



New Beginnings
Adult Learning Center

2023 /2024
Catalog

New Beginnings Adult Learning Center Catalog

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Welcome to the
New Beginnings Adult Learning Center
Growing and Changing for Success

New Beginnings Adult Learning Center

Milwaukee Campus
7720 west Burleigh Street
Milwaukee, WI 53224

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(current enrollment) BS Health Care Administration
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Wisconsin State EAP Approved
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Education Approval
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Dear Student,

On behalf of the administration and faculty, it is my sincere pleasure to welcome you to the New Beginnings Adult Learning Center (NBALC). It's a time of recommitment and renewal of purpose for students pursuing their individual aspirations. NBALC is steered by a variety of concepts; Mission and Vision Statements; Core Values and Competencies. These varieties of methods allow the school to better plan strategically and create a process that focuses on academic quality and student's success. Our goal is to enroll talented students, create marketable training programs and provide students with the best tools in career services that are needed to graduate and become gainfully employed.

NBALC is a student-centered adult school where teaching and learning are at the heart of what we do. We pride ourselves on personal service to students, and students will time and again reference the warmth and welcoming environment on campus. With an average class size of 15 students, you will really get to know accomplished faculty members who care about your LEARNING, first and foremost. You certainly will begin the process of shaping your own direction and destiny.

NBALC is a career-oriented Continued Education Center which means our curriculum, offering Phlebotomy Technician (In-Person & Self-Paced Online), Pharmacy Technician (In-Person & Self-Paced Online), Clinical Medical Assistant (In-Person & Self-Paced Online), EKG Technician (Self-Paced Online), CBRF and CPR training will provide you with more than just the basic general education and necessary technical skills for your chosen field. You will also receive an education that provides the soft-skills necessary to be career-ready. Our commitment to excellence stems from the core of our mission—we care for our students and create an educational environment that facilitates strong educational outcomes. Indeed, We Claim your dreams, goals, and challenges as our own. Regardless of your personal education and career goals, you can count on the caring faculty and staff at NBALC.

Sincerely,
Kizzie Bland, CEO

...about

New Beginnings Adult Learning Center

Vision: The vision of the New Beginnings Adult Learning Center is to assist individuals to become self-sufficient through career-focused Continued Education training with a spirit of excellence.

Mission: New Beginnings Adult Learning Center cares for our students and creates an educational environment that facilitates strong educational outcomes. Indeed, we claim your dreams, goals, and challenges as our own. Regardless of your personal education and career goals, you can count on the caring staff at NBALC. New Beginnings Adult Learning Center strives to offer career-oriented and certified training in a variety of areas with a focus on healthcare disciplines.

Goals and Objectives New Beginnings Adult Learning Center goals and objectives are to empower Adults with superior skills and utmost training to be the best allied healthcare professionals they can be:

- To provide a diverse faculty qualified by education, experience, continuing education, and on-going professional development in the medical or allied healthcare field(s) for which they are assigned to teach.
- To prepare students fully for continued employment in the student's selected field.
- To enable student attainment of knowledge through lecture, examinations, and evaluations.
- To ensure student achievement of competency-based skills through training within the institution and clinical training utilizing internship facilities; • To assist students in gaining workplace and life skills, study techniques, test taking techniques, and effective utilization of NBALC's faculty and staff and programs.
- To prepare students to take the appropriate certification / licensure examinations for their chosen career; and guide and prepare students for their job search by providing opportunities to learn interviewing techniques and develop electronic communications.

Our Purpose: To ensure that students receive the quality education identified in our mission, New Beginnings Adult Learning Center will provide the following:

- Continuous assessment of students, personnel, and programs through
 - Placement and progress testing of students
 - Instructor evaluations of student performance
 - Student and school evaluations of instruction
 - Active involvement of community and program advisory committees in program reviews
 - Quality instructors who
 - Help students define their goals
 - Remain current in their disciplines and the art and technologies of teaching through professional development and periodic evaluations by peers and students
 - Are devoted to effective classroom teaching and learning
 - Are oriented to student learning outcomes
 - Help students take responsibility for their own learning.

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- Help students see practical applications of classroom learning •
- Relevant curriculum that
 - Satisfy industry and professional job requirements
 - Lead to certification in specific fields
 - Reflect the interests and needs of the students, employers, and community
- Support services consisting of:
 - Academic support for classroom instruction and learning
 - Non-academic services to address student needs
- Resources to foster personal development and self-expression
- Resources consisting of:
 - Quality faculty devoted to student learning
- A campus culture that promotes the free exchange and sharing of ideas and allows for innovation
- Opportunities for professional development
- Facilities, technology, and staff that promote and support student learning
- Counseling and other advisory services

New Beginnings Adult Learning Center Campus

Milwaukee Campus:

New Beginnings Adult Learning Center located at

*7720 west Burleigh Street
Milwaukee, WI 53224*

NBALC is conveniently located on 77th and Burleigh in Milwaukee Wisconsin. The Campus Occupies two floors and consists of a large receptionist area, administration offices, classrooms, conference rooms, library/computer room, break areas and observation classrooms. Each floor is equipped with accessible restrooms for males and females and handicapped accessible.

Admission Requirements

New Beginnings Adult Learning Center (NBALC) welcomes students from diverse educational backgrounds and provides a wide range of learning opportunities.

An Individual Maybe admitted to the school by completing and submitting the Student Enrollment Form.

Additional admission requirements are as follows:

1. High School or GED required.
2. 18 years of age or older.
3. Have a photo ID and a social security card
4. Be available to be in class during any scheduled class hours
5. Wisconsin State Background Check: Students are required to undergo a background check prior to the start of clinical. This background check is mandatory, and the fees are paid by the school. Students must submit health requirements to NBALC's Office before the start of class, regardless of registration date. Students who do not have Health Clearance will not be permitted to go to clinical sessions. Below are the health requirements needed before a student will be allowed to attend clinical sessions of the Phlebotomy Technician, CPR, CBRF and Pharmacy Technician, Clinical Medical assistant program.
 - A. Complete Physical Exam, signed by healthcare provider Physicals Required annually and must not expire during the period of enrollment.
 - B. Immunization Records must include but are not limited to the following:
 1. Measles (Rubella)
 2. Mumps
 3. German Measles (Rubella)
 4. Chicken Pox (Varicella)
 5. Tetanus

(Students, who do not have appropriate immunization records, must obtain required immunizations prior to the start of the class.)

