



RESILIENCY AT WORK 2.0[®] **CATALOG 2019-2020**

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RESILIENCY AT WORK 2.0[®]

Creating and Increasing Equitable Opportunities through education and training

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Welcome

Hello, and welcome to the Resiliency at Work 2.0 workforce education and training program. Our mission is creating and increasing equitable opportunities through education and training. Resiliency at Work 2.0 is also part of a larger organization—Seeing Yourself in Science (SYIS) where excellence in education and training on demand is the standard for what we do so well. SYIS specializes in STEM (Science, Technology, Engineering, Mathematics) education and training for youth, professionals, and workforce development.

Our vision and values enable us to “rise to every occasion” as we aspire to be a nationally replicated model of career and technical education in STEM fields. We are well positioned to be a national leader with our unique framework for education and training emphasizing personal and technological resilience for maximum performance in life and work.

We are proud of our experience—35 years of combined experience in engineering, career and technical and STEM education as well as in architectural engineering and construction, construction project management and information technology (I/T). We are also proud of our 40 years of combined experience in educational program development, administration and management reflecting senior-level leadership at one of the nation’s top 20 universities to executive leadership in community-based educational initiatives. Within this experience is our ongoing commitment to and skill in providing high-quality education and training given our actual teaching experience, certification in both STEM and SEL, and proficiency in various technical applications.

Most importantly, our experience benefits people – from underrepresented groups, to veterans to those seeking advanced skills training—equipped with marketable and transferable skills in STEM-related fields supported with industry-recognized credentials and certifications. They are people who are resilient bringing their best to life and work.

Dr. Joy Vann-Hamilton, Founder & Chief Executive Officer

Mission of Resiliency at Work 2.0

Our mission is to create and increase equitable opportunities through education and training.

Participant Services

This catalog explains the guidelines and procedures regarding participant rights, responsibilities, discipline, and due process. Participant Services provides individuals with programs and services, in support of the program mission, that assist participants to achieve their highest career potential.

Administrators, instructors, staff, participants, and the community work in collaboration to create an inclusive learning environment that is conducive to the growth and development of participants.

Participant Services promotes excellence through collaborative services, to be responsive, caring and personal. This commitment to participants begins prior to program registration, is evident during training and continues beyond completion and placement assistance.

Diversity and Inclusion

Resiliency at Work 2.0 values diversity and sees it as essential to the strength and quality of our education and training programs. Participants of different ages, races, sexual orientation, ethnic and religious backgrounds are welcome. We invite the participation of all in our acknowledgement of unity in diversity.

History

Resiliency at Work 2.0 (RW2) is the culmination of prior experience, expertise, and relationships that are the foundation of proven success to meet workforce education and training needs.

RW2 is a division of Cum Laude Educational Consultants (CLEC), which was established in 2011 in Lee's Summit, Missouri. CLEC partners with organizations locally and nationally providing tools, trainings and assessments related to STEM and SEL that transform individual and organizational capacity.

The foundation for the work we do today in STEM began in the College of Engineering at the University of Notre Dame (ND); while, the work we do today in SEL evolved through the relationship with the PEAR Institute: Partnerships in Education and Resilience (PEAR) of Harvard University. As director of the Minority Engineering Program, Dr. Vann-Hamilton had the foresight to recognize the necessity of regularly integrating technical and developmental asset (a.k.a. SEL) skills into the teaching and learning process. The results exceeded expectations with increased student confidence and unprecedented retention and graduation rates. The ND experience ignited an on-going passion, which found its way to career and technical education working with programs all across the nation; to STEM programming for youth, professional development for adults; and to RW2. When the opportunity with PEAR arose for certification in SEL, the chance to provide this education and training was again the perfect complement with STEM.

Given our prior experience, relevant expertise and the privilege of collaborating with colleagues who have distinguished themselves in education, business and industry and in the community, RW2 is well positioned and excited to serve.

Accreditation

Resiliency at Work 2.0 is recognized by The Missouri Division of Workforce Development Education and Training Provider System (ETPS) and is also recognized by and registered with the Kansas Workforce Partnership. Resiliency at Work 2.0 is also WIOA approved. The training also leads to industry-recognized credentials upon successful completion of the respective certification examination.

However, Resiliency at Work 2.0 is in the process of pursuing and qualifying for institutional accreditation for recognition by the U.S. Department of Education, for further assurance of quality and integrity in our workforce education and training.

Educational Performance Monitoring, Suspension and Reinstatement

As noted elsewhere, participants must have a GPA (Grade Point Average) of 2.0 or higher to receive a certificate from Resiliency at Work 2.0. In addition, participants are expected to maintain a GPA of 2.0 throughout their training program. Any participant whose GPA falls below 2.0 will immediately be placed on educational alert monitoring (EAM) until the GPA meets the required 2.0.

A participant under EAM who fails to achieve a 2.0 GPA or higher by the completion of the training may face suspension. Reinstatement after suspension will be considered on a case-by-case basis and will require approval of the instructor(s) and administrative staff.

Participants should be aware that programs are offered consecutively, and it may not be possible to be immediately reinstated in the same program. There is no limit to the number of times a participant may be reinstated after suspension, provided the relevant administrative approval is given.

Admissions

Resiliency at Work 2.0 (RW2) is an open admission program; this allows for all who desire our high-quality and accelerated training to attend. We welcome all people, regardless of age, race or education level, who want to change their lives through participation in the technically skilled workforce.

