



*Providing quality higher education
with a “student-centered” focus*

Catalog



2017 CATALOG

Effective March 13, 2017
Version 13.2
Last addendum October 30, 2017

This catalog reflects the regulations, policies, procedures, programs and fees for Pinnacle Career Institute as of March 13, 2017

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

Table of Contents

TABLE OF CONTENTS	3
WELCOME	5
MISSION STATEMENT	6
LOCATIONS	7
NOTIFICATIONS TO STUDENTS.....	7
INSTITUTION OVERVIEW	8
STATEMENT OF LEGAL CONTROL	8
HISTORY	8
ACCREDITATION AND APPROVALS	9
MEMBERSHIPS.....	9
ORGANIZATION	10
CRITICAL STRENGTHS OF THE COLLEGE.....	11
PROGRAMS OF STUDY	13
DENTAL ASSISTING	13
ELECTRONICS TECHNOLOGY.....	16
HVAC TECHNICIAN	20
MASSAGE THERAPY	23
MEDICAL ASSISTANT	26
WIND TURBINE TECHNICIAN.....	32
SHORT COURSES	37
<i>Massage Therapy-ME</i>	<i>37</i>
<i>Peak Tower Technician.....</i>	<i>37</i>
ADMISSIONS.....	38
PROCEDURES.....	38
SCHOOL POLICIES	38
CONDITIONAL ACCEPTANCE.....	39
READMISSION INTO THE INSTITUTE.....	39
DISTANCE EDUCATION.....	39
VOLUNTARY EDUCATION PARTNERSHIP MEMORANDUM OF UNDERSTANDING	39
<i>Military Duty</i>	<i>40</i>
ACADEMIC ACCOMMODATIONS	40
NEW STUDENT ORIENTATION	42
CREDIT ASSESSMENT.....	42
<i>Transfer and Award of Academic Credit</i>	<i>42</i>
<i>Foreign Credentials Evaluation</i>	<i>43</i>
<i>Credit by Examination</i>	<i>43</i>
<i>Prior Learning Assessment</i>	<i>44</i>
<i>American Council on Education (ACE) Credit</i>	<i>44</i>
STUDENT FINANCE.....	45
FINANCIAL AID ELIGIBILITY – TITLE IV	45
PINNACLE CAREER INSTITUTE RIGHTS AND RESPONSIBILITIES OF FINANCIAL AID RECIPIENTS.....	45

APPLICATION PROCESS	46
GRANTS AND LOANS	47
SCHOLARSHIPS.....	50
TUITION FEES AND POLICIES.....	54
STUDENT’S RIGHT TO CANCEL.....	54
TERMINATION BY THE SCHOOL.....	54
CANCELLATION POLICY	54
TUITION AND FEES.....	55
COURSE REPEATS	55
GENERAL TUITION REFUND POLICY.....	55
RETURN TO TITLE IV POLICY	56
OTHER AGENCY RETURN POLICIES	56
STUDENT SERVICES.....	57
CAREER SERVICES CENTER.....	57
HOUSING.....	57
STUDENT ACTIVITIES	57
ACADEMIC ADVISING	57
LEARNING RESOURCE SYSTEM.....	57
ACADEMICS.....	58
GENERAL INFORMATION	58
<i>Terms and Credits</i>	<i>58</i>
<i>Unit of Credit Definition</i>	<i>58</i>
<i>Contact Hour to Quarter Credit Hour Conversion Formula</i>	<i>58</i>
<i>Academic Calendar</i>	<i>58</i>
<i>Course Numbering</i>	<i>58</i>
ACADEMIC POLICIES AND PROCEDURES	59
<i>Professional Conduct.....</i>	<i>59</i>
TERMINATION BY THE SCHOOL.....	59
<i>Graduation Requirements.....</i>	<i>59</i>
<i>Transcript of Records</i>	<i>60</i>
<i>Academic Integrity.....</i>	<i>60</i>
CLASS SCHEDULE.....	61
<i>Residential Classes</i>	<i>61</i>
<i>Flex-Ed Classes</i>	<i>61</i>
<i>Online Class Schedule.....</i>	<i>61</i>
<i>Consortium Agreement.....</i>	<i>61</i>
ATTENDANCE	62
<i>Traditional Delivery.....</i>	<i>62</i>
<i>Distance Education Delivery.....</i>	<i>62</i>
<i>Flex-Education Delivery.....</i>	<i>63</i>
<i>Late Work Policy</i>	<i>63</i>
<i>Attendance Waiver Policy.....</i>	<i>63</i>
<i>First Time Students.....</i>	<i>63</i>
ONLINE AND FLEX-ED TECHNICAL SPECIFICATIONS.....	64
EVALUATION	64
<i>Academic Evaluation: Frequency and Process</i>	<i>64</i>

<i>Student Grade Appeal</i>	65
SATISFACTORY ACADEMIC PROGRESS	65
<i>General Standards</i>	65
<i>Academic Warning</i>	66
<i>Request for Incomplete</i>	67
<i>Course Repeat Policy</i>	67
<i>Withdrawal - Non-Academic</i>	67
<i>Transfer and Award of Academic Credit</i>	68
<i>Seeking Additional Credential</i>	68
<i>Change of Program</i>	68
STUDENT RECORDS	69
TRANSCRIPT OF RECORDS.....	69
STUDENT RECORD PRIVACY	69
STUDENT CIVIL RIGHTS	71
<i>CBHE Policy on Complaint Resolution</i>	72
Introduction	72
Complaints Not Covered	73

Exhaustion of Remedies at the Institutional Level.....	73
Process.....	73

PINNACLE CAREER INSTITUTE - CATALOG SUPPLEMENTS **79**

FULL-TIME FACULTY	79
TUITION AND FEE SCHEDULE	80
TEXTBOOK LIST	82
PCI ACADEMIC CALENDAR 2017-2018	82
SHORT COURSES	82

PINNACLE CAREER INSTITUTE - CATALOG ADDENDA ... 82

<i>Accreditation and Approvals</i>	82
<i>Student Complaints and Student Consumer</i> <i>Information by State Official/Agency</i>	83
<i>Catalog Supplement – Faculty</i>	83
<i>Student and Career Services</i>	83
<i>Termination of Programs - effective 8/7/17</i>	83
<i>Admissions Non-Discr. Statement 8/7/17</i>	83
<i>Admissions: Procedures effective 9/4/17</i>	83
<i>PCI Annual FERPA Notification</i>	84
<i>Update to Program Descriptions 10/30/17</i>	89
<i>Satisfactory Academic Progress 10/30/17</i>	91

Welcome

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

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

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

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

Sincerely,

Jeffrey C. Freeman
Chief Executive Officer
Pinnacle Career Institute

Mission Statement

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

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

Core Values

Integrity – We do what we say we will do.

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

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

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

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

Purposes (Institutional Objectives)

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

Locations

Campuses

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

Pinnacle Career Institute
1601 W. 23rd Street, Suite 200
Lawrence, KS 66046
785-841-9640

Additional Location

Pinnacle Career Institute – North Kansas City
Branch Campus of Pinnacle Career Institute
11500 Ambassador Drive, Suite 221
Kansas City, MO 64153
816-270-5300

Additional Location

Pinnacle Career Institute - Online Education
10301 Hickman Mills Dr., Suite 200
Kansas City, MO 64137
816-268-3400

Learning Site

Professional Fitness Institute
A Division of Pinnacle Career Institute
11500 Ambassador Drive, Suite 221A
Kansas City, MO 64153
816-270-5300

Notifications to Students

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

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

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

DISCLAIMER

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

Institution Overview

Statement of Legal Control

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

The officers of the corporation are:

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

Scott F. Freeman, Vice President/Secretary

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

History

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

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

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

On April 25, 2008, Pinnacle Career Institute was granted approval to open the Pinnacle Career Institute - North Kansas City branch campus.

Effective June 1, 2009, Manufacturers Technical Institutes, d/b/a Pinnacle Career Institute, through succession by merger, has a division which was first located in Las Vegas, NV, commonly known as Professional Fitness Institute. In April 2014, this division was moved to Kansas City, MO, and continues to remain in operation as Professional Fitness Institute, a division of Pinnacle Career Institute.

Effective November 21, 2016, Pinnacle Career Institute located at 1601 W. 23rd St., Suite 200, Lawrence, Kansas, ceased enrolling in all programs.

Accreditation and Approvals

In June 2011, Pinnacle Career Institute (PCI) received accreditation by the Accrediting Council for Independent Colleges and Schools (ACICS) to award certificates and Associate degrees. Professional Fitness Institute, a division of Pinnacle Career Institute, is recognized by ACICS as a Learning Site of Pinnacle Career Institute.

Also in June 2011, Pinnacle Career Institute-North Kansas City was recognized as an additional location and accredited to award certificate and Associate degrees.

On July 1, 2012, Pinnacle Career Institute-Online Education was conditionally accepted by ACICS as an additional location and approved to award certificates and Associate degrees. The campus received final acceptance on May 2, 2014.

The Accrediting Council for Independent Colleges and Schools is recognized by the Council for Higher Education Accreditation (CHEA).

ACICS

750 First Street NE, Suite 980

Washington, DC 20002-6780

(202) 336-6780

<http://www.acics.org/>



Prior to 2011, Pinnacle Career Institute and Pinnacle Career Institute-North Kansas City were accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) to award certificates and Associate degrees. The Accrediting Commission of Career Schools and Colleges (ACCSC) Schools is listed as a nationally recognized accrediting agency by the United States Department of Education.

Pinnacle Career Institute and Pinnacle Career Institute-North Kansas City are certified to operate in the State of Missouri by the Department of Higher Education and have approvals from the Department of Elementary and Secondary Education to provide training under the Veterans Administration, Vocational Rehabilitation, and Workforce Investment Act. Pinnacle Career Institute is contracted for training by the Missouri and Kansas Rehabilitation Commissions.

Pinnacle Career Institute is a member of the National Council for State Authorization Reciprocity (SARA) Agreement since 2015.

Pinnacle Career Institute is recognized by the National Association of Tower Erectors (NATE) as meeting the NATE Tower Climber Fall Protection Training Standard (NATE CST).

Memberships

American Association of Collegiate Registrars and Admissions Officers (AACRAO)

American Council on Education (ACE)

Assoc. Bodywork and Massage Professionals (AMBP)

Career Education Colleges and Universities (CECU)

Kansas City Chamber of Commerce

National Association Student Financial Aid Administrators

Missouri Association of Student Financial Aid Personnel

Missouri Association of Private Career Colleges & Schools (MAPCCS)

Missouri Vocational Rehabilitation Association

National Healthcareer Association (NHA)

National Strength and Conditioning Association (NSCA)

National Vocational Rehabilitation Association

Servicemembers Opportunity Colleges (SOC)

Organization

Board of Directors

Jeffrey C. Freeman, Chairman
Scott F. Freeman
Michael Platt

Administration

10301 Hickman Mills Dr., Kansas City, MO 64137

- Jeff Freeman, Chief Executive Officer
- Matt Killday, President, Executive Director at PCI/PCI-Online Education, MBA, Keller Graduate School of Management
- Rebecca Clothier, Executive Vice President, System Director of Compliance and Financial Services; Executive Director-Lawrence campus; BS, Psychology, Minor in Business, Emporia State University
- Jason Chapman, Director of Admissions and Marketing; BA, University of Alaska
- Amanda Edwards, Chief Academic Officer, Director of Education-PCI/PCI-Online Education; MEd, Jones International University; BS, Psychology/Speech & Hearing Science, University of Arizona
- Alberto Bravo, Director of Financial Aid Compliance; MBA, Baker University; BA, Psychology/Physical Science, University of Kansas
- Consuela Benson, System Director of Student & Career Services; MBA, Lincoln University
- Debbie Fajen, System Registrar

Pinnacle Career Institute / Pinnacle Career Institute - Online Education

Main Campus - 10301 Hickman Mills Dr., Suite 100, Kansas City, MO 64137

Branch Campus - 10301 Hickman Mills Dr., Suite 200, Kansas City, MO 64137

- Matt Killday, President, Executive Director at PCI/PCI-Online Education, MBA, Keller Graduate School of Management
- Amanda Edwards, Chief Academic Officer, Director of Education at PCI/PCI-Online Education; MEd, Jones International University; BS, Psychology/Speech & Hearing Science, University of Arizona
- Debbie Barnes, Assistant Director of Education; AOS, Electronics Technology, Electronics Institute

Pinnacle Career Institute - North Kansas City

Branch Campus - 11500 Ambassador Drive, Suite 221, Kansas City, MO 64153

- Guy Genske, Executive Director; BS, Business Management, Park University
- Jessica Geran, Director of Education; BS, Athletic Training, Park University

Professional Fitness Institute, a division of Pinnacle Career Institute

Learning Site - 11500 Ambassador Drive, Suite 221A, Kansas City, MO 64153

- Shannon Baisden, Director; MA, Sports Sciences, University of the Pacific, BA, Exercise Science, University of California-Davis

Pinnacle Career Institute

Main campus - 1601 W. 23rd Street, Lawrence, Kansas, 66046

- Rebecca Clothier, Executive Director-Lawrence campus; Executive Vice President, System Director of Compliance and Financial Services; BS, Psychology, Minor in Business, Emporia State University

Critical Strengths of the College

Faculty

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

Class Size

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

Programs

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

School Facilities

Pinnacle Career Institute campus, located at 10301 Hickman Mills Road in Kansas City, occupies the first floor of a 32,000 square foot building with outdoor lighting and ample parking space. Easily accessible from I-435 and Red Bridge and Bannister roads, the campus is beautifully framed within trees and natural landscaping to provide pleasant surroundings for our students. The campus has lecture rooms and laboratories designed for each program, including a gym and public massage clinic. In addition, there is a student lounge with vending available and various eating establishments and housing choices nearby.

Pinnacle Career Institute - Online Education occupies 10,000 square feet of building space on the second floor at 10301 Hickman Mills Road in Kansas City, Missouri. The school features offices and meeting spaces for staff, with high technology capabilities to support the online campus. All aspects of the online location site are housed at the campus including administration, enrollment management, financial aid, student services, and education.

Pinnacle Career Institute - North Kansas City campus occupies approximately 30,000 square feet in the historic TWA professional building. Easily accessible off I-29, the campus is beautifully surrounded with trees which provide an agreeable atmosphere for our students. The campus has large lecture rooms designed for each program as well as laboratories designated for each program including a gym. In addition, there is a large student lounge with vending available, and various eating establishments and housing choices are in close proximity.

Pinnacle Career Institute – Lawrence campus occupies a modern 9,500 square foot, air-conditioned facility located one block east of Iowa Street on 23rd Street, in the Southern Hills Shopping Center. The campus has lecture rooms and laboratories designed for each program, including a public massage therapy and esthetics clinic. In addition, there is a student commons area with vending available and various eating establishments and housing choices nearby.

Professional Fitness Institute, a division of Pinnacle Career Institute occupies significant space in a large facility in Kansas City, Missouri. This site houses a 2600 square foot, well-equipped gym facility, offices for the PFI staff, assessment room, and offers access to 10 classrooms that are utilized in the delivery of Capstone Education events (boot camps) associated with the Personal Trainer program for Pinnacle Career Institute as well as partner schools. Equipment contained in the

space includes gym equipment, office furniture, computers, and various tools and devices particular to the personal training industry.

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

Students have full access to the online library database for research needs. Various trade publications, books, and papers are provided in on-campus Learning Resource Centers that provide students with a facility for studying and research.



Dental Assisting

Certificate Program

9 Month, 56 Quarter Credit Hour Program

CIP 51.0601

Available at the following locations:
Pinnacle Career Institute – Kansas City

Delivery Methods:
Flex-Education

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

Certificate Program Objectives

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



Figure 1 Licensed from Shutterstock.com

Major Equipment List:

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

Course Number	Course Name	Lecture Hours	Lab Hours	Extern Hours	Total class Contact Hours	Minimum Outside Clock Hours	Quarter Credit Hours
1st Term							
GS100	Fast Track to Success	40	40		80	20	6.0
DA103	Overview of Dental Assisting	40	60		100		7.0
DA113	Anatomy, Physiology, Oral Health and Prevention	40	60		100		7.0
2nd Term							
DA123	Dental Assisting: Instruments and Materials	40	60		100		7.0
DA133	Dental Radiology	40	60		100		7.0
DA143	Chairside Assisting: General Dentistry	40	60		100		7.0
3rd Term							
DA153	Chairside Assisting: Dental Specialties	40	60		100		7.0
DA160A	Dental Assisting Externship	10		90	100		4.0
DA160B	Dental Assisting Externship	10		90	100		4.0
Total		300	400	180	880	20	56.0

Please Note: This program is modular and courses do not follow a linear delivery. The course outline above does not necessarily indicate order of course delivery. Courses are scheduled according to prerequisite requirements. Students are required to participate in outside assigned work per week for each course in the program. This work may take several different forms: documented reading assignments, watching a video and writing a response, journaling, discussions, simulations or drills, and practice. All outside work is required to be documented and will be calculated into the student's overall grade for the course.

Dental Assisting Course Description

GS100 Fast Track to Success | *Prerequisite: NA; 6.0 Quarter Credits; 80 contact hours + 20 hours outside work*

Utilizing the best of cognitive research, the students explore various theories and functions related to self-exploration and awareness. Examining the process of self-awareness and goal setting through application of scientific problem-solving principles, feedback loop scenarios, and attitude analysis, students learn how cognitive psychology can be leveraged to improve self-image and professional demeanor.

DA103 Overview of Dental Assisting | *Prerequisite: GS100; 7.0 Quarter Credits; 100 Contact Hours*

Welcome to the world of dental assisting! In this engaging and informative course, you will be introduced to the specific procedures the dental assistant will use on a daily basis. Basic safety, sterilization and disinfecting techniques will be outlined and evaluated, as well as exposure to the unique operations of working effectively with the dental office team.

DA113 Anatomy, Physiology, Oral Health and Prevention | *Prerequisite: GS100; 7.0 Quarter Credits; 100 Contact Hours*

Dive into the depths of the human body by examining the basic anatomy and physiology principles necessary for dental assisting. A deep examination of mouth and tooth anatomy will open the door for you to apply these concepts throughout the course and your program of study. In addition to these foundational concepts of anatomy, you will gain exposure to some fundamental dental assisting concepts such as periodontal disease, preventive techniques and a peek at special consideration populations in dentistry. Enjoy the journey through the magnificent human body!

DA123 Dental Assisting: Instruments and Materials | *Prerequisite: GS100; 7.0 Quarter Credits; 100 Contact Hours*

Auto mechanics and other trades need to have a supreme grasp regarding the tools that reside in their back pocket. Dental assistants need the same grasp regarding their instruments and hand-pieces. Learn all about the usage and care of these wonderful instruments and hand-pieces used in dentistry. Get your hands and instruments working as you explore the world of common mixes and materials used in the dental office, creating impressions that will assist in examining bite registration.

DA133 Dental Radiology | *Prerequisite: GS100, DA113; 7.0 Quarter Credits; 100 Contact Hours*

Smile for the camera! Be the photographer in this important course that allows you to look beyond your patient's pretty smile and create the images that will help tell their dental story. A detailed look at the unique imaging techniques and procedures will help paint a clear picture of your patient's history and future. Processing techniques, legal and safety considerations will also be addressed in this interesting and engaging class. Ready? Say "cheese"!

DA143 Chairside Assisting: General Dentistry | *Prerequisite: GS100, DA123; 7.0 Quarter Credits; 100 Contact Hours*

Cavities happen to good people. In fact, they happen to a large percentage of your future patients. Learn how to recognize a cavity and what options are available to your patients for treatment. Explore a multitude of restoration possibilities and discover your role in the process.

DA153 Chairside Assisting: Dental Specialties | *Prerequisite: GS100, DA123; 7.0 Quarter Credits; 100 Contact Hours*

If your vehicle needs repair, you take it to the mechanic. If your pet is sick, you take it to the vet. If your tooth hurts, you go to the dentist, and to fix the problem you may be referred to a specialist. In this course, you will learn about a variety of dental specialists you may work with one day. Explore each specialty's unique practices and procedures to anticipate your role when working in a specialty practice, and educate patients about the specialist they have been referred to.

DA160A Dental Assisting Externship | *Prerequisite: GS100, DA103, DA113, DA123, DA133, DA143, DA153; 4.0 Quarter Credits, 100 Contact Hours*

DA160B Dental Assisting Externship | *Prerequisite: GS100, DA103, DA113, DA123, DA133, DA143, DA153; 4.0 Quarter Credits, 100 Contact Hours*

Congratulations! It's time to put your skills to work! This course is a culmination of your journey in preparation for entry-level work in the Dental Assisting field. Over two consecutive 4-week classes, you will be completing a 180-hour clinical. During this time you will be responsible for weekly online assignments and evaluation forms submissions. Arrangements for the externship are your responsibility with the assistance of the Dental Assisting Program Lead and Externship Coordinator. Successful completion of CPR certification training is also required prior to starting externship. The cost is included as part of the program tuition and training dates are made available on campus outside of normal class time. Students must make arrangements to attend prior to externship. Overall structure of the courses is:

DA160A

- 90 contact hours of supervised clinical externship on site
- 10 contact hours online work including submission of weekly journals and program review assignments

DA160B

- 90 contact hours of supervised clinical externship on site
- 10 contact hours online work including submission of weekly journals and program review assignments

You are required to obtain a TB skin test and submit documentation of this prior to beginning your externship. Your Dental Assistant Program Lead will provide details about obtaining the test; cost is included in the program tuition.



