. The Center is responsible for the upkeep and maintenance of all air conditioning/heating units including the interior and exterior units. The Center provides preventative maintenance to the air conditioning units through the regular inspections. Northwest Educational Center will review at a minimum twice a year the interior condition of the building. The Center will paint and make other minor repairs on an "as needed" basis to maintain a good clean well-lit interior.

Northwest Educational Center will maintain a technical infrastructure to ensure safe transfer and storage of data on the infrastructure. As the Center transitions to a more computerized method of operating, systems will need to be established to secure data and to prevent access to unauthorized personnel. Distance Education uses a secure CANVAS software program that is accessed by student email and private password. All computers have Norton antivirus installed.

Northwest Educational Center will, upon request, provide a copy of this plan to students. The Center will evaluate and revise this plan on an annual basis.

### **CUSTODIAL SERVICES**

Northwest Educational Center has a contract worker who is responsible for the cleaning and custodial services for the facility. The cleaning personnel perform custodial work for the school Monday through Friday. The job duties of the custodial staff include, but are not limited to, emptying trash cans and taking trash to the dumpster, sweeping and mopping floors, cleaning restrooms, classrooms, offices, and break areas, cleaning microwaves and refrigerators, and maintaining a good clean facility. The management of the Center reviews the performance of the custodial staff on an ongoing basis and makes recommendations when needed.

## **ADMISSIONS DEPARTMENT**

This section of the Operations Guide will offer an overview of the Admissions Department and the proper procedures which are in place for the admission staff to follow.

Northwest Educational Center's management will decide on the types and layouts for all media advertising. The Center's management also schedules the class start dates and the projected number of enrollments for each start.

### **INITIAL CONTACT**

Prospective applicants to the school are required to attend an enrollment interview at the school's facilities. During this initial contact, the admissions personnel will provide a tour of the facility and an opportunity to inspect the equipment. The admission staff will discuss the programs offered and the admission requirements for these programs. The finance staff will discuss the types of financing available and the steps to apply for assistance. If the applicant decides to enroll in school, the admissions staff will complete the enrollment paperwork and an appointment will be made for financing.

Since most initial inquiries are by telephone, the admissions staff should take these telephone calls. However, in the event that the admissions staff is not available, the receptionist should get the name and phone number of the potential applicant and pass this information on to the admissions staff. Potential applicant calls should be returned as soon as possible as this is the main source of new students.

### **PROGRAMS OFFERED**

Northwest Educational Center currently programs in business, healthcare, and beauty. The business programs include the Software Specialist Program (300 Hour), the Office Software Specialist Program (600 Hour), the Computer Business Specialist Program (900 Hour). The healthcare programs include the Medical Assistant Program (900 Hour) and the Pharmacy Technician Program (900 Hour). The beauty programs include the Cosmetology Program (1000 hour )and Barber Program (1000 hour). Northwest Educational Center currently offers financial aid in the form of Title IV Pell Grants for all programs except the seminar classes.

**MEDICAL ASSISTANT PROGRAM (900 HOUR):** Applicants must have a high school diploma or a GED and pass an entrance exam. The entrance exam used for this program is the Wonderlic Scholastic Level Exam (T51 or T71). The minimum acceptable score for entrance into this program is a 15.

**PHARMACY TECHNICIAN PROGRAM (900 HOUR):** Applicants must have a high school diploma or a GED and pass an entrance exam. The entrance exam used for this program is the Wonderlic Scholastic Level Exam (T51 or T71). The minimum acceptable score for entrance into this program is a 15.

**COSMETOLOGY OPERATOR PROGRAM (1000 HOUR):** Applicants must have a high school diploma or a GED or show ability to benefit from the program. . Students must have a high school diploma or GED prior to taking the licensure examination.

**BARBER OPERATOR PROGRAM (1000 HOUR):** Applicants must have a high school diploma or a GED or show ability to benefit from the program. . Students must have a high school diploma or GED prior to taking the licensure examination.

## **ENROLLMENT PROCEDURES**

All potential enrollees are required to visit the school to tour the facilities and inspect the equipment prior to enrollment. Northwest Educational Center does not allow enrollment over the phone, on the web, or by mail. Potential enrollees are invited to attend an enrollment interview at the school where the program's description, objectives, and cost will be discussed.

If the applicant is interested in attending Northwest Educational Center, the enrollment paperwork will be completed by the Admissions staff. Students enrolling in school must meet the admission requirements for the program. Students enrolling in school are scheduled for an appointment with the finance staff to apply for financial assistance.

## **TRACKING UNTIL CLASS START**

The Admissions staff is responsible for tracking each enrolled student from the time of enrollment until the first day of school. During this time, admissions should remain in contact with students to be sure that they are following the proper steps of enrollment and to make certain that they still intend to start classes. Once school starts, the files and all paperwork are turned over to the Administrative department for their record keeping.

## **PUBLIC INFORMATION POLICY**

Northwest Educational Center will actively plan and provide for the dissemination of public information concerning the school and its programs. The Center will use a variety of written material to promote public awareness of the programs, the types of funding available, and the proposed outcomes. The Center will utilize print and online advertisements, business directories, web sites, and other written materials to solicit enrollments and to make the community and public aware of the school. In addition, the Center will use flyers, brochures, informational data, postcards, posters, and other materials to be distributed and posted throughout the city to notify the public of the training. This informational material will be left at places such as unemployment offices, welfare offices, church receptionist halls, flea market booths, and other areas where the public will have access to the data.

The Center will work with various agencies to promote the school to prospective students as well as community leaders and employers within the Houston area. The management of Northwest Educational Center will be responsible for the initiating, implementing, and reviewing of the Public Information Policy. Steve Mares will be the person responsible for directing and coordinating this plan to inform the public.

Northwest Educational Center will maintain a copy of all newspaper advertisements, promotional data, and informational data on the program and the student activities. In addition, the Center will periodically review the types, content, and amounts of public information being used to check for accuracy and to evaluate the effectiveness of the public information plan in reaching the desired audiences.

# EDUCATION DEPARTMENT

## SCHEDULE OF CLASSES

The management of Northwest Educational Center is responsible for scheduling class start dates for each program of study offered at the Center. Generally, class start dates are determined annually and made available to the admissions staff. Management reserves the right to cancel or delay a class start date if there are not a sufficient number of enrollments to merit starting the class. In accordance with the Cancellation Policy, the Center will refund all tuition and fees received for a class start that has been canceled.

Management is also responsible for final approval of the scheduling of subjects for daily school operations. When appropriate, instructors will be provided with a detailed schedule which outlines the classes to be taught, the times of the classes, the location of the classes, and the students scheduled for the classes. Instructors do not have the authority to make changes to subjects, class times, locations, or students without prior approval from management. If an instructor refuses to teach a class that is within their normal work time and within their area of expertise, the instructor will be removed from the schedule without pay and may be subject to disciplinary action. Management will meet with the instructor to determine the reason behind their refusal and make a decision on the best course of action. Instructors are encouraged to be forthcoming and honest about their areas of expertise so that management can schedule classes where they are most competent.