C. Hepatitis B – Immunization is required

- a) Either date of series immunization
- b) Positive titer – titer is recommended one to two months after receiving the complete series.

D. TB Testing – A two-step Montoux per Wisconsin Department of Public Health

- a) Must be given and documented by health care provider

- b) First test is to be “read” and documented on between 48 hours to 7 days after the test was initiated
- c) Second test is to be done 7-21 days after first and should be “read” 48to72 hours after the second test was administered.
- d) If TB skin test is positive, or is known to be positive by the student, a chest x-ray will need to be done and referred to a health care provider.

(The above must be completed before the student will be allowed to attend the clinical section of the program. Student will be held the missed clinical policy. It is the responsibility of the student to bring all health-related information as stated above to the school before the start of class.). Students must have a background check performed which is included in the cost of tuition. Students will be notified by phone call and email of acceptance after the application process is complete, Acceptance is on a first come first serve basis, until selected program slots are full. Applications for each program must be received one week before the start of the specific program of choice.

Grading Scale – Completion/Academic probation guidelines

Percentage	Letter Grade
100-90	A
89-80	B
79-70	C
69 or below	F or Fail

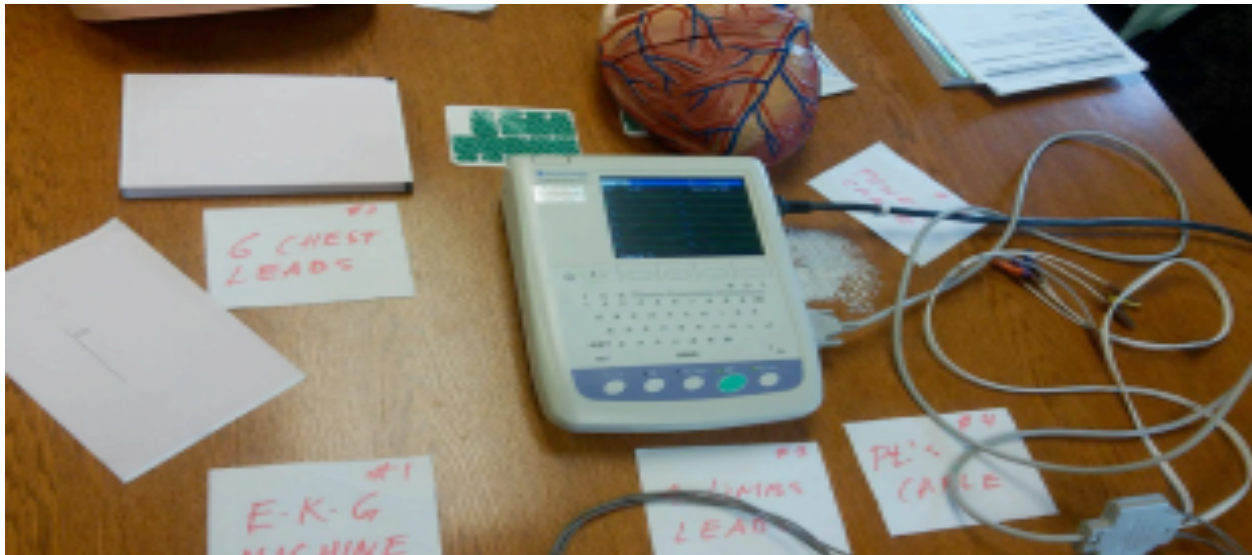
A student must receive 80% or higher to pass a class or test. All students will receive written reports at 50% completion course and at 100% completion of course. Students will receive progress report at 25% and 75% of course completion. A student-teacher conference will then be implemented to assist students when they are failing at 50% of the course. Students will also have the opportunity to have meetings periodically with the instructor to ask questions and discuss course completion status.

If required a meeting will take place at 50% and 75% of completion of course with instructor, student, and administrator to discuss options. If a student’s average is below 80% after 80% of their program is complete, the student will be dismissed from the program. No Probationary period is given. No refund will be given.

Each Program start date and time will vary throughout each semester (Fall, Spring and Summer) Fall semester is September- December, Spring semester is January - May, and summer semester is June- August. Students will have the opportunity to select a program start date and time that will best fit their schedule and needs. NBALC **does not** offer advanced standing for any of our programs offered. Please see the school website for all Program start dates.
www.newbeginningsalc.com

Student Transfer Policy

New Beginnings Adult Learning Center does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness, and applicability of credit and whether credit should be accepted in the decision of the receiving institution.



Online

- Online Courses are self-paced for students who choose to do complete training using the online platform. Students who choose to do online courses can complete the courses at their own timing within the allotted time given for the program. The allotted time for each program is equivalent of the in-person program of the same type. Students in specific programs will receive will have access to textbooks and videos online and the material/tools that are supplied by New Beginnings Adult Learning Center will be mailed to the address on file for the student.
- The online courses are **not** taught by an instructor and students will be taught from the online platform used to assist them in the process to certification. They online courses will follow the same pace as in- person. Students will complete all modules online and pass with an 80% average. Phlebotomy students are required to have the same number of sticks as in-person.
- Private Payments can be made online and if paying with cash can be paid in person. Once payment is paid in full, students will be emailed required forms. Voucher Payments must be in the same.
- Clinical experience will come from on-the-job training for each individual student. These experiences will **Not** be offered by New Beginnings Adult Learning Center.
- Certification final exams will take place at the site locations; certifications will be mailed to students.
- Students will do weekly check-ins with an instructor.

Classroom

- Classrooms Are Equipped with All Necessary materials for proper instruction (i.e., Smart boards, LCD projectors, flip charts, instructional board, phlebotomy arms, EKG machines, blood pressure machines, pill capsules, Patient label systems, pill bottles, drug reference charts and patient beds). The maximum student/teacher ratio is 15:1. This includes lecture and laboratory setting.
- Students receive 1 pair of scrubs, access to textbooks, access to technology, access to modules, and clinical placement

Attendance

Every student is expected to attend all classroom, laboratory and clinical. It is the student's responsibility to follow the instructor's direction. Students are responsible for all missed work during an absence and must contact the appropriate faculty member for make-up work.