Most RW2 programs require a minimum level of reading and math ability, which may vary depending on the program. Resiliency at Work 2.0 uses an assessment that provides information about participants' cognitive ability, motivation and personality and readiness for a respective workforce-training program. Basic skills assessments in math and English are also used. (The scores are valid for one year after the assessment date.) RW2 may utilize other assessments, if and as needed.

Participants who have verifiable proof of recently completed basic skills assessments in these areas and meet the program eligibility standards may not be required to be reassessed.

Participants who do not meet the minimum requirements on the assessments are referred for other training opportunities. Or, participants may retake either or both of the assessments after a two-week period for a fee. Upon successfully completing the re-assessment(s), participants may be eligible for deferred admission for subsequent program training.

Resiliency at Work 2.0 reserves the right to refuse readmission to any applicant who has an unacceptable educational or conduct record. Individuals with financial obligations to the program must resolve these obligations before they will be allowed to register for training.

Resiliency at Work 2.0 program fees are often more affordable and require less time than other training programs in the KC metro area. Tuition and fees are paid when registering for a program. Payment arrangements are required at the time of registration. Payment guarantees space in a program. Registrations not paid in five business days from the time of registration will be deleted from the system. Tuition, material, and book fees vary from program to program.

Tuition and fees for instructional programs are reviewed periodically by the program administration and are subject to change without prior notification.

Admission Process

1. Apply and choose an available program(s)
2. Obtain an acceptance for training letter (ATL)
3. Submit the program training fee
4. Complete RW2 Orientation
5. Buy supplies not included in program fee (notebooks, pencil, pen)
6. Plan childcare, transportation, work schedule, program site parking
7. Be on time for training!

Step 1: Apply

Applying to Resiliency at Work 2.0 is free. Participants can apply online using our online application <https://www.clec-education.com/resources/>

Information participants *may* need:

- A state ID or driver's license.

Step 2: Obtain acceptance for training letter

The Training Acceptance Letter (TAL) will confirm the training program details and will have information about orientation as well. The letter will be sent electronically via email or arrangements can be made for a hard copy of the letter to be picked up.

Step 3: Submit program training fee

Pay in-person at a program site, by phone at 816-875-0111, or mailed. (See address below.) Acceptable forms of payment are cash, cashier's check or company/corporate check, VISA, or MasterCard. (Credit card users will incur the associated fees for credit card use.) Participants must confirm payment arrangements and make a down payment with RW2 within five (5) business days of registering for training, whichever comes first. If a third party is assisting a participant with tuition, please make the RW2 staff aware to notify them of your third party and the contact person at the third party organization.

- 923 NE Woods Chapel Rd. Ste. #303, Lee's Summit, MO 64064

Step 4: Complete RW2 Orientation

Orientation is mandatory for all participants and is held on the week before the actual training program begins. Two sessions are held on the same day – one in the morning for participants attending daytime training sessions and one in the evening for participants attending evening training sessions. Participants complete assessments during orientation. The results are used to assess participants' readiness or not for the respective training program.

Step 5: Buy supplies not included in program fee

The program fee does not include supplies such as notebooks, pens, pencils, etc. that participants need for the training.

Step 6: Plan childcare, transportation, work schedule, parking

For help connecting with community child care assistance, contact the RW2 staff at 816-875-0111. For public transit info, visit <http://ridekc.org/>. Participants driving a vehicle to a program site should comply with all rules and regulation. RW2 is not responsible for any fees incurred by participants in violation of parking rules and regulations at program sites.

Step 7: Be on time for training!

Advising

RW2 staff can help participants register for a program that fits their abilities, interests, and career goals. The program administrator and Trainee Support Coordinator as well as RW2 staff provide support for participants with programmatic and community resources.

How to Connect with an Advisor

1. Call a RW2 staff member at 816-875-0111 or email: team@rw2.education.
2. Advising is part of the orientation experience.
3. During the training program, RW2 staff provide advising.

Advising Hours

- Monday and Friday: By phone or email, response within 24 hours
- Tuesday, Wednesday, Thursday: 1-hour before sessions, half-hour (30 min) after sessions, lunchtime as arranged
- As arranged with a RW2 staff member

Advisory Board

Resiliency at Work 2.0 has appointed an educational, business and occupational advisory committee to ensure effective, relevant, and current practices are consistently utilized.

The Advisory Board:

- Consists of a minimum of at least five members external to the program
- Has at least two members with relevant occupational program expertise
- Supports the workforce and training in its effectiveness, sustainability and growth leveraging personal and business networks on behalf of RW2 and the participants served

- Meets at least twice annually with quarterly updates provided to the board members

Attendance

Regular attendance and punctuality are essential life and workplace skills; therefore, participants are expected to attend all sessions as scheduled whether technical or transferable/soft skills, in-person and/or online. Instructors maintain daily records of attendance, absences, and tardiness. Participants who miss excessive session time are subject to be removed from the program.

Attendance is evaluated on a session-by-session basis. Session attendance, preparation, and participation are integral components to a participant's progress and completion. Participants are strongly encouraged to attend every session and to spend an appropriate amount of time outside of class reviewing and preparing. Failure to attend sessions may result in reduced comprehension, involvement and progress, which may have an impact on a participant's overall performance and progress toward completion.

In the instance that a participant is absent from all sessions for one week (3 session days consecutively) within a program, on the 3rd session day following the participant's last date of attendance, the program administration team will place the participant on heightened monitoring for potential dismissal and the participant will be placed on attendance warning.