Electronics Technology

08/07/17 - see program addendum

Certificate

12 Month, 84 Quarter Credit Hour Program

CIP 15.0303

Available at the following location:

Pinnacle Career Institute

Delivery Method:

Residential

Industry today places great emphasis on the utilization of electronic test equipment. No matter how carefully designed and technically perfected the field of electronics becomes, there will always be a need for technicians with test equipment knowledge and the expertise to use them. The Electronics Technology Certificate develops a solid electronics foundation.

Certificate Program Objectives:

1. Discuss and demonstrate the fundamentals of electronics, solid state electronics and digital electronics.
2. Discuss and be able to demonstrate basic computer fundamentals.
3. Demonstrate an understanding of theory and how it applies to experimentation and application of trouble-shooting techniques.
4. Demonstrate the use of lab equipment to safely troubleshoot and repair electronic circuits.



Figure 2 Licensed from Shutterstock.com

Major Equipment List:

AC/DC Power Supplies, Peripheral Devices, IBM Compatible PC, Digital Meters, Prototype Boards, Analog /Digital Trainer, Soldering-desoldering Equipment, Oscilloscopes, Frequency Counters

This program prepares the graduate for entry-level employment and/or further on-the-job training as a service technician in the field of consumer, commercial, and industrial electronics. Typical job-related activities may involve assembly, installation, maintenance, testing, troubleshooting and repair. Each student is presented with career development fundamentals that teach the technical writing and communication skills necessary in the workplace.

Certificate Program:

Course Number	Course Name	General Education Requirement	Lecture Hours	Lab Hours	Extern Hours	Outside Work	Effective Contact Hours	Quarter Credit Hours
1st Term								
ECT100	Introduction to Electronics Technology		30	30		15	75	4.0
ET101	DC Fundamentals		60	40		25	125	8.0
ET102E	DC Electronics		30	20		12.5	62.5	4.0
TM101	Technical Math I		30			7.5	37.5	3.0
2nd Term								
GE101	Grammar and Composition	X	60			15	75	6.0
ET107	Digital Fundamentals		60	40		25	125	8.0
ET108	Digital Electronics		30	20		12.5	62.5	4.0
TM103	Digital Mathematics		30			7.5	37.5	3.0
3rd Term								
ET103	AC Fundamentals		60	40		25	125	8.0
ET104E	AC Electronics		30	20		12.5	62.5	4.0
TM102	Technical Math II		30			7.5	37.5	3.0
ECT101	Computer Fundamentals		60			15	75	6.0
4th Term								
ET105	Solid State Fundamentals		80	40		30	150	10.0
ET106	Solid State Electronics		40	20		15	75	5.0
GE102	College Composition I	X	60			15	75	6.0
Total			720	240		240	1200	84.0

Please Note: Courses are scheduled according to prerequisite requirements. Students are required to participate in outside assigned work per week for each course in the program. This work may take several different forms: documented reading assignments, watching a video and writing a response, journaling, discussions, simulations or drills, and practice. All outside work is required to be documented and will be calculated into the student's overall grade for the course.

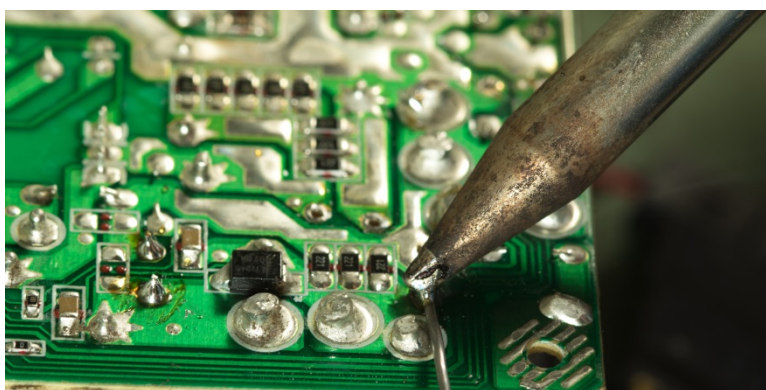


Figure 3 Licensed from Shutterstock.com

Course Descriptions – Certificate-level

1st Term

ECT100 Introduction to Electronics Technology | *Prerequisite: N/A; 4.0 Quarter Credits; 60 contact hours + 15 hours outside work*

This introductory course in electronics technology introduces students to basic work safety principles, hand tools and equipment, fundamentals of electricity, reading basic schematics, and includes a basic math overview. Students will also study work communication skills, employability skills, and personal success strategies.

ET101 DC Fundamentals | *Prerequisite: ECT100; 8 Quarter Credits; 100 contact hours + 25 hours outside work*

This course is intended to familiarize the student with the basic concepts of electricity, what it is and how it is produced. It will also familiarize the student with the basic laws concerning the three fundamental properties of direct current resistive circuits. The laboratory work will allow the student to become familiar with the use of basic instruments used to measure voltage, current, resistance and power.

ET102E DC Electronics | *Prerequisite: ECT100, ET101; 4 Quarter Credits; 50 contact hours + 12.5 hours outside work*

This course covers resistive circuits having DC sources. Analysis topics include Ohm's law, Kirchhoff's law, the Superposition theorem, Thevenin's theorem, Norton's theorem, and the basic principles of magnetism. The current, voltage and resistance relationships in series, parallel and combination circuits will be studied. These concepts and circuits are analyzed in the laboratory.

TM101 Technical Math I | *Prerequisite: ECT100; 3 Quarter Credits; 30 contact hours + 7.5 hours outside work*

This course introduces methods and techniques for the solution of basic DC circuit problems. Included is the study of algebraic operations, simple linear equations, algebraic fractions, ratio and percent, graphing, and use of the electronic calculator.

2nd Term

ET107 Digital Fundamentals | *Prerequisite: ECT100; 8 Quarter Credits; 100 contact hours + 25 hours outside work*

This course is intended to introduce the student to the basic concepts and devices used in digital electronics. The students learn about the binary number system and how to convert between systems. Also included are the basic electronic devices used in digital circuits. The course covers the basic digital circuits, such as gates, inverters, multivibrators, and other logic circuits. These concepts and circuits are analyzed in the laboratory.

ET108 Digital Electronics | *Prerequisite: ECT100, ET107; 4 Quarter Credits; 50 contact hours + 12.5 hours outside work*

This course begins with a study of integrated-circuit logic families. TTL, ECL, MOS logic families, IC packaging conventions, and low-power technologies are considered. Studied are MSI logic circuits such as encoders, decoders, displays, multiplexers, demultiplexers, shift registers, adders, and basic memory devices. Practical circuit techniques that utilize standard laboratory test equipment receive emphasis throughout this course.

TM103 Digital Mathematics | *Prerequisite: ECT100; 3 Quarter Credits; 30 contact hours + 7.5 hours outside work*

This course teaches the binary number system and its relationship to other number systems such as decimal, hexadecimal and octal is the principal focus. Topics include decimal, binary, hexadecimal, and octal arithmetic, set theory, Boolean algebra, logical operators, truth tables, and circuitry. The binary number system and digital codes are fundamental to understanding how computers and many other types of digital systems work.

GE101 Grammar and Composition | *Prerequisite: ECT100; General Education Requirement; 6 Quarter Credits; 60 contact hours + 15 hours outside work*

This course will focus on developing ideas, making clear statements and organizing information at the level of the paragraph. Students will review and improve grammar skills, punctuation, spelling, sentence structure, and paragraph writing while employing critical thinking strategies and the writing process to respond to a wide variety of writing situations.

3rd Term

ET103 AC Fundamentals | *Prerequisite: ECT100, ET102E; 8 Quarter Credits; 100 contact hours + 25 hours outside work*

This course is intended to familiarize the student with the basic principles of alternating voltage and current power. It will also include a study of the basic components and circuits associated with alternating current and their applications. Wave-form analysis is included. Lab work covers operation of oscilloscopes, power supplies, and signal generators for circuit measurements.

ET104E AC Electronics | *Prerequisite: ECT100, ET103; 4 Quarter Credits; 62.5 Effective Contact hours*

This course will apply the analysis techniques presented in AC Fundamentals to complex circuits driven by AC and pulsed sources. The responses of AC circuits with reactance and impedance, series and parallel resonance, and transient circuits with time constant concepts will be analyzed. Other topics include transformers and electrical filters. These concepts and circuits are

analyzed in the laboratory.

TM102 Technical Mathematics II | *Prerequisite: ECT100, TM101; 3 Quarter Credits; 30 contact hours + 7.5 hours outside work*

This course develops skills in the use of algebra, trigonometry, complex numbers, logarithms, and determinants as needed in electronics calculations. Techniques of network solutions are emphasized including Kirchhoff's and Ohm's Laws, Thevenin's and Norton's theorems. Emphasis throughout is on applications to various technologies.

ECT101 Computer Fundamentals | *Prerequisite: ECT100; 6 Quarter Credits; 60 contact hours + 15 hours outside work*

This course provides the necessary background for and provides hands-on practice using popular PC applications, including word processing, spread sheeting, data and presentation management, and accessing and using Web-based services, such as e-mail. Covers what computers are, their main components, how they work together, and the terminology used to refer to their components and what they do.

4th Term

ET105 Solid State Fundamentals | *Prerequisite: ECT100, ET104E; 10 Quarter Credits; 120 contact hours + 30 hours outside work*

This is the first course in electronic devices. Students learn how discrete semiconductor devices are constructed, how to handle them, how diodes, bipolar transistors, FETS, and thyristors operate and how to use them in practical circuits. Upon completion, students should be able to construct, analyze, verify, and troubleshoot discrete component circuits using appropriate techniques and test equipment. Students will build, test and troubleshoot variable DC power supply kits.

ET106 Solid State Electronics | *Prerequisite: ECT100, ET105; 5 Quarter Credits; 60 contact hours + 15 hours outside work*

This course explores analog circuit configurations and applications including small-signal amplifiers, multistage analog amplifiers, power amplifiers, filter circuits and oscillators. Emphasis is placed on the design and operation of basic operational amplifier circuits through theory and lab work.

GE102 College Composition I | *Prerequisite: ECT100; General Education Requirement; 6 Quarter Credits; 60 contact hours + 15 hours outside work*

This course is devoted to improving the student's writing and critical reading. Students sharpen their ability to analyze, evaluate, and synthesize texts and ideas, and to argue effectively in writing that exhibits an intended purpose and audience. Emphasis is on the planning, writing, and revising compositions, including the development of critical and logical thinking skills.

HVAC Technician

08/07/17 - see program addendum

Certificate

12 Month, 70 Quarter Credit Hours

CIP 47.0201

Available at the following locations:
Pinnacle Career Institute - North Kansas City

Delivery Methods:
Flex-Education

Award Level:
Certificate

The HVAC Technician program prepare the graduate for entry level work as a heating, refrigeration, and air conditioning technician by teaching the foundations of HVAC and ACR systems theory and application.

Program Objectives:

- Communicate the basic physical principles relating to heating, air conditioning, and refrigeration.
- Demonstrate and communicate proper techniques in refrigeration procedures.
- Demonstrate the proper techniques and communicate the basic elements of electronics in HVAC.
- Communicate the principles of air flow and air quality.
- Communicate the basic applications and work done by Commercial HVAC systems.
- Communicate the basic applications and work done by Commercial Refrigeration.
- Communicate and/or apply the procedures and practices for HVAC building efficiencies.
- Communicate the basic applications and work done by Residential Heating and Air Conditioning systems.
- Perform exam exercises in preparation for the “North American Technician Excellence” (NATE) exam.
- Participate in an Externship with a working HVAC company



Figure 4 Licensed from Shutterstock.com

Major Equipment List:

Variety of hand tools, electrical training boards, metal benders, refrigeration training units, walk-in cooler and freezer, small refrigeration units, roof top package units, electric air handlers, heat pumps, torches, recovery units and drums for refrigerant, vacuum pumps, nitrogen bottles, 3 phase motors, ling sycrometer, digital sycrometer, DC trainer

Course Number	Course Name	General Education	Lecture Hours	Lab Hours	Extern Hours	Total Class Contact Hours	Minimum Outside Clock Hours	Total Clock Hours	Quarter Credit Hours
1st Quarter									
GS100	Fast Track to Success	X	40	40		80	20	100	6.0
NRG102	Electricity Fundamentals		40	40		80	20	100	6.0
ACR100	Refrigeration Fundamentals		40	40		80	20	100	6.0
2nd Quarter									
ACR106	Airflow Principles		60	20		80	20	100	7.0
NRG110	Industrial Safety		60	20		80	20	100	7.0
ACR105	Basic Electronics for HVAC		40	40		80	20	100	6.0
3rd Quarter									
HVAC220	Residential Air Conditioning		40	40		80	20	100	6.0
HVAC200	Building Efficiencies		40	40		80	20	100	6.0
HVAC210	Commercial Refrigeration and HVAC		60	20		80	20	100	7.0
4th Quarter									
HVAC215	Heating Fundamentals		40	40		80	20	100	6.0
HVAC250A	HVAC Review and Externship			10	90	100		100	3.5
HVAC250B	HVAC Review and Externship			10	90	100		100	3.5
Total			460	360	180	1000	200	1200	70.0

Please Note: Students are required to participate in outside assigned work per week for each course in the program. This work may take several different forms: documented reading assignments, watching a video and writing a response, journaling, discussions, simulations or drills, and practice. All outside work is required to be documented and will be calculated into the student's overall grade for the course.

HVAC Technician Course Descriptions

GS100 Fast Track to Success | *Prerequisite: NA;*

6 Quarter Credits; 80 contact hours + 20 hours outside work

Utilizing the best of cognitive research, the students explore various theories and functions related to self-exploration and awareness. Examining the process of self-awareness and goal setting through application of scientific problem-solving principles, feedback loop scenarios, and attitude analysis, students learn how cognitive psychology can be leveraged to improve self-image and professional demeanor.

NRG102 Electricity Fundamentals | *Prerequisite: GS100; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

This course covers the physical properties of electricity, including measurements, calculations, and conversions in a wide range of values. Students will be introduced to both AC and DC power, the basic characteristics of different circuited types, and scientific principles relating to the flow of electricity.

ACR100 Refrigeration Fundamentals | *Prerequisite: GS100; 6 Quarter Credits; 80 contact hours + 20 hours outside work* This course covers the basic principles of refrigeration and air conditioning systems. This includes the concepts of heat transfer, refrigeration, pressure-temperature, and the basic principles and processes involved in building and maintaining these systems.

ACR106 Air Flow Principles | *Prerequisite: GS100; 7 Quarter Credits; 80 contact hours + 20 hours outside work* This course teaches advanced air flow properties, duct design, and materials used in duct systems and indoor air quality. Students learn about system balance related to air flow principles, heat losses/gains and air leakage, and computational analysis of air flow based on ductwork.

NRG110 Industrial Safety | *Prerequisite: GS100; 7 Quarter Credits; 80 contact hours + 20 hours outside work*

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

ACR105 Basic Electronics for HVAC | *Prerequisite: GS100, NRG102; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

This course covers the basic principles of refrigeration and air conditioning systems. This includes the concepts of heat transfer, refrigeration, pressure-temperature, and the basic principles and processes involved in building and maintaining these systems.

HVAC220 Residential Air Conditioning | *Prerequisite: GS100, ACR100, ACR106, NRG102; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

This course introduces the student to residential cooling systems. Students learn components, common normal operation, and troubleshooting for new and older residential systems. Unit placement and installation requirements for indoor and outdoor units are also examined. Students are also introduced to the concepts of retrofitting systems for existing buildings.

HVAC200 Building Efficiencies | *Prerequisite: GS100, ACR106; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

This course provides the basic knowledge of alternative energy systems, heating and cooling efficiency rating and insulation values. This includes an overview of the systems that utilizes wind, solar, air to air heat pumps, and high efficiency heating and cooling.

HVAC210 Commercial Refrigeration & HVAC | *Prerequisite: GS100, ACR100, NRG102, ACR105, ACR106, HVAC220; 7 Quarter Credits; 80 contact hours + 20 hours outside work*

This course introduces the student to commercial refrigeration. These high-volume mechanical systems deliver and maintain refrigeration in food service areas such as schools, hospitals, factories, restaurants and shopping centers. Students are also introduced to commercial ventilation, heating, and air conditioning.

HVAC215 Heating Fundamentals | *Prerequisite: GS100, NRG102; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

This course introduces the student to basic heating systems. Students learn components, normal operations, and trouble-shooting for new and older heating systems, as well as indoor and outdoor units, unit placement, vent piping and gas line piping. Concepts of retrofitting systems for existing buildings are examined.

HVAC250A HVAC Review and Externship - *Prerequisite: GS100, NRG102, NRG110, ACR100, ACR105, ACR106, HVAC200, HVAC210, HVAC215, HVAC220; 3.5 Quarter Credits, 100 Contact hours*

HVAC250B HVAC Review and Externship - *Prerequisite: GS100, NRG102, NRG110, ACR100, ACR105, ACR106, HVAC200, HVAC210, HVAC215, HVAC220, HVAC250A; 3.5 Quarter Credits, 100 Contact hours*

HVAC Review and Externship consists of two 4-week classes where students refine the knowledge and skills required to successfully perform as entry level HVAC Technicians through program review, active demonstrations, hands-on practice and skill competency assessment. Students participate in an industry externship and prepare and sit for the industry-recommended NATE (North American Technical Excellence) Core certification exam.

During externship, students perform hands-on skills under the observation of a site supervisor at a local business and submit weekly journals online documenting these activities. Emphasis is placed on skill competency mastery. Overall structure of the course is as follows:

HVAC250A

- 90 contact hours of externship focused on intensive skills competency and program review
- 10 contact hours outside work including submission of weekly journals and program review assignments

HVAC250B

- 90 contact hours of externship focused on intensive skills competency and program review
- 10 contact hours outside work including submission of weekly journals and program review assignments

Massage Therapy

Certificate

7 months, 39 Quarter Credit Hour Program

CIP 51.3501

Available at the following locations:

Pinnacle Career Institute – Kansas City

Pinnacle Career Institute – North Kansas City

Delivery Method:

Flex-Education

Flex-Education 08/07/17 - see program addendum for PCI-NKC

Welcome to a rewarding career in the health and wellness field of massage therapy! In this program, you'll learn about the human body's form, function, and diseases, study its movement, and realize the effects and techniques of massage on the body. In addition to foundational massage methods, you'll learn deep tissue techniques, hydrotherapy practices, considerations and modifications for special populations, and complete CPR and First Aid certification training. You'll study professional ethics, bodywork laws and regulations, and common business practices. By the end of the program, you'll recognize what it takes to be a valued employee and determine the requirements of massage business ownership. Graduates of the program are qualified to apply for Missouri State Licensing and sit for the Massage & Bodywork Licensing Examination (MBLEx), an industry standard.



Figure 5 Licensed from Shutterstock.com

Certificate Program Objectives:

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

Major Equipment List

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

Certificate Program:

Course Number	Course Name	General Education Requirement	Lecture Hours	Lab Hours	Extern Hours	Total class Contact Hours	Minimum Outside Clock Hours	Total Clock Hours	Quarter Credit Hours
1st Term									
GS100	Fast Track to Success	X	40	40		80	20	100	6.0
MST101	Massage Foundations		40	40		80	20	100	6.0
AHL121	Anatomy & Physiology		60	20		80	20	100	7.0
2nd Term									
MST103	Pathology, Contraindications, and Special Populations		20	40	40	100		100	5.0
MST105	Kinesiology & Deep Tissue Techniques		20	40	40	100		100	5.0
MST107	Hydrotherapy and Energy-Based Bodywork		20	40	40	100		100	5.0
3rd Term									
MST109	Professional Practice, Ethics, and Law for Massage Practitioners		20	40	40	100		100	5.0
Total			220	260	160	640	60	700	39

Please Note: This program is modular and courses do not follow a linear delivery. The course outline above does not necessarily indicate order of course delivery. Courses are scheduled according to prerequisite requirements. Students are required to participate in outside assigned work per week for each course in the program. This work may take several different forms: documented reading assignments, watching a video and writing a response, journaling, discussions, simulations or drills, and practice. All outside work is required to be documented and will be calculated into the student's overall grade for the course.

Massage Therapy Course Descriptions**GS100 Fast Track to Success** | *Prerequisite: NA; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

Utilizing the best of cognitive research, the students explore various theories and functions related to self-exploration and awareness. Examining the process of self-awareness and goal setting through application of scientific problem-solving principles, feedback loop scenarios, and attitude analysis, students learn how cognitive psychology can be leveraged to improve self-image and professional demeanor.