COVID-19

COVID-19 absences and specific health situations that may occur are excusable, however, students will be withdrawn from their current enrollment and permitted to attend the next available/offered course session at the same specific spot. Excuse must come from a medical facility (hospital, doctors office, lab, medical facility). Students who have vouchers must notify their case manager and may require an updated voucher. This is only allowed on one occurrence and is not considered a Leave of Absence.

Students who have COVID-19 symptoms must stay home for at least 5 days after first start of symptoms. Once symptoms have subsided, they may return. Students will still be responsible to turn in all assigned assignments and homework in the allotted time giving to them. Students are still required to stay in contact daily with their instructor to stay current with assignments, homework, and quizzes. If the student does not maintain contact with their instructor or has not submitted any assigned assignments in the allotted time, the student will be dropped from the course and must retake the class.

Leave of Absence

No Leave of Absence is Permitted leave of absence. Each Instructor will maintain and document students' attendance daily. Two tardy days are considered an absence, A student is marked tardy 5 min after the start of class. If a student is absent more than a total of 5 days from class or clinical, that student will be dismissed from the program. Students may be able to re-register for the same program at a later date. A student must submit an appeal within 3 business days after being dismissed from a program due to attendance. The normal appeal process will take place (refer to appeal process pg.18) If a student is found eligible for re admission, The student will be required to re-submit an application for the same program in the next semester. The student will be obligated to pay for the exact same program in full to re-register and start classes.

Non-Discrimination Policy

New Beginnings Adult Learning Center does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by New Beginnings Adult Learning Center directly or through a contractor or any other entity with which New Beginnings Adult Learning Center arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

Holiday and School Closures:

- New Year's Day
- Martin Luther King Jr's Birthday
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Juneteenth (June 19)
- Thanksgiving Day and Day after
- Winter Break = Week of Christmas

Cancellation and Unearned Tuition Policy

Refund Policy

The student will receive a full refund of all money paid if the student:

2. Cancels within the three-business-day cancellation period under SPS 406.03.
3. Accepted was unqualified and the school did not secure a disclaimer under SPS 409.04.
4. Enrollment was procured as the result of any misrepresentation in the written materials used by the school or in oral representations made by or on behalf of the school.
 - a. Refunds will be made within 10 business days of cancellation. A student who withdraws or is dismissed after attending at least one class, but

before completing 60% of the instruction in the current enrollment period, is entitled to a pro rata refund as follows:

Refund Table

Student is entitled to upon withdrawal/termination	Refund
Within 10% of program	90%
After 10% but within 20% of program After 20% but within 30% of program	80% 70%
After 30% but within 40% of program After 40% but within 50% of program	60% 50%
After 50% but within 60% of program	40%
After 60%	No refund

As part of this policy, NBALC will make an effort to refund prepaid amounts for unused books, unused supplies, and other charges. A student will receive the refund within 40 days of the termination date. If a student withdraws after completing 60% of the instruction, and withdrawal is due to mitigating circumstances beyond the student’s control, the school may refund a prorated amount. A written notice of withdrawal **is not** required. If no notice of withdrawal is not received after 5 missed classes, students will be dropped from school and letter will be sent to students’ last known address. Any student who misses more than 5 days will be withdrawn from the program as having provided constructive notice of withdrawal and may be subject to a refund in accordance with the school’s refund policy. A student who stops submitting assigned course work after 5 missed assignments or exams, will be withdrawn and subject to refund according to NBALC policy. Any student who has been withdrawn from a program will receive a letter of dismissal sent to their last known address based on student information on file.

5. The student will receive a full refund of tuition and fees paid if the school discontinues a program/standalone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
6. The Policy for granting credit for previous training shall not impact the refund policy.
7. All refunds will be given back in the manner they were received. (I.E Any financed loans will be paid to the financing institution only; any

government payments will be refunded to the government agency if refund applies).

Student Conduct

When on campus or off campus but involved in school related activities (trips, observations, exhibitions, etc.), students are to present a neat appearance and demonstrate professional conduct and courtesy. Inappropriate and disruptive behavior will not be tolerated and may be cause for expulsion:

The following rules are in affect:

- Uniforms must be worn at all times when attending NBALC
- No food or beverage in class
- No submission of work other than the student's own is allowed
- No behavior that interrupts other student's ability to learn including but not limited to:
 - Unwarranted outburst during class
 - Off task behavior, including side conversations
 - Yelling or screaming within the facility
 - Physical/Verbal Fighting
- Attempted or actual theft or damage to school property or the property of a member of the school is not allowed
- No indecent (rude, impolite, purposefully offensive), profane language/profanity, or insults towards staff, peers, or guests.
- No physical or verbal abuse of any person
- No cell phones or pagers in class or during class instruction and clinicals.

Students who do not follow school rules and expectations throughout the entire program length will be subjected to expulsion after several warnings and attempts to correct misconduct. There will be steps in place in order to correct misconduct and misbehavior the steps taken will be:

- 1st: Verbal warning- Warning will be documented on file as 1st warning
- 2nd: Verbal warning- Warning will be documented on file as 2nd warning
- 3rd: Meeting with administration and/or instructor to discuss misconduct and potential outcomes
- 4th: Possible expulsion from program with no refund.

If a student at any time feels that they do not comprehend class material, they should notify the teacher immediately. The entire NBALC staff is here to assist learners. Students and Instructors will submit a program evaluation after the completion of each program, assisting NBALC identify areas for improvement.

NOTE: Students will be immediately terminated from NBALC's program if there is conduct of physical abuse or property damage of NBALC or fellow classmates, staff, or guest. Students can be dismissed from the program if any other of the rules or expectations are consistently broken or behavior becomes chronic after steps have been taken to correct student behavior students will be subjected to expulsion/dismissal from the program. Administration will have full discretion of

student dismissal after the steps have been taking to correct behavior have already been processed and documented.

No readmission to NBALC will be granted if a student is dismissed for Physical Abuse of a staff member of NBALC, student or guests of NBALC or stolen/damaged property of a staff member NBALC, student, or NBALC guest. Students will not be allowed to submit an Appeal.

