

2025

# GENERAL CATALOG



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**Introduction**

IVAEM College is a private, non-sectarian school incorporated under the Laws of Incorporation of the Commonwealth of Puerto Rico Incorporation Acts. Founded in 1969 in the city of Caguas, IVAEM College is dedicated to post-secondary education offering specialized vocational programs in the field of gastronomy.

Our curriculum is aimed at all people who are interested in pursuing a short career, which trains them professionally to compete for better employment opportunities within the food preparation and service industry. The organizational structure is composed of the directors, the administrative staff of the different departments and the faculty.

The purpose of General Catalog is to guide applicants, students, parents, faculty, and administrative staff on general policies, academic regulations, services, curricular offerings, and student regulations, among others. This catalog is reviewed annually by the Administrative Director and the Academic Director to ensure that the policies are in line with the academic objectives, with the regulations and standards of the agencies that regulate us.

The prospective student will receive an orientation form at the Admissions Office with the electronic address of the General Catalog (<https://www.IVAEMpr.com/catalogo-general>). You can also request a printed copy.

**Consumer Notice**

IVAEM College reserves the right at its discretion, as it sees fit, to change or modify admission requirements, fees costs, tuition, and other expenses, as well as to cancel, reschedule, or modify any course or program of study. Therefore, it is the responsibility of the student and parents to verify the most up-to-date information of each program, specifically the portion of compliance with the admission and graduation requirements. It is also the student's responsibility to stay informed of changes and updates in the policies and services of the Admissions, Financial Aid, Registrar's Office, Placements, Finance, Retention, Academic Affairs, and Library offices.

IVAEM College is not responsible for errors, omissions, and inaccuracies in this document, nor does it warrant that all information in this Catalog is up to date. However, IVAEM College will make efforts to maintain the accuracy and relevance of all information in this document.

Policies, procedures, and regulations are subject to change, in which case they will be disseminated among the student community through circular letters, published in speech tabloids, or on the [https://IVAEMpr.com/consumidor\\_website](https://IVAEMpr.com/consumidor_website). The General Catalog that corresponding to his/her academic year will be applied to the enrolled student, as well as the revision that are apply in the same year. IVAEM College prohibits all discrimination, among other reasons, based on gender or sex. Therefore, for the purposes of this Catalog, any term used to refer to a person or position refers to both genders.

All the policies established in this catalog are an active part of the agreements that the student accepts when signing the Enrollment Agreement.

The programs, costs, terms, policies, and rules set forth in the 2024-2025 General Catalog will apply to all students who enroll to begin classes between August 26, 2024, and August 26, 2025, including readmission students or students who continue from previous years.

**Distance Education**

IVAEM College offers its study programs through a hybrid training that combines distance and face-to-face education. For example, teaching classes, teaching labs, exams and special assignments are offered online. While the practice labs are offered in person as well as the external practice. It is important that you read Section 12.04 Distance Education (page 50) carefully to learn about the technological requirements and policies for distance learning.

## 1.00 Overview

### 1.01 Mission

Our mission is to offer study programs related to the food and beverage industry that provide students with the knowledge and skills required in occupations that are in tune with the demand of this industry such as cook, kitchen assistants, pastry, catering, bartender, among others. The student will be able to achieve in a short time, without any impediment other than his own will, the vocational training to obtain a job. To achieve this, we are committed to maintaining a good study environment, adequate facilities, experienced instructors and the necessary teaching equipment.

### 1.02 Philosophy

Our philosophy is based on encouraging students to develop a positive attitude towards life by recognizing the values of work and the skills necessary to achieve a job. Therefore, the purpose for which IVAEM College exists and operates is based on its commitment to train and prepare competitive individuals for the world of work through a curricular offer attuned to the trends of the food preparation and service industry so as to provide the student with the technical knowledge and skills required to compete effectively in the occupation.

### 1.03 Historical Overview

For more than 50 years, IVAEM College has witnessed revolutionary changes in technical education in Puerto Rico. Founded in Caguas in 1969, IVAEM was born as a school specialized in offering training for employment in careers that were in great demand for the '70s. In 1971, the Department of Education conferred IVAEM College its first license to operate as a private school. Educational services were expanded in line with the employment trend. In 1983, IVAEM College is accredited by the Department of Education. During the course of the '90s, changes were made in the facilities, acquisition of new equipment and technology. IVAEM College went on to become a specialized school in Gastronomy offering a variety of programs aimed at this industry. The Accrediting Commission of Career Schools and Colleges conferred accreditation on the Institution in 2000. The following year, the U.S. Department of Education confers Title IV eligibility on the Institution. In 2005 the Institution was recognized as School Distinction of the Year by the ACCSC. Today, IVAEM College is proud to continue to operate as one of the few existing schools specializing in Gastronomy. Our enormous thanks to all the students who were protagonists of our evolution.