AHL121 Anatomy & Physiology | *Prerequisite: GS100; 7 Quarter Credits; 80 contact hours + 20 outside work hours*

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

MST101 Massage Foundations | *Prerequisite: GS100; 6 Quarter Credits; 100 contact hours*

In this course, the history of massage, scope of practice, basic principles, and benefits of massage therapy are discussed. Students learn to perform a basic full-body massage, including set up, draping and bolstering, and basic soft tissue techniques. Additionally, students become familiar with effects and contraindications of bodywork, proper body mechanics, professional communication, record keeping, hygiene and environmental sanitation.

MST103 Pathology, Contraindications, and Special Populations | *Prerequisite: GS100, AHL121, MST101; 5 Quarter Credits; 100 contact hours*

In this course, pathologies of all body systems and corresponding bodywork contraindications are a focus. Students learn functional ways to adapt massage equipment and techniques to meet the needs of special populations, including clients with impairments, pregnant women, the elderly, and those with other special requirements. Craniosacral therapy is explored. In addition to lecture/lab class time, students complete 40 hours of practicum in the school's public massage clinic.

MST105 Kinesiology & Deep Tissue Techniques | *Prerequisite: GS100, AHL121, MST101; 5 Quarter Credits; 100 contact hours*

This course combines kinesiology, the study of human movement, with deep tissue bodywork concepts and practices. Topics covered include muscle characteristics, contraction, proprioception, joint structure, function, and range of motion; myofascial release, neuromuscular therapy and stretching techniques. Students will learn to recognize pain patterns, identify principal muscles involved, and discover routines to facilitate neuromuscular change. Integration of these techniques into a massage session is addressed. In addition to lecture/lab class time, students complete 40 hours of practicum in the school's public massage clinic.

MST107 Hydrotherapy and Energy-Based Bodywork | *Prerequisite: GS100, MST101; 5 Quarter Credits; 100 contact hours*

In this course, students study the therapeutic use of water as a modality for bodywork technicians and concepts of energy-based bodywork. Topics include hydrotherapy physiologic effects, hot stone massage, body wrap procedures, exfoliation practices, and complimentary use of aromatherapy. Students will also study energy-based bodywork therapies. In addition to lecture/lab class time, students complete 40 hours of practicum in the school's public massage clinic.

MST109 Professional Practice, Ethics, and Law for Massage Practitioners | *Prerequisite: GS100, MST101; 5 Quarter Credits; 100 contact hours*

This course focuses on the skills necessary to be a successful massage therapy employee and explores massage practice ownership. Students create an employment plan, including an entry-level massage therapy resume and cover letter, and develop effective interviewing skills. Industry ethics, scope of practice, massage law and licensing, and continuing education are studied, as well as basic business principles, retail marketing and sales, and business ownership. In addition to lecture/lab class time, students complete 40 hours of practicum in the school's public massage clinic.

Medical Assistant Certificate

08/07/17 - see program addendum for all locations

12 Month, 69 Quarter Credit Hours

CIP 51.0801

Medical Assistant Technician

Associate of Occupational Studies

Degree Completion - Additional 6 Months, 38 Quarter Credit Hours

Total of 18 Month, 107 Quarter Credit Hours

Available at the following location(s):

Pinnacle Career Institute

Pinnacle Career Institute – North Kansas City

Pinnacle Career Institute – Online Education

Delivery Method(s):

Flex-Education

Flex-Education

Online

Award Level:

Certificate

Certificate

Certificate; Associate Degree

The **certificate program** prepares the student with the clinical skills necessary to perform as an effective entry-level medical assistant. Emphasis is placed on the need for compassionate patient care, attention to detail, and the need to work as an integral part of the health team. Classes focus on human anatomy and physiology, medical terminology, law and ethics in healthcare, patient assessment and education, and assisting the physician in diagnostic and treatment modalities, including surgical procedures conducted in a doctor's office or clinic. Students are prepared to sit for a national certification exam in Medical Assisting. Prior to the start of Externship, students must show proof of Hepatitis B vaccination and a TB skin test.



Figure 6 Licensed from Shutterstock.com

Certificate Program Objectives:

1. Identify and apply the knowledge of all body systems, their structure and functions, and their common diseases, symptoms, and etiologies.
2. Define medical terms and abbreviations related to all body systems and each specialty.
3. Describe implications for treatment related to pathology of all body systems.
4. Describe the relationship between anatomy and physiology of all body systems and medications used for treatment in each.
5. Comply with federal, state, and local health laws and regulations.
6. Demonstrate and describe Universal Precautions.
7. Assist the physician with the regimen of diagnostic and treatment modalities as they relate to each body system.
8. Perform common tasks for Medical Assistants, including patient assessment, vital signs, venipuncture, injections, x-ray positioning, casting and cast removal, electrocardiogram (ECG), CLIA waved tests, sterilization techniques, and patient education.
9. Demonstrate accurate occupational math and metric conversions for proper medication administration.
10. Understand the basic concepts of insurance, billing, and coding.
11. Obtain First Aid and CPR certification.

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

Certificate Program:

Course Number	Course Name	General Education	Lecture Hours	Lab Hours	Extern Hours	Total Class Contact Hours	Minimum Outside Clock Hours	Total Clock Hours	Quarter Credit Hours
1st Term									
GS100	Fast Track to Success	X	40	40	0	80	20	100	6.0
AHL101	Medical Terminology		80	0	0	80	20	100	8.0
AHL104	Law and Ethics		60	20	0	80	20	100	7.0
2nd Term									
AHL120	Anatomy, Physiology, Pathology – Connective Systems		60	20	0	80	20	100	7.0
AHL122	Anatomy, Physiology, Pathology – Internal Systems		60	20	0	80	20	100	7.0
AHL145	Electronic Health Records		40	40	0	80	20	100	6.0
3rd Term									
MAC101	Medical Assisting Clinical: Patient Assessment, Sensory, Integumentary		30	50	0	80	20	100	5.5
MAC102	Medical Assisting Clinical: Digestive, Urinary, Endocrine, Reproductive		30	50	0	80	20	100	5.5
MAC103	Medical Assisting Clinical: Cardiovascular, Respiratory, Lymphatic		30	50	0	80	20	100	5.5
4th Term									
MAC104	Medical Assisting Clinical: Musculoskeletal, Surgery, Pharmacology		30	50	0	80	20	100	5.5
MAC180A	Medical Assisting Practicum		0	0	90	90	10	100	3.0
MAC180B	Medical Assisting Practicum		0	0	90	90	10	100	3.0
Total			460	340	180	980	220	1200	69.0

Completion of the Certificate Program is a prerequisite to enrolling in the Associate Degree Program.

The **Associate Degree program** builds upon the Certificate program, providing a deeper knowledge of phlebotomy, cardiology, and EKG analysis. Critical thinking, communication, leadership and management, and medical office administration skills are emphasized, designed to support those seeking advancement within their current positions. Upon completion of the program and pending all field experience requirements of the National Healthcareer Association (NHA) have been met, students will be prepared to sit for the Phlebotomy Technician (CPT)* and EKG Technician (CET)** certification exams.

Associate Degree Program Objectives:

1. Apply understanding of the cardiac system to identify dysrhythmias on an EKG.
2. Describe correct procedures for collecting, storing, and transporting laboratory specimens.
3. Outline the basic skills involved in managing the needs of a provider's office and other health care facilities.
4. Evaluate and apply medical office administration techniques.
5. Apply critical thinking and problem solving skills.
6. Describe the theories and practices of effective leadership and management.

This online degree completion program has no major equipment.

Associate Degree Program:

Course Number	Course Name	General Education	Lecture Hours	Lab Hours	Extern Hours	Total Class Contact Hours	Minimum Outside Clock	Total Clock Hours	Quarter Credit Hours
MACERT	Certificate Program: concentration courses								63.0
MACERT	Certificate Program: general education courses								6.0
1st Term									
GS115	Professional Communication	X	40	40	0	80	20	100	6.0
MBC150	Medical Office Administration		40	40	0	80	20	100	6.0
MAC200	Advanced Phlebotomy Theory *		60	20	0	80	20	100	7.0
2nd Term									
GE255	Leadership and Management in Health Professions		40	40	0	80	20	100	6.0
HUM104	Philosophy of Critical Thinking and Problem Solving	X	40	40	0	80	20	100	6.0
MAC220	Advanced Cardiology and EKG Interpretation **		60	20	0	80	20	100	7.0
Subtotal	Associate degree courses		280	200	0	480	120	600	38.0
Total	Certificate + Associate degree courses		740	540	180	1460	340	1800	107.0

* For Phlebotomy Technician - Training/work experience must include a minimum of 30 successful venipunctures and 10 successful capillary sticks. These venipuncture and capillary sticks must be performed on live individuals. Candidates are prohibited from using mannequins to meet this requirement.

** For EKG Technician - Training/work experience must include performing a minimum of 10 successful EKGs. These EKGs must be performed on live individuals. Candidates are prohibited from using mannequins to meet this requirement.

Please Note: This program is modular and courses do not follow a linear delivery. The course outline above does not necessarily indicate order of course delivery. Courses are scheduled according to prerequisite requirements. Students are required to participate in outside assigned work per week for each course in the program. This work may take several different forms: documented reading assignments, watching a video and writing a response, journaling, discussions, simulations or drills, and practice. All outside work is required to be documented and will be calculated into the student's overall grade for the course.



Figure 7 - PCI Medical Assistant student practicing casting in the medical assistant lab at Pinnacle Career Institute in Kansas City, MO.



Figure 8 - PCI Medical Assistant student practicing vital signs in the medical assistant lab at Pinnacle Career Institute in Kansas City, MO.

Course Descriptions- Certificate Level

GS100 Fast Track to Success | *Prerequisite: NA; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

Utilizing the best of cognitive research, the students explore various theories and functions related to self-exploration and awareness. Examining the process of self-awareness and goal setting through application of scientific problem-solving principles, feedback loop scenarios, and attitude analysis, students learn how cognitive psychology can be leveraged to improve self-image and professional demeanor.

AHL101 Medical Terminology | *Prerequisite: GS100; 8 Quarter Credits; 80 contact hours + 20 hours outside work*

This course introduces elements of medical terminology, such as the etymology of words used to describe the human body. Students learn to apply proper terminology and spelling for body systems.

AHL104 Law and Ethics | *Prerequisite: GS100; 7 Quarter Credits; 80 contact hours + 20 hours outside work*

This course begins with an examination of why it is important that healthcare practitioners understand medical law and ethics. The course then covers the basics—civil and criminal law, lawsuits and malpractice, negligence, and contracts. Other topics include patient confidentiality, employer/employee issues, the structure of medical practices, the role of the physician in death and dying issues, bioethical issues, and the impact of the Health Insurance Portability and Accountability Act (HIPAA) on medical practices.

AHL120 Anatomy, Physiology, Pathology: Connective Systems | *Prerequisite: GS100; 7 Quarter Credits; 80 contact hours + 20 hours outside work*

The course is designed to provide the student with an overall understanding of levels of human structure and organization, cellular structure and function; anatomical terminology, anatomy, physiology, and pathology of the integumentary, skeletal and muscular systems. Emphasis is placed on naming bones, bony landmarks, muscles and their origins, insertions and actions.

AHL122 Anatomy, Physiology, Pathology: Internal Systems | *Prerequisite: GS100; 7 Quarter Credits; 80 contact hours + 20 hours outside work*

The course is designed to provide the student with an overall understanding of anatomical terminology, body planes and movements; anatomy, physiology, and pathology of the nervous, endocrine, cardiovascular, lymphatic, respiratory, digestive, urinary, and reproductive systems.

AHL145 Electronic Health Records | *Prerequisite: GS100; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

Using Electronic Health Records saves time and money, reduces errors, and improves patient care. In this class, you will learn how to schedule patient appointments, enter and manage patient data, and create reports. The importance of security standards when handling Protected Health Information electronically also is examined.

MAC101 Medical Assisting Clinical: Patient Assessment, Sensory, Integumentary | *Prerequisite: GS100, AHL120, AHL122, AHL101; 5.5 Quarter Credits; 80 contact hours + 20 hours outside work*

This course provides instruction for the assessment of patients in a physician office setting, including pediatrics and geriatrics. The student will demonstrate safety measures, infection control procedures, measurement of vital signs, patient transfers, and positioning; and competencies involving the sensory and integumentary systems

MAC102 Medical Assisting Clinical: Digestive, Urinary, Endocrine, Reproductive | *Prerequisite: GS100, AHL120, AHL122, AHL101; 5.5 Quarter Credits; 80 contact hours + 20 hours outside work*

This course provides instruction and competencies related to the digestive, urinary, endocrine and reproductive systems. The class prepares the student to take a medical assistant national certification examination.

MAC103 Medical Assistant Clinical: Cardiovascular, Respiratory, Lymphatic | *Prerequisite: GS100, AHL120, AHL122, AHL101; 5.5 Quarter Credits; 80 contact hours + 20 hours outside work*

This course reviews normal function of the lymphatic/immune, respiratory, cardiovascular, and blood systems. Students will learn to identify common pathologies, describe implications of treatment plans, demonstrate patient education related to these body systems, and assist the physician with diagnostic and treatment modalities as they relate to these body systems. Students are also introduced to the medical assistant's duties in the clinical laboratory.

MAC104 Medical Assisting Clinical: Musculoskeletal, Surgery, Pharmacology | *Prerequisite: GS100, AHL120, AHL122, AHL101; 5.5 Quarter Credits; 80 contact hours + 20 hours outside work*

This course provides instruction in the musculoskeletal system, pharmacology, and mobility therapy. Students will learn to assist the physician with diagnostic and treatment modalities as they relate to these areas and learn the medical assistant's responsibilities when assisting the physician during surgical operations in the small office.

MAC180A Medical Assisting Practicum | *Prerequisite: GS100, AHL101, AHL104, AHL20, AHL122, AHL145, MAC101, MAC102, MAC103, MAC104; 3.0 Quarter Credits, 100 Total Clock Hours*

MAC180B Medical Assisting Practicum | *Prerequisite: GS100, AHL101, AHL104, AHL20, AHL122, AHL145, MAC101, MAC102, MAC103, MAC104, MAC180A; 3.0 Quarter Credits, 100 Total Clock Hours*

In the Medical Assisting Practicum, students develop the knowledge and skills required to successfully perform as an entry level medical assisting professional in a variety of medical settings. Emphasis is placed on skill competency review under professional supervision over two consecutive 4-week classes. Students are required to participate in clinical skills review, demonstration of the competencies outlined in the program, and submit weekly narratives in association with these courses. Students learn to be proactive and think critically while demonstrating a holistic approach to compassionate patient care.

Students in the Medical Assistant program are required to show documentation of immunization records prior to beginning their externship. Immunization requirements include Hepatitis B series and TB skin test. This information will be updated and maintained by the Medical Assistant Program Lead. The cost of the Hepatitis B series and the TB skin test is a part of the student's tuition cost. Successful completion of CPR and First Aid certification training is also required prior to starting externship. The cost is included as part of the program tuition and training dates are made available on campus outside of normal class time. Students must make arrangements to attend prior to externship.

Online Students will travel to a "boot camp" on the Pinnacle Career Institute campus in Kansas City, MO where they will participate in a one week, intensive and challenging intellectual experience in the areas of skills demonstration, patient consultation and medical office protocols. The boot camp experience ultimately provides the Medical Assistant student with a variety of resources, knowledge and hands-on experience that will be invaluable to not only the Medical Assistant student, but to prospective employers in the industry. The externship experience will allow Medical Assistant students to complete or assist in tasks of daily operations of a variety of medical care facilities as well as provide a great opportunity for students to begin networking with current medical professionals. Overall structure of the courses is as follows:

MAC180A

- 60 contact hours of boot camp focused on intensive skills competency and program review
- 30 contact hours of supervised clinical externship on site
- 10 contact hours outside work including submission of weekly journals and program review assignments

MAC180B

- 90 contact hours of supervised clinical externship on site
- 10 contact hours outside work including submission of weekly journals and program review assignments

The one week intensive skills focused boot camp lays the foundation for students to demonstrate successful acquisition of the clinical skills necessary to be an entry-level Medical Assistant. The boot camp must be successfully completed prior to the students embarking on the externship experience in the clinical setting. This experience is divided into two uniquely designed areas of theory acquisition/competency demonstration and field-based participation and work. Arrangements will be provided for air travel as well as housing, program related local transportation and meals during the boot camp and these costs are included in the tuition for the program. Any other discretionary incidental expenses are the responsibility of the students.

Flex-Ed Students have the opportunity to demonstrate the hands-on lab techniques throughout the program and therefore do not participate in the boot camp. The overall content and objectives of this course remain the same regardless of delivery structure. Overall structure of the courses is as follows:

MAC180A

- 90 contact hours of supervised clinical externship on site
- 10 contact hours outside work including submission of weekly journals and program review assignments

MAC180B

- 90 contact hours of supervised clinical externship on site
- 10 contact hours outside work including submission of weekly journals and program review assignments

Course Descriptions- Associate Level

GS115 Professional Communication | *Prerequisite: GS100; General Education requirement; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

This course provides students a foundation for written and verbal communication in today's workplace including memos, e-mail, social networking, and formal written reporting. The development of professional speaking and listening skills is emphasized.

MBC150 Medical Office Administration

Prerequisite: GS100

6 Quarter Credits; 80 contact hours + 20 hours outside work

In order to serve our patients, a medical office must run like a well-oiled machine. This class introduces you to the basics of medical office administration like scheduling, handling correspondence, and managing medical records. You will also explore the medical practice as a business while learning about billing and practice finances.

MAC200 Advanced Phlebotomy Theory

Prerequisite: GS100, AHL101, AHL104, AHL20, AHL122, AHL145, MAC101, MAC102, MAC103, MAC104, MAC180

7.0 Quarter Credits; 80 contact hours + 20 hours outside work

100 Total Clock Hours

This course provides instruction on Laboratory collection procedures to include venipuncture, capillary puncture, and non-blood specimens. At the completion of this course, the student is expected to know the correct procedures for collecting, storing and transporting laboratory specimens. This course prepares the student to sit for the national certification exam in Phlebotomy Technician*.

* For Phlebotomy Technician - Training/work experience must include a minimum of 30 successful venipunctures and 10 successful capillary sticks. These venipuncture and capillary sticks must be performed on live individuals. Candidates are prohibited from using mannequins to meet this requirement.

GE255 Leadership and Management in Health Professions | *Prerequisite: GS100, GS115; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

This course provides an overview of leadership and management. Topics include change management and team dynamics.

HUM104 Philosophy of Critical Thinking and Problem Solving | *Prerequisites: GS100; General Education requirement; 6 Quarter Credits; 80 contact hours + 20 hours outside work*

The primary objectives of this course are to impart a functional ability to reason, to improve the student's analytical skills and problem solving skills related to argument analysis. In addition to familiarizing the student with elementary methods of argument composition and analysis, the course is further designed to aid the student in understanding the essential principles involved in the theory and practice of reasoned decision making.

MAC220 Advanced Cardiology and EKG Interpretation

Prerequisite: GS100, AHL101, AHL104, AHL20, AHL122, AHL145, MAC101, MAC102, MAC103, MAC104, MAC180

7.0 Quarter Credits; 80 contact hours + 20 hours outside work

This course provides a review and deeper study of the anatomy, physiology, and pathology of the heart, and relates cardiac function to EKG morphology. Students will apply understanding of the cardiac system to identify dysrhythmias on an EKG. Upon successful completion of the course, students will be prepared to sit for the national certification exam in EKG Technician**.

** For EKG Technician - Training/work experience must include performing a minimum of 10 successful EKGs. These EKGs must be performed on live individuals. Candidates are prohibited from using mannequins to meet this requirement.

Wind Turbine Technician

Certificate

08/07/17 - see program addendum

11 Month, 68 Quarter Credit Hours

Associate of Occupational Studies (AOS)

Degree Completion - Additional 6 Months, 36 Quarter Credit Hours

Total of 17 Month, 104 Quarter Credit Hours

CIP 15.0403

Available at the following locations:

Pinnacle Career Institute

Pinnacle Career Institute - Online Education

Pinnacle Career Institute - North Kansas City

Delivery:

Flex-Education

Online

Flex-Education

Award:

Certificate

Certificate; AOS

Certificate

The **certificate program** is designed to provide students with a broad-based knowledge of general electronics, hydraulics and safety as it relates to emerging wind energy initiatives. The program prepares graduates for entry level jobs in a variety of electro-mechanical technician areas but with a focus on wind energy and wind turbine installation and repair. Similar positions may be found in other fields related to the repair and installation of electronics, hydraulics and pneumatics.

Certificate Program Objectives:

1. Demonstrate a sound understanding of basic concepts, circuits and theorems associated with direct current electricity.
2. Discuss and simulate troubleshooting activities related to Ohm's law including relationships in series, parallel and combination circuits.
3. Describe components and circuits associated with alternating current and their applications.
4. Apply basic algebraic operations, simple linear equations, algebraic functions, ratio and percent.
5. Describe the core functions of a wind turbine and wind farm including the various components and systems of operation.
6. Analyze the common maintenance routines and troubleshooting operations for the various systems of a wind turbine.
7. Explain core fundamentals of hydraulics and pneumatics through the discussion and application of the laws and principles of fluid power, control systems, and components.
8. Organize a plan of action and correctly calculate loads for proper rigging and moving of heavy objects in a safe and reliable manner.
9. Compare and contrast the evolution of the various alternative energy forms with traditionally conventional forms of energy.
10. Analyze the theories, best practices for safety, and common hazards for working in an industrial setting.
11. Demonstrate the ability to associate proper soft skills and quality communication within a professional setting.
12. Produce a strategic plan and develop the materials necessary for securing employment.