Testing Protocol and Misconduct Policy

- **All test and examinations will be observed by an examiner/proctor.**
- **Students will not be allowed to engage in conversations with their peers.**
- **Examiner/proctor will be available to assist with technical/technology problems.**
- **Examiner/proctor cannot have conflict of interest for specific certification content.**

New Beginnings Adult Learning Center (NBALC) requires strict enforcement of testing standards. Students test scores and or certificates of completion will be denied or revoked if students are found to be engaged in any of the following misconduct:

- Presenting false identification
- Impersonating someone else
- Receiving test questions or answers in advance
- Talking during the test
- Copying from another examinee
- Removing or attempting to remove any part of the test from the testing room
- Use of unauthorized aids
- Taking an unauthorized time extension
- Leaving my seat during testing without permission from the examiner
- Sitting in a seat other than the one assigned to me by the examiner • Leaving the testing room prior to the Examiner collecting and inventorying all testing materials
- Disclosing any items or essay topic from the test after the testing session • Falsifying a certificate or transcript
- And/or other misconduct or behavior as determined by the Examiner

Testing candidates are not permitted to bring purses, backpacks, tote bags, pagers, cellphones, with or without capability to take and transmit pictures or send/receive email, any portable devise that has audio or video capabilities, portable music players, hand-held electronic games, cameras, handheld computers, calculators, food items, textbooks (including dictionaries), newspapers, notebooks, supplies, jackets or coats, hats, or other nonessential items to their seats in the testing room.

The examiner shall provide an area in viewing distance of candidates, where all items listed above shall be deposited if accidentally brought to the testing session.

Confiscation Policy

If during or after testing the examiner finds any of these items at your seat or in your possession, the examiner will collect your test materials and your test will not be scored. Please be aware that cell phones, cameras, and other items as described above, will be confiscated, and may be retained indefinitely. If there is any reason to believe that a compromise testing material occurred or is contemplated. You will be required to leave the testing center. You may not reschedule the test within the next three months. New Beginnings Adult Learning Center's Office may also pursue other remedies for violation of this policy, including canceling test scores and prohibiting individuals from taking the test in the future.

Student Complaint Policy

New Beginnings Adult Learning Center is committed to providing an environment that is free of discrimination and unlawful harassment. NBALC will admit students without regard to age, gender, race, disability, ethnic background, or religion. Insulting Actions, insulting words, jokes, or comments based on an individual's race, ethnicity, age, religion, or any other legally protected characteristics, will not be tolerated. Anyone engaging in these actions will be reprimanded according to the decision of the Administrative Office.

While NBALC takes painstaking efforts to protect students from undesired actions by others in the educational milieu, there are times that students may have questions or complaints about the acts of other students, faculty, staff and/or operations of the school in general.

For all Questions or complaints regarding issues about the behavior of an individual student or professor, students should address this concern confidentially with the school administrator 7720 West Burleigh Street Milwaukee, WI 53224.

If a student has a complaint that is directed at the institutional level, the student may register the complaint with the CEO of Operations, Kizzie Bland, 7720 west Burleigh Street Milwaukee, WI 53224. Email kizbland31@gmail.com

If a student attempts to file a complaint at the institutional level and is not successful, the student may contact the Department of Safety and Professional Services – Educational Approval Program, P.O. Box 8366 4822 Madison Yards Way, Madison, WI 53705; www.dsps.wi.gov; dspseap@wisconsin.gov; (608) 266-1996. Higher Education

Individualize Education Plan (IEP)

Students who require additional resources and assistance outside of what is generally offered will be given an Individualize Education Plan (IEP). The plan will be created based on each student needs within their classroom and it will be created with the student, instructor, and administrator. Students who require an IEP will qualify if they have an IEP from their previous education and/or in specific circumstances. IEP will be implemented on the day after initial IEP meeting.

Students with IEP's will have an adjusted average completion score requirement of 70%. Students with IEP's are still responsible for completing all work assignments, quiz/exam, and clinical responsibilities in order to successfully complete their program of focus.

Assignment/Test Grades

Students who disagree with an assignment/test grade should discuss it with the instructor upon receipt of the assignment/test. Assignment and test are reviewed at the instructor's discretion. If the Instructor is unavailable, the matter should be discussed with the Director. Only final course grades are eligible for appeals.

Final Course Grades

Appeals of final course grades must be made within five (5) calendar days of the date the grade becomes final. The School Administrator may direct a grade to be changed only when it is determined through the appeal process that a final grade was influenced by any of the following:

- A personal bias or arbitrary rationale.
- Standards unreasonably different from those that were applied to other students.
- A substantial, unreasonable, or unannounced departure from previously articulated standards.
- The result of a clear and material mistake in calculating or recording grades or academic progress.

Attendance Violations

Appeals of attendance violations must be made within five (5) calendar days of the violation. In order for an attendance appeal to be considered, the student must:

1. Have perfect attendance while the appeal is pending.
2. Submit a written plan to improve attendance with the Appeal Form.
3. Provided that no applicable state requirement would be violated by doing so, an attendance appeal may be granted if the student demonstrates that the absence was caused by:
 - The death of a family member.
 - An illness or injury suffered by the student.
 - Special circumstances of an unusual nature which are not likely to recur.

The School Administrator may, as a condition of granting the appeal, require the student to make up missed class time or assignments, place the student on probation and require the student to develop an Academic Advising Plan In conjunction with their advisor.

NBALC's STUDENT ACADEMIC/MISCONDUCT APPEALS POLICY

NBALC's Academic appeals include those appeals related final grades, and attendance violations, and misconduct (except for Physical Abuse and Property Damage) All Formal Academic Appeals Must be submitted in writing on an Academic Appeal Form to the Academic Director within three (3) business day of the date the student has notice of the adverse academic decision. The appeal must include:

- The specific academic decision at issue
- The date of the decision
- The reason(s) the student believes the decision was incorrect
- The informal steps taken to resolve the disagreement over the decision
- The resolution sought

The written appeal may be accompanied by any additional documentation (e.g., papers, doctor notes, tests, syllabi) the student believes supports the conclusion that the academic decision was incorrect. A student who was dismissed for any reason may appeal the dismissal to the Board of Academic Advisors in writing. Appeal documents will be reviewed and a decision will be made and reported to the student within 30 calendar days. If the appeal is approved, the student will be readmitted to the school. If the appeal is denied, then the dismissal is final. Copies of all related documents shall be placed in the students' academic file, and the decision of the school Board of Academic Advisors will be noted in the official student information system.