## LUNCH PERIODS AND BREAKS

Northwest Educational Center's day classes begin at 8:00 AM, Monday - Friday. The Center provides two 10 minute breaks and one 30 minute lunch break to all day students. The Center has three separate lunch times for day students. The healthcare students have either early lunch from 11:00 AM - 11:30 AM or late lunch from 12:35 PM - 1:05 PM. Cosmetology and Barber students have middle lunch from 12:00 PM to 12:30 PM. However, cosmetology students in Phase 2 and Phase 3 are allowed some flexibility with their 30 minute lunch time if they are actively performing a beauty service during their normal time.

The Center's evening classes begin at 6:00 PM and end at 10:00 PM. The healthcare students attend school Monday - Thursday. The cosmetology and barber students attend school Monday - Friday. Evening students get one 10 minute break and one 5 minute break.

## GRADING SYSTEM

Northwest Educational Center believes that learning knowledge and demonstrating skills is more than a student's ability to complete a written exam. The goal of finding and keeping employment also requires other factors such as attendance, attitude, skill demonstration, and daily participation. Therefore, our grading system takes these things into account along with the written grades.

Northwest Educational Center uses the follow scale for grades:

A:	90 - 100	Outstanding
B:	80-89	Superior
C:	70-79	Satisfactory
D:	60 - 69	Failing

## **EXAMINATIONS**

Instructors are required to use Northwest Educational Center approved examinations for testing of students. Examinations should cover the material lectured as well as skills learned during that grading cycle. Instructors are responsible for grading the exams and reviewing the grades with the students. Instructors are required to document the grade in the Instructor's Attendance/Grade book. This Attendance/Grade book along with the supporting test documentation is to be turned in to the Registrar at the end of each grading cycle. Each weekly grade is averaged together to get the Test Average. This Test Average represents 85% of the subject grade on the progress report. The remaining 15% of the subject grade is derived from the attendance percentage.

## **ATTENDANCE GRADE**

Northwest Educational Center is a firm believer in the importance of regular attendance by all students. Therefore, 15% of the overall class grade is derived from the attendance percentage for that Reporting Period. Students will be issued an Attendance Grade which is equal to their attendance percentage for that period. Students who have a percentage of 70 or below will be provided with a 70 Attendance Grade.

## **PROGRESS REPORTS**

Northwest Educational Center provides progress reports (report cards) to all students as a means of documenting their grades and evaluating their progress in the program. Progress Reports are generated by the Registrar using the grades provided by the instructors in the Attendance/Grade Books. Progress reports include each subject taken during the report period. Each subject grade is posted individually. Each subject's grades are averaged together to get the Test Average for the subject. The Test Average accounts for 85% of the overall subject's grade. Depending on the program of study, either the attendance percent or the practical grade represents the other 15% of the overall subject's grade.

Healthcare Programs		Beauty Program	
Test Average	85%	Test Average	85%
Attendance Percent	15%	Practical Grade	15%

Course averages from each progress report are the course grades listed on Academic Transcripts. To pass a subject, the course average(s) from all progress reports for that subject must have an overall average of 70 or above.

Once completed, progress reports are printed out, a counseling form is completed, and the forms are given to the Counselor for distribution to the student. The counseling form details any type of awards received or any deficiency found. The Counselor reviews the progress report with each student individually covering the positives and negatives. The Counseling Form and Progress Reports are signed by the student. The student receives the original documents with a copy being filed in the student's folder.

## **PROBATION**

The goal of the Northwest Educational Center's programs is to prepare students for employment. In order to do this, the Center requires students to attend regularly and make passing grades. If a student's attendance falls below the required percentage, they are placed on attendance probation. If a student has an overall subject grade below 70, they are placed on academic probation. If the subject with the low grade is an ongoing subject, the student must achieve an average (of two modules or more) of more than 70. If the failing grade is for a

subject that has been completed, the student must retake the class. Northwest Educational Center strongly recommends that students who are doing poorly in a class attend tutoring prior to the issuance of a progress report with a failing grade.

### **HONOR ROLL**

Northwest Educational Center awards Honor Roll Certificates to all students who have an overall grade average of 90 or above and have an attendance average for that reporting period of 80% or more. Honor Roll Certificates are issued and awarded at the Award Ceremonies which are held periodically at the school's campus.

### **PERFECT ATTENDANCE**

Northwest Educational Center awards Perfect Attendance Certificates to all students who have 100% perfect attendance for each reporting period. Any time, no matter how small, missed from school will disqualify a student from the Perfect Attendance Award. Perfect Attendance Certificates are issued during the Award Ceremonies which are held periodically at the school's campus.

### **OUTSTANDING ATTENDANCE**

Northwest Educational Center provides Outstanding Attendance Certificates to all students who have 95% or more attendance for each reporting period. Outstanding Attendance Certificates are issued during the Award Ceremonies which are held periodically at the school's campus.

### **ACADEMIC TRANSCRIPT**

Northwest Educational Center will issue a Final Academic Transcript to all students who have completed the training program and/or withdrew from the program. Northwest Educational Center reserves the right to withhold transcripts until the tuition balance is paid in full. The Academic Transcript will show the course averages from each individual progress report to arrive at overall subject averages for each course completed. In addition, the academic transcript will list the program's overall average as well as the dates attended and the clock hours attended. The Academic Transcript will clearly indicate if the student is a graduate or a withdrawal and indicate the date of this determination. A duplicate transcript is available upon request for a nominal fee.

### **CERTIFICATES OF COMPLETION**

A Certificate of Completion is issued to all students who successfully complete a program of study at Northwest Educational Center. Northwest Educational Center reserves the right to withhold the Certificate of Completion for any student who has an outstanding tuition balance due.

### **CONDUCT POLICY**

Northwest Educational Center reserves the right to dismiss any student whose conduct is detrimental to the best interest of the school or to other students. Drugs, alcohol, and weapons are prohibited from the school. Any student caught with drugs, alcohol, or weapons will be terminated from the school. Any student, who is under the influence of drugs or alcohol at the school or any school function, will be terminated from the school. Students terminated from school for disruptive behavior, including possession of drugs, alcohol, or weapons will not be allowed to re-enter the school.

The school maintains a campus free policy on religious, political, and sexual matters. Staff and students should not display or distribute religious, political, or sexual materials on the campus.

Staff and students should not download or access sexually explicit websites nor engage in chat rooms which have a sexual theme while on the school's campus.

Northwest Educational Center reserves the right to suspend any student whose conduct or actions are deemed unacceptable professional behavior. Suspensions are reserved for those who have a need for punishment but have not acted out badly enough to warrant dismissal. Students who are suspended from school will be informed of the length of the suspension and the reason for the suspension at the time of the action. Students failing to return from a suspension on the scheduled date will be dismissed from school.

### **LEAVE OF ABSENCE**

Northwest Educational Center will allow students to take a scheduled Leave of Absence from school due to extreme medical problems or the death of an immediate family member. For Texas Workforce Commission approved programs, students are allowed to take a total of 2 leave of absences. The total length of these 2 Leave of Absences may be no more than 60 calendar days. Weekends and holidays are included in the 60 calendar day calculation. Students requesting a Leave of Absence must submit a written request with proper documentation to the Director of the school for approval. Upon approval, the Leave of Absence Request form must be completed and signed by the student to officially request a Leave of Absence. Students who fail to return from a Leave of Absence on the scheduled date will be terminated from school.