Figure 11 - PCI Wind Turbine Technician students, previous boot camp site in Sweetwater, TX

Major Equipment List

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

Certificate Program:

Course Number	Course Name	General Education	Lecture Hours	Lab Hours	Extern Hours	Total Class Contact Hours	Min. Outside Clock Hours	Total Clock Hours	Quarter Credit Hours
1st Term									
GS100	Fast Track to Success	X	40	40		80	20	100	6.0
NRG102	Electricity Fundamentals		40	40		80	20	100	6.0
NRG103	Electrical Generation		40	40		80	20	100	6.0
2nd Term									
NRG105	Alternative Energy Systems		40	40		80	20	100	6.0
GS115	Professional Communication	X	40	40		80	20	100	6.0
NRG110	Industrial Safety		60	20		80	20	100	7.0
3rd Term									
WTT110	Fundamentals of Hydraulics		60	20		80	20	100	7.0
WTT115	Principles of Wind Energy		40	40		80	20	100	6.0
WTT120	Wind Physics		40	40		80	20	100	6.0
4th Term									
WTT125	Operations and Maintenance		40	40		80	20	100	6.0
WTT150	Wind Turbine Technician Practicum		20	80		100	0	100	6.0
Total			460	440		900	200	1100	68.0

Completion of the Certificate Program is a prerequisite to enrolling in the Associate Degree Program.

The **Associate Degree** program builds upon the Certificate program, providing a deeper knowledge of industrial practices relating to wind power and other utility power industries. Students will be prepared to further their careers with skills in industrial electronics, electrical networks, automation, communications, as well as smart grid and energy storage systems. Critical thinking, leadership, and management skills are emphasized, designed to support those seeking advancement within their current positions.

Associate Degree Program Objectives:

1. Explain the function of digital components and circuitry associated with digital logic and control systems.
2. Evaluate electrical networks, automations and communication systems.
3. Analyze SCADA systems within an industrial setting.
4. Evaluate implementation theories and practices of Smart Grid and Energy Storage technologies.
5. Apply critical thinking and problem solving skills.
6. Describe the theories and practices of effective leadership and management.



Figure 12 Licensed from Shutterstock.com

This online degree completion program has no major equipment.

Associate Degree Program:

Course Number	Course Name	General Education Requirement	Lecture Hours	Lab Hours	Extern Hours	Total Class Contact Hours	Minimum Outside Clock Hours	Total Clock Hours	Quarter Credit Hours
WTTCERT	Certificate Program: concentration courses								56.0
WTTCERT	Certificate Program: general education courses	X							12.0
1st Term									
HUM104	Philosophy of Critical Thinking and Problem Solving	X	40	40		80	20	100	6.0
NRG210	Industrial Electronics		40	40		80	20	100	6.0
NRG215	Electrical Network Communication		40	40		80	20	100	6.0
2nd Term									
GE250	Leadership and Management in Energy		40	40		80	20	100	6.0
NRG220	SCADA Systems		40	40		80	20	100	6.0
NRG225	Smart Grid and Energy Storage		40	40		80	20	100	6.0
Subtotal	Associate degree courses		240	240		480	120	600	36.0
Total	Certificate + Associate degree courses		700	680		1380	320	1700	104.0

Please Note: This program is modular and courses do not follow a linear delivery. The course outline above does not necessarily indicate order of course delivery. Courses are scheduled according to prerequisite requirements. Students are required to participate in outside assigned work per week for each course in the program. This work may take several different forms: documented reading assignments, watching a video and writing a response, journaling, discussions, simulations or drills, and practice. All outside work is required to be documented and will be calculated into the student's overall grade for the course.

Course Descriptions - Wind Turbine Technician Certificate

GS100 Fast Track to Success | Prerequisite: NA; General Education requirement; 6 Quarter Credits; 80 contact hours + 20 outside work hours

Utilizing the best of cognitive research, the students explore various theories and functions related to self-exploration and awareness. Examining the process of self-awareness and goal setting through application of scientific problem-solving principles, feedback loop scenarios, and attitude analysis, students learn how cognitive psychology can be leveraged to improve self-image and professional demeanor.

NRG102 Electricity Fundamentals | Prerequisite: GS100; 6 Quarter Credits; 80 contact hours + 20 outside work hours

This course covers the physical properties of electricity, including measurements, calculations, and conversions in a wide range of values. Students will be introduced to both AC and DC power, the basic characteristics of different circuited types, and scientific principles relating to the flow of electricity.

NRG105 Alternative Energy Systems | Prerequisite: GS100; 6 Quarter Credits; 80 contact hours + 20 outside work hours

This course provides students with an overview of the different types of alternative energy systems they might encounter in residential, community, and utility scale operations. Topics cover a basic overview of systems that utilize wind, solar, geothermal, hydro, and nuclear. Students will also be comparing these energy sources to the three major fossil fuel energy types: oil, gas, and coal.

NRG110 Industrial Safety | Prerequisite: GS100; 7 Quarter Credits; 80 contact hours + 20 outside work hours

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

GS115 Professional Communication | Prerequisite: GS100; General Education requirement; 6 Quarter Credits; 80 contact hours + 20 outside work hours

This course provides students a foundation for written and verbal communication in today's workplace including memos, e-mail, social networking, and formal written reporting. The development of professional speaking and listening skills is emphasized.

NRG103 Electrical Generation | Prerequisite: GS100, NRG102; 6 Quarter Credits; 80 contact hours + 20 outside work hours

Building on fundamental concepts of electricity, this course reviews electrical safety and outlines how electricity is generated and managed throughout a power generation system.

WTT110 Fundamentals of Hydraulics | *Prerequisite: GS100, NRG102; 7 Quarter Credits; 80 contact hours + 20 outside work hours*

This class introduces students to the fundamentals of fluid power starting with the physical properties of how fluid can be used as a force multiplier. Familiarization with hydraulics components, equipment, and hydraulic schematics are all emphasized. Students will also be developing a working knowledge of inspection, maintenance, and troubleshooting operations on hydraulic systems during this class.

WTT115 Principles of Wind Energy | *Prerequisite: GS100, NRG102; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

In this course, students will examine the workings of the wind turbine, wind farm, and wind industry. The course familiarizes the student with the evolution of wind technology, and then moves onto wind system anatomy, wind farm design, wind business processes and general characteristics of the industry.

WTT120 Wind Physics | *Prerequisites: GS100, NRG102, NRG105, NRG110, WTT110, WTT115; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

Students will learn rigging concepts, load weight calculations, balancing, components inspections, hoists, slings and lifts, wire ropes and slings, chain slings, fiber ropes, industrial cranes, special lifting application concepts, and safe load turning using a variety of methods, theories and calculations.

WTT125 Operations and Maintenance | *Prerequisite: GS100, NRG102, NRG103, NRG105, WTT110, WTT115; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

In this course, students will explore in detail the mechanical functionality, control, and care of industrial equipment. Topics covered include gearboxes, bearings, shaft alignment, lubrication, seals, motors, and generators. Students will also be relating those same mechanical elements to sensors and control systems.

WTT150 Wind Turbine Technician Practicum | *Prerequisites: GS100, NRG102, NRG103, NRG105, NRG110, WTT110, WTT115; 6 Quarter Credits; 100 contact hours*

In this class, students review the competencies of the Wind Turbine Technician program including safety, basic electronics, hydraulics, and wind turbine specific knowledge. Students will be participating in a hands-on Boot Camp at Pinnacle Career Institute in Kansas City, Missouri, earning several industry recognized certificates. While not at Boot Camp, students will be focused on the skills and strategies necessary to prepare them for their employment search.

Online students travel to Boot Camp at Pinnacle Career Institute campus where they participate in a ten day (96 hour) intensive hands-on safety and laboratory training. Topics include wind safety and check out training, tower climb test, ENSA certification, OSHA 10 certification and first aid/CPR certification, which are required to be employed in much of the Wind Industry. Arrangements are provided for air travel, lodging, program-related local transportation and meals during the boot camp. These costs are included in the tuition for the program. Any other discretionary incidental expenses are the responsibility of the student.

Flex-Ed students attend boot camp at Pinnacle Career Institute in Kansas City where they participate in a five day (48 hour) intensive hands-on safety training that includes a tower climb test, first aid/CPR certification and OSHA 10 certification, which are required to be employed in much of the Wind Industry. Arrangements will be provided for lodging and meals during the boot camp. Local students are expected to stay in provided lodging. These costs are included in the tuition for the program. Any other discretionary incidental expenses are the responsibility of the students.

Wind Turbine Technician - Associate Degree Program

NRG210 Industrial Electronics | *Prerequisites: GS100, NRG102, NRG103, NRG105, NRG110, WTT110, WTT115, WTT120, WTT125, WTT150; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

This class focuses on the control functions within industrial electronics. Topics include machinery control, control circuits, and digital logic. Students will learn control theory, as well as circuit and diagram design for PLC application.

NRG215 Electrical Network Communication | *Prerequisites: GS100, NRG102, NRG103, NRG105, NRG110, WTT110, WTT115, WTT120, WTT125, WTT150; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

This class will guide students through electrical networking, automation, and communication systems involved in the secure transmission and distribution of power. Students will review transformer and substation systems before advancing into topics such as power networks, electrical protection, substation control, data communications, communication protocols, security, and system automation. Students will gain a broader understanding of how these systems function individually and holistically.

HUM104 Philosophy of Critical Thinking and Problem Solving | *Prerequisites: GS100; General Education requirement; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

The primary objectives of this course are to impart a functional ability to reason, to improve the student's analytical skills and problem solving skills related to argument analysis. In addition to familiarizing the student with elementary methods of argument composition and analysis, the course is further designed to aid the student in understanding the essential principles involved in the theory and practice of

reasoned decision making.

NRG220 SCADA Systems | *Prerequisites: GS100, NRG102, NRG103, NRG105, NRG110, WTT110, WTT115, WTT120, WTT125, WTT150, NRG210, NRG215; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

This class will further the students understanding of Supervisory Control and Data Acquisition (SCADA) systems. The topics of study include basic terminology, system anatomy, functions and operations. Students will learn to distinctly communicate the purpose, proper implementation, functional benefits, and various limitations of a SCADA system.

NRG225 Smart Grid and Energy Storage | *Prerequisites: GS100, NRG102, NRG103, NRG105, NRG110, WTT110, WTT115, WTT120, WTT125, WTT150, NRG210, NRG215; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

Students research the development and theoretical practices of smart grid and energy storage systems. Topics cover both policy and technology within these systems with an emphasis on the integration of Renewable Energy resources.

GE250 Leadership and Management in Energy | *Prerequisites: GS100, GS115; 6 Quarter Credits; 80 contact hours + 20 outside work hours*

This course provides an overview of leadership and management. Topics include change management and team dynamics.



Figure 13 – (above) PCI Wind Turbine Tech students inside nacelle of wind turbine, Sweetwater, TX



Figure 14 – (right) PCI Wind Turbine Tech student on top of nacelle, Sweetwater, TX

Short Courses

Short course offerings with corresponding policies and procedures are found in the Catalog Supplements section of this publication.

Massage Therapy-ME

Peak Tower Technician

Admissions

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

PCI believes in equal opportunity and welcomes all qualified candidates regardless of sex, race, color, or national origin. Applicants must be 18 years of age by the date they graduate from PCI. Exceptions to this age limit will be made only with the written consent of the student's parents. Students enrolling in programs that include an externship should be aware that in some cases it may be difficult for students under the age of 18 to locate and participate in offsite externship hours. In such cases, PCI staff will work with students to provide assistance to locate acceptable sites for the completion of externship hours.

All applicants must have a High School Diploma or High School Equivalency.

Procedures

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

- Application for Admission
- Proof of a High School Diploma or unofficial transcript, GED or HiSET transcript is required to be provided prior to signing the enrollment agreement and matriculation. An official transcript must be requested and received within first thirty days of beginning school or the student may be administratively withdrawn.
- Home School Diplomas are not accepted – in the event that you have a home school diploma, you will be required to provide a GED or HiSet transcript (and college transcript where applicable).
- Enrollment Agreement (if applicant is under 18 years of age, it must also be signed by parent or guardian).
- Applicants should note that color is a method used for coding electronic components; consequently, color-blind or color-impaired individuals may have difficulty or be unable to succeed in some courses in the Electronics, HVAC Technician, or Wind Turbine Technician programs.
- Pinnacle Career Institute does not require any immunizations for admission into the institution and requires that no proof of immunizations be provided. Specific programs may have specific immunization requirements prior to being able to attend a boot camp or be entered into an internship/externship. Please see specific program information or request this information from the campus Director of Education.
- All students who are entering the institution for the first-time in any program and enrolling in an eligible, full-time, flex-education program will be provided a laptop, tablet, or similar device as part of the program. Any current student or returning student who wishes to purchase one may do so and may use financial aid funds, if available. Please visit with your financial aid coordinator concerning available funds. 9/7/17 - see catalog addendum

School Policies

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

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

Any dispute, claim or controversy arising out of or relating to enrollment and/or attendance at Pinnacle Career Institute or the terms and provisions of PCI's Enrollment Agreement and/ or the breach, termination, enforcement, interpretation or

validity of the enrollment agreement clause thereof, including but not limited to the determination of the scope or applicability of this agreement to arbitrate, PCI and student hereby knowingly and expressly agree that any and all disputes not resolved through PCI's internal student complaint process will be resolved through Arbitration. Please refer to section 9 of your enrollment agreement for further information.

Conditional Acceptance

All first-time entering students meeting the admissions requirements of Pinnacle Career Institute will be conditionally accepted for an initial period. This period is 21 days for the Electronics certificate program and 30 days for all other programs. To be officially accepted into the institution, the following requirements must be met:

- First time students must meet all attendance requirements each week of the first two weeks and have attendance for all weeks of the course.
- There are no attendance waivers or exceptions allowed for the class.
- Students must earn a "C" or better in ECT100 (Electronics program) or GS100 (all other programs) as the first class in their program.

GS100 and ECT100 are designed to be the first class for a new student. Transfer credits are not accepted for these classes and there is no ability to test out of either class. A student who has earned credit for GS100 or ECT100 in a prior enrollment within the last five (5) years will not be required to retake the course or have a conditional acceptance. However, please note that GS100 and ECT100 are not interchangeable; credit for one does not ensure credit for the other in a program transfer or new program enrollment.

First-time students who do not meet the requirements to be accepted into the institution will be considered Conditional Acceptance Denied and will incur no charges. Conditional Acceptance Denied students may attempt to enter the institution after failing to meet these requirements one additional time. If they do not meet the requirements for acceptance on the second attempt, no charges will be incurred and will be required to wait 90 days in order to attempt again. If a third attempt to be accepted by the institution is denied by not meeting the requirements, the student must wait one year before applying for admission and incur no charges.

Readmission into the Institute

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

Distance Education

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

Voluntary Education Partnership Memorandum of Understanding

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

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

- Provide meaningful information to service members, veterans, spouses, and other family members about the financial cost and quality to assist those prospective students in making choices about how to use their Federal educational benefits. This includes
 - Clear understanding of the total cost of the program, including tuition and fees

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

Military Duty

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

Academic Accommodations

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

Policy on Registering for Disability Services

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

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

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

Pinnacle Career Institution is not required to provide any testing or evaluation for documentation of learning or other disabilities and does not do so. The cost for documentation is borne by the student. The school's ADA Specialist reserves the right to request additional information should the documentation provided be insufficient in diagnosing and describing

the disability or in providing enough information to determine academic accommodations. Furthermore, the school is not responsible for ensuring academic accommodations for students who identify themselves only to faculty and have not identified themselves directly through the ADA Specialist.

Required Documentation to Utilize Disability Services

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

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

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

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

Procedure for Requesting Academic Accommodations

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

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

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

review the accommodations.

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

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

Disability Complaint/Appeals Procedures

Students who feel that they have been adversely affected by disability decisions made by the institution can file a complaint or appeal to the Chief Academic Officer.

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

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

The Chief Academic Officer will meet with the student no more than five (5) working days of the student filing a complaint or appeal. The complaint or appeal is to be made through the Office of the Chief Academic Officer.

New Student Orientation

All new students are required to participate in a new student orientation session prior to the start of their program. During this orientation session, students will be informed of the pertinent rules and regulations of the institution, familiarized with the facilities, and introduced to faculty and staff members. Online students will participate in an online orientation; flex-education and traditional program students attend orientation at the campus.

Credit Assessment

Transfer and Award of Academic Credit

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

For current students changing programs, graduates, and students re-entering, credit will be applied by associating grades

into the new enrollment and those grades will be calculated into the student's CGPA. **Credits must have been earned within the past five (5) years.** These credits will be counted towards course hours attempted for the course completion percentage.

Please refer to the Satisfactory Academic Progress Policy in this publication for further information.

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

Foreign Credentials Evaluation

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

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

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

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

Credit by Examination

Some students may qualify for credit by examination for previous training or education gained elsewhere. This training and education must be documented at the time of application by a diploma, certificate, transcript or other correspondence before arrangements can be made. In some instances, students may have gained the commensurate knowledge in a work setting. In such a case, they must document the past work, length of time at that job and the work skills that they feel have prepared them to adequately pass such an examination. **Students may not apply to test out of GS100 Fast Track to Success course.**

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

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

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

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

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

Prior Learning Assessment

Students may be able to fulfill some course credits with Prior Learning Assessment (PLA). PLA credits may apply to both certificate and associate degree course requirements at Pinnacle Career Institute, unless otherwise specified in policy. To qualify for PLA credit review, prepare a PLA portfolio that includes documents demonstrating your prior learning experience. Appropriate documentation eligible for review includes:

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

Submit your PLA application and portfolio to the Director of Education for **evaluation within 15 days from the date of enrollment at PCI**. Application of credits to a student's program may vary as a result of program requirements, credit deficiencies, and/or the current policies of Prior Learning Assessment or Pinnacle Career Institute.

PLA Credit Costs

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

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

American Council on Education (ACE) Credit

Credit may be awarded through the American Council on Education (ACE) for selected courses taken through the U.S. military and in business/industry. Credit recommendations are evaluated based on a review of each credit or examination successfully completed and the students chosen program of study.

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

Student Finance

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

Financial Aid Eligibility – Title IV

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

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

Pinnacle Career Institute Rights and Responsibilities of Financial Aid Recipients

Student Rights

Students have a right to know:

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

Student Responsibilities

Students have the responsibility to:

- Complete a financial aid application on time and accurately. Students must reapply for all financial aid programs annually.
- Provide any additional information requested for the processing of their Financial Aid file (such as Federal tax returns, tax transcripts, verification worksheets, or other documentation).
- Read and understand all forms that they are asked to sign and keep a copy of such forms for their record.
- Use financial aid for educational expenses only.
- Make Satisfactory Academic Progress as determined by the Financial Aid Office.

- Inform the Financial Aid Office of any additional Financial Aid they receive such as scholarships, outside grants, assistantship or other educational/tuition assistance.
- Repay all loans according to the terms of the promissory note. Students who default on a loan are not eligible for additional Financial Aid.
- Know and comply with any refund procedures.

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

- Their permanent or local address
- Their enrollment status (credit load)

Entrance and Exit Counseling

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

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

Default Prevention

PCI also, has a Default Prevention Manager who can assist you in your student loan(s) needs. For help or information regarding your student loan(s), please email Talisha Cox at TCox@pcitraining.edu.

Application Process

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

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

Need and Cost of Attendance

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

Satisfactory Academic Progress

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

Satisfactory Academic Progress for purposes of continuing eligibility for federal financial assistance is determined by applying the CGPA requirements, maximum completion time restrictions, warning provisions, suspension and dismissal procedures, and appeals procedures as outlined in the Academic information section of the catalog.

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

Grants and Loans

Federal Pell Grant

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

Federal Supplemental Educational Opportunity Grant (FSEOG)

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

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

Federal Stafford Loan Program

Subsidized Federal Stafford Loan Program

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

Deferral of Repayment

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

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

A student will be obligated for a 1% origination fee and a .5% guaranteed fee on each subsidized Federal Stafford Loan he or she receives.

Unsubsidized Federal Stafford Loan Program

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

Federal Direct PLUS Loan Program

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

PLUS loans enable parents to borrow the cost of attendance minus other aid. PLUS borrowing is limited to parents with favorable credit histories. For Federal Direct Plus loans first disbursed on or after July 1, 2006, the interest rate will be fixed at 7.9%.