Satisfactory Academic Progress (SAP) Appeals

SAP appeals must be made within five (5) calendar days of the date the student was notified of the violation. The student is deemed to have notice of the pending dismissal as of the date of the dismissal letter. Provided that the student can complete the program within the maximum time frame with the required minimum grade percentage, for an SAP appeal may be granted if the student demonstrates that s/he is sincerely committed to taking the steps required to succeed in the program and that failure to maintain the required grade percentage was caused by any of the following mitigating circumstances:

1. The death of a family member.
2. An illness or injury suffered by the student.
3. Special circumstances of an unusual nature that is not likely to recur.

The School Administrator shall, as a condition of granting the appeal, require the student to develop an Academic Advising Plan in conjunction with their advisor, and place the student on probation

Sexual and Discriminatory Harassment Policy

A. Policy

- a. It is the policy of the school Director that no member of the school community shall be subject to the form of unlawful discrimination known as harassment or sexual harassment. The school is committed to maintaining an environment free from illegal discrimination and harassment. The school will not tolerate harassment whether verbal or physical, flagrant, or subtle, related to any individual's race, color, religion, gender, national origin, age, disability, sexual orientation, or marital status. NBALC will not tolerate behavior that contributes to creating a hostile work or learning environment.
- b. In addition, the school will not tolerate retaliation against any person who, in good faith, makes a complaint of harassment or participates in an investigation.

Employees and students will be expected to report situations of any form of harassment, whether they are the subject of such behavior or whether they observe or know of a fellow employee or student, or group of employees or students, who are subjected to such behavior.

- c. Delegation is to the school Director
- d. The school Director is authorized to make, promulgate issue, rescind, and amend reasonable rules, regulations, and procedures to carry out this policy.

B. Procedure

- a. Actions considered to be a case of sexual harassment should be reported to the office of the School Director, Program Director, and the School Administrator.
- b. Sexual and Discriminatory Harassment Procedure
- c. New Beginnings Adult Learning Center has a policy that prohibits sexual and discriminatory harassment. As stated in our policy, NBALC is committed to maintaining an environment free from illegal discrimination and harassment and will not tolerate behavior that contributes to creating a hostile work or learning environment.
- d. The procedures listed below are meant to support a harassment-free work and learning environment.
- e. Identifying Harassment

C. Harassment

- a. Harassment involves unwelcome verbal or physical conduct based upon gender, race, color, religion, national origin, age, disability, sexual orientation, or marital status that has the purpose or effect of unreasonably interfering with an individual's work performance or learning experience, or creating an intimidating, hostile or offensive working or learning environment. Conduct of this type between employees and/or students, is prohibited regardless of where it occurs. Examples of prohibited racial harassment include derogatory comments, taunting, slurs, jokes, cartoons, or graffiti about or motivated by a person's race. Unprofessional actions and remarks become harassment when they are unwelcome. Individuals who believe they have been harassed by supervisors, co-workers, peers, or students are encouraged to effectively address their concerns or objections regarding the incident directly with the person demonstrating the harassing behavior. In as professional a way as possible, make it clear that such behavior is offensive. If the unwelcome behavior continues, follow the process outlined in section IV under Complaint and Investigation Procedures in this document.

D. Sexual Harassment

- a. Sexual harassment involves unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when submission of such conduct is made, either explicitly or implicitly, a term or condition of employment; a condition to receive a passing grade; or when submission to or rejection of such conduct by an individual is used as a basis for

employment decisions affecting an individual; or when submission to or rejection of such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working or learning environment. This conduct is prohibited regardless of whether it involves employees or students of the same or different genders. Sexual Harassment can include, but is not limited to:

- b. Conversations with unwelcome sexual innuendo such as sexually suggestive comments or jokes, or comments of a sexual nature, or derogatory comments about gender.
- c. Improper questions about an employee's/student's private life; requests for sexual favors; or graphic, degrading, or condescending comments about an employee's/student's appearance, dress, or anatomy.
- d. Repeated social invitations when the invitee has previously indicated that he or she is not interested in accepting such invitations.
- e. Circulating material (by any method, electronically or otherwise) which ridicules a gender, or which is sexually suggestive, or other forms of discriminatory ridicule or insults, regardless of whether the ridicule is directed at specific individuals.
- f. Undesired, intentional physical contact (e.g., embracing, touching, pinching), or any threats or suggestions of such contact.
- g. Display of sexually suggestive calendars, objects, cartoons, computer applications or similar displays.
- h. Abuse of familiarities or inappropriate behavior such as whistling or catcalls, offensive gestures, or leering.
- i. The awarding of favorable grades, ratings, promotions, or salary considerations based on sexual favors or acceptance of social invitations, regardless of whether the employee/student welcomes the invitations.

E. In the Context of Academic Freedom

- a. Evaluation of perceptions of behavior as sexually harassing assumes special importance in the context of carrying out responsibilities in the classroom, laboratory, studio, library, office, and similar contexts in fulfilling our educational objectives as related to teaching, learning, and scholarship. Speech or expression of a sexual nature, which is professional and appropriate to a lesson or teaching strategy, may be disturbing without also being harassing. Such speech or expression may, however, depart so far from professional or appropriate behavior that it is not protected by academic freedom. The professional teaching of controversial issues shall not be construed as constituting such a departure. However, speech or expression that is determined to be too far from professional, or that is, upon investigation, determined to be inappropriate behavior is unacceptable, and is not protected by academic freedom.

F. Hostile Environment

- a. A hostile work or learning environment is one in which unwelcome sexual or other harassing conduct unreasonably interferes with an individual's job performance or ability to learn or creates an intimidating or offensive work or

learning environment. This harassment does not necessarily result in tangible or economic job consequences, such as the loss of pay or a promotion, or a lower grade. Employers, supervisors, co-workers, and students can create a hostile environment.