### 1.04 Credentials

Authorized by the Puerto Rico Board of Education, License number V 27-12 expires on February 27, 2029. Accredited by the Virginia-based Commission of Career Schools and Colleges, school number 070280 expires on February 19, 2024. The accreditation is currently in the process of renewal.

### 1.05 Facilities, Equipment

IVAEM College, the main building, has two concrete buildings that can accommodate 200 students. The spaces are divided into theory rooms, practice laboratories, library and offices. The capacity of the classrooms fluctuates between 16 and 24 students. The school has a variety of commercial teams for each of the programs. The laboratories have equipment such as stoves, grills, fryers, griddles, ovens, refrigerators, freezers, mixers, tables and sinks, among others. The theory rooms have audio visual infocus equipment, computers and the internet.

### 1.06 Educational Objectives

IVAEM College currently offers its programs of study through a hybrid distance learning format that combines the elements of traditional face-to-face instruction with online instruction. See Section 12.04 Distance Education.

- **Commercial and International Cuisine**

To ensure that the student learns and develops basic skills such as sanitation, measurement systems, waste management, knife handling, culinary vocabulary, food preparation; upon satisfactory completion of the program the student will be qualified to assume and attain positions such as kitchen assistant, line cook, sous chef, executive chef.

- **Pastry**

To ensure that the student learns and develops the basic skills of baking such as sanitation, measurements, use of equipment, preparation of classic and European confectionery, pastry and decoration. Upon completion of the program the student will be qualified to assume and attain positions such as pastry assistant or pastry chef.

- **Bartending**

To ensure that the student learns and develops the basic skills of beverage mixology, learns the proper handling and preparation of alcoholic and non-alcoholic drinks, knowledge of wines, preparation of cold appetizers. Upon completion of the program the student will be qualified to assume and reach positions such as bar back, bartender.

- **Cake Making and Decorating**

To ensure that the student learns and develops basic skills to make different types of cakes. Design and apply different covers and decorative accessories using basic, intermediate and professional techniques. Upon completion of the program the student will be qualified to assume and attain positions such as Cake design and making apprentices, Cake consultant, pastry assistant, professional Cake decorator.

## 2.00 Admissions

### 2.01 Admissions Office

The purpose of the Office of Admissions is to assist the prospective student by providing guidance on the different curricular offerings available at IVAEM College. In this step, you are given information about the requirements, costs, schedules and content of the programs, among others. You can complete the application for admission at any time of the year for January, May, September, or November tuition. For more information, you can contact the Admissions Office directly, from 8:00 am - 5:00 pm Monday – Friday at 787-208-6868.

### 2.02 General Admissions Policy

All applicants to be admitted to IVAEM College must be a graduate of high school or its equivalent (GED) duly authorized by the Puerto Rico Department of Education, as well as meet all the admission requirements established herein. The required admission documents will become the property of the Institution. Documents from non-admitted applicants will be kept on file for one (1) year. Applications for admission that are not accompanied by the required documents are considered attempts. The students must complete all admission documents before signing the Enrollment Agreement, in which case they will have until the last day of late enrollment to do so. Any false information submitted by the applicant will be sufficient reason for the rejection of their application. Students who have been withdrawn due to discipline will not be readmitted under any circumstances; they are considered permanently expelled from the Institution. IVAEM College reserves the right to reject an application for admission from an alumnus who even showed a pattern of indiscipline or misconduct of the school's rules and regulations. There is a \$50.00 Admission Fee / \$25.00 Readmission Fee that will be charged. They are non-refundable three days after the date of payment and cannot be applied for a subsequent period.

### 2.03 New Admission Requirements

- Complete application for admission.
- Submit a diploma or transcript of high school credits or its equivalent (original). In case of being a Diploma you must present the original, a copy will be taken which must be validated by the staff of IVAEM College.
- Submit PVAC-3 immunization certificate, if you are under 21 years of age (original).
- Foreign students must present credentials that authorize them to study in Puerto Rico. Current federal regulations will apply.