### **ADDITION OR DELETION OF PROGRAM**

Northwest Educational Center will, on an annual basis, evaluate the effectiveness of each existing program to determine the feasibility of maintaining that program. This evaluation process will involve the governing board, the advisory board, and staff members of the Center. During this annual evaluation, information will be provided to employees on the completion rate, placement rate, and follow-up employment rate for each program. During this evaluation, if a program is found to no longer be effective in the job market, a decision will be made to discontinue the program from the Center. This discontinuation process would include notification to all applicable agencies including state and national accreditation and would involve teaching out by Northwest Educational Center any existing students.

Northwest Educational Center will also periodically review and evaluate the need to add a program to its training. In this evaluation process, the Center will take into consideration all aspects of the proposed training. Areas which will be evaluated include the types of skills required and the competencies needed to become employed in the proposed field, the availability of jobs for graduates, the entry wage level for employment, the availability of similar training within the surrounding area, and the costs of implementing and maintaining the proposed program. Since the addition of a new program affects the existing school, the Center requires definitive proof of the likelihood of success of a program and the availability of funding sources for the program prior to giving full consideration to the addition of a new program.

## **STUDENT SERVICES DEPARTMENT**

Northwest Educational Center's Student Services Department is responsible for coordinating the needs, desires, and activities of students with services in addition to the educational counseling aspect of the program. Areas such as orientation sessions, media services, counseling, and health matters fall under the responsibility of the Student Services

Department. Student Services staff must have the ability to assist, counsel, refer, and document any special needs of a student.

### **NEW STUDENT ORIENTATION**

Northwest Educational Center's Student Services Department in conjunction with the Admissions Department will coordinate and provide new student orientation sessions for all new students enrolling into the school. New Class Start Orientation is to be held on or before the first day of class. Generally, these orientation sessions are held on either Wednesday or Thursday prior to class start date.

During this orientation session, staff member introductions are made, rules and regulations are discussed, grading and attendance policies are explained, and general information on the expectations of the school and the student are clarified. Northwest Educational Center finds that most questions or concerns can be easily addressed during this orientation session.

### **STUDENT COUNSELING**

Students who demonstrate a need for counseling should be referred to the Counselor. Counseling may also be performed by faculty of management. Counseling should be "results" based with emphasis on setting up a strategy to resolve or work around the difficulty. Northwest Educational Center requires that all counseling of students be documented and placed in the student's file. Counseling may be for academic, attendance, personal, or social reasons. Northwest Educational Center requires that all students undergo a minimum of one counseling session per progress report period for the duration of their time at school. This counseling will cover the student's progress, grades, attendance, and personal situation.

### **EVALUATION OF STUDENT SERVICES**

Northwest Educational Center will on a continuing basis evaluate the student services and counseling services offered. The Center will undergo a formal evaluation of student services activities on a minimum of once every year. This evaluation will include program completers, various counseling data, and student surveys on the student services department. Discussions will be conducted and information will be distributed to all staff concerning these evaluations. Decisions for changes and the need for improvements will be evaluated.

### **SPECIAL SERVICES**

Northwest Educational Center will assist students with special needs through referrals to appropriate agencies.

### **ADVISORY COMMITTEES**

Northwest Educational Center will maintain organized and functional Advisory Committees to assist the school in maintaining relevant activities. The Center will maintain an Institutional Advisory Committee and Occupational Advisory Committees.

INSTITUTIONAL ADVISORY COMMITTEE: Northwest Educational Center will maintain an Institutional Advisory Committee which will be composed of a minimum of 3 personnel with the majority being external to the school. The committee members will be knowledgeable of education and the employment needs of the community. The Institutional Advisory Committee will be used to provide community involvement in maintaining a relevant mission for the institution. The Institutional Advisory Committee through regularly scheduled meetings will provide consultative assistance to the institution to ensure that the occupational needs of the community are being met.

**OCCUPATIONAL ADVISORY COMMITTEES:** Northwest Educational Center will maintain Occupational Advisory Committees for each occupational program offered at the Center. The Occupational Advisory Committees will consist of at least 3 members external to the institution. These members will have expertise in the occupational areas taught by the program. The Occupational Advisory Committees will meet a minimum of twice a year with at least 2 members present and maintain minutes of each meeting to document the activities and the recommendations. The Occupational Advisory Committees will assure that the occupational education programs offered by the Center prepare students for employment in occupational fields by meeting job needs and performance standards of business and industry.

## **STUDENT RECORDS**

Northwest Educational Center maintains a permanent student file on each student enrolled in the school. All pertinent information for the student is maintained within this one file. Student files are available to staff who have a work related need to know and who make a request to the staff member assigned to maintaining files. Student files are maintained indefinitely and are stored in fireproof file cabinets. Student files are to be handled as confidential information and should be properly secured at all times to prevent disclosure of information. Files should be returned promptly to the proper filing cabinet for storage. Any information to be filed into the file should be given to the clerical staff responsible for filing. Paperwork contained in student files is to be bound down at the top on the right side of the folder to prevent loss and to maintain an organized folder.

## **MEDIA SERVICE AREA**

Northwest Educational Center will maintain Media Service Areas for use by both students and staff. The scope of the Media Service Areas is to provide informational and reference materials to students and staff to assist in supplementing the knowledge of the subject matter and to provide reference materials to enhance the learning experience. The Media Service Areas are basically the “library” for the school which will house reference materials and informational books and materials.

Northwest Educational Center maintains Media Service Areas in various classrooms throughout the Center. Currently, Media Service Areas are provided in the Cosmetology Classroom and in the main building in Classroom #6, Classroom #1, and Classroom #4.

The primary materials available for use in the Media Service Areas are print materials including reference books, periodicals, manuals, dictionaries, and other related written materials. In addition to the print materials located within the Media Service Areas, the primary media resource tool used now is the Internet. With the availability of information online, the Center has found that the media service resource used most frequently by students and staff is the Internet. The Center makes available online resources including computers with high speed Internet access and print capability, software tutorials, and online resources including practice exams, exercises, and lessons. In addition, the media services area also provides access to televisions, DVD /VCR players, along with DVD and VCR tapes.

Northwest Educational Center does not allow students to “check out” Media Service materials due to the possibility of not having the materials returned. However, staff members may “check out” these materials to take home by notifying the Media Services staff of the exact item to be taken and the expected length of time the item will be kept. Staff members who do not return the items “checked out” will be expected to reimburse the Center for the cost of these items.

Northwest Educational Center encourages staff and students to use the materials within the Media Service Areas as reference guides or as supplements to textbook material. The Media Service Areas have space available for students and staff to review and use the material within the designated areas.

The Media Services Area is available for use throughout both the day and evening hours. The Media Service Area is open for use from 8:00 AM - 10:00 PM, Monday - Thursday, and from 8:00 AM - 5:00 PM on Fridays. Access to the Internet in the Media Services area located in Classroom #4 is available Monday through Friday from 8:00 AM to 11:30 AM, Monday through Thursday from 2:30 PM to 6:00 PM and Friday from 2:30 PM to 5:00 PM. The primary person responsible for overseeing the Media Service Areas is the Operations Coordinator. This staff member is responsible for overseeing the use of the materials provided within the Media Service Areas and for coordinating and orientating the use of the materials by staff and students. This staff member is also responsible for notifying management of the need for additional materials or the repair or replacement of existing materials.