Current Interest Rates

Interest Rates for Direct Loans First Disbursed on or After July 1, 2016		
Loan Type	Borrower Type	Loans first disbursed on or after 7/1/16 and before 7/1/17
Direct Subsidized Loans	Undergraduate	3.76%
Direct Unsubsidized Loans	Undergraduate	3.76%
Direct Unsubsidized Loans	Graduate or Professional	5.31%
Direct PLUS Loans	Parents and Graduate or Professional Students	6.31%

Loan Repayment

- For further information concerning how to repay your loans and repayment plan options please visit with your financial aid officer or go to the Federal Student Aid website at <https://studentaid.ed.gov/sa/repay-loans/understand/plans#estimator>
- The repayment estimator will assist you in determining your repayment on your federal student loans. <https://studentloans.gov/myDirectLoan/mobile/repayment/repaymentEstimator.action>

Cost of Attendance – Financial Aid

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

2016–17 Undergraduate Cost of Attendance

Tuition and Fees

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

Room and Board

At Home	\$3,897
All Others	\$7,587

Personal Expenses

Cost varies depending on personal spending habits	\$2,277
---	---------

Transportation Expenses

Cost varies depending on personal spending habits	\$1,485
---	---------

Estimated Total

At Home	\$7,659
All Others	\$11,349

Other Loan Options

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

Pinnacle Career Institute provides payment options for those students who have additional needs to cover the cost of the program. Dependent on the needs of the student Pinnacle Career Institute provides different options. Please discuss with your financial aid coordinator if you would require any further information concerning these programs.

Payment Options Currently Being Offered by PCI are:

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

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

Code of Conduct:

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

Financial Aid Compliance Code of Conduct

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

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

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

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

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

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

1. MAKE statements that contradict information in the school Catalog or Enrollment Agreement.
2. DISCUSS financial information of a prospective, enrolled, or former student with anyone except the student unless he or she provided a release in compliance with FERPA.
3. Instruct FAO's to COMPLETE or sign any document on behalf of a prospective, enrolled, or former student, including:
 - Initialing any document on behalf of a student
 - Using white-out or erasure material of any kind on a document, and
 - Modifying or altering information provided by a student
4. PROVIDE inaccurate information to FAO's or students, regarding the following:
 - Availability of financial aid funding
 - Interest rates for student loans
 - Amount of financial aid funding
 - Criteria for financial aid eligibility
 - The school's programs, facilities, student services, and jobs
 - The school's graduation and placement rates
 - Or any statement that would mislead a student
 - Transfer of credits to or from other colleges or universities
 - Credentials or licensing a student may obtain, and

- Potential income levels upon graduation
5. DISCUSS my own personal financial situation or engage in any conversations unrelated to financial aid.
 6. PROCESS another employee's Tuition Benefit unless specifically assigned to the student's account.
 7. PROCESS a family member or friend's funding package.
 8. Encourage a student to complete forms with false or misleading information.

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

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

Scholarships

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

PCI High School Scholarship

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

PCI Boot Camp Residential Scholarship

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

PCI Adult Learner Scholarship

The PCI Adult Learner Scholarship is a \$2,000 award established to assist adult learners in their quest for higher education. The PCI ALS is a one-time grant provided to qualified adult students planning to attend Pinnacle Career Institute. An application may be submitted by speaking with a financial aid counselor and filling out the scholarship form. The scholarship is awarded if all PCI criteria are met and if there is exceptional need of \$6,500 or higher after all other Title IV and outside sources have been awarded for the direct cost of tuition, fees, books, and supplies. Students must apply prior to the beginning of the program.

PCI Adult Learner Scholarship Student Qualifications

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

PCI Displaced Student Scholarship

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

In order to qualify for this scholarship student must:

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

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

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

PCI Displaced Workforce Scholarship

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

In order to qualify for this scholarship student must:

- Be an employee of an approved company as an eligible displaced workforce individual due to a group layoff/termination.
 - Must provide from HR proof of lay-off/termination notice.
 - If receiving company-provided education benefits: must complete all necessary steps to receive the benefit, provide from HR proof of eligibility and dollar amount, and pay education benefit amount to PCI.
- Start a program at PCI within three months from layoff/termination date.
- Apply for the scholarship prior to the beginning of the program by completing this application and providing all necessary documentation.
- Meet all admissions requirements.
- This scholarship is awarded one-time per individual and cannot be used with any other PCI scholarship/grant.
- Apply company-provided education benefit payable to the school for the direct cost of the educational program.
- Acknowledge personal responsibility to pay debt in the event of funding and/or eligibility changes.
- Awarding:
 - Students are awarded a tuition scholarship of up to 50% (maximum of \$2500) of the company provided education benefit or up to \$1500 (whichever is greater) without an education benefit based on need and cannot exceed direct program costs to create a credit or cash balance.
 - Award is determined by: Direct education program costs less company-provided education benefit less any other federal grants and/or scholarships not to exceed the direct cost of tuition, fees, books, and other institutional charges. If funding from outside source(s) and/or other federal financial aid exceeds program cost, the scholarship will be reduced or void.
 - Scholarship is earned and applied to account card at the end of the program with successful graduation.
- Academic Requirements: Must...

- maintain full-time enrollment in a certificate or degree program for which the student is receiving the scholarship,
- maintain Satisfactory Academic Progress as detailed in catalog,
- successfully graduate from the program.

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

PCI Military Scholarship

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

In order to qualify for this scholarship a student must:

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

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

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

PCI Tuition Assistance Military Scholarship

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

In order to qualify for this scholarship a student must:

- Be an eligible military service man/woman with Tuition Assistance benefits;
- Complete and sign a scholarship application;
- Meet all admissions requirements;

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

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

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

Legacy Scholarship

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

PCI Agency Benefits and Matching Grants

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

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

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

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

Tuition Fees and Policies

Student's Right to Cancel: Student shall have the right to cancel this Agreement for any reason by submitting written notice of cancellation to an officer or director of the school. This notice may be personally delivered to the officer or director or mailed either certified or registered, return receipt requested. If personally delivered, the date of cancellation shall be the date of receipt of the notice; if mailed as stated above, the date of cancellation shall be the date of the postmark of the notice.

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

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

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

- Tuition may be either paid in full upon enrollment or complete payment must be accounted for on the Student Tuition Funding Worksheet.
- All tuition payments are to be made in accordance with the terms of the Enrollment Agreement and the Retail Installment Contract, if applicable. Special circumstances that may warrant other payment terms are granted only at the discretion of the institution.
- Any student delinquent in the payment of any sum owed to the institution may be blocked from class until satisfactory arrangement has been made with the institution. If satisfactory arrangements are not made, the student may be administratively withdrawn and a refund calculation applied.
- In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement and listed in the Student Finance section of the catalog.
- For a first-time student entering the institution, attendance is counted on the 15th calendar day after the start of their first class. Any student in attendance will be considered to have entered the institution and tuition will be charged.

Cancellation Policy

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

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

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

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

Tuition and Fees

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

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

Course Repeats

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

General Tuition Refund Policy

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

- Tuition is charged by an academic term which consists of a twelve week period of instruction. For modular based curriculum, the term consists of (3) three four-week classes of instruction.
- In the event of withdrawal by the student, tuition refunds will be made according the terms of the Enrollment Agreement as listed below.
- The date that a student officially withdraws from the institution or the date a student is officially terminated by the institution becomes the Date of School Determination (DOSD) and is the date that is used to calculate refunds.
- An official withdrawal means the student has notified the school in writing requesting to be withdrawn. The date the school receives the notification is the DOSD.
- An unofficial withdrawal means the student stopped attending for 14 consecutive days without official notification. If a student unofficially withdraws from school, the 14th calendar day after the student's last date of attendance becomes the DOSD and the last date of attendance is used to determine the amount of refund. The 14 day period does not include scheduled breaks of 5 days or more.
- For those who received Title IV funds please refer to the Title IV Tuition refund policy which determines the amount of Title IV funds required to be refunded prior to the General Tuition Refund Policy.

Table 4: Tuition Refund Schedule

Based on Each Academic Term:	
1-14 calendar days from the first day of class	95%
15-28 calendar days from the first day of class	75%
29-40 calendar days from the first day of class	50%
Beyond the 40th calendar day from the first day of class	None

EXCEPTION To Tuition Refund Schedule – the following are exceptions to the application of the Tuition Refund Schedule that applies to all students.

- **Internal Transfer** - A student who is transferring from one campus to another – this is not considered a withdrawal for general tuition refunds and the student will be pro-rated for the term for classes attempted in the term. Financial aid will be pro-rated to the number of credits attempted within the term and will be considered an internal transfer.

If any monies are due to Federal Title IV funds, to the student, or other agency, the money will be returned within 45 days

of the DOSD.

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

Any credit balance remaining of \$1.00 or less will be written off. A balance due of less than \$15.00 will be reduced to zero by the school to close the student's account.

Return to Title IV Policy

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

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

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

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

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

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

Other Agency Return Policies

If a student is terminated or withdraws from school prior to completing the program, Pinnacle Career Institute will follow the return policies for any third-party agency funding the student may have received.

For students who use Military Tuition Assistance (TA) Funds, all TA money unearned will be returned to Veteran's Administration prior to any other refunds allocated.

Student Services

07/27/17 - see catalog addendum

Career Services Center

The mission of our Career Services Center is to offer current students and graduates full-time and part-time employment assistance at no cost. With our employer company base, access to electronic job banks, and resume service, our team has the resources to provide students with competitive job leads. It is the intention of the center to assist students in finding employment opportunities within their field of study but it does not guarantee employment.

Pinnacle Career Institute (PCI) makes no promises or guarantees of employment. Due to unique factors and attributes of each student it is possible that even after successfully completing a PCI program, a student may not find employment. Students should consider their own unique “employability” prior to enrolling in any college or career preparation program.

Housing

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

Student Activities

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

Academic Advising

It is the school's policy for all faculty and staff to focus on the student's needs at all times and provide the resources that will help them to complete their education goals while in school. Students who may require academic advising and tutoring may arrange this with their Program Lead or Student Success Coordinator. The Director of Education is also available to discuss with students educational concerns that may need attention. Discussions about tests and grading should first be brought to the teacher. Further questions should be addressed to the Program Lead and then the Director of Education.

Learning Resource System

Pinnacle Career Institute understands that students require library services to complete projects and study subjects in order to succeed in school. The PCI Learning Resource System provides quality services and resources to assist students in achieving these goals and promotes professional, creative, and ethical growth of faculty and students. The Learning Resource System includes an online library and a physical library space on each campus, which offer computer stations, private and group study space, reference books and periodicals.

In addition to the physical resources available to students, the library system maintains an online presence via the Pinnacle Online Library website. This website contains information students require concerning library resources, websites for research and personal interest, and important web links, such as an electronic catalog of all PCI library reference books and the LIRN link.

PCI has partnered with LIRN (Library and Information Resources Network) to provide web access to a virtual library of materials that will help students finish their program. The advantage of LIRN is that it is always available to PCI students. The databases are available online 24 hours a day, 7 days a week, so that students can work when it is convenient. PCI students may obtain the password required to access LIRN within their online classroom, from their instructor, or campus administration.

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

Academics

General Information

Terms and Credits

PCI programs of study are based on 12 week terms. Most programs are modular and are defined as three (3) four-week courses or “mods”. Each course is assigned a specific number of contact and credit hours, depending on the student learning outcomes and requirements of the course. One clock hour equals 50 minutes of instruction. Students are also required to complete assignments or projects outside of class in order to meet the requirements of the course and contact hours.

Unit of Credit Definition

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

Contact Hour to Quarter Credit Hour Conversion Formula

Courses at PCI may include lecture classes, lab/clinic classes, internship/externship/ practicum hours, or a combination of these. One quarter credit hour is awarded for each of the following: 10 contact hours of lecture, 20 contact hours of lab/clinic work or independent study, and 30 hours of externship.

For Title IV financial aid funding purposes, one quarter credit is awarded for each 25 contact hours in a certificate program.

NOTE: It is the academic policy of Pinnacle Career Institute that every 80 hour per module course includes out-of-class learning activities required to support the learning objectives. These are reflected in the assignment of credit hours and course grades. **Documentation of completion of assigned outside work will be required in each class. Assigned outside work is assessed by faculty and calculated into the overall grade for the course. Time needed to complete online work will vary based on the individual student.**

Out of class learning activities are not considered in the overall contact hour calculation for classes with 100 hours of lecture, lab, and/or intern/externship/practicum cumulatively.

The formula for calculating the number of required outside hours of work for classes less than 100 total contact hours is based on the overall number of contact hours divided by 20 times 5. For example if there are 80 contact hours in the course the formula for calculating number of required outside work hours would be 80 divided by 20 times 5 equals 20 hours of required outside learning activities over the length of the course.

Academic Calendar

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

Course Numbering

Course structure at Pinnacle Career Institute is built to provide sequential learning for students. The course numbering system is one way of designating where courses fall into this sequence of learning.

- 100 Level courses – Introductory or Foundational Studies
- 200 Level courses – Advanced **or** Occupationally Focused Studies

Note: Numbering within the 100 and 200 levels does not necessarily indicate sequencing. For example: a 101 course will not always precede a 102 or 103 numbered course

Academic Policies and Procedures

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

Professional Conduct

Pinnacle Career Institute is dedicated, not only to the training and advancement of workplace skills, but also the development of ethically sensitive and responsible citizens.

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

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

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

Termination by the School

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

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

Graduation Requirements

- To graduate and receive a certificate or degree, each student must meet the following requirements:
- Successfully complete with a passing grade, all required credit hours, either through transfer credit or through PCI;
- Achieve a minimum cumulative GPA of 2.0 or better;
- All tuition and fee payments are current;
- Complete Financial Aid Exit Counseling requirements where applicable;
- Complete Career Services Exit Counseling.

Upon successful completion of the requirements for graduation, applicable degrees and certificates will be awarded at each location.

Transcript of Records

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

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

Academic Integrity

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

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

Taking Information:

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

Providing Information:

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

Plagiarizing:

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

Other Examples of Inappropriate Academic Conduct:

- Conspiring with one or more fellow students to engage in any form of academically dishonest conduct;
- Lying to an instructor to improve one's grade;
- Having another student take one's exam, do one's computer program, or lab experiment;
- Submitting a paper that is substantially the same for credit in two different courses without the approval of both instructors;
- Altering a graded exercise after it has been returned, then submitting the exercise for re-grading, (unless permissible under the guidelines of the assignment);
- Removing tests from any location without the instructor's approval;

- Stealing exams or other course materials from an instructor or his/her agent;
- Stealing or altering an instructor's grade book or other academic records;
- Using spell-check or grammar-check software on a writing assignment when expressly prohibited from doing so;
- Accessing, changing, or using any information or data from a computer system to gain academic advantage for one's self or any other student.

General Statement of Student Responsibility

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

Academic Censure

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

Class Schedule

Residential Classes

Classes are offered on campus
8:30 AM – 1:30 PM, Monday - Thursday
6:00 PM – 11:00 PM, Monday - Thursday

Flex-Ed Classes

Classes are offered through a blended format including on campus and online coursework.
8:30 AM – 1:30 PM, two to four days a week
6:00 PM – 11:00 PM, two to four evenings a week

All class sessions have appropriately scheduled breaks.

Class days of the week and times of the day may vary throughout a student's program, depending on scheduling needs and faculty availability. Classes may be scheduled in the afternoon, evening, and/or weekends. Students will be notified in advance of changes; schedule for classes are released prior to each class start.

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

Online Class Schedule

Attendance is monitored weekly in the online classroom. For academic and attendance purposes, a week is defined as 12:00 a.m. Monday to 11:55 p.m., Sunday CST, with the exception of school breaks. Students should prepare to be academically engaged a minimum average of 25 hours per week.

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

Consortium Agreement

Students have the option to complete a portion of their program of study through online courses, where corresponding programs and/or classes are offered online. Online courses are supported through services provided by Pinnacle Career Institute-Online Education campus. These online courses are specifically designed for the student who will be accessing online courses from a standard home or personal computer. For more information and to ensure an optimal learning experience in an online course, please see the Attendance and Technical Specifications sections of this catalog, or contact the Director of Education at your home campus. Residential students receive assistance and support through their home campus; a student who is taking online courses should direct inquiries and assistance requests to their home campus.

Attendance

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

Traditional Delivery

Traditional delivery programs are considered residential and require students to attend all class contact hours on-campus. Students are expected to attend each class in which they are enrolled and attend the entire class session as scheduled. Personal appointments should be arranged and set outside of scheduled class times. Arriving to class late or leaving early will be reflected in the student's attendance record.

Attendance:

- Students must attend a minimum of 75% of total class contact hours in each class to receive credit.
- If absences exceed 25% of the total classroom hours for the course, the student will receive a failing grade and be required to repeat the course.

Distance Education Delivery

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

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

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

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

Online Attendance:

- Students are expected to attend their class for each four week module and complete all academic activities assigned throughout each academic week. An academic week begins at 12:00 am CST Monday through 11:55 pm Sunday CST.
- Attendance for each week is documented through the submission of a minimum of one graded attendance-qualifying activity per week in the registered module.
- Graded attendance-qualifying activities are defined as any activity, quiz, paper, lab, etc., excluding discussion boards. A student who completes the weekly discussion only will not be considered to be in attendance that week.
- A student who does not submit a minimum of one graded attendance-qualifying activity per week in the module will receive an attendance warning.
- An online student who does not submit a minimum of one graded activity for two consecutive weeks (14 days) will be considered to have administratively withdrawn from the institution.
- A student may only receive one attendance warning per module.
- A student who does not submit a minimum of one graded activity per week for two non-consecutive weeks within the module will automatically receive a failing grade and will be required to repeat the class.

NOTE: Logging into the LMS without doing any academic work will not count as attendance. Completing discussions

only will not count as attendance.

Flex-Education Delivery

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

On-campus attendance:

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

Online attendance:

- Students must submit one attendance-qualifying activity per week in the class.
- Failure to submit a minimum of one graded attendance-qualifying activity per week in the module will receive an attendance warning.
- Failure to submit a minimum of one graded attendance-qualifying activity for two consecutive weeks (14 days) will result in a failing grade and the student will be required to repeat the course.

NOTE: Logging into the LMS without doing any academic work will not count as attendance. Completing discussions only will not count as attendance.

Late Work Policy

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

Attendance Waiver Policy

PCI will grant students a waiver to the attendance policy with documentation that supports the extenuating circumstance.

The following criteria is reviewed when considering approval of an attendance waiver:

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

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

Attendance Waivers may be considered for:

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

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

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

First Time Students

The start of one's studies is of high importance to their academic success at Pinnacle Career Institute. First time students

are those who have not been enrolled at Pinnacle within the last 365 days.

- First time students must meet all attendance requirements each week of the first two weeks of the course.
- There are no attendance waivers or exceptions allowed for the first two weeks.

A first time student who does not meet the minimum requirements will not be considered accepted into the institution.

Online and Flex-Ed Technical Specifications

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

Recommended Browsers: [Google Chrome](#)
[Mozilla Firefox](#)

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

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

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

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

Email Account

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

Evaluation

Academic Evaluation: Frequency and Process

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

Table 1: Grade Evaluation

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

Table 2: Academic Honors Calculated by Term

GRADE	HONOR
3.50 - 3.89	Academic Honors – with no grade lower than a “C”

3.90 & above	President's Honors List – with no grade lower than a "C"
Perfect Attendance	Student must have no absences for the term

The academic evaluation period for Pinnacle Career Institute is based on the academic term. Final grades are posted at completion of each class. The student is able to access this information from the student portal once final grades have been posted.

Student Grade Appeal

Students who want to appeal their grade from the previous course must contact that instructor no later than one week following the end of the course. If issues remain unresolved after reviewing the grade with the instructor, students may appeal the grade by submitting a Student Grade Appeal form to their campus director of education or campus director. Grade appeal requests must be made within three weeks of the end of the course for which the grade is being appealed and will be resolved within four weeks of the end of the course.

Satisfactory Academic Progress

General Standards

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

Qualitative Progress

- The student must maintain a specified cumulative grade point average (CGPA) as outlined in the Satisfactory Academic Progress Table (See Table 3).
- When a course is repeated, the new grade will replace the original grade for the purposes of the calculation of the CGPA. Students are limited to attempting a course three (3) times to pass. Students will be placed on Academic Warning after the second failed attempt and the class must be passed within the next term and the student must be making Satisfactory Academic Progress. Additional tuition and fees will apply.
- Transfer credits (TC) accepted by Pinnacle Career Institute are not used in the calculation of the student's CGPA.

Quantitative Progress

- The student must complete their academic program within a specified maximum time frame. At PCI the maximum time frame is 1.5 times the number of quarter credit hours of the program. This means that a student can attempt a maximum of 150% of the credits in the program. For example: if an academic program requires 66 credits (100%), a student cannot exceed 99 total credits which is 150% (66 total credits for the program x 1.5 = 99 credits).
- The student must successfully complete fifty percent (50%) of all required quarter credit hours for any program in residence at Pinnacle Career Institute. **NOTE:** Exceptions to this may be made for military students participating as a part of the Servicemembers Opportunities Colleges Consortium.
- The grades of A, B, C, D and P indicate successful completion for credit is awarded. The grade of F, FL, or I, indicates a lack of completion; no credit is awarded.
- The grade of W (withdrawal within the first 2 weeks of class) is not calculated in the student's CGPA but is counted toward credit hours attempted. A withdrawal that occurs after the first 2 weeks of class (WP or WF) are calculated as an F in the course and calculated in the student's CGPA and credit hours attempted.
- A student who has received transfer credit must complete their program of study within 1.5 times the rate of a student making normal academic progress. Such progress is measured according to the number of quarter credits remaining to be completed at Pinnacle Career Institute.
- If it is determined at any point that the student is unable to successfully complete the program within the prescribed 1.5 times rate of a student making normal academic progress, that student may be academically withdrawn from the program. At the point of determination, the student will be notified in writing by the Director of Education that they are being academically suspended from the program.