### 2.04 Foreign Student Requirements

Comply with the requirements of Section 2.03. Present credentials that authorize you to study in Puerto Rico. The following will be observed: federal regulations in force at the time of admission for foreign students will be observed.

### 2.05 Readmission requirements

- Complete the readmission application.
- Readmission will be subject to the current curriculum, change of courses, schedules, duration and costs.
- Only approved courses at IVAEM College will be validated with a minimum of 70% when you apply for the same program.
- Before submitting the application, the applicant must consult the Registrar's Office to find out on what date the courses in which they wish to enroll are available.
- If the student was withdrawn for not complying with the Satisfactory Academic Progress Policy (SAP), he/she may be admitted under a probationary period of 36 days (60% of the semester) within which he/she will have to achieve the SAP.
- Students who withdraw before 60% of the semester duration will not be issued uniform again.

### 2.06 Homeschooling Student Requirements

Prospective homeschoolers who completed their homeschooling through homeschooling, in addition to meeting the admission requirements of Section 2.03, must comply with the following provisions:

- Be over 18 years old.
- Submit a statement signed by the person who offered you the education certifying that the studies offered are equivalent to those of high school in Puerto Rico.
- Submit a credit transcript with grades obtained that includes the date of completion and the parent's educator signature.
- Attend an interview with the Academic Director.

### 2.07 Admissions Process

The prospective student receives guidance and complete information about the academic offerings, as well as the Institution and is given a tour of the facilities. Complete the application for admission. Submit the required documents. Applications for admission that are not accompanied by all the required admission documents are considered tentative and do not have guaranteed seating until they complete the entire file. Pay the admission fee at the Finance Office. Afterward, you will need to attend an interview at the Retention Office.

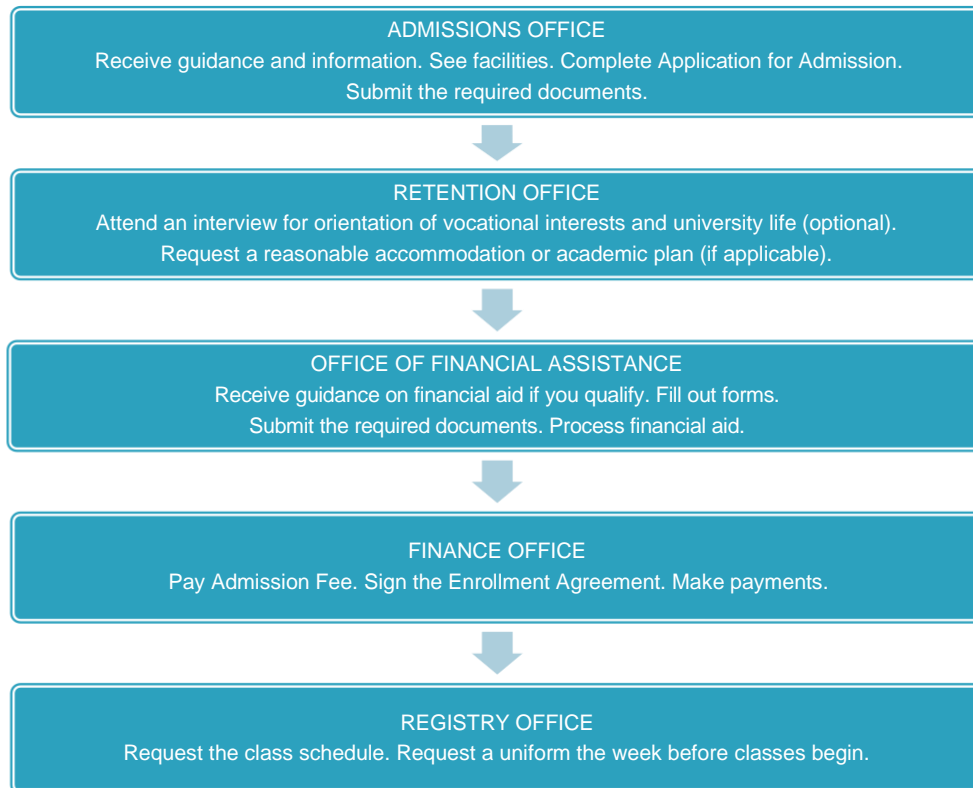
### 2.08 Enrollment Policy

An officially enrolled student is one who has met the admission requirements, completed the enrollment process, and signed the Enrollment Agreement. The act of enrollment by the student signifies that he/she understands, accepts, and agrees to abide by the rules, regulations, and procedures established by the school, state and federal agencies.

