



RESILIENCY AT WORK 2.0[®] **CATALOG 2020-2021**

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RESILIENCY AT WORK 2.0[®]

Creating and Increasing Equitable Opportunities through education and training.

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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 As our school name indicates, personal resiliency for success in life and work is integral to our education and training approach and delivery.

Our mission and values—Resiliency, Integrity, Structure, Equity—(R.I.S.E) enable us to “rise” to every occasion in serving people, addressing workforce demands, and in aspiring to replicate our model of nonprofit career and technical education, nationally. We are well positioned to be a national leader with our unique framework that combines technical skills training and certification with personal resilience for maximum performance in life and work.

We are proud of our combined experience—more than 35 years—in engineering, career and technical, STEM (Science, Technology, Engineering and Math), and social emotional skills (SES) education. This is complemented by expertise in architectural, engineering, and construction; construction project management; and information technology fields.

We are also well positioned with experience that ranges from senior-level academic administration provided at one of the nation’s top 20 universities to senior-level academic administration provided in career and technical education across the nation. These experiences and expertise undergird our ongoing commitment to and skill in providing high-quality education and training.

Most importantly, our focus is on the benefits for people, from those who are underrepresented to veterans to those seeking to advance their skills. It is our privilege to partner with people to acquire meaningful skills leading to gainful employment and economic independence. The partnership is also strengthened by the emphasis on resiliency as we all strive to bring our best selves to life and work.

Dr. Joy Vann-Hamilton, Founder & President

Mission of Resiliency at Work 2.0

Our mission is creating and increasing equitable opportunities through education and training.

Service to Students

This catalog explains the guidelines and procedures regarding student rights, responsibilities, discipline, and due process. Student services provide individuals with programming and services that assist them to achieve their highest career potential. Administrators, instructors, staff, students, and the community work in collaboration to create an inclusive learning environment that is conducive to the growth and development of students. Student services promote excellence through collaborative services, to be responsive, caring and personal. This commitment to students 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. In addition, our teaching reflects a multicultural science education approach where students' cultural knowledge and practices are solicited and connected to real-world experiences in our technical and transferable/soft skills curriculums.

Students 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 experience, expertise, and relationships that are the foundation of proven success to meet workforce education and training needs. RW2 is a division of Seeing Yourself in Science (SYIS), which was initially established in Lee's Summit, Missouri in 2011 and incorporated as a nonprofit in 2018. SYIS partners with individuals and organizations locally and nationally with a focus on STEM and SES in the areas of youth, professional, and workforce development.

The foundation for the work being done today began in the College of Engineering at the University of Notre Dame (ND) where unprecedented retention and graduation rates in engineering were realized among underrepresented students under Dr. Vann-Hamilton's leadership. Similar success was had at the pre-college level and where various students eventually went on to college to pursue STEM-related degrees after participating in an award-winning and nationally recognized program under her leadership. The foundation of the work also reflects SEL Dr. Vann-Hamilton's role as a national training consultant in the areas of STEM and SES education with the PEAR Institute: Partnerships in Education and Resilience (PEAR) of Harvard University and McLean Hospitals.

Resiliency at Work 2.0 also reflects more than 10 years of workforce education and training in the KC Region. This and other experiences support the mission of creating and increasing equitable opportunities through education and training. A mission realized through workforce training and development that impacts communities in rural, urban, and suburban settings.

Through our proven 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 to contribute to the greater good.

RW2 Training and Certification Objectives

- To be a replicable and sustainable education, training, and certification solution in preparing the next generation of talent for middle-skill level careers in the design, information technology, and construction industries.
- To provide accessible, affordable, and agile programming reflecting in-demand skills for high-demand careers.
- To broaden participation in the technically skilled workforce among underserved and underrepresented individuals.
- To foster a student-centric approach across technical, transferable/soft, and resiliency skills curriculums.
- To provide training and/or career placement assistance that leads to gainful employment, livable wages, and economic independence.
- To address current and projected workforce shortages via a technical talent to industry model.

Admissions

Resiliency at Work 2.0 (RW2 or Program) is an open admissions Program with program lengths from 14 weeks to 12 months. Students are required to at least be in grades 11 or 12 in high school, or have completed high school or earned a GED or equivalent credential. Moreover, students with a reading and math ability of at least a 10th grade level are best suited for the training.

Students should be familiar with and be able to use the Microsoft operating system, be able to access, search, and download information from the Internet, and have the ability to use a keyboard and a mouse for all programming.

All students, as appropriate, are required to submit school grade reports, transcripts, diplomas, or GED or equivalent high school graduation credentials to verify coursework successfully completed (passed) at the 10th grade level in reading (English) and math.