In the instance that a participant is absent for two consecutive weeks (6 session days) within a program, on the day following the participant's last date of attendance the program administration team will administratively withdraw the participant. Participants who are withdrawn or withdraw from the program for failure to attend will receive a grade of W or WF. (A WF is given if the participant does not notify the Program of their desire to withdraw.)

Participants who fail to record attendance for a program may be withdrawn or canceled from the program and issued a grade W. Participants who are withdrawn or canceled from a program for failure to attend are not entitled to any refund.

Job Placement Assistance

Participants receive assistance with resumes, job search strategies, employment applications, and interview skills during the transferable/soft skills training sessions. Through the RW2 job board and our relationship with various employers and agencies, participants may receive placement assistance.

Participants are required to set up a Portfolio. A portfolio will at the least consist of an updated resume and a completed participant profile. A Participant Completion Form is accepted only after program completion including certification. By completing the portfolio, participants may have access to jobs posted with RW2 and the employers with whom RW2 has relationships.

Program Participation and Changes

Program Choice and Catalog Year

A participant must complete the program(s) under the provisions of any RW2 Catalog in effect when the participant registered and was accepted in the training program. RW2 also reserves the right to modify catalog policies as needed.

For a participant who discontinues or is withdrawn from a program, s/he will be required to re-apply to be admitted under the current Catalog if s/he returns.

Participants who select or participate in an additional program must apply for admission for the new program and adopt the most current Catalog. In cases when required sessions are no longer taught by RW2, the Executive Director or her designee will approve a reasonable substitute.

Participant-Initiated Drop

A participant may drop the program at any time and should contact (in-person, email, call) the program administrator to process the drop. The date of notification for participant-initiated drops is the date that the participant notifies the administrator.

Once a drop is processed, a refund, if any, will be coordinated by the administration for the program fee per the graduated refund schedule below. There is no refund for a drop after the first two (2) weeks of the program. A drop will not appear on the participant's record and does not affect a participant's grade.

Administrative-Initiated Drop

Participants may be dropped from the program for failure to pay their outstanding balance or for non-attendance. The date of notification for non-attendance will be the date that the administration receives official notification from the instructor that the participant did not attend the session(s). Once a drop is processed, a refund, if any, will be coordinated by the administration for the program fee per the graduated refund schedule below. A drop will not appear on the participant's record and does not affect a participant's grade.

Withdrawal

A participant can request to be withdrawn from the program after week two (2) or after completing 75% of the program contact hours. This information is also listed on the program syllabi. The withdraw date is AFTER the first two (2) weeks of the program and no refund is given after the 6th class session or week two (2) of the program.

To withdraw from a class, a participant should contact (in-person, email, call) the RW2 program administrator. The date of notification for participant-initiated drops is the date that the participant notifies the administrator. It is the participant's responsibility to withdraw from classes by the withdrawal deadline. If a participant does not request to withdraw and has not been attending sessions, the third week of a program, a GRADE will be issued by the instructor.

No refund is given for a participant-initiated or program-initiated withdrawal after the 6th class session or week two (2) of the program. A 'W' will show on the participant's record but does not affect a participant's grade. However, If a participant does not request to withdraw and has not been attending sessions, the third week of a program, a GRADE will be issued by the instructor.

Incomplete

The Incomplete grade, or “I” grade, is a temporary grade designed for participants who, because of documented illness or other documented circumstance beyond their control, are unable to complete their program within the start and end date of the program. A participant must have completed at least 75 percent of the program with a class average of “C” or better and have good attendance before the end of the program.

The participant must meet with the instructor to prepare an Incomplete Program Contract and make arrangements to complete the course on or before the time agreed upon or, if granted, in the appropriate subsequent program session. If the participant does not complete the program work by the established deadline, the instructor will change the “I” to the letter grade stipulated in the contract. Incomplete grades not converted to a letter grade by the instructor as stipulated in the contract will automatically become an “F”.

Disability Support Services

Participants with documented disabilities may request accommodations through the Program Administrator. Resiliency at Work 2.0 collaborates with participants who have disabilities in order to coordinate support services that enable equal access to the education and training.

Disability Services

- Accommodations for disabilities
- Program advising, registration assistance and support services
- Communication with case managers in the Division of Vocational Rehabilitation or insurance agencies

Accommodations

The participant is responsible for self-identifying, requesting the accommodation, and for providing documentation of his/her disability.

Accommodations due to a disability should be requested at least three weeks prior to the Program orientation. Some services may require additional time to process, so requests are to be submitted as early as possible.

To obtain an accommodation, the first step is to contact the Trainee Support Coordinator or Program Administrator to obtain an Accommodation Request form and discuss the participant’s specific needs. Make an appointment by calling 816-875-0111 or team@rw2.education.

Next, submit documentation of the participant’s disability with the Accommodation Request form. The documentation must be from an appropriate, qualified professional on letterhead. It should state the diagnosis of the disability, supporting information on how the diagnosis was reached, how the disability affects educational performance, and recommendations and rationale for accommodations.

The documentation should provide enough information for the program to

determine reasonable and appropriate accommodations. Recent high school graduates may submit their most recent IEP if it contains a clear statement of the participant's disability, supporting testing results, and the impact of the disability on educational performance.

The application and documentation will be reviewed. Accommodations may be approved provided they are reasonable and appropriate. The participant is responsible for notifying the program administration if any accommodation is not satisfactory or if his/her needs have changed.