An inventory of Media Service Area Materials is maintained and updated annually. Northwest Educational Center includes funds in the annual budget for use in maintaining and purchasing additional materials for the Media Services Area. Northwest Educational Center uses student and staff comments, current market trends, and the availability of materials to evaluate the Media Services Area and its materials. This evaluation of the Media Services Area will be conducted on an annual basis.

## **EQUIPMENT MAINTENANCE PLAN**

Northwest Educational Center will maintain all equipment in good working order by performing or having performed general maintenance and upkeep on machines. The Center utilizes extended warranties on as much equipment as is possible to assist with quick convenient service.

Northwest Educational Center maintains a contract with a maintenance company who performs on-site maintenance and repairs of the main copy machine. When necessary, the Center will take equipment to local repair shops for maintenance or repairs. In the event of an emergency need for repairs, the Center will either take the machine in for repairs or have a qualified repairman come to the Center for repairs. When feasible, the Center will purchase new equipment with extended warranties and will maintain warranties on machines to ensure proper maintenance and repairs at a low cost. Sufficient funds will be budgeted to allow for proper upkeep and maintenance on equipment and for any emergency repairs which might be necessary.

## **INFORMATION TECHNOLOGY**

Northwest Educational Center makes use of a wide range of IT resources to help students achieve their educational goals. Northwest Educational Center provides convenient access to tools that help manage coursework, financial aid, and registration. Northwest Educational Center also supports desktop computing, printing, as well as network connectivity. The institution provides access to high-speed computer classrooms, wireless network, and other services on campus. If students need help with any technology problems or needs they are to see an administrator, faculty or instructor for assistance.

The appropriate use of information technology resources includes the authorized use by students directly related to completion of class assignments or other educational pursuits required by Northwest Educational Center. Employees of the Center are authorized to use the technology resources if directly related to instruction, research, and other school business in the course and scope of their assigned duties.

The Center provides hardware and software as required for employees' particular job functions, to be used only for official school business. The Center has the sole right to the software and data used and/or stored on such computer equipment. Employees have no claim to such hardware, software or data. Upon termination of employment the Center has no obligation to provide the former employee with copies of any software or data stored on the Center's computer equipment or systems. No unauthorized software may be loaded on the Center's computer equipment and no unauthorized computer equipment may be used at Northwest Educational Center facilities.

The Center reserves the right to implement appropriate security measures, including denying access to information technology resources to anyone who, in the opinion of the school, has misused these resources or does not require access to certain information and/or systems based on the individual's duties, as necessary to preserve and maintain system and data integrity. All data transmitted over the Center's networks and systems is subject to trace or capture. Confirmation of unauthorized or fraudulent use of information technology resources may result in disciplinary action, including a student's termination, an employee's termination of employment, criminal charges and/or legal action.

## **SAFETY STANDARDS FOR INSTITUTIONAL SUPPLIES**

Northwest Educational Center requires safety standards for the institutional supplies. The administrative staff is required to check and maintain all institutional supplies on a quarterly basis. Northwest Educational Center maintains first aid kits in various parts of the facility. In addition, the Medical Laboratories located in Classroom #5 and Classroom #7 contains basic first aid products including bandages, gauze, alcohol, and hydrogen peroxide. Annual inspections of the facilities are performed by the Houston Fire Department and any deficiencies must be corrected prior to the issuance of the Fire Permit. As part of the City of Houston Fire Permit requirements, the Center is required to have an appropriate number of fire extinguishers. The Center contracts with a company to inspect and recharge the fire extinguishers as required by city codes. The computers in classroom #4 and the supplies stored in the storage room are maintained by designated staff members.

## **EMERGENCY HEALTH CARE PLAN**

Northwest Educational Center makes every provision to provide a safe healthy environment for all students and staff. However, the Center also recognizes that an effective plan for handling emergency situations is necessary to enable staff and students to respond appropriately.

## **FIRE AND OCCUPANCY PERMITS**

Northwest Educational Center meets all of the requirements of the City of Houston Fire Department. The Center maintains a City of Houston Fire Permit. Annual inspections of the facilities are performed by the Houston Fire Department and any deficiencies must be corrected prior to the issuance of the Fire Permit. As part of the City of Houston Fire Permit requirements,

the Center is required to have an appropriate number of fire extinguishers. The Center contracts with a company to inspect and recharge the fire extinguishers as required by city codes.

Northwest Educational Center's facilities also maintain a City of Houston Occupancy Permit which shows compliance with the City of Houston occupancy requirements. There is no renewal requirement for this Occupancy permit.

## **INCIDENT REPORTS**

Northwest Educational Center requires that any accident, no matter how small, be reported to the Director immediately. This includes but is not limited to falls, burns, cuts, electric shocks, or any other injury occurring to a student, staff, or visitor while on school property. In addition, the Center requires that any major illness be reported to the Director. The staff should respond in an appropriate manner depending on the seriousness of the injury or illness.

Once the injured party has been taken care of, a full report should be given in writing to the Director. In the case of an accident where the school might have liability, any witness statements including staff and other students should be collected and turned in to the Director. It is imperative that all incidents be reported and documented as soon as possible. This ensures that accurate information is available so that management can act accordingly.

## **PREVENTATIVE MEASURES**

During the enrollment process, students are questioned on their current medical health. Students who have medical problems such as diabetes, epilepsy, depression, or other medically treated illnesses are referred to the student services staff upon class to start to discuss the ramifications of their illness. When applicable, additional medicines may be stored in the Counselor's office and specific instructions from the student to the counselor are discussed. This enables the staff to act accordingly if the illness produces medical problems during school hours.

## **FIRST AID PRODUCTS**

Northwest Educational Center maintains first aid kits in various parts of the facility. In addition, the Medical Laboratories located in Classroom #5 and Classroom #7 contains basic first aid products including bandages, gauze, alcohol, and hydrogen peroxide. Medical instructors have the ability to check temperature, blood pressure, blood sugar levels and to deal with minor injuries. Basic first aid and supplies are available to staff and students who have a need.

## **MINOR INJURIES OR ACCIDENTS**

For students or staff who experience minor injuries such as bumps, bruises, or minor cuts, the student services staff should discuss with the injured party their need for medical care. If desired, arrangements should be made with the Director or other responsible person on duty for transport to a previously arranged medical facility. If the injured party prefers, they may see their normal physician. If the injury occurred through no fault of the injured party while on school property, the Center will provide full payment for the cost of the treatment.

## **MAJOR INJURIES OR ACCIDENTS**

For students or staff who experience major injuries such as broken bones, fractures, serious wounds, or serious burns, the student services staff should immediately transport the individual to the nearest hospital emergency room or call an ambulance for transport.

If the injury is severe or critical, the student services staff should immediately call 911 for paramedic assistance and possible emergency transport to a hospital. Student services staff should follow the guidelines of the 911 operator for assisting the injured party while waiting for

the paramedics. If necessary, student services staff should start to administer CPR. As part of the continuing education requirements of the Center, the majority if not all instructors are CPR certified. If the injury was a result of no fault by the injured party while on school property, the Center will provide full payment for the transport and the doctor's costs.

### **MINOR ILLNESS**

For students who experience a minor illness such as nose bleeds, fever, diarrhea, or asthma, the student services staff will allow the student time to rest in an empty room or the student break area. If the student is unable to arrange transportation home, a staff member should provide transportation to the student. If the student desires, they may request to be taken to the doctor or the hospital depending on the seriousness of their illness. In case of an illness, the student is responsible for payment of any medical services required.