Admission Process

1. Connect with an RW2 staff as needed – team@rw2.education, 816-875-0111, calendly.com/rw2
2. Choose an available program(s) and provide required documents.
3. Receive a Training Acceptance Letter (TAL).
4. Submit the program training fee or make payment arrangements.
5. Organize program supplies.
6. Plan childcare, transportation, work schedule, site/location parking.
7. Complete RW2 Orientation.
8. Be on time for (online, in person, hybrid) training. *Let's go to Work!*

Step 1: Apply

Applying to Resiliency at Work 2.0 is free. Go to our website to learn more and access the online application <https://www.clec-education.com/resiliency-at-work/>.

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, via an App, e.g. Cash App, Paypal, online, by phone at 816-875-0111, or mail to 5714 NE Timber Hills Dr., Lee's Summit, MO 64064.

The program fee should be submitted two weeks before or no later than the first week of a program start. All students must confirm payment arrangements and make an initial deposit two weeks before or no later than the first week of the Program. If a third party is assisting a student with the program fee, the student must provide the RW2 administration with a contact person's name and details at the third-party organization.

Step 4: Organize program supplies

The program fee does not include supplies such a USB stick, notebook, pens, pencils, etc. that students need for the training. Books may be mailed directly to students or picked-up at a program site while any software license access will be provided electronically. Students will also need access to a computer or laptop and the Internet outside of the Program.

Step 5: Plan childcare, transportation, work schedule, parking

For help connecting with community childcare assistance, contact the RW2 office at 816-875-0111. For public transit info, visit <http://ridekc.org/>. Participates driving a vehicle to a Program site should comply with all rules and regulation. RW2 is not responsible for any fees incurred by students in violation of parking rules and regulations nor any theft or damages occurring at Program sites.

Step 6: Complete RW2 Orientation

Orientation is mandatory for all students and is held the first day of the session. Two sessions may be held to accommodate day and evening students.

Step 7: Be on time for training!**Advising**

RW2 staff can help students register for a program that fits their abilities, interests, and career goals.

How to Connect with an Advisor

1. Contact an RW2 staff member at 816-875-0111, via email: team@rw2.education, calendly.com/rw2.

2. Advising is available prior to and during registration.

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3. Advising occurs during the program where academic as well as non-academic matters can be discussed.

Advising Hours

- Monday and Thursday: Zoom, phone or email. Responses within 24 hours
- Monday through Thursday (during sessions): 1-hour before sessions, half-hour (30 min) after sessions
- As arranged with an instructor or RW2 staff member

Program Instruction Methods

RW2 programs are not just about teaching content. Per our school name, personal resiliency for success in life and work is integral to our education and training approach and delivery. Moreover, we also value students' cultural knowledge and practices as assets in the teaching/learning process. Therefore, a variety of instructional methods are used such as hands-on, situational, competency-based, and experiential learning (including company presentations, visits) activities to deepen engagement and retention.

The current 14-week programs (210 contact/clock hours) include approximately 25% classroom/lecture, 50% lab, and 25% independent study. If the training is provided 100% virtual/online or hybrid (online and in person combined), the percentages remain the same.

Program Instruction Method – Online or Hybrid

Online and hybrid programming utilizes Moodle and Zoom. Moodle is where students log-in to access class materials—obtain and upload assignments, the job board, see grades, and access a Zoom link for participation in sessions and labs. Therefore, students will need access to the Internet via ethernet or Wi-Fi, etc. as well as their own computers (desktop, laptop, etc.) with camera and microphone capabilities.

Technology

RW2 does provide desktop computers as well as head-phones for in person or on-site training. Students sign-off on the computer-usage policy that is in the Student Handbook and Code of Conduct.

A program, whether in person and/or online, uses the learning management platform Moodle where students log-on to access class materials, announcements, the job board, and to see grades. Students will need access to a computer/laptop and the Internet via ethernet or Wi-Fi, etc. outside of class.

Software program licenses used also require Internet access, at least for the initial down load. However, some software programs may only be accessed via the Cloud for which Internet access is required. Again, students will need access to a computer/laptop and the Internet via ethernet or Wi-Fi, etc. outside of sessions. The computer/laptop, preferably a PC, should have an operating system of at least Microsoft Windows 7 with a 2.5-2.9 GHz processor, and a minimum of 8 GB of memory.

Program Facilities

In person and hybrid sessions are held at Program facilities across the Kansas City Metro in partnership with schools and community-based organizations. This increases the accessibility of the opportunity for

students in different parts of the Metro. Additionally, access to public transportation and the safety of the site locations are taken into consideration.

Programs and Descriptions

RW2 can offer various programs to assist students with careers in AEC (architecture, engineering and construction) and IT (information technology) industries. Program offerings may include CAD (computer-aided drafting and design), BIM (building information modeling), information technology, computer programming, cyber security, and construction project management. Current program offerings in this catalog include reflect CAD and BIM.

RWT 1401 Transferable Skills for CAD

Course Description: The transferable skills course immerses students in interactive and engaging learning experiences to introduce or reinforce key 21st Century skills for effectiveness in life and work. A variety of topics, reflecting the following objectives, are offered at different times. Different instructional methods are used to respect different learning styles.