Table 3: Satisfactory Academic Progress

Students Enrolled in Certificate or Degree Programs:

Terms	CGPA Required Certificate Program	Required Completion % of Credit Hrs. Attempted
First Term	1.30	33%
Second Term	1.60	50%
Third Term	2.0	67%
Subsequent Terms including Associate Degree-Level Courses	2.0	67%

Pass/Fail classes are not calculated in CGPA.

Pass/Fail classes attempted are calculated in maximum time frame (completion percentage)

Academic Warning

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

Notification

Students placed on Academic Warning are notified in writing. This notification is made to assist the student in improving their CGPA and course completion percentage through the development of an Academic Improvement Plan.

Conditions of Academic Warning:

- Academic Improvement Plan
- Periodic review of academic progress with the assigned academic advisor and reviewed by the Director of Education during the term

Academic Withdrawal

A student who is withdrawn for not making Satisfactory Academic Progress either by qualitative or quantitative standards, has not made academic progress after being placed on academic warning, or has been academically disqualified by failing a class three (3) times, will be academically withdrawn from the institution and notified in writing by the Director of Education. A student who has been academically withdrawn has the right to appeal that determination in accordance with the Appeal Hearing procedure below.

A student who has failed two classes in succession must successfully repeat one of the failed classes before progressing in the program. If the class is not immediately available, a mod waiver or withdrawal may be necessary until the class is available. Attendance at another PCI campus where the class is available may be an option. A student will be withdrawn for receiving three failing grades in succession.

Academic Appeals

Students must submit an Appeals Application to the Academic Standing Committee which is comprised of the Program Lead, Director of Education, Chief Academic Officer, Registrar and Financial Aid representative. The committee will determine if circumstances warrant a student being eligible to continue in the appeals process. If eligible, the student must pass with an 80% or higher a two week online course, Career Foundations (CF101), in order to re-enter the institution. This two week course, which is used to determine a student's commitment to their continued education, is at no charge to the student.

Although not required to submit an Appeals Application, a student who was on Academic Warning status when they voluntarily withdrew from school or were withdrawn due to lack of attendance may be required to pass the Career Foundations (CF101) class with an 80% or higher before allowed reentry, as determined by the Director of Education and/or Chief Academic Officer.

Applicants who fail to achieve an 80% or higher in Career Foundations (CF101) must wait 30 days to retake the class. Applicants are allowed two attempts and then must wait at least 90 days before submitting a new Appeals Application.

A student approved to re-enter through the appeals process who was withdrawn for not making Satisfactory Academic Progress will return on Academic Probation and must show both academic progress at the end of each class and the ability to achieve SAP by the end of the term, or they will be withdrawn from the institution.

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

Request for Case Review

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

Request for Incomplete

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

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

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

Course Repeat Policy

If a student receives a "D" or "F" in a course, the course may be repeated in an effort to improve the grade. Normal registration procedures are followed when a student repeats a course. A new grade earned in a repeated course will be computed in the student's cumulative grade point average. Student's transcripts will record both the initial course grade and the subsequent repeat grade. Once the course is retaken, the original course and grade will be indicated by a footnote that explains that the course has been repeated. The initial course grade(s) will no longer factor into the student's CGPA but the credit hours attempted do count towards the Credit Completion Percentage. The earned grade from the subsequent course will be posted as the official grade and will be calculated into the student's CGPA.

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

Withdrawal - Non-Academic

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

Transfer and Award of Academic Credit

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

Seeking Additional Credential

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

Change of Program

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

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

Student Records

Transcript of Records

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

Student Record Privacy

Please see addendum, *July 1, 2017 - Pinnacle Career Institute Annual FERPA Notification*, in this catalog.

General Policy

Under the authority of the **Family Educational Rights and Privacy Act** of 1974, as amended ("Act"), a student has the right to examine certain records concerning the student which are maintained by the school. The school must permit the student to examine such records within 45 days after the school receives a written request from the student. A student may request that the school amend his or her education records on the grounds that they are inaccurate, misleading or in violation of the student's right of privacy. In the event the school refuses to so amend the records, the student may, after complying with the Student Complaint/Grievance Procedure, request a hearing. If the outcome of the hearing is unsatisfactory to the student, the student may submit an explanatory statement for inclusion in his or her education record. A student has the right to file a complaint concerning the school's alleged failure to comply with the Act with the:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, DC 20202-4605

Education Records

Education Records are maintained by the school and contain information directly related to the student. Examples of education records are the student's education, career services, and financial files. The only persons allowed access to such records are those who have a legitimate administrative or educational interest.

Exemptions

The following records are exempt from the Act:

- Financial records of the student's parents;
- Confidential letters and recommendations relating to admission, employment or honors to which the student has waived his or her right to inspect;
- Records about the student made by faculty or administrators which are maintained by, and accessible only to faculty or administrators;
- Employment records for school employees who are current or former students;
- Records compiled or maintained by physicians, psychiatrists, psychologists, or other recognized professionals or paraprofessionals acting or assisting in such capacities for treatment purposes, and which are available only to persons providing treatment;
- Records that only contain information about an individual after he or she is no longer a student at the school.

Review of Records

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

Directory Information

Directory Information is defined as information contained in a student's education record which would generally not be considered harmful or an invasion of privacy if disclosed. This information may be unconditionally released without the student's consent, unless the student specifically requests in writing that such information may not be released. The school requires that such request must:

- 1) Specify what categories of Directory Information are to be withheld by the student.
- 2) Be delivered to the Executive Director within 15 days after the student starts classes.

Any such request must be renewed annually by the student.

Directory information includes, but is not limited to, the student's name, address(es); telephone number(s); electronic mail address(es); photograph, grade level, enrollment status (e.g., full-time or part-time); date and place of birth; program of study; credentials and awards received.

Access without Student Consent

The school may release a student's education records without written consent of the student to:

- Other school and Pinnacle Career Institute officials who have a legitimate educational interest;
- Other schools where the student has applied for admission;
- Authorized representatives of the U.S. Department of Education, state and local education authorities;
- Providers of financial aid for which the student has applied or received, including, without limitation, lenders, Veterans Administration, state vocational rehabilitation agencies and collection agencies;
- State and local authorities where required;
- Accrediting agencies;
- Any court in which the school initiates a legal action against the student or a parent of the student, but only with respect to the student's education records that are relevant for the school to prosecute the legal action;
- Any court in which the student or a parent of the student initiates a legal action against the school, but only with respect to the student's education records that are relevant for the school to defend itself;
- Appropriate persons or agencies in the event of a health or safety emergency, where such release without consent is deemed necessary by the school under the circumstance;
- Any person, if the education records disclosed are Directory Information of the student;
- The student or the student's parents if the student is less than 18 years old;
- A parent of the student regarding the student's violation of any federal, state, or local law or any rule or policy of the school concerning the use or possession of alcohol or a controlled substance, if the student is under the age of 21.

The school will obtain the written consent of the student prior to releasing the student's education records to any other person or organization, except with respect to Directory Information.

Restricted Areas

The **Family Educational Rights and Privacy Act (FERPA)** requires that access to areas containing student-sensitive materials be posted as restricted and that access be limited to PCI employees or appropriate federal agencies or authorized individuals. Students are permitted limited or no access to the following areas.

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

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

Student Civil Rights

Nondiscrimination Policy

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

These laws include Title VI of the Civil Rights Act of 1964, hereinafter referred to as **Title VI**, the Americans with Disabilities Act, hereinafter referred to as **ADA**, Section 504 of the Rehabilitation Act of 1973, hereinafter referred to as **Section 504**, and Title IX of the Education Amendments of 1972, hereinafter referred to as **Title IX**.

Inquiries, complaints and grievances, academic and nonacademic, regarding Title VI, Section 504, ADA, and Title IX may be addressed to:

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

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

Civil Complaint/Grievance Procedure

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

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

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

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

Student Rights

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

- The right to appeal at each level to the next higher level;
- The right to an impartial decision-maker;
- The right to relevant information unless it is otherwise confidential;
- The right to be free from retaliation for pursuing a grievance or complaint;

- The right to present evidence and witnesses;
- The right to representation;
- The right to keep the proceedings as confidential as possible.

Non-Civil Rights Complaints

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

In the unlikely situation where a student has a dispute with Pinnacle Career Institute, all disputes regardless of their basis not resolved through internal procedures are subject to the "Student Agreement to Arbitration" as stated and acknowledged in the student enrollment agreement.

A student having an academic complaint should first discuss it with the instructor. If the issue cannot be resolved with the instructor, the student may discuss it with the campus Director of Education. If the Director of Education cannot satisfactorily resolve the complaint, the student may request the matter be referred to the campus Executive Director. The Executive Director will hear the complaint and make a recommendation for a solution. If the Executive Director cannot satisfactorily resolve the complaint, the student may request the matter be referred to the school's Chief Academic Officer. The decision of the Chief Academic Officer shall be final.

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Council for Independent Colleges and Schools (ACICS.) Any complaint considered by the Council must be in written form, with permission from the complainant for the Council to forward a copy of the complaint to the school for response. The Council will keep the complainant informed on the status of the complaint as well as the final resolution. Complaints are requested to be submitted in the following manner:

The complaint should be written and legible, and should include as much detail as possible. Include appropriate supporting documentation and the complainant's name and contact information. Anonymous complaints may be investigated at the Council staff's discretion, if the allegations are serious in nature.

Complaints can be submitted in the following ways:

By E-mail: complaints@acics.org

By Fax: 202-842-2593

By Mail: ACICS

750 First Street NE

Suite 980

Washington, DC 20002

State Authorization and Contact Information for State Regulatory Bodies

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

CBHE Policy on Complaint Resolution

Introduction

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

its State approval or licensing entity and any other relevant State official or agency that would appropriately handle the student's complaint." *Id.* at § 668.43(b).

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

Complaints Not Covered

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

Exhaustion of Remedies at the Institutional Level

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

Process

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

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

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

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

Note: Prior to initiating this formal process, complainants must first call the MDHE at 573-526-1577 to indicate their desire to file a complaint. At that time, the MDHE will ascertain whether the issue can be resolved through informal means and also determine whether administrative processes available within the institution of concern have been exhausted. If after that screening the complainant still desires to initiate a formal complaint, the MDHE will send the complainant the form to be filled out and returned for that purpose.

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

Student Complaints and Student Consumer Information by State Official/Agency

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

Alabama

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

Alaska

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

Arizona

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

Arkansas

ICAC Coordinator
Arkansas Department of Higher Education
114 East Capitol
Little Rock, AR 72201
E-mail: ICAC@ADHE.EDU
Website:
https://static.ark.org/eeuploads/adhe/APPENDIX_J_Student_Grievance,_complaint_process_Revised_2015.doc

California

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

Colorado

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

Connecticut

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

Delaware

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

District of Columbia

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

Florida

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

Georgia

Nonpublic Postsecondary Education Commission

2082 East Exchange Place, Suite 220

Tucker, Georgia 30084-5305

Telephone: 770-414-3300

Fax: 770-414-3309

Website: <http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/>

Hawaii

Bobbi Lum-Mew

HPEAP Administrator

P.O. Box 541

Honolulu, HI 96809

Telephone: 808-586-7327

E-mail: hpeap@dcca.hawaii.gov

Website: <http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf>

Idaho

Val Fenske

State Coordinator for Private Colleges & Proprietary Schools

Office of the (Idaho) State Board of Education

650 W. State St, (POB 83720)

Boise, ID 83720-0037

Telephone: 208-332-1587

Fax: 208-334-2632

E-mail: Valerie.fenske@osbe.idaho.gov

Website: https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Richard Tapia

Associate Director for Diversity and Outreach

1 N Old State Capitol Plaza, Suite 333

Springfield, Illinois 62701

Telephone: 217-557-7359

E-mail: tapia@ibhe.org

Website: <http://complaints.ibhe.org/>

Indiana

Sara E. Appel, M.A

Academic Programs Manager

Indiana Commission for Higher Education

101 West Ohio Street, Suite 550

Indianapolis, IN 46204-1984

Telephone: 317-464-4400

Fax: 1-317-464-4410

Email: sappel@che.in.gov

Tara L. Adams

Accreditation Coordinator

Indiana Board for Proprietary Education

Indiana Commission for Higher Education

101 West Ohio Street, Suite 670

Indianapolis, IN, 46204-1984

Telephone: 317-464-4400 Ext. 141

Fax: 317-233-4219

Email: tadams@bpe.che.IN.gov

Website: <http://www.in.gov/che/2744.htm>

Iowa

Carolyn Small

Postsecondary Registration Administrator

Telephone: 877-272-4456

Website: <https://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

Jacqueline G. Johnson

Director of Private/Out-of-State Postsecondary Education

1000 SW Jackson, Ste 520

Topeka, KS 66612

Telephone: 785-296-4917

E-mail: jjohnson@ksbor.org

Website:

http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky

Director of Postsecondary Licensing

Council on Postsecondary Education

1024 Capital Center Drive, Suite 320

Frankfort, KY 40601

E-mail: cpeconsumercomplaint@ky.gov

Website: <http://cpe.ky.gov/institutions/>

Louisiana

Consumer Protection Division/Office of the Attorney General

P.O. Box 94005

Baton rouge, LA 70804-9005

Telephone: 1-800-351-4889 OR 225-326-6400

Fax: 225-342-9318

Website: <http://www.regents.la.gov/page/StudentComplaints>

Maine

Angel Martinez Loreda

Higher Education Specialist

Maine Department of Education

Augusta, Maine 04333

Telephone: 207-624-6846

E-mail: angel.loredo@maine.gov

Website:

<http://www.maine.gov/education/highered/DegGrant/DegGrantAuth.htm>

Maryland

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

Massachusetts

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

Michigan

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

Minnesota

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

Mississippi

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

Missouri

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

Montana

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

Nebraska

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

Nevada

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

New Hampshire

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

New Jersey

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

New Mexico

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

New York

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

North Carolina

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

North Dakota

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

Ohio

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

Oklahoma

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

Oregon

Juan Baez-Arevalo
Director of Private Postsecondary Education
Oregon Higher Education Coordinating Commission
775 Court St. NE
Salem, OR 97301
Telephone: 503-947-5977
E-mail: juan.baez-arevalo@state.or.us
Website: <http://www.ode.state.or.us/search/results/?id=83>

Pennsylvania

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

Rhode Island

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

South Carolina

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

South Dakota

South Dakota Attorney General

1302 E. Hwy 14, Suite 1

Pierre, SD 57501-8501

Telephone: 605-773-3215

E-mail: atghelp@state.sd.us

Website:

<http://sdsos.gov/general-information/postsecondary-education/default.aspx>

Tennessee

Shauna Jennings

Investigations Officer & Complaint Specialist

Tennessee Higher Education Commission

404 James Robertson Parkway, Suite 1900

Nashville, TN 37243

E-mail: shauna.jennings@tn.gov

Telephone: 615-741-0662

Website: <http://tn.gov/thec/article/frequently-asked-postsecondary-questions>

Texas

William Franz, General Counsel

Texas Higher Education Coordinating Board

Office of General Counsel

P.O. Box 12788

Austin, TX 78711-2788

E-mail: william.franz@thecb.state.tx.us

Website: <http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

Utah

Utah Division of Consumer Protection

Attn: Complaint Processor

160 East 300 South

Salt Lake City, UT 84114-6704

Telephone: 801-530-6601

Website: <http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Cathy Hilgendorf

Postsecondary Approval Coordinator

Vermont Agency of Education

120 State Street

Montpelier, VT 06620

Telephone: 802-828-5402

E-mail: cathy.hilgendorf@state.vt.us

Website: <http://education.vermont.gov/documents/EDU-VTAOE->

[Complaint Resolution for Postsecondary Education.pdf](#)

Virginia

State Council of Higher Education for Virginia

Telephone: 804-371-2285

Website: <http://schev.edu/index/students-and-parents/resources/student-complaints>

Washington

Karen Oelschlager

Program Administrator /Degree Authorization

Washington Student Achievement Council

Telephone: 360-753-7869

E-mail: kareno@wsac.wa.gov

Website: <http://www.wsac.wa.gov/student-complaints>

West Virginia

Dr. Kathy Butler, Senior Director of Academic Affairs

WV Higher Education Policy Commission

1018 Kanawha Blvd., E. Suite 700

Charleston, WV 25301

Telephone: 304-558-0261

E-mail: kbutler@hepc.wvnet.edu

Website: <https://www.wvhepc.org/resources/133-20.pdf>

Wisconsin

Blanca James

Office Operations Associate

P.O. Box 8696

Madison, WI 53708-8696

Telephone: 608-266-1996

E-mail: blanca.james@eab.wisconsin.gov

Website: <http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Elaine Marces

Wyoming Department of Education

Telephone: 307-777-6210

E-mail: elaine.marces@wyo.gov

Website: <https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>

Pinnacle Career Institute - Catalog Supplements

Applies to All Locations

05/23/17 - see program addendum

Full-Time Faculty

Name	Position	Credentials	Campus			
			SKC	NKC	LAW	OLE
Akiyama, Teresa	Lead Faculty-NKC, Medical Assistant	Certificate, Medical Assisting, TAD Technical Institute		X		
Alban, Chad	Lead Faculty, Tower Technician	Certified ENSA Instructor		X		
Barnes, Debbie	Lead Faculty, SKC, Electronics Technology	AOS, Electronics Technology, Electronics Institute	X			
Battles, Scott	Lead Faculty-NKC, Wind Turbine Technician Certificate; Lead Faculty-OLE, Wind Turbine Technician AOS	AOS, Electronics Technology, Electronics Institute		X		X
Baynham, Lindsey	Faculty, Medical Assistant	Certificate, Wright Business School, Medical Assisting; Certified Clinical Medical Assistant (CCMA)	X		X	
Cahill, Connie	Lead Faculty-SKC, Medical Assistant	Certified Clinical Medical Assistant (CCMA)	X			X
Carullo, Melissa	Lead Faculty-SKC/OLE, Medical Assistant	AAS, Medical Assisting, Colorado Technical University; RMA; CPR Certified BLS Instructor;	X			X
Doles, Bret	Lead Faculty-NKC, HVAC Technician	Certificate, HVAC, Southeast Community College		X		X
Heitz, Jarod	Boot Camp Coordinator, Wind Turbine Technician; Instructor; Tower Technician	Certificate, Wind Turbine Technician; Certified ENSA Instructor		X		X
Lauderdale, Valerie	Lead Faculty-SKC, Dental Assistant	Certificate, Dental Assisting, Metro Technology Centers; Certified Dental Assistant (CDA); Nationally Registered Dental Assistant (NRDA)	X			
McHenry, Bobbie	Instructor, Massage Therapy	Certificate, Massage Therapy, Professional Massage Training Center; NCTM; State Licensed Massage Therapist-Missouri	X	X	X	
Morehead, Lauren	Instructor, Massage Therapy	Certificate, Massage Therapy, Pinnacle Career Institute; State Licensed Massage Therapist-Missouri;	X	X		
Niles, Aaron	Lead Faculty-OLE, Wind Turbine Technician Certificate; Lead Faculty-OLE, HVAC Technician	Certificate, Wind Turbine Technician, Pinnacle Career Institute		X		X
Peden, Gayln	Instructor, Medical Assisting	Associate, Medical Assistant, Concorde Career Institute	X			X
Rogers, Kyle	System Program Coordinator, Massage Therapy	Certificate, Massage Therapy, Pinnacle Career Institute; NCTM; State Licensed Massage Therapist-Missouri; Associate of Occupational Studies, Personal Training; Pinnacle Career Institute	X	X	X	
Stewart, Karen	Faculty, Dental Assistant, Medical Assistant	Certified Nurse Aide, Neosho County Community College; Bachelor, General Studies, University of Kansas; Nationally Registered Dental Assistant (NRDA)	X		X	X

Pinnacle Career Institute - Catalog Supplement



Tuition and Fee Schedule

Effective March 13, 2017

Pinnacle Career Institute

Pinnacle Career Institute – North Kansas City

Pinnacle Career Institute – Online Education

-Not all programs are offered at all locations-

DENTAL ASSISTING CERTIFICATE PROGRAM:

LENGTH: 9 Months

TUITION: \$15,765.00

PROGRAM INCLUDES:

Books and Fees, TB Skin Test, Hepatitis-B immunization, CPR Certification Course, Uniforms

MASSAGE THERAPY CERTIFICATE PROGRAM:

LENGTH: 7 Months

TUITION: \$12,300.00

PROGRAM INCLUDES:

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

Students planning to practice in the State of Missouri will receive fingerprinting and Missouri Provisional License.