### **MAJOR ILLNESS**

For students or staff members who experience a major illness such as a heart attack, stroke, or diabetic coma, student services staff should immediately contact 911 for paramedic assistance and should follow the guidelines of the 911 operator for assisting the ill person while waiting for the paramedics. If necessary, student services staff should start to administer CPR to the ill party. In cases of an illness, the ill party is responsible for payment of any medical services which may be required unless the illness was caused through the Center's negligence.

### **EMERGENCY EXITS**

Northwest Educational Center's main building has a total of three possible exits from the building in the event of an emergency. The front door is easily accessible to all middle sections of the building including Classroom # 5, the conference room, the staff break room, and administrative offices. The other two exits are located at each end of the building. These are easily accessible to the classrooms located on each end of the building. Classrooms # 1, #2, #3, and #4 should exit on the end of the building closest to them through the exit at the end of the hallway. Classrooms #6, #7, and #8 should exit through the exit door located within Room #8.

All exits of the building are to remain unlocked during normal business hours. All exit pathways and doors are clearly marked with battery lighted Emergency Exit Signs. In the event of a power failure, the Exit Signs will become illuminated through the backup batteries.

The Cosmetology Building has a total of 3 exits which are the front door and the back door. In the event of an emergency, students, staff, and customers should exit through the door which is closest to their physical location. All exits are to remain unlocked during normal business hours. The Barber Building has a total of 2 exits which are the front door and the back door. In the event of an emergency, students, staff, and customers should exit through the door which is closest to their physical location. All exits are to remain unlocked during normal business hours.

The Student Break room has 1 exit which is the front door. In the event of an emergency, all persons should exit through the front door. This exit is to remain unlocked during normal business hours.

### **FIRE SAFETY**

Northwest Educational Center has fire extinguishers located throughout the facility. In the event of a small fire, follow the directions of the fire extinguishers. Do not try to put out a fire that is getting out of control. If a staff member is unsure if they can control the fire, immediately evacuate all students and staff members. Students and staff should file out of the nearest door in an orderly fashion. Students and staff should take their purses, backpacks, or bags with them only when they have these items in their immediate possession. Students and staff should not

go in search of their belongings or go into another part of the building during a fire. Once staff and students are clear of the building, they should meet at the far end of the parking lot toward Highway 290. It is important that all individuals meet here first for a head count.

Never use water on an electrical fire, but use only a fire extinguisher approved for electrical fires. If smoke is heavy, stay low to the floor. Smoke and heat rise and the air near the floor is cooler and clearer. If clothing catches on fire, stop, drop, and roll until the fire is extinguished. Running only makes the fire burn faster.

## **BOMB THREATS**

Northwest Educational Center's physical facility faces Antoine with a relatively small parking lot area immediately in front and to the side of the building. In the case of a bomb threat, students and staff should immediately leave the building by the nearest door taking only the possessions which they have with them at that time. Students should proceed to the far end of the parking lot toward Highway 290 and gather in the adjacent parking lot by. Students and staff will not be allowed to re-enter the building until a bomb squad has given the approval.

## **HURRICANE/TORNADO SAFETY**

Since Houston is a coastal area, hurricane warnings are provided in advance of the storm reaching Houston. In this case, normal school activities would not be conducted until after the hurricane threat has diminished. However, in the rare event that an unexpected hurricane should occur or if you have not been ordered to evacuate, stay away from any area of the building where windows are present. Strong winds and flying objects can break windows and cause serious injury. Do not be fooled if there is a lull, it could be the eye of the storm. Remain inside until you are positive the storm has passed or have been told it is safe to leave by local authorities or news stations.

Tornadoes frequently provide less warning time than hurricanes, so it is important that all individuals be aware of the actions to take during a tornado. When a tornado has been sighted in the immediate area, staff and students should go to the center interior of the building away from windows. It has been determined that the hallway within the interior of the main building would provide the best shelter from a tornado. If it is not possible to get into the hallway, get under a sturdy table, hold on, and protect your head. Stay away from windows and glass areas. Stay there until the danger has passed. Do not attempt to drive away from a tornado. If you are in a car, get out and take shelter in a nearby building. If there is no shelter nearby, lie flat in the nearest ditch, ravine, or culvert with your hands shielding your head.

## **HAZARDOUS MATERIALS INCIDENT**

Northwest Educational Center does not store or use any hazardous materials in the facility which could cause a hazard. However, with the close proximity to the railroad and busy streets, it is possible that a hazardous materials incident could occur outside the facility which would warrant action.

If instructions are received to evacuate the entire area, do so immediately. In an organized fashion, get at least one half mile (10 city blocks) from the incident, trying to stay upstream, uphill, and upwind from the danger area. Depending on the evacuation orders, evacuate either in automobiles or on foot. If necessary, offer rides to those without transportation.

If instructions are received to stay indoors, do so until further instructions are received. Seal all entry routes as efficiently as possible. Close and lock the doors. Turn off all ventilation systems including the air conditioning/heating unit. Seal gaps under door ways with wet clothes, duct

tape, or any other thick material which would prevent air from entering the building. Seal and cover air conditioning vents with tape and plastic sheeting (garbage bags). Close as many interior doors as possible, sealing gaps as you close them. If authorities warn of an outdoor explosion, stay away from windows. If you suspect that gas or vapors have entered the building, take shallow breaths through a cloth or towel. Remain in protected, interior areas of the building, where toxic vapors are reduced until you are told it is safe.

## **CAMPUS CRIME AND SAFETY PLAN**

Northwest Educational Center has managed to maintain a relatively crime free campus over the past years. With the exception of a few minor thefts, the Center has not had a serious criminal activity occur on the campus area. However, with the increase in violent crimes, the Center has decided to implement this Campus Crime and Safety Plan. Provided below are the recommended actions for victims of a violent crime occurring while on the campus of Northwest Educational Center.

### **THEFT**

Northwest Educational Center strives to provide a safe, effective workplace. However, occasionally thefts do occur at the Center. Therefore, it is important that staff and students do not leave any valuables out where a theft may occur. Northwest Educational Center is not responsible for any thefts that may occur in the building or parking lot. The Center strongly advises both staff and students to not bring valuables with them to school. Staff and students should not bring large amounts of cash or other valuable items with them to school. Valuable items should not be left visible in cars parked on the Center's parking lots. Keep all vehicles locked and place valuables out of sight in the trunk or leave them at home. Staff members and students should keep their purses and other belongings with them at all times while on campus. Do not leave purses, backpacks, or other valuable items unattended while on campus. In the event of a theft of personal property or cash, the involved party should report the theft immediately to the Director of the school. Depending on the value of the stolen item, the Director will make a determination if a police report needs to be filed.

### **ROBBERY**

Northwest Educational Center strongly urges any one who is being confronted by a robber with a weapon to cooperate with the robber. Under no circumstances should the staff or student attempt to disarm the robber. Remember that material possessions can be replaced, but a life can not. Concentrate on remembering details of the robber including appearance to assist the police in identifying the robber. Remain calm. Cooperate with the robber and hand over whatever is requested. As soon as you are released, report the incident to the nearest staff member and ask that person to call the police.