Objectives:

- Understand concepts of financial wellness as well as how to achieve and maintain it.
- Demonstrate the use of the rational decision-making model when solving problems
- Identify cultural variables that can interfere with clear communication and professional behavior.
- Identify behaviors that are critical when working in a team environment.
- Analyze and critically evaluate ideas, arguments, and data.
- Understand and apply strategies for conflict management to resolve differences in ways that build trust and confidence.
- Practice the interpersonal skills needed to build collaborative relationships.
- Identify cues that characterize nonverbal communication.
- Interpret situations, and identify appropriate professional behavioral responses.
- Prepare the documents as well as the person for the employment process
- Understand forms of conduct that derail respect, including incivility, abusive behavior, and unlawful harassment

RWT 1501 Transferable Skills for BIM

Course Description: This advanced transferable skills course immerses students in interactive and engaging learning experiences to introduce or reinforce key 21st Century skills for effectiveness in life and work. A variety of topics, reflecting the following objectives, are offered at different times. Different instructional methods are used to respect different learning styles.

Objectives:

- Understand concepts of financial wellness as well as how to achieve and maintain it.
- Demonstrate the use of the rational decision-making model when solving problems.
- Identify cultural variables that can interfere with clear communication and professional behavior.
- Identify behaviors that are critical when working in a team environment.
- Analyze and critically evaluate ideas, arguments, and data.
- Understand and apply strategies for conflict management to resolve differences in ways that build trust and confidence.

- Practice the interpersonal skills needed to build collaborative relationships.

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- Identify cues that characterize nonverbal communication.
- Interpret situations, and identify appropriate professional behavioral responses.
- Prepare the documents as well as the person for the employment process.
- Understand forms of conduct that derail respect, including incivility, abusive behavior, and unlawful harassment.

RWC 1400, CAD (Computer-Aided Drafting and Design)

Course Description: This course involves learning CAD utilizing AutoCAD software. The focus is on 2-D drafting and drawing with some limited exposure to 3-D. Hands-on projects include geometric construction, various projections, sections, auxiliaries, dimensioning, sketching, and detail drawings that are practiced and applied utilizing CAD procedures.

Objectives

- Use of graphic language to communicate design ideas.
- Create technical drawings with CAD and demonstrate drafting skills.
- Apply proper dimensioning practices according to the American National Standards Institute (ANSI) and demonstrate Geometric Dimensioning and Tolerancing (GD&T) as a design language for size, shape, and geometric characteristics of manufactured parts.
- Demonstrate the techniques required to create orthographic projections, sectional and auxiliary views.
- Utilize various design software applications and equipment for solving design problems.
- Apply the procedures for constructing and managing a set of technical drawings for construction.

RWB 1500, BIM (Building Information Modeling)

Course Description: This course includes architectural planning and design in line with Building Information Management (BIM) techniques. Fundamental design methods and practices for the creation of architectural drawings are taught. Topics involve the development of floor plans, elevations, sections of building projects including Scope Boxes.

Objectives

- Explain BIM and its approach to the design, analysis, and documentation of buildings.
- Compare and contrast BIM and traditional drafting and design techniques.
- Communicate general design ideas and concepts through specific working drawings.
- Apply local zoning ordinances and building codes to an architectural project.
- Create, explain, and complete a set of working drawings for an architectural project.
- Solve a design problem through the creation of a Building Information Model in Revit Architecture.

Instructor Qualifications

RW2 instructors have actual teaching and/or training experience and know-how for in person and online/virtual engagement. They also have real-world experience from STEM education to industry experience in the technical fields the Program offers. Together, they have numerous years of experience and success in education, training and professional development. Our instructors also value the opportunity to support and partner with students in “Changing the FACE; Closing the GAP in the technically skilled workforce.”

Schedule 2020/2021

Program sessions are offered year-round with start dates approximately every five weeks from September to April. Accelerated summer sessions have different time frames over fewer weeks but the same amount of contact/clock hours (210). The following is applicable to CAD and BIM, in person and/or virtual/online sessions.

Term (14 wks.)	Days & Hrs.	Times
Fall 2020 Sept 8, Oct 5, Nov 2	Monday – Thursday (15 hrs./wk.)	9am – 12:45pm
		5:30pm – 9:15pm
Winter/Spring 2020/21 Dec 7, Jan 5, Feb 15, Mar 22, Apr 26	Monday – Thursday (15 hrs./wk.)	9am – 12:45pm
		5:30pm – 9:15pm
Summer 2021 June 1- August 13	Monday – Thursday (19 hrs./wk.)	9:30am – 2:15pm
		5:00pm – 9:45pm
Fall 2021 Sept 7, Oct 4, Nov 1,	Monday – Thursday (15 hrs./wk.)	9am – 12:45pm
		5:30pm – 9:15pm
Winter 2021 Dec 6	Monday – Thursday (15 hrs./wk.)	9am – 12:45pm
		5:30pm – 9:15pm

Attendance

Regular attendance and punctuality are essential life and workplace skills; therefore, students 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, tardiness, and leaving early. Students 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 student's progress and completion. Students are strongly encouraged to attend every session and to spend an appropriate amount of time outside of class to prepare. Failure to attend sessions may result in reduced comprehension, engagement, and progress, which may have an impact on a student's overall performance and progress toward completion.