### 2.09 Enrollment Process

- Have completed the admission process.
- Have completed the financial assistance process, if applicable.
- Go to the Finance Office to formalize the enrollment by signing the Enrollment Agreement.

- In the case of minors under 18 years of age, the parent or guardian must sign the registration assuming financial responsibility.
- Students whose studies will be subsidized by a government agency must present the authorization of payment.
- Costs not covered by financial aid will be charged in full to the student or parent (if applicable).



### 2.10 Official Registration

It is considered as Official Enrollment when the student has completed the following steps:

- I completed the entire admission process.
- Complete all required admissions and financial aid documents (if applicable).
- Completed the Enrollment Agreement.
- Completed the entire file including the parent's signature (if applicable) on those documents that require it.

Students who have not completed the transcript or signed the Enrollment Agreement will not be issued the uniform as it is considered as a tentative enrollment. You have until the last day of late enrollment to complete documents and sign the Enrollment Agreement.

### 2.11 Formalization of Enrollment

Enrollment is made official at the Finance Office when the student and parents (if applicable) sign the Enrollment Agreement once the student has completed all the steps and documents required by the Admissions Office and the Financial Aid Office. A student who has not completed the documents before the start of classes will not be able to sign the Enrollment Agreement. However, you have until the last day of late enrollment to complete documents and sign the Enrollment Agreement otherwise you cannot start classes in the requested term or semester.

If after signing the Enrollment Agreement, you are considering making a Cancellation of Enrollment, it is important to know the procedure and financial consequences of this decision. See the full policy in Section 6.0 Finance, page 18.



### 3.00 Financial Aid Office

#### 3.01 Financial Aid Office

The primary purpose of the Office of Financial Aid (OAE) is to provide students with economic alternatives that increase the student's ability to defray the costs of their education. We offer guidance to students and parents on the use and management of the funds granted and guarantee the confidentiality of the information, protected by the FERPA Act, better known as the Buckley Act. IVAEM College participates in federal financial aid funding from the U.S. Department of Education (USDE) under Title IV, specifically the Federal Pell Grant. It also has available Institutional Aid, which is funds from the Institution. Learn more about financial aid in the Student Consumer Handbook.

#### 3.02 Federal Pell Grant

The federal Pell Grant is free financial aid for postsecondary students in programs leading to a bachelor's degree, associate degree, certificate, or diploma. This program is used as the basis for receiving other financial aid. Eligibility for this program is determined by using a standard need analysis formula. The maximum Pell Grant amount in the 2024-2025 fiscal year is \$7,395.00. This amount may vary each year in accordance with Title IV reauthorizations of the allocated federal budget. The free federal application known as the FAFSA is provided by the U.S. Department of Education and is available on the <http://www.fafsa.ed.gov> website.

Example of Pell Grant amounts broken down by semester are based on an eligible student who qualified to receive maximum aid with a SAI of -1,500 and 150% scholarship availability (Lifetime Eligibility Used):

If it starts in August 2024		
Semester	Credits	Pell Grant
1	12	\$3,697.50
2	12	\$3,697.50
3	12	\$3,697.50

If it starts in January 2025		
Semester	Credits	Pell Grant
1	12	\$3,697.50
2	12	\$3,697.50
3	12	\$3,697.50

If it starts in May 2025		
Semester	Credits	Pell Grant
1	12	\$3,697.50
2	12	\$3,697.50
3	12	\$3,697.50

The Pell Grant is subject to qualification and eligibility criteria. The amount of Pell Grant will depend on the SAI. You must verify the percentage of Pell Grant available as the maximum is 600%. The student is responsible for renewing the Pell Grant each year.

#### 3.03 Institutional Scholarship

The Institutional Scholarship is subject to the availability of funds. It is financial aid offered by IVAEM College for the purpose of benefiting its students who meet the following eligibility criteria:

- Be eligible to receive the Pell Grant with a SAI of -1,500.
- Have debt with IVAEM College.
- Maintain satisfactory academic progress.