- b. A hostile environment might include:
 - 1. Repeated requests for sexual favors
 - 2. Demeaning sexual inquiries and vulgarities
 - 3. Offensive language
 - 4. Other verbal or physical conduct of a sexual or degrading nature
 - 5. Sexually or otherwise offensive, explicit, or sexist signs, cartoons, calendars, clothing, literature, or photographs displayed in plain view
 - 6. Offensive or vulgar graffiti

G. . Retaliation

- a. The school will not tolerate retaliation against any person who, in good faith, makes a complaint of harassment or participates in an investigation. Employees and students will be expected to report situations of any form of harassment, whether they are the subject of such behavior or whether they observe or know of a fellow employee or student, or group of employees or students, who are subjected to such behavior. III. Complaint and Investigation Procedures

(a) Any employee who believes he or she has been subjected to or has observed harassment prohibited by this policy should promptly report it to the employee's supervisor, Department School Administrator, Program Director, and the school Director. Students should report the prohibited harassment to any department Administrator.

(b) Any employee who is advised of a harassment complaint, including any made anonymously, or who otherwise has reason to believe that a violation of this policy has occurred, should promptly notify the School Administrators, the Program Director, or the school Director.

(c) The School Administrator is responsible for promptly investigating and resolving all employee complaints. The School Director, Program Director and/or the School Administrator are responsible for promptly investigating and resolving all student complaints. Ordinarily this should include:

- Meeting with the complainant, documenting the complaint and explaining that the complaint will be investigated as confidentially as possible. Employees or students involved in the complaint may be asked to document their version of the incident.
- Notifying the accused employee or student of the allegations and giving him or her an opportunity to respond.
- Interviewing other potential witnesses, if necessary.
- Advising all employees or students involved in the investigation, including the complainant, that the complaint and investigation should be treated as confidential.

- Informing both the complainant and the accused of the results of the investigation and ensuring that appropriate corrective action is taken if warranted; and
 - Maintaining a confidential record of the complaint, including a summary of the allegations and the accuser's response, and the manner in which the complaint was resolved.
- Although anonymous complaints may be difficult to investigate, School Administrator, Program Director, and/or School Director, nevertheless, should investigate such complaints, to the best of their ability, and take appropriate corrective action if it is determined that a violation of this policy has occurred
- **Who to Contact?**
 - When the harassment is between New Beginnings Adult Learning Center staff member, the matter is to be investigated by the School Administrator and/or their designee(s). All parties are to collaborate with the school Director for student services, or designee, as necessary.
- **Corrective Action**
 - If, after an investigation, it is determined that this policy has been violated, corrective action designed to eliminate any form of prohibited harassment should be taken. This action may range from educating the employee or student on the inappropriateness of his or her behavior, to termination of employment or expulsion from the school. If the corrective action to be taken involves a change in an employee's employment status (i.e., transfer, demotion, or termination), the school Director must be consulted. If the corrective action to be taken involves a change in a student's status (i.e., suspension or expulsion), the School Director and the Program Director for student services must be consulted.

If the action taken is termination of employment, regular employees maintain the right to file a grievance. If the action taken is expelling a student, he/she maintain the right to file a grievance.

VI. Relation to Other Policies and Rules

This procedure is not intended to supersede other school policies and rules, such as Grievance/ Review, which addresses Regulations on Nondiscrimination on the Basis of Handicap, Americans with Disabilities Act, as well as all Affirmative Action complaints pertaining to discrimination in employment based on race, color, religion, sex, age, national origin, or sexual orientation.

Sex Offender Registry and Access to Related Information

The federal Campus Sex Crimes Prevention Act requires institutions of higher education to issue a statement advising the campus community where law enforcement agency information provided by a State concerning registered sex offenders may be obtained. It also requires sex offenders already required to register in a State to provide notice, as required under State law, of each institution of higher education in that State at which the person is employed, carries on a vocation, or is a student.

State & National Certifications

All students successfully completing the following programs at will be eligible to register for the national license exam with the AMCA or NHA the choice of certifying agencies is left up to the students.

The lists of licensing exams are as follows:

- National Health Career Association (NHA)
- American Medical Certification Association (AMCA) & or National Health Career Association (NHA)
 - Certified Phlebotomy Technician (CPT)
 - Certified Pharmacy Technician (CPhT)
 - Certified Clinical Medical Assistant (CCMA)
- National Certifying Agencies strive on a continuing basis to:
- Ensure a high level of performance among healthcare professional competency certification testing. In addition to establishing credentials as a healthcare professional, certification through NHA or AMCA offers benefits that include:
 - A practical means of assessing skills and experience
 - Help in career advancement and compensation

 - The satisfaction of evaluating oneself against the highest industry standards • Membership in a distinctive peer group of fellow professionals
 - Belonging to an organization that stands behind its membership
 - The opportunity to continue education and knowledge by earning CEU's (Continuing Education Credits)

Class and Program Descriptions Tuition and Fees Certification and Exam Information

Phlebotomy Technician (In-Person, Instructor Led)

Pre-requisites: 18 years or older, GED or High School Diploma and prior health care experience is required

- 80 Hours /4 Weeks
- Tuition = \$2900.00
- Books = \$200.00
- Insurance = \$0.00
- Supplies & Uniforms = \$475.00
- Certification Fees =
- State Fees = \$0.00
 - Total = \$3575.00

Objective: This is an introductory course designed to teach students basic phlebotomy skills and the proper preparation, labeling, and transportation of specimens to the laboratory. It will also discuss the different tubes used for collecting blood specimens will also be discussed. The student will be taught manual skills in doing venipuncture and dermal punctures.

This course prepares the student for the following license certification exam: CPT: Certified Phlebotomy Technician from NHA (National Health-Careers Association) or AMCA (American Medical Certification Association)

Phlebotomy Technician (Online Self-Pace)

Pre-requisites: 18 years or older, GED or High School Diploma and prior health care experience is required

- 80 Hours /4 Weeks
- Tuition = \$895.00
- Books = \$200.00
- Insurance = \$0.00
- Supplies = \$340.00
- Certification Fees = \$105.00
- State Fees = \$0.00
 - Total = \$1,540.00

Objective: This is an introductory course designed to teach students basic phlebotomy skills and the proper preparation, labeling, and transportation of specimens to the laboratory. It will also discuss the different tubes used for collecting blood specimens will also be discussed. The student will be taught manual skills in doing venipuncture and dermal punctures.