Attendance Warning

In the instance that a student is absent from all sessions for one week (all days, consecutively) within a program, the instructor or Program administration will place the student on attendance warning. The student may also be subject to being administratively dropped or withdrawn.

Enrollment – Add/Drop Period

Students can enroll in a program up to and including the first week of a program's start date. The first week of the program is the add, drop and cancellation period. Students who enroll late must have attended at least two days of the first week of a program.

Student-Initiated Drop

A student who leaves or does not attend the Program within the first (1) week of the start date may elect to drop from the Program. The student must contact the Program administration (in person, email) to process a drop. The date of notification for student-initiated drops is the date that the student notifies the administration.

A drop will not appear on the student's record and does not affect a student's grade. Confirmation of the requested drop will be sent to the student.

Once a drop is processed, a refund, if any, will be coordinated by the administration per the Refund A partial refund of up to \$100 of the initial deposit may be available after participation in orientation and up to the first week of a program. There is no refund of any portion of the initial deposit after the students first (1) week of a program. If for any reason the student has an outstanding balance, the balance is still owed despite the drop. Schedule Policy below.

Administrative-Initiated Drop

Students may be dropped, within the first week of a program, who are no-shows and do not contact the Program and/or for failure to pay any outstanding fee. The date of notification for non-attendance will be the date that the administration receives notification from an instructor that the student did not attend sessions. There is no refund of any portion of the initial deposit for an Administrative-Initiated Drop. If for any reason the student has an outstanding balance, the balance is still owed despite the drop. See Refund Schedule Policy below.

A drop will not appear on the student's record and does not affect a student's grade. Confirmation of the drop will be sent the student.

Withdrawal

The Program withdraw period begins at the start of week two (2) and ends week seven (7) of a program. Students who withdraw or are withdrawn from a program are considered withdrawn. The date of notification is the date that the student notifies the administration or the administration notifies the student.

A 'W' or Withdrawal will show on the student's record but does not affect a student's grade. Confirmation of the withdrawal will be sent to the student.

Under these circumstances, no refund of the initial deposit is given, and the student owes fees commensurate with the amount of time s/he has been in the program including days absent. If a student withdraws or is administratively-withdrawn after week seven, the student full the entire or remaining balance of the program fee. See Refund Schedule Policy below.

Student-Initiated Withdrawal: To withdraw from a class, a student must contact (in person, email) the Program administration. The date of notification for a student-initiated withdrawal is the date that the student notifies the administration.

A 'W' or Withdrawal will show on the student's record but does not affect a student's grade. Confirmation of the withdrawal will be sent to the student.

Under these circumstances, no refund of the initial deposit is given for a student-initiated withdrawal, and the student owes fees commensurate with the amount of time s/he has been in the program including days absent. If a student withdraws after week seven (7), the student owes the full or remaining balance of the program fee. See Refund Schedule Policy below.

Administration-Initiated Withdrawal

An administration-initiated withdrawal may occur when a student has not been attending sessions and fails to contact (in person, email) the Program administration beginning with week (2) two and after of a program. The date of notification for an administration-initiated withdrawal is the next day after the student's last day of attendance.

A "WF" or Withdraw Fail will show on the student's record and affect their grade. Confirmation of the withdrawal will be sent to the student.

Under these circumstances, no refund of the initial deposit is given and the student owes fees commensurate with the amount of time s/he has been in the program including days absent. If a student is administratively-withdrawn after week seven, the student owes the full or remaining balance of the program fee. See Refund Schedule Policy below.

Program Participation and Changes

A student who drops from or is withdrawn from a program will be required to re-apply to be admitted under the current Catalog upon return. Students who select or participate in an additional program must apply for admission for the new program and adopt the policies of 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.

Grading System

Resiliency at Work 2.0 programs use a 4.0 grading system: A (4 pts.), B+ (3.5 pts.) B (3 pts.), a C+ (2.5 pts.), C (2 pts.), D+ (1.5 pts.), D (1 pt.), and an "F" zero (0 pts.) In general, grades in the sessions are assigned based upon student mastery of the skills and information required for the sessions; and completion, quality, and timeliness of assignments; timeliness in arriving or departing from class; attendance and participation. Students may find specific grading policies for a given program in the syllabi (<https://www.clec-education.com/RW2-resources/>).

Educational Performance Monitoring, Suspension and Reinstatement

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

A student 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 Program administration.

Students should be aware that it may not be possible to be immediately reinstated in the same program. There is no limit to the number of times a student may be reinstated after suspension, provided the relevant administrative approval is given.

Student Success Support

Student success support services include advising and tutoring. Tutoring assists students in understanding the concepts. All students may take advantage of the tutoring; while those struggling with assignments, may be required to attend.