Advising

The Program Administrator will assist any participant who is disabled with educational advising, registration assistance, and support throughout the training program. Make an appointment by calling 816-875-0111.

Third-Party Support

If a third-party such as the Division of Vocational Rehabilitation or an insurance agency will be assisting a participant financially, the Program Administrator will be available as a liaison.

Drug and Alcohol Abuse Prevention Policy

Resiliency at Work 2.0 is an area workforce education and training program committed to a safe and drug-free work, educational and training environment and has adopted the Drug-Free Schools and Communities Act and Drug-Free Workplace Act standards as part of its own policies. All applicable alcohol and drug regulations, including federal and state underage drinking laws, are enforced. The unlawful possession, use, and/or sale of alcoholic beverages and illegal drugs are specifically prohibited and violations carry substantial sanctions up to and including expulsion or termination of employment and/or referral for prosecution.

Minor in Possession by Consumption Law

Provides that any person under the age of 21, who purchases or attempts to purchase, or has in his or her possession, any intoxicating substance is guilty of a misdemeanor. This act provides that a minor is also guilty of a misdemeanor for a "minor in possession" if he or she is "visibly intoxicated" or has a detectable blood alcohol content of .02.

Federal Laws

Federal law provides criminal and civil penalties for unlawful possession or distribution of drugs and alcohol. Among incarceration and/or fines, there are federal laws allowing the forfeiture of property used in possession or to facilitate possession of a controlled substance. This could include homes, vehicles, boats, aircrafts and any other personal or real property.

I. Standard of Conduct

Participants, staff and/or employees shall not engage in the unauthorized or unlawful manufacture, distribution, dispensation, possession, use or abuse of alcohol, and/ or illicit drugs by participants and staff and/or employees on any of the properties where training occurs or use as a part of any of its activities.

II. Legal Sanctions for Violation of the Standards of Conduct

Any participant, staff and/or employee who is convicted of the unlawful manufacture, distribution, dispensation, possession, use/abuse of illicit drugs, and/or alcohol is subject to criminal penalties under local, state, and federal law. The exact penalty assessed depends upon the nature and severity of the individual offense.

III. Penalties That May Be Imposed by the Program

Participants, staff and/or employees who violate the standard of conduct policy will be subject to disciplinary action under staff and/or employee and participant disciplinary policies. The sanctions include, but are not limited to, a requirement to complete an appropriate rehabilitation or re-entry program, expulsion from the Program or termination of employment, and/or referral to authorities for prosecution.

IV. Health Risks Associated with use of Illicit Drugs and Alcohol Abuse

Health risks associated with drug and alcohol abuse include, but are not limited to, malnutrition, brain damage, heart disease, pancreatitis, cirrhosis of the liver, mental illness, death, and low birth weight babies with drug addictions.

Participant Notification of Rights

RW2 affords eligible participants certain rights with respect to their education records. (An “eligible participant” is a participant who is 18 years of age or older or who attends a postsecondary institution.) These rights include:

1. The right to inspect and review their records within 45 days after the day Resiliency at Work 2.0 (RW2) receives a request for access. A participant should submit to the program administration, a written request that identifies the record(s) the participant wishes to inspect. The Program Administrator will make arrangements for access and notify the participant of the time and place where the records may be inspected. If the Program Administrator does not maintain the records, the participant will be advised of the correct official to whom the request is to be addressed.

2. The right to request the amendment of the participant’s education records that the participant believes are inaccurate. A participant who wishes to ask RW2 to amend a record should write the RW2 program administration, clearly identifying the part of the record the participant wants changed and specifying why it should be changed. If RW2 decides not to amend the record as requested, RW2 will notify the participant in writing of the decision and the participant’s right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the participant when notified of the right to a hearing.

3. The right to provide written consent before RW2 discloses personally identifiable information (PII) from the participant’s education records except to the extent that RW2 must authorize disclosure without consent. RW2 does however authorize disclosure without consent in certain situations. For example, disclosure without consent can be made to program officials with a legitimate educational interest in the record.

A Program official is a person employed by the Program in an administrative, supervisory, educational or research or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the Program has contracted as its agent to provide a service instead of using program employees or officials (such as an attorney, auditor, collection agent or processor for the mailing of 1098-T statements); a person serving on the Program Advisory Board; or a participant serving on an official committee, such as a disciplinary or grievance committee, or assisting another program official in performing his or her tasks. RW2 may designate a Program official as needed or required for a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the Program. Upon request, the Program discloses education records, without a participant's consent, to the officials.

The program may share educational records to parents in the following circumstances: for a participant who is dependent under Section 152 of the I.R.S. tax code of 1986. A notice is given to a participant when a parent has requested such information; when a participant under 21 years old who has violated a law or the program's rules or policies governing alcohol or substance abuse; and when the information is needed to protect the health or safety of the participant or other individuals in an emergency.

RW2 Compliance with FERPA to Reflect Possible Federal and State Data Collection and Use

As of January 3, 2012, the U.S. Department of Education's FERPA regulations expand the circumstances under which education records and personally identifiable information (PII) contained in such records- including Social Security Number, grades, or other private information- may be accessed without participant consent. The U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities ("Federal and State Authorities") may allow access to education records and private information without consent to any third party designated by a Federal or State Authority for the purpose of evaluating federal- or state- support education programs. The evaluation may relate to any program that is "principally engaged in the provision of education," such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Also, Federal and State Authorities may allow access to participant education records and PII without specific consent to researchers performing certain types of studies, in certain cases even when the program objects to or does not request such research. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive PII, but the Authorities need not maintain direct control over such entities. In connection with Statewide Longitudinal Data Systems, State Authorities may collect, compile, permanently retain, and share without participant consent PII from education records, and they may track participant participation in education and other programs by linking such PII to personal information that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant participant records systems.