This course prepares the student for the following license certification exam: CPT: Certified Phlebotomy Technician from NHA (National Health-Careers Association) or AMCA (American Medical Certification Association)

Pharmacy Technician (In Person, Instructor Led)

Pre-requisites: 18 years or older, GED or High School Diploma and prior health care experience is required

- 144 Hours 6 Weeks
- Tuition = \$2660.00
- Books = \$200.00
- Insurance = \$0.00
- Supplies = \$540.00
- Uniform = \$35.00
- Certification Fees = \$105.00
- State Fees = \$0.00
 - Total = \$3540.00
 -

Objective: This program provides education and training for an entry level employment in community pharmacies, hospital pharmacies or other healthcare facilities that employ pharmacy technicians. The course will include lectures on preparing, packaging, and labeling medications; filling prescriptions and dispensing orders from doctors and other healthcare professionals who are allowed to prescribe. Basic pharmaceutical calculations are also included in the course. Legal considerations in the field of Pharmacy will also be discussed, as well as ethical and moral standards, customer relations, and how to refer to pharmacists regarding patients' questions on their medications.

This course prepares the student for the following National exam: CPhT: Certified Pharmacy Technician from NHA (National Health-Careers Association) or AMCA (American Medical Certification Association).

Pharmacy Technician (Online Self-Pace)

Pre-requisites: 18 years or older, GED or High School Diploma and prior health care experience is required

- 80 Hours /4 Weeks
- Tuition = \$895.00
- Books = \$200.00
- Insurance = \$0.00
- Supplies = \$340.00
- Certification Fees = \$105.00
- State Fees = \$0.00
 - Total = \$1,540.00
 -

Objective: This program provides education and training for an entry level employment in community pharmacies, hospital pharmacies or other healthcare facilities that employ pharmacy technicians. The course will include lectures on preparing, packaging, and labeling medications; filling prescriptions and dispensing orders from doctors and other healthcare professionals who are allowed to prescribe. Basic pharmaceutical calculations are also included in the course. Legal considerations in the field of Pharmacy will also be discussed, as well as ethical and moral standards, customer relations, and how to refer to pharmacists regarding patients' questions on their medications.

This course prepares the student for the following National exam: CPhT: Certified Pharmacy Technician from NHA (National Health-Careers Association) or AMCA (American Medical Certification Association).

Clinical Medical Assistant (In-Person, Instructor Led)

Pre-requisites: 18 years or older, GED or High School Diploma and prior healthcare experience is required

- 160 Hours /8 Weeks
- Tuition = \$3,435.00
- Books = \$265.00
- Insurance = \$0.00
- Supplies = \$545.00
- Uniform = \$0.00
- State Fees = \$0.00
 - Total = \$4,245.00

Objective: Certification as a Clinical Medical Assistant is taught through didactic, laboratories and simulated clinics. Students successfully completing course work shall master a variety of routine tasks performed in pharmacies under the supervision of a registered pharmacist. Graduates of the Clinical Medical Assistant program are eligible to take the Certification Exam. The duration of the program is 8 weeks, which includes 160 clock hours.

This course prepares the student for the following National exam: CCMA: Certified Clinical Medical Assistant from NHA (National Health-Careers Association) or AMCA (American Medical Certification Association).

Clinical Medical Assistant (Online Self-Pace)

Pre-requisites: 18 years or older, GED or High School Diploma and prior healthcare experience is required

- 160 Hours /8 Weeks
- Tuition = \$1,740.00
- Books = \$260.00
- Insurance = \$0.00
- State Fees = \$0.00
 - Total = \$2,000.00

Objective: Certification as a Clinical Medical Assistant is taught through didactic, laboratories and simulated clinics. Students successfully completing course work shall master a variety of routine tasks performed in pharmacies under the supervision of a registered pharmacist. Graduates of the Clinical Medical Assistant program are eligible to take the Certification Exam. The duration of the program is 8 weeks, which includes 160 clock hours.

This course prepares the student for the following National exam: CCMA: Certified Clinical Medical Assistant from NHA (National Health-Careers Association) or AMCA (American Medical Certification Association).

CPR/AED/BLS

Pre-requisites: 18 years or older, GED or High School Diploma and prior healthcare experience is required

Courses:

- Fee = \$90.00
- 4.5 hours

The goal of New Beginnings Adult Learning Center's CPR/AED/BLS courses is to help gain and maintain the core knowledge, skills, and confidence necessary to provide effective emergency care when needed.

This course prepares the student to achieve Health Care Provider recertification from American Heart Association or EMS Safety

CBRF (Community-Based Residential Facilities)

Pre-requisites: 16 years or older

- 28 Hours
- Tuition = \$750.00
- Books = \$50.00
- Insurance = \$0.00
- Supplies = \$50.00
- Uniform = \$0.00
- Certification Fees = \$0.00
- State Fees = \$0.00
 - Total = \$850.00

Objective: This program provides education and training for an entry level employment in Community Based Residential Facilities, Adult Family Homes and other healthcare facilities that employ individuals that are CBRF Certified. The course will include lectures on standard precautions, first aid and choking, fire safety; medication administration, and dietary training.

CBRF training classes can be taken separately. Contact Administrator regarding fees for individual classes.

EKG Technician (Online Self-Pace)

Pre-requisites: 18 years or older

- 80 Hours /4 Weeks
- Tuition = \$895.00
- Books = \$200.00
- Insurance = \$0.00

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- Supplies = \$340.00
- Certification Fees = \$105.00
- State Fees = \$0.00
 - Total = \$1,540.00

Objective: This program provides education and training for an entry level employment in EKG monitoring in the medical field. Students will learn the skills and techniques required to accurately assist with examining the EKG monitors.

EKG Certification from NHA (National Health-Careers Association)

Certified Nursing Aide (CNA)

Pre-requisites: 18 years or older, GED or High School Diploma and prior healthcare experience is required

- Hours /4 Weeks
- Tuition = \$
- Books = \$
- Insurance = \$
- Supplies = \$
- Uniform = \$
 - Total = \$

Objective: Certification as a Certified Nursing Aide (CNA) is taught through

Program Completion Requirements

Pre-requisites: 18 years or older. All Books and Uniforms must be purchased from NBALC.