MEDICAL ASSISTANT - CERTIFICATE PROGRAM:

LENGTH: 12 Months

TUITION: \$20,465.00

PROGRAM INCLUDES:

PROGRAM Books and Fees, TB Skin Test, Hepatitis-B immunization, CPR & First Aid Certification Course, Certified Clinical Medical Assistant (CCMA) Exam Prep and Certification Exam, Uniforms; Medical Kit – Online students only; Kansas City Boot Camp – Online students only

MEDICAL ASSISTANT TECHNICIAN – ASSOCIATE OF OCCUPATIONAL STUDIES DEGREE PROGRAM:

PREREQUISITE: Completion of the Medical Assistant – Certificate program

LENGTH: 6 Months

TUITION: \$9,665.00

PROGRAM INCLUDES:

Books and Fees, Certified Phlebotomy Technician (CPT) Exam Prep and Certification Exam, Certified EKG Technician (CET) Exam Prep and Certification Exam

ELECTRONICS TECHNOLOGY - CERTIFICATE PROGRAM:

LENGTH: 12 Months

TUITION: \$20,965.00

PROGRAM INCLUDES:

Books and Fees, Tool Kit including hardware and software

HVAC TECHNICIAN - CERTIFICATE PROGRAM:

LENGTH: 12 Months

TUITION: \$20,965.00

PROGRAM INCLUDES:

Books and Fees, North American Technician Excellence (NATE) Core Exam; EPA Section 608 Exam; Tool Kit

WIND TURBINE TECHNICIAN - CERTIFICATE PROGRAM:

LENGTH: 11 Months

TUITION: \$18,965.00

PROGRAM INCLUDES:

Books and Fees, OSHA10 Certification, Tower Climb Certificate, CPR & First Aid Certification Course, Boot Camp at Pinnacle Career Institute in Kansas City, MO

WIND TURBINE TECHNICIAN - ASSOCIATE OF OCCUPATIONAL STUDIES DEGREE PROGRAM:

PREREQUISITE: Completion of the Wind Turbine Technician – Certificate program

LENGTH: 6 Months

TUITION: \$11,665.00

PROGRAM INCLUDES:

Books and Fees

Pinnacle Career Institute - Catalog Supplement

Applies to All Locations

Textbook List

View all books required for each program by visiting the Pinnacle Career Institute textbook list at:

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

PCI Academic Calendar 2017-2018

The Electronics Technology and Massage Therapy-ME programs have program start dates every twelve (12) weeks. All other programs have start dates every four (4) weeks. Please see your Admissions Coordinator for specific program start dates. Follow this link to view the Academic Calendar.

Short Courses

Short course offerings with corresponding policies and procedures are located in this section after the Academic Calendar.

- Massage Therapy-ME
- Peak Tower Technician

Pinnacle Career Institute - Catalog Addenda

Applies to all campuses

Effective May 23, 2017

Accreditation and Approvals

p. 9

Description of change: Inclusion of approval by the Kansas Board of Regents to operate in the State of Kansas.

Pinnacle Career Institute and Pinnacle Career Institute-North Kansas City are certified to operate in the State of Missouri by the Department of Higher Education and have approvals from the Department of Elementary and Secondary Education to provide training under the Veterans Administration, Vocational Rehabilitation, and Workforce Investment Act. Pinnacle Career Institute is contracted for training by the Missouri and Kansas Rehabilitation Commissions.

Remove:

~~Pinnacle Career Institute is a member of the National Council for State Authorization Reciprocity (SARA) Agreement since 2015.~~

Add:

Pinnacle Career Institute is a member of the National Council for State Authorization Reciprocity Agreement (NC-SARA) since 2015 and is approved to operate in the State of Kansas through this agreement, which includes distance education programs. Pinnacle Career Institute-North Kansas City is certified to operate in the State of Kansas by the Kansas Board of Regents.

Student Complaints and Student Consumer Information by State Official/Agency

p. 75

Description of change: Updated phone number for Kansas agency office.

Kansas

Director of Private/Out-of-State Postsecondary Education

~~Telephone: 785-296-4917~~

Telephone: 785-430-4240

Catalog Supplement – Faculty

Description of change: Addition of faculty.

Name	Position	Credentials	Campus			
			SKC	NKC	LAW	OLE
Emms, Charles	Instructor, Adjunct	Doctor of Chiropractic, Cleveland Chiropractic, Kansas City		X		
Iams, Susan	Instructor, Adjunct	BS Education, Advanced Education Psychology, UMKC, Kansas City		X		X
Lloyd, Herman	Instructor, Adjunct	Certificate, Heating and Refrigeration, Area Vocational-Technical School (AVTS), Kansas City		X		X
Schuster, Jennifer	Instructor, Adjunct	Massage Therapy Certificate, Pinnacle Career Institute-NKC		X		
Wilson, Brandon	Lead Faculty, Medical Billing & Coding Specialist	AOS, Medical Billing and Coding, Pinnacle Career Institute-NKC	X	X	X	X

Effective July 27, 2017

Career Service Center

p. 57

Description of change: Explanation of services available.

Student and Career Services Center

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

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

Career Services includes:

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

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

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

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



Pinnacle Career Institute - Catalog Addendum

Applies to all campuses

Effective August 7, 2017

Terminated Programs

The following programs will no longer be available at the designated campuses for new enrollment. No reenrollments will be accepted that cannot complete the program of study by the termination date.

Program	Campus	Termination Date
Medical Assistant	Pinnacle Career Institute	07/23/18
Electronics Technology	Pinnacle Career Institute	08/07/17
HVAC Technician	Pinnacle Career Institute – North Kansas City	05/28/18
Massage Therapy	Pinnacle Career Institute – North Kansas City	02/05/18
Medical Assistant	Pinnacle Career Institute – North Kansas City	04/30/18
Wind Turbine Technician	Pinnacle Career Institute – North Kansas City	06/25/18
Medical Assistant Technician – AOS	Pinnacle Career Institute – Online Education	02/05/18
Medical Assistant	Pinnacle Career Institute – Online Education	07/23/18
Wind Turbine Technician – AOS	Pinnacle Career Institute – Online Education	02/05/18

Admissions

p. 38

Description of change: update of non-discrimination policy

Remove:

~~PCI believes in equal opportunity and welcomes all qualified candidates regardless of sex, race, color, or national origin.~~

Add:

PCI believes in equal opportunity and welcomes all qualified candidates. PCI neither denies admission nor discriminates against students enrolled at the school on the basis of race, religion, color, gender, sexual orientation, genetic information, age, disability, or national origin.

Effective September 4, 2017

Admissions: Procedures

p. 38

Description of change: laptops will no longer be included in tuition of any program.

- ~~• All students who are entering the institution for the first time in any program and enrolling in an eligible, full-time, flex education program will be provided a laptop, tablet, or similar device as part of the program. Any current student or returning student who wishes to purchase one may do so and may use financial aid funds, if available. Please visit with your financial aid coordinator concerning available funds.~~

Applies to all campuses

Effective July 1, 2017

Pinnacle Career Institute Annual FERPA Notification 2017-2018 Academic Year

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

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

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

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

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

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

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

FERPA permits the disclosure of PII from students’ education records, without consent of the student, if the disclosure

meets certain conditions found in §99.31 of the FERPA regulations. Except for disclosures to school officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, §99.32 of FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures.

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

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

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

and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))

- To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))



Pinnacle Career Institute - Catalog Addendum

Effective October 30, 2017

Update to Program Description – Massage Therapy & Wind Turbine Technician

The following programs have updated program descriptions to include emphasis on preparation for entry-level employment.

Massage Therapy

Certificate

7 months, 39 Quarter Credit Hour Program

CIP 51.3501

Available at the following locations:

Pinnacle Career Institute – Kansas City

Delivery Method:

Flex-Education

Award:

Certificate

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

Program Objectives:

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

Major Equipment List

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

Peak Tower Technician

Certification Course

4 weeks, 200 Contact Hours

CIP 47.0103

Available at the following location:

Pinnacle Career Institute - North Kansas City

Delivery:

Residential

Award:

Certificate

This certification course is designed to provide students with a broad knowledge of telecommunications maintenance and modifications necessary for entry-level employment as a tower technician. The course includes training and certifications in OSHA-30; CPR, First Aid, and Blood-borne Pathogens; and Authorized Climber certification from the National Association of Tower Erectors (NATE).

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

Program Objectives:

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

Major Equipment List:

Two 60 ft. outdoor towers (monopole and self-support), indoor climbing lab, ladders with safety climb system, climbing and safety equipment including full body tower harnesses, ropes and cables, lanyards, hard hats, safety glasses; rescue kits, personal evacuation kits, antennas including single, dual, and quad port; remote radio heads, antenna sector mounts and connectors, hand tools, weather proofing and grounding kits, Anritsu 331D sweep testing unit, +24 and -48 power cabinet, trauma kits, first aid kits

Effective October 30, 2017

SATISFACTORY ACADEMIC PROGRESS

General Standards

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

Qualitative Progress

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

Quantitative Progress

- The student must complete their academic program within a specified maximum time frame. At PCI the maximum time frame is 1.5 times the number of quarter credit hours of the program. This means that a student can attempt a maximum of 150% of the credits in the program. For example: if an academic program requires 66 credits (100%), a student cannot exceed 99 total credits which is 150% (66 total credits for the program x 1.5 = 99 credits).
- The grades of A, B, C, D and P indicate successful completion for credit is awarded. The grade of F, FL, or I, indicates a lack of completion; no credit is awarded.
- The grade of W (withdrawal within the first 2 weeks of class) is not calculated in the student's CGPA but is counted toward credit hours attempted. A withdrawal that occurs after the first 2 weeks of class (WP or WF) are calculated as an F in the course and calculated in the student's CGPA and credit hours attempted.
- A student who has received transfer credit must complete their program of study within 1.5 times the rate of a student making normal academic progress. Such progress is measured according to the number of quarter credits remaining to be completed at Pinnacle Career Institute.
- If it is determined at any point that the student is unable to successfully complete the program within the prescribed 1.5 times rate of a student making normal academic progress, that student may be academically withdrawn from the program. At the point of determination, the student will be notified in writing by the Director of Education that they are being academically suspended from the program.
- Pass/Fail classes are not calculated in the CGPA. Pass/Fail classes attempted are calculated in maximum time frame (completion percentage)

Terms or Quarters	CPA Required	Required Completion % of Credit Hrs. Attempted for the Entire Program (cumulative credits)
First Term	1.30	33%
Second Term	1.60	50%
Third Term	2.0	67%
All terms following including Associate Degree	2.0	67% Cannot exceed more than 150% of total credits in program without graduating.

Financial Aid Warning

Students are placed on Financial Aid Warning if they do not meet Satisfactory Academic Progress (SAP) at any

evaluation point in their program. Students are allowed only one financial aid warning during their program. A student placed on financial aid warning must show both academic progress at the end of each class and the ability to achieve SAP by the end of the term, or they will be withdrawn from the institution. The student will remain in a Financial Aid Warning status until the completion of the next term, at which time they must meet SAP or be academically withdrawn. Students are considered to be maintaining SAP while on Financial Aid Warning and maintain eligibility for Title IV funding.

Academic Withdrawal

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

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

Financial Aid Probation

Students must submit an Appeals Application to the Academic Standing Committee which is comprised of the Program Lead, Director of Education, Chief Academic Officer, Registrar and Financial Aid representative. The committee will determine if circumstances warrant a student being eligible to continue in the appeals process. If eligible, the student must pass with an 80% or higher a two week online course, Career Foundations (CF101), in order to re-enter the institution. This two week course, which is used to determine a student's commitment to their continued education, is at no charge to the student.

Although not required to submit an Appeals Application, a student who was on Academic Warning status when they voluntarily withdrew from school or were withdrawn due to lack of attendance may be required to pass the Career Foundations (CF101) class with an 80% or higher before allowed reentry, as determined by the Director of Education and/or Chief Academic Officer. PCI Catalog, V13.2, 2017 67. Applicants who fail to achieve an 80% or higher in Career Foundations (CF101) must wait 30 days to retake the class. Applicants are allowed two attempts and then must wait at least 90 days before submitting a new Appeals Application.

A student approved to re-enter through the appeals process who was withdrawn for not making Satisfactory Academic Progress will return on Academic Probation and must show both academic progress at the end of each class and the ability to achieve SAP by the end of the term, or they will be withdrawn from the institution. The student is a re-enter and may apply for financial aid, but must make SAP by the end of the term they enter or will be withdrawn.

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

Request for Case Review:

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

2017 PCI ACADEMIC CALENDAR

Applies to All Locations

January						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

1/3/17 Classes Resume

1/6/17 Required Friday

1/16/17 January Mod Start

February						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

2/13/17 February Mod Start

March						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

3/13/17 March Mod Start

April						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

4/10/17 April Mod Start

May						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

5/8/17 May Mod Start

5/12/17 Required Friday

5/29/17 Memorial Day-No School

June						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

6/5/17 June Mod Start

6/19-6/25 Summer Break

6/26/17 Classes Resume

6/30/17 Required Friday

July						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

7/4/17 4th of July-No School

7/10/17 July Mod Start

August						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

8/7/17 August Mod Start

September						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

9/4/17 Labor Day-No School-

Mod Start

9/5/17 Classes Begin

9/8/17 Required Friday

October						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

10/2/17 October Mod Start

10/30/17 October Mod Start (2nd)

November						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

11/3/17 Required Friday

11/23/17 Thanksgiving-No School

11/27/17 November Mod Start

December						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

12/25/2017 - 1/7/2018

Winter Break - No School

2018 PCI ACADEMIC CALENDAR

Applies to All Locations

January						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
18	22	23	24	25	26	27
28	29	30	31			

12/26/17-1/7/18 Winter Break

1/8/18 January Mod Start

February						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

2/5/18 February Mod Start

March						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

3/5/18 March Mod Start

April						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

4/2/18 April Mod Start

4/30/18 April Mod Start (second)

May						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

5/28/18 Memorial Day - Mod Start

5/29/18 Classes begin

June						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

6/1/18 Required Friday

6/25/18 June Mod Start

July						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

7/4/18 No School

7/6/18 Required Friday

7/23/18 July Mod Start

August						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

8/20/18 August Mod Start

September						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

9/3/18 Labor Day - No School

9/7/18 Required Friday

9/17/18 September Mod Start

October						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

10/15/18 October Mod Start

November						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

11/12/18 November Mod Start

11/16/18 Required Friday

December						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

12/10/18 December Mod Start

12/24/18 - 1/6/19 Winter Break



Massage Therapy-ME SHORT COURSE

Effective March 13, 2017
Version 2.0

This section catalog reflects the policies and procedures specific to the short course offering Massage Therapy ME for Pinnacle Career Institute as of March 13, 2017. The policies and procedures specified here supersede the policies and procedures outlined in the main catalog where applicable. All other information in the main catalog would also apply to this short course program.

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

Table of Contents

TABLE OF CONTENTS	3	CANCELLATION POLICY	8
LOCATION	4	TUITION AND FEES.....	8
NOTIFICATIONS TO STUDENTS.....	4	MODULE REPEATS.....	8
COURSE DESCRIPTION	5	GENERAL TUITION REFUND POLICY.....	9
MESSAGE THERAPY-ME.....	5	ACADEMICS	9
ADMISSIONS.....	7	ACADEMIC CALENDAR	9
PROCEDURES	7	CLASS SCHEDULE.....	9
CREDIT ASSESSMENT.....	7	ATTENDANCE	9
STUDENT FINANCE.....	7	EVALUATION AND SATISFACTORY ACADEMIC PROGRESS.....	10
SCHOLARSHIPS	8	TRANSCRIPT OF RECORDS.....	10
TUITION FEES AND POLICIES	8	FULL-TIME FACULTY	10
STUDENT’S RIGHT TO CANCEL.....	8	TUITION AND FEE SCHEDULE	11

Location

Campus

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

Notifications to Students

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

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

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

DISCLAIMER

PINNACLE CAREER INSTITUTE (PCI) DEVELOPED THIS TRAINING COURSE IN PARTNERSHIP WITH MASSAGE ENVY. HOWEVER, PCI MAKES NO PROMISES OR GUARANTEES OF EMPLOYMENT INCLUDING WITH MASSAGE ENVY. DUE TO UNIQUE FACTORS AND ATTRIBUTES OF EACH STUDENT IT IS POSSIBLE THAT EVEN AFTER SUCCESSFULLY COMPLETING THE TRAINING, A STUDENT MAY NOT FIND EMPLOYMENT. STUDENTS SHOULD CONSIDER THEIR OWN UNIQUE "EMPLOYABILITY" PRIOR TO ENROLLING IN ANY COLLEGE OR CAREER PREPARATION PROGRAM. ANY EMPLOYMENT CONTRACT RELATED TO THIS TRAINING IS BETWEEN THE STUDENT AND MASSAGE ENVY ONLY.

Course Description



Massage Therapy-ME

Certificate of Completion

12 Weeks – 500 Clock Hours

CIP 51.3501

Available at the following locations:
Pinnacle Career Institute-Kansas City

Delivery Method:
Residential

Completion of these modules prepares students to be entry-level Massage Therapists at Massage Envy™ clinics and spas, and meets Missouri Board of Therapeutic Massage (MBTM) requirements. Learners study the human body's form, function, diseases, and movement, and realize the effects and techniques of massage on the body. Swedish massage, deep tissue techniques, complementary therapies, and considerations and modifications for special populations are studied. Professional ethics, bodywork laws and regulations, and common business practices are also examined. Students will complete CPR and First Aid certification training and sit for the Massage & Bodywork Licensing Examination (MBLEx). Massage Envy™ policies and protocols are integrated into the program.



Learning Outcomes

1. Identify form, function, and pathologies of all human body systems.
2. Demonstrate sanitary and safety practices in a massage setting.
3. Describe and demonstrate foundational concepts of massage therapy.
4. Discuss benefits, contraindications, and demonstrate modifications of massage for a variety of populations.
5. Demonstrate appropriate record keeping for massage therapy.
6. Demonstrate ancillary therapy techniques including foot scrubs, hot stone massage, and use of aromatherapy.
7. Discuss and demonstrate deep tissue bodywork concepts and practices.
8. Discuss and demonstrate professional boundaries, scope of practice, and ethical behavior.
9. Identify massage-related state and national laws and regulations.
10. Discuss industry business practices.
11. Successfully complete CPR and First Aid certification.
12. Demonstrate employment readiness.
13. Sit for the Massage & Bodywork Licensing Examination (MBLEx)

Missouri Board of Therapeutic Massage (MBTM)	Massage Therapy-ME Modules			
Study topics and hours required for state licensure	Module 1	Module 2	Module 3	Total Hours
Massage Theory & Practice (300)	85 hours	124 hours	91 hours	300
Anatomy and Physiology (100)	60 hours	40 hours		100
Hygiene, Ethics, Business Practices, State Law (50)	15 hours	1 hour	34 hours	50
Ancillary Therapies including CPR/First Aid (50)			50 hours	50
Total Hours (500)	160 hours	165 hours	175 hours	500

Module Descriptions

Module 1 (160 hours)

In this module, students study the history of massage, scope of practice, basic principles, and benefits of massage therapy. Students learn to perform a basic full-body massage, including set up, draping and bolstering, and basic soft tissue techniques. Additionally, students become familiar with effects and contraindications of bodywork, proper body mechanics, professional communication, record keeping, hygiene and environmental sanitation. Students concurrently study the levels of human structure and organization, anatomical terminology, and structure and function of integumentary, skeletal, muscular, cardiovascular, respiratory, nervous, endocrine, reproductive, lymphatic, digestive, and urinary systems.

Module 2 (165 hours)

Prerequisite: Module 1

In this module, pathologies of all body systems and corresponding bodywork contraindications are a focus. Students learn functional ways to adapt massage equipment and techniques to meet the needs of special populations, including clients with impairments, pregnant women, the elderly, and those with other special requirements. Craniosacral therapy is explored. Students concurrently study kinesiology, the study of human movement, with deep tissue bodywork concepts and practices. Topics covered include muscle characteristics, contraction, proprioception, joint structure, function, and range of motion; myofascial release, neuromuscular therapy and stretching techniques. Students will learn to recognize pain patterns, identify principal muscles involved, and discover routines to facilitate neuromuscular change. Integration of these techniques into a massage session is addressed. Students complete a supervised practical experience at Pinnacle Career Institute Massage Clinic and at a Massage Envy™ clinic. Days and hours will vary based on availability.

Module 3 (175 hours)

Prerequisite: Module 1 and Module 2

Ancillary therapies are those that compliment or enhance massage therapy techniques. Topics in this module include energy-based anatomy concepts, an introduction to reflexology, hot and cold applications, hot stone massage, foot scrub protocol, and the complimentary use of aromatherapy. Students concurrently study the skills necessary to be a successful massage therapy employee. Industry ethics, scope of practice, massage law and licensing, and continuing education and training requirements are reviewed, as well as basic business principles, retail marketing and sales, and records management. Students review and make final preparations to sit for the Massage & Bodywork Licensing Examination (MBLEx). Students complete a supervised practical experience at Pinnacle Career Institute Massage Clinic and at Massage Envy™ clinic. Days and hours will vary based on availability.