Student success support also include referrals to various community agencies for wrap-around or safety-net supports for mental health, housing, financial, transportation, food, etc. resources. The Program administration should be contacted as needed.

Completion/Graduation Requirements

Program completion requires a minimum of 185 clock hours and passing all coursework with a cumulative grade point average of 2.0 (C) or better. This includes but may not be limited to assignments, projects, etc. that make up a program of study. Students must also have an updated resume reflecting their RW2 training and skills.

Incomplete

An incomplete grade, or “I” grade, is a temporary grade designed for students who, because of a documented illness, necessary absence (e.g. military) or other documented circumstance beyond their control, are unable to complete their program within the start and end date of a program. The student must meet with an instructor to prepare an Incomplete Program Contract (IPC) and make arrangements to complete the course on or before the time agreed upon or, if granted, in the appropriate subsequent Program session. The IPC is also be reviewed by the Program administration.

If the student does not complete the program work by the established deadline or a maximum of one year and meet the letter grade stipulated, the instructor will change the “I” to an “F”.

Incomplete grades may be given only in the following circumstances:

- The student's has completed 75% of a program and has a passing grade to date;
- Attendance has been satisfactory through at least 70% of the session;
- An illness or other extenuating circumstance prevents completion of required work by the due date;

- Required work may reasonably be completed in an agreed-upon time frame and does not require the student to re-take any portion of the program;
- The incomplete is not given as a substitute for a failing grade;
- The incomplete is not based solely on a student's failure to complete work or as a means of raising his or her grade by doing additional work after the grade report time;
- The student initiates the request for an incomplete grade before the end of the academic term;
- The student's transcript will show the original incomplete status along with the final grade.
- A student cannot reregister for a program to have the incomplete removed.

Certification

RW2 training leads to program specific certifications, e.g. the RW2 Certificate in CAD or the RW2 Certificate in BIM. Program specific certification is bestowed upon students who complete all contact/clock hours for their respective program with a 2.0 GPA (C) or better; who complete and have their projects or portfolios, etc., approved by instructors; and who complete an updated resume reflecting their RW2 training and skills.

Students may also be prepared to and have the option to take industry, state, or federal assessments/examinations that provide additional, third-party certification. This certification is NOT required to successfully complete the RW2 program.

Career Placement Assistance

Students receive assistance with resumes, job search strategies, employment applications, and interview skills as part of the transferable/soft skills curriculum. Placement assistance is also contingent upon satisfying all requirements for Program completion. Through the RW2 job board and our relationship with various employers, RW2 works to help students, while not guaranteed, secure employment.

Students are notified about the companies and organizations that are being contacted on their behalf. In the event that the student is contacted by or has another contact at the same company or organization, the student agrees that RW2 has preference in the career or internship placement assistance process. Disagreement means no assistance is desired.

Program Fees

The Program's all-inclusive program fee/tuition ranges from \$3,400 to \$3,600. The fee covers tuition, books, and software access. Program fees can be paid or arranged when registering for a program. An initial deposit of \$500 of the program fee is required of all students. Payment arrangements are required at the time of registration or must be finalized no later than the first week of a program. Deposits confirm space in and resources required to be used in a program.

Individuals with any prior financial obligations to the Program must resolve these obligations before they will be allowed to register for training.

Students may be able to take advantage of our payment plan option. See Personal and Third-Party Payment Plans section below. Some scholarship support may be available at times to help cover a portion of the program fee. (More information is provided upon request.) RW2 is also WIOA approved, (Workforce Innovation and Opportunity Act) so individuals receiving WIOA or similar services/benefits should check with the respective provider to see if these resources may be used to cover the cost of the training.

Other Fees

RW2 uses products/software, etc. for its training programs from various companies. These companies may offer exams/test for students desiring additional credentials to further substantiate their training, skills, and/or proficiency. It is the student's responsibility to seek out these opportunities and costs. Any additional credentialing or certification is NOT required to successfully complete the RW2 program.

Personal and Third-Party Payment Plans

Payment plans agreements can be arranged with the Program Administration. Payment plans are available to students who cannot pay the program fee in full at the time of registration or by the first week of a program. All students on a payment plan, receiving any scholarship support or third-party payments are required to make a \$500 deposit prior to the start of the Program or no later than the first week a program.

The balance of the total program fee, after the initial deposit, can be paid in installments monthly, weekly, or every two weeks. No interest is charged at this time, and a student has up to 10 months to pay the remaining amount due, except the initial deposit. Monthly installments/payments will be due on the first day of each month, unless other arrangements are agreed to as outlined in a signed Agreement. (Request Personal Payment or Request Third-Party Agreement.)

Invoices are sent electronically until the total amount is paid. The payment agreement is binding, and failure to meet its terms will allow RW2 to take certain recourse. Late payments may incur a fee of \$50 if the payment is 30 days late. Insufficient payments and bounced checks will incur a fee of at least \$35 and the \$50 late fee will be added. If payment should not be delivered at all, the participant may be withdrawn from the program, and RW2 will be entitled to utilizing a debt collection service.