Candidates for all courses must:

1. Complete a specific minimum number of approved classes/exams certificates with a program quality-point average of at least 80%.
2. Receive faculty approval forwarding the specific class certificates by completing all designated courses as outlined in the curriculum and any other program requirements.
3. Fulfill clinical and statute-of-limitations requirements at the assigned site.
4. Satisfy all financial obligations. All services including but not limited to issuance of any class certifications or State Certification verifications will be withheld pending agreement to pay all indebtedness to the school.

5. Apply for Program completion at the school's Administration Office, At the beginning of the final term (last class).

Upon Successful completion of all course requirements, students will be officially complete and receive their completion certification. After receiving certification, students will be eligible to take their state certification of their specific course (if applicable).

Students' records will be kept in a secure locked storage place within the Administration office during the time the student is enrolled and 6 years after completion/or withdrawal of their program. Records that are retained during and after enrollment for 6 years include: Attendance, Grades, progress reports, Enrollment agreement and documentation relating to student payments; Student information including attendance reports, progress records, grades, student address, etc. Date student completed the program and/or was terminated from the program and the reason thereof, and student grievances and subsequent resolutions. Student transcript will be retained indefinitely in a secure portal, and a hard copy file within the Administration office for 6 years after completion of program or withdrawal. All requests for records or transcript from third parties or students must have a signed written request form, signifying permission from the student to ensure students confidentiality.

Financial Assistance Programs

MyCAA (Military Spouse)

MyCAA Process Flow Chart

Actions that are considered Partner School Responsibility are noted as such. Actions without this notation are not the school's responsibility.



- [1] Special Consult (SC) is a student responsibility; it is lengthier than a standard phone call and must be scheduled with a SECO Career Coach. No ETP will be approved until the student has completed the SC. No school involvement is required for this step.
- [2] NEVER allow the MyCAA student to start classes without verifying their authorization letter in the AI Portal.

- [3] It is very important that all invoices are thoroughly checked and reviewed by the school official for correct student information, program start/end dates, and payment amount BEFORE submitting an invoice. Having to correct or resubmit an invoice after the fact could lead to a delay in payment.
- [4] If the school has granted the MyCAA student an extension an 'I' grade will need to be entered for a "grade" to act as a place holder for 180 additional days. The student will need to reach out to their SECO Career Coach letting them know about the school's extension and verify that they have no additional follow-up information to provide.
- [5] All MyCAA Points of Contact are required to have access to the Academic Institution Portal, AI Portal for short. This system is how school process invoices, payments, update grades and program information. Link to the AI Portal:
<https://aiportal.us.af.mil/aiportal/Account/Login?idleTimeout=True>

(Pending) WIOA Program:

- The **Workforce Innovation and Opportunity Act (WIOA) grant funding** may be available through a training voucher. WIOA is landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers. Services are provided through the state's one-stop delivery system, Wisconsin Job Centers ****New Beginnings Adult Learning Center**

DOES NOT offer Title IV Financial Aid currently**

New Beginnings Adult Learning Center

Payment and Collection Methods

Payments can be made by credit card, debit card, money order, and cashier check. All payments should be made payable to New Beginnings Adult Learning Center.

- Payment Deadline

- 75% of tuition is due prior to course start date and remainder of balance due at completion of course, class material fees and other related charges are due prior to the start of the term as specified on the original bill. A past due balance may result in prevention of registration or grade release and/or classroom certificates.
- Payments will be accepted for billable charges only. New Beginnings Adult Learning Center is not able to process

payments for more than the balance due on the student's account.

- **Direct Payments to NBALC**

- **Please remember:**

- Your ATM/Debit card number is NOT you're checking or savings account number
- Do not attempt to use credit card cash advance checks, brokerage account checks, or any other checks marked "Do Not Use for ACH"
- NO "Electronic checks" will be accepted.
- If the payment is returned because of error or insufficient funds, the school will pass any associated fees onto the student account.

- **Cashier Checks or Money Orders**

- We are able to accept payment by cashier checks or money orders under the following conditions ▪ Cashier Checks or Money Orders is written on a US bank account.
- Cashier Checks or Money Order must include the bank account owner's name and address ▪ The student's name is listed in the memo section of the cashier check and/ or money order.
- The check is made payable to New Beginnings Adult Learning Center.
- The cashier checks and/ or money order represent an amount due or less. We are not able to accept overpayment.
- If you are mailing a payment without the payment coupon from the bill or sending the check overnight mail, please use the following addresses:
 - **Milwaukee Campus:**

Kizzie Bland, CEO
New Beginnings Learning Center
7720 West Burleigh Street
Milwaukee, Wisconsin 53222

- **Credit Card Payment**

- Credit payment are accepted (VISA, MASTERCARD Logo's only). Students may submit payment to the School Administrator and / or with the Executive Administrative Assistant.

- **Affirm**

- **PayPal**

- **Unpaid Tuition and Collection Process**

- You must submit full payments relating to all academic, classroom materials and supplies before class certificates and State Certifications Examinations.
- If not, the following procedures will take place:

- Students will not receive classroom certificates
 - Students will not be allowed to participate in the State Certification Examination • Student will be allowed to make payment plans, please discuss with the School Administrator and / or Executive Administrative Assistant
 - Student information will be submitted to a collection agency after 90 days of delinquency.
 - Student will be notified by mail regarding such actions
- **Square Installments**
- Square Installment payment plans can be used for program amounts between \$250-\$10,000.
 - Students must apply and be approved for credit through Square. Repayment options with square range from 3months,6months, and 12months.
 - Annual percentage rates will vary depending on your personal credit history.
 - Students who use Square Installments for payment, will not receive a refund for any reason once Square Installment has made full payment to NBALC. (No Exceptions to this rule will apply)

Post-Course Evaluation

- At the end of each course, students will have the opportunity to complete a post-course evaluation.
- The form will be giving to each student to evaluate both the course and the instructor.
- The evaluation will be data driven and the data collected will be used to assist the school in developing and improving the school's approach to teaching the intended curriculum.
- The format will be user-friendly, and students are encouraged to complete the evaluations.

Notice: New Beginnings Adult Learning Center **does not** guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness, and applicability of credit and whether credit should be accepted is the decision of the receiving institution.

NBALC **does not** guarantee nor assist with employment after completion of a program. NBALC has the ability to assist students with recommendations or referrals for employment only. Referrals are not based on direct contact with an employer regarding current job openings.