RW2 may also disclose "directory" information without the participant's prior consent. Directory information is defined as:

- Participant Name
- Address
- Telephone number
- Program of study
- Dates of attendance
- Certificates and awards received
- Most recent previous education institution or agency attended
- Current enrollment status

Participants have the right to prevent directory information from being released. In order to maintain directory information as confidential, a participant must sign a Request to Opt Out of Directory Information. The form is available during orientation and the first day of the program. Directory information will be flagged as restricted until the participant notifies the program administration in writing that the restriction should be lifted.

A participant may not, however, opt-out of disclosure of his/her Program ID number, dates of attendance, program of study, current enrollment status, certificates received or electronic identifier in the participant's classroom. Regardless of the effect on the participant, the Program assumes no liability for honoring the request of the student to restrict the disclosure of directory information.

4. The right to file a complaint following the Grievance Procedure

Grievance Procedure

When a participant feels his/her rights or freedoms have been violated, s/he has the right to use the grievance procedure. If a participant has a complaint about instruction, program regulations and/or procedures, the participant must put the grievance in writing. If the grievance is with an instructor, the matter should be presented directly to the instructor(s) involved. (The instructor is to inform the RW2 administration.)

If the matter is not resolved, the participant should contact the Program Administrator. If the participant is still unsatisfied with the resolution proposed, s/he may confer with the Executive Director or her designee. If the participant is still unsatisfied that the issue has not been resolved, s/he may request that the Executive Director, appoint a grievance committee to handle the matter. However, the Executive Director reserves the right to appoint or not appoint a grievance committee to handle the matter.

If participants have concerns/complaints about matters other than classroom instruction, such as ADA accommodations, reach out to the Program Administrator.

Non-Discrimination and Equal Opportunity

The Program does not discriminate on the basis of race, ethnicity, religion, sex, age, veteran status, disability, or sexual orientation.

Resiliency at Work 2.0 complies with the Civil Rights Act of 1964, related Executive

Orders 11246 and 11375, Title IX of the Education Amendments Act of 1972, as amended, Sections 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Act of 1974, the Age Discrimination of Employment Act of 1975, as amended, the Americans with Disabilities Act of 1992, and all civil rights laws of the State of Missouri.

Resiliency at Work 2.0 also complies with the Workforce Innovation and Opportunity Act as follows:

a) WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity;

b) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

c) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

d) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;

e) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;

f) Title II Subpart A of the American with Disabilities Act of 1990, as amended, which state in part, “ n o qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of a public entity, or be subjected to discrimination by any such entity; and

g) Genetic Information Nondiscrimination Act of 2008, which prohibits discrimination on the basis of genetic information with respect to health insurance and employment.

h) The Training Provider also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the Training Provider’s operation of the WIOA Title I-financially assisted program or activity, and to all agreements the provider makes to carry out the WIOA Title I- financially assisted program or activity. The Training Provider understands that the United States has the right to seek judicial enforcement of this assurance.

The Program is committed to maintaining an educational environment that promotes mutual respect for all people and will not tolerate sexual harassment or sexual assault.

Equal opportunity for program participation shall be extended to all persons, and the Program will promote equal opportunity and treatment through a positive and continuing affirmative action program. Any person who encounters discrimination or sexual harassment should contact the administration.

Educational Progress

A participant must maintain a C average or better or a P where Pass/Fail is used.

Measurable Progress

A participant needs to demonstrate that s/he is making measurable progress toward program completion. A participant has at least 14 weeks, depending on the program, for completion.

Progress is measured on a weekly basis.

Attendance

Regular attendance and punctuality are critical traits in the life and work, in the RW2 program, participants are expected to attend all sessions as scheduled both in-person and/or online. Each program outlines specific attendance requirements in the course syllabus. Instructors maintain daily records of attendance, absences, and tardiness. Participants who miss excessive session time may be removed from the program.

Participants who stop attending session(s) in the first two weeks of a program will be removed from the program. Participants who stop attending a session(s) after the first two weeks are responsible for withdrawing from the program. Failure to do so will result in a failing grade in the program. The last date of attendance will be used as the last day that the participant attended or participated in a session(s).

Americans with Disabilities Act Compliance

The Americans with Disabilities Act prohibits discrimination based on disability in admission to, access to and the operation of programs, services or activities at RW2. The Program is committed to providing an environment where participants have the opportunity to attain their educational and training goals and provide both physical and programmatic access for all participants. Reasonable accommodations will be made in instructional delivery and evaluation methods to ensure full educational opportunities for participants. Appropriate documentation of a participant's disability is required.

Questions, complaints and requests for additional information may be directed to the program administration in person, via email at team@rw2.education or by calling 816-875-0111.

Program Cancellations

Program sessions are subject to cancellation due to low enrollment or for any other reason determined by the administration. Staff will contact registered participants to notify them of any such cancellations.

Program Closures Due to Inclement Weather

In the event of inclement weather, notices of closing, late starts, etc. will be communicated through email and/or through recorded messages on the Program phone line: 816-875-0111. **Please note that evening and Saturday sessions may still be open even if day sessions are cancelled or vice versa.**

We also do our best to get the primary media channels to include RW2 closure information on their publicized listings, but this cannot be guaranteed.