Personal and Third-Party Payments - Default and Collections

Any deviation from the agreed upon payment plan will be a breach in the terms of the Agreement, commonly referred to as default. Should this occur, the total balance along with additional fees and finance charges may be due and payable in full immediately and/or the student may be withdrawn from a program.

Past due accounts may be referred to collections. Prior to being referred to collections, students and/or third-party contacts will be sent past due notices electronically and/ or via regular mail. Once an account is in collections, no future payment plans will be offered. (Request Personal Payment or Request Third-Party Agreement.)

Method of Payment

Acceptable Payments: Cash, cash app, company/corporate check, personal check, and money orders are accepted. PayPal, credit and debit cards are also accepted and will incur related fees based on the amount of each charge. Please note there is a minimum \$35 fee for bad checks otherwise known as non-sufficient funds.

Students receiving third-party funding such as agency or employer-sponsored funding, must have a billing authorization at the time of registration. Students must provide the RW2 administration with a contact person's name and details at the third-party organization. An initial deposit of \$500 is still required but the payment terms are different.

Refund Schedule Policy

All refunds will be available within thirty (30) business days after notification and/or processing. The following process applies to all refunds:

- 100% of program fees will be refunded if a student cancels or drops prior to or during the first week of a program and does not participate in orientation or any session.
- 100% of program fees will be refunded if a program is not offered due to insufficient enrollment or other circumstances as determined by RW2.
- A partial refund of up to \$100 of the initial deposit may be available after participation in orientation and/or in sessions the first week of a program, upon timely notification by the student.
- No refund of the initial deposit is given if a student is administratively dropped or withdrawn from a program.
- No refund of the initial deposit is given for a student- or administrative-initiated withdrawal beginning with week two (2) through week seven (7) of a program, and the student owes fees commensurate with the amount of time s/he has been in the program including days absent.
- No refund of the initial deposit is given for a student- or administrative-initiated withdrawal after week seven (7), and the student owes the entire program fee.
- Disputes regarding refunds will follow the Program Fee Refund Appeals process.

Acceptable Payments: Cash, cash app, company/corporate check, personal check, and money orders are accepted. PayPal, credit and debit cards are also accepted and will incur related fees based on the amount of each charge.

Program Fee Refund Appeals

Appeal requests should be submitted to the Program administration. Appeal requests must be in writing and must be made within 10-days after being notified of any refund or not. Appeals 11 days and beyond will not be reviewed.

If a student has documentation that substantiates an extraordinary event and an appeal for a program fee refund is approved, the student must understand that the Program is only able to approve a refund appeal for one program during the student's entire education and training with RW2. This includes all voluntary and involuntary separations. In particular, if the event is related to a serious and documented extenuating circumstance, e.g. medical condition, etc., it is the student's responsibility to make an informed decision,

which may require consultation with a related professional, prior to registering in future programs since an appeal is granted on a one-time basis for a given extenuating circumstance.

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

Program Choice and Catalog Year

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

Program Closures Due to Inclement Weather

In the event of inclement weather, notices of closing, late starts, etc. will be communicated through email, text, RW2 online platform announcement, and/or through recorded messages on the Program phone line: 816-875-0111. Please note that in person and hybrid evening sessions may still be open even if day sessions are cancelled or vice versa.

Program Changes and Cancellations

Program sessions may be subject to change or cancellation due to low enrollment or for any other reason determined as necessary by the administration. Staff will contact registered students to notify them of any such cancellations.

Disability Support Services

Students with documented disabilities may request accommodations through the Program administration. RW2 collaborates with students who have disabilities 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

Disability Services - Accommodations

The student 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 four (4) weeks prior to a program start date. 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 Program administration to obtain an Accommodation Request Form and discuss the student's specific needs. Make an appointment by calling 816-875-0111 or emailing team@rw2.education.

Next, submit documentation of the student'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. High school or recent graduates may submit their most recent IEP if it contains a clear statement of the student'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 student is responsible for notifying the Program administration if any accommodation is not satisfactory or if his/her needs have changed.

Disability Services - Advising

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

Disability Services - Third-Party Support

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

Drug and Alcohol Abuse Prevention Policy

RW2 is a 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

Students, 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 students 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 student, 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

Students, staff and/or employees who violate the standard of conduct policy will be subject to disciplinary action under staff and/or employee and student 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.

Code of Conduct

The RW2 Handbook and Code of Conduct (Code) is to inform students of their rights and responsibilities. The Code also identifies important Program rights such as the promotion of an education and training experience that is safe, inclusive, and free from unnecessary disruption. The Code applies to all locations where a student is engaged in the Program or a Program related activity. This code also applies to behavior that is a violation of city, state, federal or local laws and may have, or has had, an adverse impact upon other students and RW2.