### **PHYSICAL ASSAULT**

If the person attacking you does not appear to have a weapon, you may be able to fight them off. If you have had any exposure to Self Defense classes, try to follow the directions given to you at this class. Certain areas of the body are more vulnerable to attack. These include the eyes, throat, mid-section, groin, knees, and instep of foot. If possible, scream loudly that you are

being attacked. Once the attack is over, report the incident to the nearest person and ask that person to call 911 for police and an ambulance.

### **SEXUAL ASSAULT**

As indicated above, do not try to disarm an attacker with a weapon. Try to remain calm. If a rape occurs, report the incident to the nearest person and ask that person to call 911. Do not wash, shower, use the toilet, or change clothes until the police have arrived and a rape unit has interviewed you.

### **RANDOM VIOLENT ATTACKS**

With the increasing number of random attacks of violence occurring, it is wise to have a plan of action in case this type of attack occurs. Since attacks with guns are the most common, it is assumed that your first indicator of a random attack would be the sounds of gunfire. If you suspect a violent attack is occurring in your vicinity, you must make a split second decision to either find a place to hide or to attempt to get out of the area. If you decide to hide, attempt to get into a locked room. If possible, hide under a desk, a table, or in a bathroom or closet. If no such area is available, lie flat on the floor. If a telephone is available, quietly call 911 and report the attack. Wait until you are certain that the incident is over before you leave your hiding place. Once you can no longer hear sounds of the attack, immediately leave the building. Go to the nearest safe area and call 911. Do not return to the scene of the crime until the police have arrived.

In some cases, you may be able to exit the building through a window or a nearby exit. If attempting to leave through a locked or closed window, use a chair, table, or piece of equipment to break the glass. If no such item is available, take off a piece of clothing and wrap it around your hand before you hit the glass. If you are on the third floor or above, you should not attempt to jump from this height. If you are near an exit, you may attempt to run for the door. Once you are out of the building, go to the nearest safe place and call 911. Again, do not return to the scene of the crime until the police have arrived and you are certain that it is safe.

## **CLERICAL DEPARTMENT**

The clerical department is responsible for the day to day paperwork operations of the school. This department is vital to the proper maintenance of paperwork and student folders.

### **ANSWERING THE TELEPHONE**

The clerical staff has the primary responsibility of answering the telephone. They may be assisted by the Admissions Department as well as other staff when necessary. Since the telephone is the first contact many people have with the Center, it is especially important that staff answer the phone in a pleasant manner and provide cheerful assistance to the caller. When the person for whom the call is intended is not available, a message should be taken and provided to the appropriate person as soon as possible. The main phone number for Northwest Educational Center has a recorder for calls after hours or when all phone lines are busy. The recorder should be checked first thing every morning for any messages that have occurred during the night before. The recorder should also be checked throughout the day since calls roll here when all other lines are busy.

Northwest Educational Center's phones are for business use only. Students should not be allowed to use the business phone. Students are provided with a pay phone in the main building hallway. This phone requires 50 cents for each 3 minute phone call. Personal calls to staff are allowed, but should be kept brief due to the limited number of phone lines available.

### **PAPERWORK SUMMARY**

Since the Clerical staff is responsible for such a wide variety of paperwork and the required paperwork changes frequently, it would be unfeasible to attempt to list specific paperwork duties here. However, Northwest Educational Center will provide a general outline of the paperwork requirements done by the clerical staff.

### **FILING**

Papers from various employees and departments will be given to the clerical staff for proper filing. When filing papers in student folders, a brief description of the paper filed is to be noted on the File Summary Page. The paper is then to be placed on top of the appropriate area and bound down under the brads. All student folders must have brads located on the right side to hold down papers and to prevent lost items.

### **COPYING**

Each individual staff member is expected to make miscellaneous copies for themselves. Clerical staff will make copies of applicable NWEAC books, classroom materials, and other large quantities on an as needed basis. Instructors are required to provide a minimum of 24 hours notice for copies or make the copies themselves during their paid preparation time.

Prior to the start of a new class schedule, classes to be taught are reviewed by the instructors and the copy clerk is informed what materials are needed.

### **ISSUANCE OF BOOKS/SUPPLIES**

At the beginning of a new class, the books along with the schedules are bundled for distribution to the students. All students must sign a form acknowledging receipt of books. Students are expected to keep up with their books and to bring them to class daily. If a book is lost, damaged, or stolen, students are required to pay for a replacement book.

### **COLLECTING PAYMENTS**

The clerical staff is responsible for collecting cash payments from students who have a Promissory Note or self pay payment plan. Northwest Educational Center accepts cash, checks, money orders, and credit card payments. The Center does not keep change for cash payments so cash payments should be the exact amount of the payment. Credit cards are accepted in the Main Building. Receipts are written for all payments received no matter how small the payment amount. Northwest Educational Center uses a numbering system independent of the pre-printed numbers on receipts. Receipts used are three part carbon less receipts. Each receipt book should have the original receipts stamped with the Center's name.

When writing a payment receipt, staff should indicate the student's name, the dollar amount, and when possible the balance prior to payment and the new balance. Receipts should be signed by the person accepting the funds. The original receipt is provided to the payer. The yellow copy is attached to the money and processed with the payment. The pink copy remains in the receipt book as a permanent copy. After the funds are processed and deposited, the yellow copy of the receipt is attached to the lower left side in the student's folder.

In some funding situations, one check may cover a number of students. In this case, the receipt would be made out to the funding source with the original receipt copy given or mailed to the payee. A list of the students for whom the check is making payment and the individual payment amounts should be attached to the receipt. Once the check has been processed and deposited, the yellow receipt is attached to the paid invoices and kept in the book keeping records. A photocopy of the invoice, receipt, and check stub are then placed in the appropriate students' folders.

## **MAINTAINING SUPPLIES**

The clerical staff is responsible for maintaining an accurate inventory of supplies so that the Center may function properly. Items, like copier toner which are ordered directly from the supplier, should be ordered in advance so that a ready supply is always available. For other supplies purchased from Office Supply stores, staff should keep a list of needed supplies. Management will purchase or order supplies from this list a maximum of once a week. Staff should attempt to maintain enough supplies so that no more than one trip a week is needed to the supply store. These supplies include all office supplies, classroom materials, paper products, and cleaning supplies for the custodian.

## **ATTENDANCE RECORD KEEPING**

The clerical staff is responsible for the record keeping of all attendance for healthcare and business programs. All students are required to sign in and out using the Student Sign in Sheet. This information is then transferred to the individual student attendance cards. Northwest Educational Center maintains an individual attendance card for all students which documents attendance on a daily basis from the beginning of school through to the end.

ATTENDANCE CARDS: At the start of the new class, attendance cards are created. On a daily basis, the clerical staff lists the number of hours attended for each student on their attendance card. Northwest Educational Center rounds attendance to the nearest quarter hour. At the end of each week the weekly attendance is totaled. A cumulative total is kept on the far right side of the card to show the total amount of hours attended since starting school.

TIME CARDS: Students enrolled in the Cosmetology and Barber Program are required to use a time clock and time cards to document their daily attendance. At the start of a new class, the Cosmetology and Barber Instructor gives all new enrollments the time card for the month. Students are required to punch in and out as they arrive and leave the class. New time cards are issued on the first class day of each calendar month. Time attended on the time cards is entered into the Texas Department of Licensing & Regulation SHEARS database on a monthly basis.