RW2 Program Performance Goals

RW2 always seeks to achieve the highest performance goals while maximizing participant success. The Missouri Division of Workforce Development guidelines are used as *minimum* benchmarks for its performance goals including: 68% for certificate credential attainment rate; 60% for employment six months after exit; and 60% for employment 12 months after exit.

Grading System

Resiliency at Work 2.0 program courses use a 4.0 grading system in which an "A" is assigned four (4) points, a "B" three (3) points, a "C" two (2) points, a "D" one (1) point, and an "F" zero(0) points. In general, grades in the sessions are assigned based upon participant mastery of the skills and information required for the sessions, completion, quality and timeliness of assignments; timeliness in arriving or departing from class, attendance and participation. Participants may find specific grading policies for a given program in the syllabus.

Completion Requirements

Participants must pass program-required coursework with a cumulative grade point average of 2.0 or better and complete all required topics that make up a program of study in the career area of choice. Participants may also be required to pass industry, state, or federal assessments that provide certification. This certification may allow the participant to gain employment in those respective fields.

Certifications

The RW2 training leads to program specific certification and industry-recognized certifications. Program specific certification is bestowed upon participants who complete all contact hours for their respective programs with a 2.0 GPA or better; who complete and have their projects or portfolios, etc., as appropriate, approved by RW2 subject matter experts/trainers; and who complete their participant profile which also includes a current resume, reflecting their RW2 training and skills. Industry-recognized certifications are also made available and further verify participants' mastery of technical skills competencies in an occupational area.

Attainment

Is a credential given by a WIOA (Workforce Innovation and Opportunity Act) eligible training provider, such as RW2, to a participant who has successfully completed an occupational training program without regard to post-test requirements.

Payment Plans

Payment plans agreements can be arranged through the program administration. A payment plan is available to participants who cannot pay the program fees in full at the time of registration.

Payment plans are not available for programs less than 14 weeks in length, classes costing less than \$500 or distance learning courses. Some programs may have different payment requirements.

There is a non-refundable \$150 per program partial payment fee for this service, which is due when the payment plan is set up or no later than the first training session.

All participants on a payment plan are required to make a down payment, including participants who will receive third party payments. Participants should contact the program administration to determine the exact amount of their down payment.

The balance, after the down payment, is paid in installments. The payments will be due per the Payment Agreement Contract which is signed by the participant. Any deviation from the payment plan schedule will be a breach in the terms of the agreement, commonly referred to as default. Should this occur, the total balance will be due and payable in full immediately or the participant may be withdrawn from classes. (See Payment Agreement Contract.)

Default on any payment plan will result in no further payment plans for the participant. Default on the payment plan can also result in the full account balance being sent to collections with the program's collection agency. (See Payment Agreement Contract.)

Method of Payment

The RW2 program accepts cash, Visa or MasterCard, cashier's checks and company/corporate checks only, no personal checks are accepted. Please note: there is a minimum \$35 fee for bad checks otherwise known as Non-Sufficient Funds. (See Payment Agreement Contract.)

Participants receiving third party funding, like agency or employer-sponsored funding, must have a billing authorization at the time of registration.

All program fees are payable at the time of registration. Registrations not paid for within five (5) business days may result in the participant being administratively dropped.

Collections for non-payment

Past due participant accounts may be referred to our collections agency. Prior to being referred to collections, participants will be sent a past due notice via email or regular mail at 10, 20 and 30 days past due. The collection agency will add fees and finance charges, so payment of the program fee before the account is sent to collections is advised. See methods of payment above.

Once a participant account is in collections, no future payment plans will be offered. All program fees must be paid in full at the time of registration.

Refund Schedule Policy - Cashier's Check, Company/Corporate Check, Cash or Credit Card

All refunds will be available within forty-five (45) business days after notification. The following process applies to all refunds:

- 100% of program fees will be refunded if a participant drops prior to the beginning of a program and does not participate in orientation.
- 100% of program fees will be refunded if a program is not offered due to insufficient enrollment.
- After participation in orientation, half of the program fees may be refunded. However, the \$150 down payment for payment plans is non-refundable.
- No refunds are given after week two (2) of a program.
- Any dispute regarding refunds after week two (2) will follow the program fee refund appeals process.

Participant-Initiated Drop

A participant may drop from a program at any time. A participant must notify a Program Administrator to process the drop. The date of notification for participant-initiated drops is the date that the participant notifies the Program Administrator, which can be done in-person, email or phone. It is the participant's responsibility to drop from the program in a timely manner.

Once a drop is processed, a refund, if any, will be coordinated by the program administration per the Refund Policy as stated in the section above. There is no refund for a drop after the first two (2) weeks of the program. A drop will not appear on the participant's record and does not affect a participant's grade.

Administrative-Initiated Drop

Participants may be dropped from the program for failure to pay their outstanding balance or for non-attendance. The date of notification for non-attendance will be the date that the Program Administrator receives official notification from the instructor/trainer that the participant did not attend the class. Once a drop is processed, a refund, if any, will be coordinated by the program administration per the Refund Policy as stated in the section above. A drop will not appear on the participant's record and does not affect a participant's grade.

Withdrawal

A participant can request to be withdrawn from a program after week two (2), up to, and including 75% of the program contact hours. To withdraw from a program, a participant must contact (in-person, email, call) the program administrator. The date of notification for participant-initiated withdrawal is the date that the participant notifies the program administrator. It is the participant's responsibility to withdraw from the program in a timely manner.