Students are required to adhere to the rules, regulations, and policies in the Code. The Code in its entirety is accessible via the web at <https://www.clec-education.com/RW2-resources/>; via Moodle at rw2.moodlecloud.com, and students also receive a copy of the entire Code during orientation and sign-off on it as an indication of their understanding of what constitutes rights, violations, and processes followed for violations of the Code.

The Code addresses areas such as the possession of firearms, explosives, fighting, verbal abuse, harassment, compliance with verbal and written directives; the possession, use and/or being under the influence of illegal and controlled substances; improper use of Program property, resources, and facilities;

academic honesty, forgery, profane, obscene or vulgar language, images and/or behavior; contractual obligations, smoking including tobacco or marijuana as well as vaping and e-cigarettes; consuming food and beverages during sessions; bringing children, friends, or animals, other than a service animal, to sessions; bringing and using personal electronic devices and cell phones to sessions; and wearing clothing, accessories, etc., that are not disruptive to the education and training process due to exposure of the body or that have profane, obscene or vulgar messages or images.

The Code also addresses areas such as hate crimes and bias-motivated offenses, criminal acts involving dating violence, domestic violence, stalking or sexual assault as defined in the Jeanne Clery Act, as amended by the Violence Against Women Reauthorization Act of 2013, and Missouri State Statutes; violating federal or state, felony offense laws; violating other conduct policies that pertain to individual sessions or programs and/or stated in syllabi; and RW2 computer usage policies. Potential sanctions for violations of the Code and disciplinary procedures and processes including confidentiality, failure to complete a mandatory sanction, and re-admission are also outlined.

Students violating the Code may be removed from the Program until the instructor(s), Program administration, and/or a hearing committee to determine the appropriate disciplinary action. RW2 reserves the right to initiate disciplinary proceedings without a formal allegation by the victim or witnesses of misconduct.

Student Rights and Responsibilities

The following statement of students' 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 a Program student but also as a citizen.

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

Students' Rights

1. A student 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 student 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 student has the right to personal privacy except as otherwise provided by law, and this will be observed by students and Program authorities alike.
4. Each student subject to disciplinary action arising from violations of the Program or the Student Code of Conduct shall be assured a fundamentally fair process.

Students' Responsibilities

1. A student has the responsibility to respect the rights and property of others, including other students, the instructors/trainers, staff, and all Program staff and officials.
2. A student has the responsibility to be fully acquainted with the published Program Student Rules in order to comply with them, including federal, state, and local laws.
3. A student has the responsibility to recognize that student actions reflect upon the individual involved and upon the entire Program community.
4. A student has the responsibility to maintain a level of behavior, which supports a positive learning environment and to recognize the Program's obligation to provide a positive environment for learning.
5. Students may be required to wear their I.D. cards in a visible location while participating in sessions and present them for identification when requested by an instructor, administrator, staff, Program official, and/or security personnel.
6. Students 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 training.
7. Students 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.

Student Notification of Rights

RW2 affords eligible students certain rights with respect to their education records. (An "eligible student" is a student who is grade 11 or 12 or 18 years of age or older.) 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 student should submit to the program administration, a written request that identifies the record(s) the student wishes to inspect. The Program administration will make arrangements for access and notify the student of how they may access and inspect the record(s). If the Program administration does not maintain the records, the student will be advised of the correct official to whom the request is to be addressed.
2. The right to request the amendment of the student's education records believed to be inaccurate. A student who wishes to ask RW2 to amend a record should write, including email, the RW2 administration, clearly identifying the part of the record the student wants changed and specifying why it should be changed. If RW2 decides not to amend the record as requested, the Program administration will notify the student in writing, including email, 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 RW2 discloses personally identifiable information (PII) from the student'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; or not employed by the Program such as law enforcement unit personnel, 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); persons serving on boards related to the Program; or a student, alumni, volunteer 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 student's consent, to these officials.

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

Federal and State Authorities may also allow access to student 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 student consent PII from education records, and they may track student 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 student records systems.

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

- Student 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

Students have the right to prevent directory information from being released. To maintain directory information as confidential, a student must sign a Request to Opt out of Directory Information Form. The form is available during orientation and the first week of the Program. Directory information will be flagged as restricted until the student notifies the Program administration in writing that the restriction should be lifted.

A student may not, however, opt-out of disclosure of his/her Program ID number, dates of attendance, program of study, current enrollment status, and certificate earned. Regardless of the effect on the student, the Program assumes no liability for honoring the request of the student to restrict the disclosure of directory information.

Grievance Procedure

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

When a student feels his/her rights or freedoms have been violated, s/he has the right to use the grievance procedure. If a student has a complaint about instruction, Program regulations and/or procedures, the student 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 student should contact the Program Administration. If the student is still unsatisfied with the resolution proposed, s/he may confer with the Executive Director or her designee. If the student 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 students have concerns/complaints about matters other than classroom instruction, such as ADA accommodations, reach out to the Program Administration.

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, “ no 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 based on genetic information with respect to health insurance and employment.
- h) The Program 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 Program’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 Program 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.