Some funding agencies have specific attendance record keeping requirements for billing and maintenance purposes. Due to the frequency of changes and the variations between each agency, Northwest Educational Center does not publish these requirements in this guide. However, detailed information is available in the respective guides of the funding agencies.

## **GRADE RECORD KEEPING**

Instructors are to document grades in the Teacher's Attendance/Grade Book which is provided to them by the administrative staff at the start of each new schedule of classes. Instructors are to turn over to the registrar the completed Attendance/Grade Book no later than three days after the schedule's end date. Students are allowed to review their graded examinations, but are not allowed to keep the actual exams. Instructors are required to turn in the graded examinations along with the Teacher's Attendance/Grade Book. This provides the school with documentation of grades posted within the grade books.

For all students, progress reports are generated by the clerical staff. At the end of the reporting period, individual progress reports are created by the clerical staff for all students. Information from the Teacher's Attendance/Grade books is entered into the individual's report. Information about the student's attendance is also entered into the report. Progress Reports are printed out, a counseling form is completed, and copies are prepared.

Progress Reports are distributed to the students by the Counselor. Students are provided a copy of both their progress report and the counseling form and a copy is also placed in the student's file. Upon completion of the program, a final Academic Transcript is issued which provides an average of all progress report grades. See the Education Department - Progress Reports Section for specifics on calculating grades for the Progress Reports.

### **CERTIFICATES OF COMPLETION**

The clerical staff is responsible for using a Word Processing Software and blank certificate forms to generate the proper certificates of completion. Certificates should include the student's legal name including a middle initial. Certificates are presented to the appropriate staff for their signatures. Certificates of Completion are numbered on the back for reference. A Certificate Log is maintained for documentation of Certificate numbers. Copies of all Certificates of Completion are to be made and placed into the student's file. Certificates are placed in a sheet protector and either passed out directly to the student or mailed to their address. Northwest Educational Center reserves the right to hold Academic Transcripts and Certificates of Completion until the tuition balance has been paid in full.

### **AWARD CERTIFICATES**

Honor Roll, Perfect Attendance, and Outstanding Attendance Certificates are issued to all students who meet the criteria. Honor Roll Certificates require an overall grade average of 90 or more with an attendance average of 80% for that reporting period. Perfect Attendance Certificates require 100% attendance with zero hours of absences for the time on a progress report. Outstanding Attendance Certificates require 95% or more attendance for the time on the progress report. Award Certificates are issued at the Award Ceremonies which are held periodically at the Center.

### **GENERAL CLERICAL DUTIES**

The Clerical staff is responsible for all general clerical duties not listed above. These include faxing, processing incoming and outgoing mail, generating letters, handling walk-in customers, creating forms, brochures, and fliers, and any other clerical duties necessary to maintain an office. Clerical staff must be friendly, task oriented, and cooperative in their willingness to perform duties asked of them.

## **PLACEMENT DEPARTMENT**

The placement staff is responsible for generating job leads, assisting students with their job search, and providing follow up on placed students. The placement staff should be knowledgeable of what is required in the job market today and should be able to match student skills with employer needs. The placement staff must implement systems which provide open lines of communication and cooperation from other staff and faculty. In addition, the placement staff must maintain a network of contacts with various businesses and employers in the local area. This network will enable the placement staff to remain current in their knowledge of job market trends. The placement staff should also be involved in keeping the communications open between faculty, staff, and various businesses and employers to enhance placement

possibilities. The staff and faculty members will be notified periodically of the success of the placement department and will be provided annual written reports of the current placement statistics. John Oten is the staff member responsible for implementation of placement services, for coordination of the job assistance area, and for supervision of the telephone follow-up. Case managers handle job placement assistance on a daily basis.

### **AVAILABILITY OF PLACEMENT ASSISTANCE**

Northwest Educational Center provides job placement assistance to all students regardless of their completion status. Placement assistance to non completers will take into consideration the current skill levels of the student. For students with limited skills and experience and/or completion of only a small portion of the program, placement assistance may be limited to jobs in areas such as retail, fast food, and other unskilled jobs.

### **PLACEMENT AREA**

Northwest Educational Center has a designated area called the Placement Area where students and graduates may use the equipment to search for employment. This area is equipped with a computer with Internet access, printer, and a fax machine. The placement department is open to all students including active and graduate students. Past students are encouraged to utilize the facilities as well as recent graduates or non-completers.

### **JOB READINESS CLASSES**

During the last portion of school, students have classes to begin preparation for the job search. During this Job Readiness class, students learn a variety of important tools to use during their job search. These include methods of finding and generating job leads, methods of creating resumes and cover letters, and methods of tracking employment contacts. Also included in this class are instructions on how to dress for an interview, instructions on proper interview etiquette, and instructions on how to ask for the job. Upon completion of this class, students will have a completed resume, cover letter, and will have undergone at least one mock interview.

### **GENERATING JOB LEADS**

The placement staff is responsible for generating a sufficient number of job leads to provide quality assistance and high placement statistics. The placement staff should use referrals from prior placements, classified advertisements, job banks and hot lines, and Internet job listings to generate employment leads. In addition to these methods, a variety of other methods should be utilized to ensure a continuous flow of job opening information.

### **JOB SEARCH COUNSELING**

Most people, including our students, have a hard time accepting rejection. However, no job search can exist without some type of rejection. Very few students are offered the first job for which they interview. Since rejection is such a big part of the job search, the placement staff must provide assistance on learning methods to deal with rejection. Job placement staff must provide encouragement to students during their job search. They must continually stress that there is no way to avoid rejection during the job search. They must stress that all applicants experience hurt feelings when not offered a job. Placement staff should be schooled in teaching students how to learn from their rejections. Students should be taught how to ask why they weren't hired and to use this information to better their job search.

## **TRACKING JOB SEARCH ACTIVITIES**

Northwest Educational Center requires that the placement staff coordinate with each student to maintain information on all job search contacts. This individual job contact log is best documented by means of the Job Search Log. At the beginning of the job search, students are provided with a bound Job Search Log Book and instructions on how to best use this book. Within the book are ample pages of the Job Search Log Form to track and document all aspects of the job search. Included on this form is space to include the name, address, phone number, and contact person of a job lead. Also, provided is space to include type of position, rate of pay, method of contact, results of contact, interview date, follow-up method, and final outcome.

## **EXIT INTERVIEWS**

The placement staff is required to conduct an exit interview on all students who are exiting the program and/or who have found permanent full time employment. This exit interview allows the staff to document pertinent information on the student at the time of termination and to collect information which would assist in assessing the quality and outcomes of the occupational programs.

For students who have not completed the program or who have not found employment, an exit interview allows the staff to discuss the options available to the participant. Options which are sometimes possible include a return to classroom training or a continuation with job search. For employed individuals, the exit interview allows the school to document both the participant's information and the employer's information. Areas covered during the exit interview include employer's name, address, telephone number, contact person, rate of pay, hours worked, and the job title of the placed student. The necessary paperwork to document placement is also completed during this exit interview. This is also a good time for the placement staff to discuss the steps involved in the follow-up for the placed student. Exit interviews can be completed at the school's facility or on the job site. By conducting the interview on the job site, the placement staff will get to see the workplace and will often obtain an introduction to the supervisor to assist with the follow up. This meeting is also a possible connection for future referrals of employment

## **FOLLOW-UP**

Northwest Educational Center maintains contact with the placed student for the 90 days after employment or termination from the program. During this time, a follow-up is conducted at 30 days, 60 days, and 90 days. In addition to the follow-up, placement staff is expected to remain in contact with the student by telephone at various points throughout the first 3 months after termination.