No refund is given for a participant-initiated or program-initiated withdrawal after the 6th class session or week two (2) of the program. A 'W' will show on the participant's record but does not affect a participant's grade point average. If a participant does not request to withdraw by the withdrawal date and has not been attending sessions, the third week of a program, a GRADE will be issued by the instructor.

Program Fee Refund Appeals

Appeal requests should be submitted to the program administration. Appeal requests must be in writing and must be made within 60-days of the program session being appealed. Appeals older than 60 days will not be reviewed.

If a participant has documentation that substantiates an extraordinary event and an appeal for a program fee refund is approved, the participant must understand that the Program is only able to approve a refund appeal for one program during the participant's entire education and training with RW2. This includes all voluntary and involuntary separations. In particular, if the event is related to a medical condition, it is the participant's responsibility to make an informed decision, which may require consultation with a physician, prior to registering in future programs since an appeal is granted on a one-time basis for a given medical condition.

While a participant will not be granted a second program fee refund, the participant may have the opportunity to withdraw from a program with a grade of W in future terms, assuming the participant meets all appropriate deadlines and regulations related to withdrawal.

Transferring Out Credits

While Resiliency at Work 2.0 is recognized by various local, state and federal agencies, the program is not yet an accredited educational institution; therefore, credit transferability to any given school as transfer of academic credit is not intended.

Transferring In Credits

Participants may transfer credits from other college(s) to RW2 by requesting an official transcript from the previous college(s). RW2 will accept transfer credit from postsecondary institutions that are accredited by the Council on Occupational Education, ACCET or by one of the following regional accrediting associations: Higher Learning Commission, North Central Association, Middle States Association of Colleges and Schools, New England Association of Schools and Colleges, Northwest Commission on Colleges and Universities, Southern Association of Colleges and Schools, and Western Association of Schools and Colleges.

Transfer credits may also be accepted from community colleges of Missouri-approved institutions for credits that are applicable to a certificate program and meet the certificate requirements in comparable or equivalent RW2 program(s). Limitations exist regarding transfer credit of 5 years. (Program administration may consider special circumstances.)

Transferring credit to RW2 steps:

1. Request official transcript(s) from previous school(s). Transcripts from international institutions must be submitted in the native language along with certified English translations. Issuing institutions should address transcripts to RW2 Participant Records, 923 NE Woods Chapel Rd, Ste. #303, Lee's Summit, MO 64064.

Documents become the property of the Program and will not be released to the student or transferred to other institutions.

2. Complete Transfer of Credit application form.

3. Before starting a program, meet with the appropriate RW2 administrator who will evaluate the transcript(s) to determine how accepted transfer credits will apply to the intended program. Evaluation of transcript(s) may take up to two weeks.

4. Register for the program.

5. RW2 reserves the right to evaluate all credits according to its admissions and registration policies. One-half (50%) of the program must be completed with Resiliency at Work 2.0 in order to earn a certificate.

Prior Learning Credit

Prior learning credit may be earned for a maximum of 50% of a program by documentation of college-level learning that entails knowledge, skills, and competencies as a result of prior learning experiences:

Work or life experiences, Correspondence and extension courses, Individual study and reading, Community and volunteer work, Participation in informal course and in-service training sponsored by associations, business, industry, and government

To apply for Prior Learning Credit, Participants must:

- Be enrolled in a program
- Meet with an RW2 administrator
- Complete request the prior learning credit form
- Pay for all program fees. Cost is calculated at up to 50% of training. Other program fees may be at full cost, e.g. books and other learning resources, etc.
- Meet with the appropriate instructor(s) for guidelines
- Complete project/portfolio
- Have project/portfolio graded by the instructor
- Meet with an RW2 administrator for pass/fail to be put on educational record

Program Session Audits

Auditing a program session(s) allows participants or non-participants to be part of the learning experience without the expectation or benefit of a grade. RW2 may offer this option on a case-by-case basis. If granted, any applicable fees will be incurred.

Security

The Program relies on the security personnel and/or systems of the respective training sites to provide a safe and secure education and training environment. RW2 will request from each site Crime prevention information as well as information related to reporting incidences and inform participants as appropriate.

Participant Accident or Injury Reporting Process

If an accident or injury, which does not require immediate medical attention occurs at a Program site, it is the participant's responsibility to seek medical attention, if so desired. For an accident or injury requiring immediate medical attention, call 911 or seek help from an RW2 staff to call 911.

Any RW2 participants who sustains an injury at a Program site or at any facility where Program business is being transacted is required to file an accident report with the Program within 24

hours of the occurrence (or the next business day, whichever comes first).

To report an accident or injury sustained on any Program site, the RW2 program administrator or an RW2 staff member must be contacted immediately to file an incident report.

Participant Handbook and Code of Conduct

For more information related to participant services, policies, and procedures refer to the RW2 Participant Handbook and Code of Conduct. <https://www.clec-education.com/resources/>

Participant Rights and Responsibilities

The following statement of participants' rights and responsibilities is intended to reflect the Program's philosophy. This philosophy acknowledges the existence of both rights and responsibilities, which are inherent to an individual not only as an RW2 participant but also as citizen.