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 students have the opportunity to attain their educational and training goals and provide both physical and programmatic access for all students. Reasonable accommodations will be made in instructional delivery and evaluation methods to ensure full educational opportunities for students. Appropriate documentation of a student'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.

Transferring Credits Out

While Resiliency at Work 2.0 is registered with various 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 Credits In

Students 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 nationally accredited 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 at least a certificate program and meet the certificate requirements in comparable or equivalent RW2 program(s). Limitations exist regarding transfer credits older than two (2) years. However, the Program administration may consider special circumstances for credits beyond two years with limits.

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 Student Records, 5714 NE Timber Hills Dr., 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, contact RW2 administration 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 a program.
5. RW2 reserves the right to evaluate all credits according to its admissions and registration policies.

One-half (50%) of a program must be completed with Resiliency at Work 2.0 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, Students must:

- Complete the free program application.
- Meet with an RW2 administrator.
- Complete the Prior Learning Credit Form.
- Pay for or make payment plan arrangements for the program fee.
- Meet with the appropriate instructor(s) for guidelines.
- Complete the respective Program's projects/portfolio items and have an updated resume.

Limitations exist regarding prior credits older than two (2) years. However, the Program administration may consider special circumstances for credits beyond two years with limits.

Veterans Services

RW2 welcomes veterans, eligible dependents, active duty service members, members of the selected reserve. Our team provides the services and education these students need to prepare for, participate in and benefit from the STEM economy.

Getting Started

1. Access the RW2 Program Application <https://www.clec-education.com/RW2-resources/>.
2. Apply for GI Benefits and determine eligibility. <https://benefits.va.gov/gibill/>
3. Students 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 or some documents may be received electronically:

Resiliency at Work 2.0

5714 NE Timber Hills Dr.

Lee's Summit, MO 64064

team@rw2.education

For more information, email: team@rw2.education or call 816-875-0111.

Program Session Audits

Auditing a program session(s) allows students or non-students to be part of the learning experience without the expectation or benefit of a grade. Any applicable fees, e.g. software, books, etc. will be the student's responsibility.

Requesting a Certificate or Educational Records

Certificate and educational records such as transcripts are confidential documents and can only be released upon receipt of the Certificate and Educational Record Form signed by the student. Please allow five (5) business days to process these requests after the payment is received. Educational Records will not be released to students with unmet financial obligations.

Request a certificate or educational record by calling, writing including email, RW2 at 816-875-0111 or team@rw2.education. The Certificate and Educational Record Form will be sent. The completed and signed form should be returned to RW2 in one of the following ways:

- Delivered in person.
- Scanned and e-mailed to: team@rw2.education
- Send the completed form via U.S. Mail to:
 - Resiliency at Work 2.0
 - 5714 NE Timber Hills Dr.
 - Lee's Summit, MO 64064

Educational Record Fees (not included in the program fee)

- Educational Record (i.e. transcript): \$5 each
- Duplicate program certificates: \$10 each

Acceptable Payments: Cash, cash app, company/corporate check, personal check, and money orders are accepted. PayPal, credit and debit cards are also accepted and will incur related fees based on the amount of each charge.

RW2 Program Performance Goals

RW2 always seeks to achieve the highest performance goals while maximizing student 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.

Accreditation

In 2021, RW2 will begin the process of seeking accreditation with the Accrediting Council of Continuing Education and Training (ACCET). ACCET is recognized by the U.S. Secretary of Education and is listed by the U.S. Department of Education as a nationally recognized accrediting agency. ACCET has been selected as it accredits post-secondary education and training initiatives such as RW2 that offer programming and training leading to certificates, diplomas, and degrees up to the associate's level. Moreover, students may be able to access federal financial aid to cover the cost of the training and certification.

Currently, RW2 is listed with The Missouri Division of Workforce Development Education and Training Provider System (ETPS) and is also registered with the Kansas Workforce Partnership. The Program is also Workforce Innovation and Opportunity Act (WIOA) approved.

Security

The Program relies on the security personnel and/or systems of the respective site where training is held 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 students as appropriate.

Student 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 student's responsibility to seek medical attention, if so desired. For any accident or injury requiring immediate medical attention, call 911 or seek help from the on-site instructor, administrator or the identified designee to call 911. An Accident/Injury Incident Report Form will be immediately filed.

Any students who sustains an injury at a Program site or at any facility where Program business is being transacted is also required to file an Accident/Injury Incident Report Form with the Program within 24 hours of the occurrence or the next business day, whichever comes first.

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/

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/

It is the intent of the compilers of this catalog that it reflects policies, procedures, and guidelines adopted or approved by the Board of Directors. However, changes in policies, procedures, and guidelines may occur. Therefore, the information provided in the catalog is not the basis of a contract between the Program and the student. Efforts are made to maintain the integrity of the catalog and notify students of any changes that may occur. However, RW2 withholds the right to change any provision in this publication without notifying students individually.