Admissions

Enrollments for this short-term training are selected through an interview process and referred for enrollment by Massage Envy™. PCI believes in equal opportunity and welcomes all qualified candidates regardless of sex, race, color, or national origin. Applicants must be 18 years of age. Applicants must be able to pass a federal background check per requirements of licensing and Massage Envy.

Procedures

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

- Application for Admission
- Proof of a High School Diploma or unofficial transcript, GED or HiSET transcript is required to be provided prior to signing the enrollment agreement and matriculation. An official transcript must be requested and received within first thirty days of beginning school or the student may be administratively withdrawn.
- Home School Diplomas are not accepted – in the event that you have a home school diploma, you will be required to provide a GED or HiSet transcript (and college transcript where applicable).
- Enrollment Agreement
- Pinnacle Career Institute does not require any immunizations for admission into the institution and requires that no proof of immunizations be provided.

Credit Assessment

This is a non-credit, short-term training. PCI does not accept prior training or credits into this training.

PCI has no control over receiving institution's ability or willingness accept or award hours or credits based on this training.

Student Finance

It is the goal of Pinnacle Career Institute to assist every eligible student in procuring financing to enable the student to attend our institution. PCI provides a student financing plan for all students enrolled. Prospective students are encouraged to visit with the PCI Finance staff for detailed information concerning financing.

The primary responsibility for meeting the costs of education rests with the individual student and their families. Availability of financing is based on need, regardless of sex, age, race, color, religion, creed or national origin.

This non-credit short-term training course is not eligible for Title IV funding.

Student Responsibilities

Students have the responsibility to:

- Complete a financing application on time and accurately.
- Provide any additional information requested for the processing of their financing.
- Read and understand all forms that they are asked to sign and keep a copy of such forms for their record.
- Repay all loans according to the terms of the Retail Installment Contract. Students who default on a loan are not eligible for additional Financing.
- Know and comply with any refund procedures.

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

- Their permanent or local address
- Phone number
- Email address

Scholarships

Massage Envy™ provides a \$2000 scholarship to each student accepted into the training.

Tuition Fees and Policies

Student's Right to Cancel:

Student shall have the right to cancel this Agreement, except for the arbitration provision, for any reason by submitting written notice of cancellation to an officer or director of the School. This notice may be personally delivered to the officer or director or mailed either certified or registered, return receipt requested. If personally delivered, the date of cancellation shall be the date of receipt of the notice; If mailed as stated above, the date of cancellation shall be the date of the postmark of the notice. The arbitration provision may only be cancelled by written agreement signed by both the School and the Student.

Tuition may be either paid in full upon enrollment or complete payment must be accounted for on the Student Tuition Funding Worksheet.

Special circumstances that may warrant other payment terms are granted only at the discretion of the Institution. Any student delinquent in the payment of any sum owed to the Institution may be blocked from class until satisfactory arrangement has been made with the Institution. If satisfactory arrangements are not made, the student may be administratively withdrawn and a refund calculation applied.

In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement and listed in the Tuition, Fees, and Policies section of the catalog.

Any student in attendance on the first day of class will be considered to have entered the institution and tuition will be charged.

Cancellation Policy

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

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

Five (5) Business Days: Student may cancel within five business days (excluding holidays and weekends) of signing Enrollment agreement and all monies paid by Student will be refunded.

Tuition and Fees

See current tuition and fees at the end of this Catalog Supplement. If missing, notify the Institution. The Institution may, at any time and from time to time at its discretion, increase the tuition of the course and current pricing will be reflected within the Tuition Catalog Addendum. The price of the course remains the same throughout the course for the student as reflected within their Enrollment Agreement. A student, who ceases attending Pinnacle Career Institute, officially or unofficially withdraws prior to completion of their short course, and reenters into the short course will be charged the current tuition price at the time of their reentry.

Module Repeats

A student who attempts a module and withdraws from the module or fails the module will be assessed the cost of the module at the time of their enrollment. Please see tuition and fee schedule and arrangement for payment must be made

through the financial aid office prior to the repeat of the module.

General Tuition Refund Policy

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

- Tuition is charged by the program which consists of a twelve week period of instruction.
- Tuition may be either paid in full upon enrollment or complete payment must be accounted for on the Student Tuition funding Worksheet.
- In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement as listed.
- After Attendance in the Course: For the purposes of this policy, attendance is recorded for any portion of attendance during that day. Refunds are calculated based on the last date of attendance which is recorded.

Tuition Refund Schedule

Based on 12 Weeks/500 Clock Hours/
consisting of 3 short-term modules:

Attendance:	Refund Rate:
1-30 days	70%
30-44 days	60%
Beyond the 44th day	0%

Any credit balance remaining of \$1.00 or less will be written off. A balance due of less than \$15.00 will be reduced to zero by the school to close the student's account.

Academics

Academic Calendar

Please see addendum to the catalog.

Class Schedule

MT-ME Class Schedule

Module 1:

Monday-Friday:
8:30 AM-5:00 PM

Modules 2:

Monday-Thursday: 8:30 AM-5:00 PM
Friday: 8:30 AM – 2:30PM
Additional hours as scheduled in
conjunction with Massage Envy

Modules 3:

Monday-Thursday: 8:30 AM-5:00 PM
Friday: 8:30 AM – 2:30PM
Additional hours as scheduled in conjunction with
Massage Envy

All class sessions have appropriately scheduled breaks.

Saturdays and other time not utilized for class may be scheduled by the school to provide opportunities for making up time missed. Please ask your instructor for more information about scheduled make-up times.

Attendance

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

are days when a student cannot attend school or will arrive late for a class due to unavoidable circumstances.

Traditional Delivery

Traditional delivery programs require students to attend all class contact hours on-campus. Students are expected to attend each class in which they are enrolled and attend the entire class session as scheduled. Personal appointments should be arranged and set outside of scheduled class times. Arriving to class late or leaving early will be reflected in the student's attendance record.

Attendance:

- Students must attend all required contact hours in a module to pass.
- All absences must be made up outside of normal class time, as scheduled by the instructor.
- Not meeting required contact hours per module will result in a fail.

Evaluation and Satisfactory Academic Progress

All modules are Pass/Fail. Students must meet all contact hours, receive an 80% or higher on all evaluations, and must successfully master all hands-on competencies to pass each module. Students will be allowed to retake competency and written exams to achieve a satisfactory grade during the module.

A student who does not meet attendance, competency, and written exam requirements will be withdrawn at the end of the module. A student may be assigned a grade of "Incomplete" at the end of a module if the student is meeting all competency and written exam requirements, but all contact hours have not been met. All hours must be met within the Incomplete Period (four weeks from end of the module), at which time the student will be awarded a passing grade. If hours are not met, a failing grade will be awarded. A student who has not attended for 40 consecutive hours and not in contact with the school will be considered withdrawn from school.

Students may appeal final grade received by submitting a Student Grade Appeal form to the director of education. Grade appeal requests must be made within two day of the end of the module for which the grade is being appealed and will be resolved within 24 hours of receipt.

Transcript of Records

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

Full-Time Faculty

Name	Position	Credentials	Campus			
			SKC			
McHenry, Bobbie	Instructor, Massage Therapy	Certificate, Massage Therapy, Professional Massage Training Center; NCTM; State Licensed Massage Therapist-Missouri	X			
Morehead, Lauren	Instructor, Massage Therapy	Certificate, Massage Therapy, Pinnacle Career Institute; State Licensed Massage Therapist-Missouri	X			
Rogers, Kyle	System Program Coordinator, Massage Therapy	Certificate, Massage Therapy, Pinnacle Career Institute; NCTM; State Licensed Massage Therapist-Missouri; Associate of Occupational Studies, Personal Training; Pinnacle Career Institute	X			

Tuition and Fee Schedule

Effective November 1, 2016

Pinnacle Career Institute

MASSAGE THERAPY-ME Training:

LENGTH: Three 4-week modules (12 weeks total)

TUITION: \$6200.00

TRAINING INCLUDES:

Books and Fees, massage holster and bottle, Uniforms, CPR & First Aid Certification Course, Associated Bodywork & Massage Professionals (ABMP) Student Membership/Insurance, Massage and Bodywork Licensing Exam (MBLEx). Students planning to practice in the State of Missouri will receive fingerprinting and Missouri Provisional License.



PEAK TOWER TECHNICIAN SHORT COURSE

Effective March 13, 2017
Version 1.0

This section catalog reflects the policies and procedures specific to the short course offering Peak Tower Technician for Pinnacle Career Institute as of March 13, 2017. The policies and procedures specified here supersede the policies and procedures outlined in the main catalog where applicable. All other information in the main catalog would also apply to this short course program.

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

Table of Contents

TABLE OF CONTENTS	3	STUDENT’S RIGHT TO CANCEL.....	9
LOCATION.....	4	CANCELLATION POLICY	9
NOTIFICATIONS TO STUDENTS.....	4	TUITION AND FEES.....	9
COURSE DESCRIPTION	5	GENERAL TUITION REFUND POLICY.....	9
PEAK TOWER TECHNICIAN.....	5	STUDENT SERVICES.....	10
ADMISSIONS.....	7	HOUSING.....	10
PROCEDURES.....	7	ACADEMIC ADVISING	10
CREDIT ASSESSMENT.....	7	ACADEMICS	10
STUDENT FINANCE.....	7	ACADEMIC CALENDAR	10
VOLUNTARY EDUCATION PARTNERSHIP MEMORANDUM OF		CLASS SCHEDULE.....	10
UNDERSTANDING	8	ATTENDANCE	10
TUITION FEES AND POLICIES	9	EVALUATION AND SATISFACTORY ACADEMIC PROGRESS.....	11
		TRANSCRIPT OF RECORDS.....	11
		FULL-TIME FACULTY	11
		TUITION AND FEE SCHEDULE	11

Location

Campus

Pinnacle Career Institute-North Kansas City
11500 Ambassador Drive, Suite 221
Kansas City, MO 64153
816-270-5300

Notifications to Students

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

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

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

DISCLAIMER

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

Course Description



Peak Tower Technician

Certification Course

4 weeks, 200 Contact Hours

CIP 47.0103

Available at the following locations:

Pinnacle Career Institute - North Kansas City

Delivery:

Residential

Award:

Certificate

This certification course is designed to provide students with a broad knowledge of telecommunications maintenance and modifications necessary to work in the cell tower industry as a Tower Technician. The course prepares graduates for the developing advancements in wireless technology today in which they need to have a solid basic working knowledge of how to safely climb towers, install, test, maintain, repair and remove a variety of Radio Frequency (RF) and antenna equipment. Upon successful completion, graduates will receive Peak Tower Technician Certification which includes training and certifications in OSHA-30, CPR/First Aid, and Bloodborne Pathogens, as well as National Association of Tower Erectors (NATE) Authorized Climber certification.

Program Objectives:

1. Discuss basic skills and equipment needed to perform work in the wireless communications industry.
2. Identify the different types of towers in the industry and their structural components.
3. Explain various carrier standards.
4. Generate closeout packages and reports.
5. Demonstrate a sound understanding of climber safety, personal protective equipment, hazard analysis, rescue types, rescue procedures, and rescue equipment.
6. Demonstrate the ability to safely ascend and descend a tower, safely move around a tower, as well as complete simple exercises that will build confidence in climbing and trust in personal protective equipment and climbing gear.
7. Describe the proper procedure to safely perform a tandem rescue from a fixed lanyard and from a cable-grab.
8. Explain the basic essentials to safely administer First Aid and Cardiopulmonary Resuscitation (CPR) with the use of an Automatic External Defibrillator (AED) in an emergency situation.
9. Identify and safely deal with potentially infectious bodily fluids while rendering first aid.
10. Demonstrate understanding of the Health and Safety Rights provided by OSHA.
11. Identify limitations of OSHA Regulations.
12. Identify hazards in the workplace.
13. Explain OSHA's regulations regarding retaliation for health and safety related activity.
14. Locate and apply OSHA Standards for specific hazards.
15. Demonstrate the ability to correctly weatherproof cell tower equipment.



Figure 9 – PEAK outdoor tower Lab,
Kansas City, MO

16. Identify the various types of rope used in the wireless industry as well as demonstrate the ability to inspect, maintain, and safely use it in various environments and workloads.
17. Discuss and demonstrate the ability to use the most common knots in the wireless industry along with the rope deficiency ratings for each knot when applied to the rope.
18. Identify the different types of rigging equipment, how to inspect it, and how to use it properly.
19. Organize a plan of action and correctly calculate loads for proper rigging and moving of heavy objects in a safe and reliable manner.
20. Compare and contrast the recent history of various antenna system theories, components, and technologies.
21. Demonstrate the ability to identify components of an antenna system and know the nomenclature and common terms associated with it.
22. Demonstrate the ability to mount/dismount antennas and how to set azimuths.
23. Organize a plan of action and correctly install various carrier specific antennas and other equipment.



Figure 10 – Students practicing safe tie off in the indoor lab, PCI-North Kansas City campus

Major Equipment List:

Two 60 ft. outdoor towers (monopole and self-support), indoor climbing lab, ladders with safety climb system, climbing and safety equipment including full body tower harnesses, ropes and cables, lanyards, hard hats, safety glasses; rescue kits, personal evacuation kits, antennas including single, dual, and quad port; remote radio heads, antenna sector mounts and connectors, hand tools, weather proofing and grounding kits, Anritsu 331D sweep testing unit, +24 and -48 power cabinet, trauma kits, first aid kits

	Topics of Instruction	Class Contact Hours
Week 1		50 hours
	NATE Authorized Climber Training	24 hours
	Introduction to the Industry	6 hours
	OSHA-30 Training	20 hours
Week 2		50 Hours
	OSHA-30 Training	10 hours
	CPR/AED/First Aid/Bloodborne Pathogens Training	10 hours
	Introduction to Rigging	6 hours
	Introduction to Antenna Systems	8 hours
	Connector Training	8 hours
	Microwave Installation and Alignment	8 hours
Week 3		50 Hours
	Introduction to Radio Frequency (RF) Radiation	8 hours
	Midterm Testing	2 hours
	Training Tower Build	40 hours
Week 4		50 Hours
	Training Tower Build	10 hours
	Sector Build	24 hours
	Carrier Installation Standards	8 hours
	Closeout packages and reporting	5 hours
	Final Testing	3 hours
	Total Hours	200 Hours

Photo Credits:

Figure 1 by PEAK Career Services, Kansas City, MO, November 20, 2014.

Figure 2 by PEAK Career Services, Kansas City, MO, December 15, 2014.

Admissions

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

PCI believes in equal opportunity and welcomes all qualified candidates regardless of sex, race, color, or national origin. Applicants must be 18 years of age by the date they graduate from PCI. Exceptions to this age limit will be made only with the written consent of the student's parents.

Procedures

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

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

Credit Assessment

This is a non-credit, short-term training. PCI does not accept prior training or credits into this training.

PCI has no control over receiving institution's ability or willingness accept or award hours or credits based on this training.

Student Finance

It is the goal of Pinnacle Career Institute to assist every eligible student in procuring financing to enable the student to attend our institution. PCI provides a student financing plan for all students enrolled. Prospective students are encouraged to visit with the PCI Finance staff for detailed information concerning financing.

The primary responsibility for meeting the costs of education rests with the individual student and their families. Availability of financing is based on need, regardless of sex, age, race, color, religion, creed or national origin.

This non-credit short-term training course is not eligible for Title IV funding.

This non-credit short-term training course is approved by the Veteran's Administration.

Student Responsibilities

Students have the responsibility to:

- Complete a financing application on time and accurately.

- Provide any additional information requested for the processing of their financing.
- Read and understand all forms that they are asked to sign and keep a copy of such forms for their record.
- Repay all loans according to the terms of the promissory note. Students who default on a loan are not eligible for additional Financing.
- Know and comply with any refund procedures.

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

- Their permanent or local address
- Phone number
- Email address

Voluntary Education Partnership Memorandum of Understanding

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

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

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

Tuition Fees and Policies

Student's Right to Cancel:

Student shall have the right to cancel this Agreement, except for the arbitration provision, for any reason by submitting written notice of cancellation to an officer or director of the School. This notice may be personally delivered to the officer or director or mailed either certified or registered, return receipt requested. If personally delivered, the date of cancellation shall be the date of receipt of the notice; If mailed as stated above, the date of cancellation shall be the date of the postmark of the notice. The arbitration provision may only be cancelled by written agreement signed by both the School and the Student.

Tuition may be either paid in full upon enrollment or complete payment must be accounted for on the Student Tuition Funding Worksheet.

Special circumstances that may warrant other payment terms are granted only at the discretion of the Institution. Any student delinquent in the payment of any sum owed to the Institution may be blocked from class until satisfactory arrangement has been made with the Institution. If satisfactory arrangements are not made, the student may be administratively withdrawn and a refund calculation applied.

In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement and listed in the Tuition, Fees, and Policies section of the catalog.

Any student in attendance on the first day of class will be considered to have entered the institution and tuition will be charged.

Cancellation Policy

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

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

Five (5) Business Days: Student may cancel within five business days (excluding holidays and weekends) of signing Enrollment agreement and all monies paid by Student will be refunded.

Tuition and Fees

See current tuition and fees at the end of this Catalog Supplement. If missing, notify the Institution. The Institution may, at any time and from time to time at its discretion, increase the tuition of the course and current pricing will be reflected within the Tuition Catalog Addendum. The price of the course remains the same throughout the course for the student as reflected within their Enrollment Agreement. A student, who ceases attending Pinnacle Career Institute, officially or unofficially withdraws prior to completion of their course, and reenters into the course will be charged the current tuition price at the time of their reentry.

General Tuition Refund Policy

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

- Tuition is charged by the program which consists of a four week period of instruction.
- Tuition may be either paid in full upon enrollment or complete payment must be accounted for on the Student Tuition funding Worksheet.

- In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement as listed.
- After Attendance in the Course: For the purposes of this policy, attendance is recorded for any portion of attendance during that day. Refunds are calculated based on the last date of attendance which is recorded.

Tuition Refund Schedule

Based on 4 Week Program / 200 Clock Hrs.

Attendance:	Refund Rate:
1-2 Days	95%
3 days	90%
4-7 Days	75%
8-14 Days	50%
More than 14 days	0%

If any monies are due to the student or other agency (VA), the money will be returned within 45 days of the Date of School Determination (DOSD)

Any credit balance remaining of \$1.00 or less will be written off. A balance due of less than \$15.00 will be reduced to zero by the school to close the student's account.

Student Services

Housing

Housing is provided during the program at a hotel and is included in the cost with double occupancy per room.

Academic Advising

It is the school's policy for all faculty and staff to focus on the student's needs at all times and provide the resources that will help them to complete their education goals while in school. Students who may require academic advising and tutoring may arrange this with their lead instructor. The Director of Education is also available to discuss with students educational concerns that may need attention. Discussions about tests and grading should first be brought to the teacher and further questions should be addressed to the Director of Education.

Academics

Academic Calendar

Please see addendum to the catalog.

Class Schedule

Classes are held Monday through Saturday, 8:30 AM-5:00 PM. All class sessions have appropriately scheduled breaks. Sundays and other time not utilized for class may be scheduled by the school to provide opportunities for making up time missed. Please ask your instructor for more information about scheduled make-up times.

Attendance

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

there are days when a student cannot attend school or will arrive late for a class due to unavoidable circumstances.

Traditional Delivery

Traditional delivery programs require students to attend all class contact hours on-campus. Students are expected to attend the course they are enrolled in and attend the entire course as scheduled. Arriving to class late or leaving early will be reflected in the student's attendance record.

Attendance:

- Students must attend all required contact hours in the program to pass.
- All absences must be made up outside of normal class time, as scheduled by the instructor.
- Not meeting required contact hours in the course may result in a fail.

Evaluation and Satisfactory Academic Progress

The course is a Pass/Fail. Students must meet all contact hours, receive an 80% or higher on all evaluations, and must successfully master all hands-on competencies to pass each module. Students will be allowed to retake competency and written exams to achieve a satisfactory grade during the module.

Students may appeal final grade received by submitting a Student Grade Appeal form to the director of education. Grade appeal requests must be made within two day of the end of the course for which the grade is being appealed and will be resolved within 24 hours of receipt.

Transcript of Records

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

Full-Time Faculty

Name	Position	Credentials	Campus			
				NKC		
Alban, Chad	Lead Faculty, Tower Technician	Certified ENSA Instructor		X		
Heitz, Jarod	Boot Camp Coordinator, Wind Turbine Technician; Instructor, Tower Technician	Certificate, Wind Turbine Technician; Certified ENSA Instructor		X		

Tuition and Fee Schedule

Effective November 1, 2016

Pinnacle Career Institute

PEAK TOWER TECHNICIAN

LENGTH: 4 Weeks/200 hours

TUITION: \$9,750.00

PROGRAM INCLUDES:

OSHA-30 Certification, National Association of Tower Erectors (NATE) Authorized Climber certification, CPR & First Aid Certification Course, Bloodborne Pathogens certification