The Participant Code of Conduct has been established for all participants at RW2. It is available for download at <https://www.clec-education.com/resources/>

Participants' Rights

1. A participant shall have the right to participate in a free exchange of ideas, and there shall be no Program rule or administrative rule that in any way abridges the rights of freedom of speech, expression, petition and peaceful assembly as set forth in the U.S. Constitution.
2. Each participant shall have the right to participate in all areas and activities of the Program, free from any form of discrimination, including harassment, on the basis of race, color, national or ethnic origin, religion, sex, disability, age, sexual orientation, or veteran status in accordance with applicable federal and state laws.
3. A participant has the right to personal privacy except as otherwise provided by law, and this will be observed by participants and Program authorities alike.
4. Each participant subject to disciplinary action arising from violations of the Program or the Participant Code of Conduct shall be assured a fundamentally fair process.

Participants' Responsibilities

1. A participant has the responsibility to respect the rights and property of others, including other participants, the instructors/trainers, staff and Program officials.
2. A participant has the responsibility to be fully acquainted with the published Program Participant Rules and to comply with them, as well as federal, state, and local laws.
3. A participant has the responsibility to recognize that participant actions reflect upon the individuals involved and upon the entire Program community.
4. A participant has the responsibility to maintain a level of behavior, which supports the learning

environment and to recognize the Program's obligation to provide an environment for learning.

5. Participants are required to wear their I.D. cards in a visible location while participating in training and present them for identification when requested by a instructor/trainer, staff, Program official, and/or security member.

6. Participants have the responsibility to safeguard their personal belongings. RW2 will not accept liability for personal property that has been lost, stolen or damaged during the course of the training.

7. Participants agree and understand that any damage or loss that may occur to their vehicles or its contents while parking to participate in the program is their sole responsibility. They further understand and agree that RW2 cannot and does not assume responsibility for any such property damage to their vehicle, theft of the vehicle, or any part of the vehicle, or loss of personal articles from the vehicle.

Participant Success Support

Participant Success Support (PSS) services include: tutoring, life skills support, and community resource referrals. More information is available by contacting the program administrator at 816-875-0111.

RW2 Program Entrance Requirements

While RW2 has an open admission policy; participants are required to have completed high school or to have earned a GED or equivalent credential. Moreover, participants with a reading and math ability of at least a 9th or 10th grade level are best suited for the training.

Participants should be familiar with the Microsoft operating system, and have the ability to use a keyboard and a mouse for all programming, including technical and transferable/soft skills training.

Program Fees, Payments, and Refunds

General Program Fees

The program fee usually includes the total cost associated with each program and covers such things as books, software, technology, and facility usage fees. USB sticks/thumb drives, notebooks, pens, pencils, etc. are the participant's responsibility.

Payment arrangements are required at the time of registration to guarantee a participant's space in a program.

Registrations not paid within five (5) business days will be dropped due to non-payment. If a participant has been dropped and would like to re-register for a program, the participant can do so by arranging payment with the RW2 administration as long as there is available space in the program.

Other Fees (not included in the program fee)

- Educational Record (i.e. transcript): \$7 each
- Duplicate program certificates: \$20 each

All program fees are regularly reviewed by the RW2 administration and are subject to change. Efforts will be made to provide notification.

Veterans Services

Resiliency at Work 2.0 welcomes veterans, eligible dependents, active duty service members, members of the selected reserve. Our team is dedicated to providing the services and education these participants need to prepare for, participate in and benefit from the STEM economy.

Getting Started

1. Complete the RW2 program application <https://www.clec-education.com/resources/>
2. Apply for GI Benefits and determine eligibility. <https://benefits.va.gov/gibill/>
3. Participants may submit transcripts for transfer credit and/or prior learning credit evaluation.

Documents needed

- Certificate of Eligibility or letter of entitlement from the VA
- DD214, Veteran Documentation
- If applicable, Military and/or Educational Transcripts
- Government issued photo ID – a photocopy can be submitted initially, with the actual ID presented at an RW2 site before the program begins or during orientation

Send documents via U.S. Mail to:

Resiliency at Work 2.0
923 NE Woods Chapel Rd. Ste. #303
Lee's Summit, MO 64064

For more information, email: team@rw2.education or call 816-875-011.

Vocational Certificates and Educational Records

Please note that official HSE/GED transcripts and diplomas can be obtained through (HSE) <https://hiset.ets.org/after/request-transcript/> and (GED) https://ged.com/life_after_ged/

Certificate and educational records are confidential documents and can only be released upon receipt of a request form signed by the participant. An official Educational Record is \$7. Please allow five (5) business days to process the request. Educational Records will not be released to participants with unmet financial obligations. For additional information, call 816-875-0111.

Certificates are awarded after completion of the program. Duplicate program certificates are available for \$20,

Requesting a Certificate or Educational Record

Download and complete the form, then return it to RW2 in one of the following ways:

- Deliver it in person at an RW2 program site.
- Scan the completed form and e-mail it to team@rw2.education

- Send the completed form via U.S. Mail to:
Resiliency at Work 2.0
923 NE Woods Chapel Rd. Ste. #303
Lee's Summit, MO 64064

Fees

- Educational Record (i.e. transcript): \$7 each
- Duplicate program certificates: \$20 each
- Payments can be made in person at an RW2 program site or by calling (816) 875-0111.

Please note that official HSE/GED transcripts and diplomas can be obtained through
(HSE) <https://hiset.ets.org/after/request-transcript/> and (GED) https://ged.com/life_after_ged/

Request Education Verification

Request Education Verification for a participant - email request to team@rw2.education