# **FINANCIAL POLICY AND PROCEDURES**

Northwest Educational Center uses this as a guide in maintaining proper procedures in the area of finances.

## **REVENUE**

As described in the Clerical Section of this guide, the staff responsible will write a receipt for all revenue received by Northwest Educational Center. Receipts used will have three parts with one original and two carbonless copies. Currently, Northwest Educational Center uses receipt books which are three parts with one original, a yellow copy, a pink copy. These receipt books have three receipts per page. All receipts will have a Northwest Educational Center assigned number written in the top left corner of the receipt. Numbers used will be consecutive and continuous. These numbers will continue from prior years and are a means for Northwest Educational Center to track receipts written. All original receipts will have the school's name stamped onto them. Receipts will be written for all tuition funds received by Northwest Educational Center. These funds include but are not limited to tuition payments and miscellaneous revenue from any other sources such as cosmetology equipment and kits. Upon receiving funds, the staff member responsible will write a receipt and give the original copy to the payer of the funds. If funds are received by mail, the original receipt will be mailed to the payer. The yellow copy of the receipt will be attached to the payment and turned into bookkeeping for processing and deposit. The pink copy of the receipt will always remain in the receipt book as a permanent record. All used receipt books are maintained indefinitely.

## **DEPOSITS**

Northwest Educational Center uses bank checking account(s) for the accounts receivable and accounts payable. Deposits are made on an "as needed" basis. At the time that the deposit is prepared, the staff member responsible will make a photocopy of the deposit slip along with the appropriate corresponding receipts. This will enable an auditor to track the payments received to the depositing of the funds. In some cases, electronic transfer of funds will occur. The same paperwork process as a regular bank deposit will follow for electronic transfer of funds.

## **APPLICATION OF TUITION PAYMENTS**

Once a deposit has been made, the receipts are to be stored in the appropriate place. For individual payments made directly by students, the yellow copy of the receipt will be attached to the lower left side of the student's file. For some funding sources, payment checks received may cover more than one student. In this case, the yellow copy of the receipt will be attached to the copy of the invoice(s) and will be kept in the book keeping records in the administrative area. A photocopy of the receipt, check stub and invoice being paid will be placed in each student's file which had a payment made by that check. All students have a Payment Ledger card which reflects the payment activity for the individual student. This Ledger card includes information on each payment made including the date of the payment, receipt number, source of payment, amount of payment, and balance after the payment is applied.

## **COMPUTERIZED ACCOUNTING**

To assist in tracking revenue received and expenses paid, Northwest Educational Center uses a computerized accounting software system. The software currently used is Sage Accounting formerly known as Peachtree. This software produces the General Ledger, checkbook

reconciliations, and various accounting reports. As revenue is deposited and expenses are paid, the information is entered into the accounting software.

### **COST CATEGORY NUMBERING SYSTEM**

Northwest Educational Center along with their accountant has established a system of entering expenses and revenue into the appropriate cost categories for the Sage software.

### **ACCOUNTS RECEIVABLE**

The staff of Northwest Educational Center will invoice for tuition payments from outstanding funding sources and other businesses based on previous agreements with these agencies.

### **ACCOUNTS PAYABLE**

Northwest Educational Center maintains a system of receiving invoices for accounts payable, verifying the validity of the expense, and processing the invoice payment. Any invoice which is questionable will be investigated prior to payment being made to ensure that the payment is warranted. Once the payment has been made, the information will be entered into the computerized software.

### **PETTY CASH**

Since Northwest Educational Center is a relatively small business, petty cash is not kept on hand at the facility. However, staff members will occasionally purchase necessary items with their own money and then submit a receipt for reimbursement. A check will be written to cover the cost of the expenses. The receipts for expenses are kept as documentation for the expense.

### **DISHONESTY BOND**

Northwest Educational Center will maintain a balloon Dishonesty Bond to cover staff members who handle money.

### **INVENTORY**

Northwest Educational Center will maintain an inventory of all major equipment and fixed assets. This inventory will include a detailed list of the type of equipment, serial number, and date of purchase. The inventory will be updated periodically for proper accounting of all fixed assets.

### **BUDGETING EXPENSES**

Northwest Educational Center will prepare budgets annually to plan for the upcoming year and to use it as an operational tool in preparing for expenses. Budgets will be realistic based on expected enrollments and anticipated benchmarks. The management will periodically review the status of meeting the budget and will make revisions when necessary.

### **PURCHASE OF SUPPLIES**

Northwest Educational Center will purchase office supplies, classroom supplies, and janitorial supplies on an ongoing basis to efficiently operate the school. The Center will plan and budget for miscellaneous office and classroom supplies and will store commonly used smaller supplies so that they are available for day to day use. In the event of an unexpected need for supplies, a staff member will take the steps necessary to go make the purchase as soon as possible.

Office and classroom supplies are purchased weekly. Staff should inform the receptionist of a need so that the purchase can be made in a timely fashion. In purchasing general office supplies and miscellaneous supplies, the Center will utilize the office supplies store or wholesale store which is most convenient and cost effective.

### **PURCHASE OF EQUIPMENT**

Northwest Educational Center's management will plan and budget for the purchase of equipment for the Center. As the Center grows and the student population enlarges, the Center will continue to plan for an increase in equipment. When budgeting allows, the Center will update and add to the current inventory of equipment. During the evaluation of an equipment purchase, the management will discuss the need for the equipment and will decide on the best type of equipment. The Center will seek competitive costs for the purchase.

### **DISPOSITION OF EQUIPMENT**

Northwest Educational Center's management will make decisions on when a piece of equipment is no longer usable by the Center. When a decision has been made to dispose of a piece of equipment, evaluations will be made to determine if the machine has any monetary value as a trade-in or if sold outright. If the Center determines that the machine may have value, it will take steps necessary to "cash in" on the equipment. If the machine is deemed worthless, it will be given away or disposed of through recycling or disposal.

### **PROCUREMENT POLICY**

Northwest Educational Center's Procurement policy requires equal treatment and full and open competition for all prospective vendors. The Equal Treatment policy provides for equal treatment to all prospective sources of goods and services to be purchased. Northwest Educational Center's policy requires that all goods and services be procured in a manner that provides maximum open and full competition. Where no competition exists, or where it is not prudent to obtain competitive bids, a determination shall be made which explains why there is a deviation from the maximum competition standard.

### **APPROVAL OF PURCHASES**

The President of the Corporation and the Executive Director have the primary responsibility for approving all purchases for Northwest Educational Center. In the event that the item for purchase exceeds \$500, both the President and Director must approve the purchase.

### **METHODS OF PROCUREMENT**

Northwest Educational Center uses the small purchase method of procurement for items which have a value or purchase price of \$25,000.

### **CONFLICT OF INTEREST**

Northwest Educational Center's policy prohibits any employee from engaging in an activity which might be construed as a conflict of interest. This includes, but is not limited to, the solicitation or acceptance of gratuities, favors, or anything of monetary value from suppliers or potential suppliers of goods or services. At a minimum, an employee must declare a possible conflict of interest if a family member is a board member or employee of a bidding organization.

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