The amount of Institutional Scholarship money will be awarded according to the number of credits per semester:

- 12 credits: \$200.00
- 06 credits: \$100.00

Financial aid will be credited to the students' account in the following order, as applicable:

- Title IV (Pell Grant)
- Administration of Vocational Rehabilitation or other aids
- Institutional Scholarship

No additional Institutional Scholarship will be awarded to the extent that the amounts may seem adjusted based on what the student can, owes or must pay.

Consequences of Withdrawing Before 60% of the Semester Duration: If a student files a Total Withdrawal (WT) or receives an Administrative Withdrawal (WR) before 60% of the semester duration: (1) will lose eligibility to receive an Institutional Scholarship in that semester (2) an adjustment will be made to the student's account thus increasing their debt (3) the funds granted will be returned to the Institutional Scholarship bank account.

#### 3.04 Student Rights

Every student enrolled at IVAEM College has the right to know the Satisfactory Academic Progress Policy and its implications for the financial aid they receive. Likewise, if it deems it necessary, it can review the documents related to the accreditations, permits, licenses and authorizations of the Institution. These are available in the Office of the Chief Academic Officer. Students and parents can also learn more about IVAEM College's policies on <https://www.IVAEMpr.com/divulgaciones>.

#### 3.05 Institutional Refund Policy

The Institutional Refund Policy will be applied to students who attended class. Once the withdrawal is processed, the Finance Office will make the calculation for purposes of reimbursement of the money paid by the student. Students who never attended classes will have the Cancellation Policy applied. A student's withdrawal date is the date of their last present day, based on the instructor's attendance record. If the student stops attending classes, six (6) consecutive days without establishing communication with the Institution will be processed as Administrative Withdrawal (WR).

The refund policy will always be subject to the current regulations of the United States Department of Education (USDE), the Accrediting Commission of Career School and College and the Puerto Rico Licensing Office. The order in which funds are refunded will be as follows:

1. Pell Grant (Title IV)
2. Other aid, example: Vocational Rehabilitation

The student has the right to withdraw at any time and has the right to receive a prorated refund if they attended less than 60% of the semester. The refund amount will be prorated from the first day of classes of the semester (pay period) until the last present day. There will be no refund after attending more than 60% of the semester.

If a student withdraws before 60% of the semester, IVAEM College shall remit a refund to the USDE of any amount of money not earned by the student from Title IV funds within 45 days of the date of withdrawal; Refunds to the student will be made within 14 days. Any student who wishes to officially withdraw must visit the Retention Office and make the official withdrawal at the Registrar's Office. The student has the option of informing the Registrar's Office using reasonable means such as mail, telephone, or email.

To determine the amount that the student owes the Institution for total withdrawal, the Finance Office will make a calculation when one of the following occurs:

- The student officially withdraws from the Registrar's Office or notifies it by reasonable means.
- The Institution terminates the students' enrollment in accordance with the provisions of the contract.
- The Institution processes the student an administrative withdrawal for discipline or failure to meet academic progress.
- The students did not attend classes for six (6) consecutive school days.

### 3.06 Financial Consequences of Unsubscribing

This section is of utmost importance as there are financial consequences for the student with respect to the following:

- Academic Load Adjustment

If during the first two weeks of the semester the student does not appear for one of the courses in which he or she enrolled, the number of credits in his or her tuition will be adjusted so that he or she loses his or her full-time student status. This adjustment could have financial consequences for the student as it affects the amount of financial aid to which he or she was initially estimated or entitled. You should visit the Finance Office to find out how it affects you.

- Partial Cancellations (WP)

If it occurs during the first two weeks of classes from the first day of classes of the payment period (semester), the cost of each course (according to the Enrollment Agreement) will be adjusted by 88% (e.g. C101 = \$990.00 – 88% = \$118.80 amount due). At the end of this period, the Institution will charge 100% of the cost of each course.

- Baja Total (WT)

When a student participating in Title IV (Pell) funds withdraws or drops out of school during the pay period in which they began attending, the amount of funds to which the student is entitled as of the date of withdrawal and the amount not earned will be determined.

1. If the amount of Title IV earned is less than the amount disbursed, the difference between those amounts must be repaid to federal Title IV funds.
2. If the amount disbursed to the student is less than the amount earned, the student is entitled to a late disbursement of the amount of aid he or she did not receive.
3. The calculation of Title IV amounts earned is done in proportion to the days attended within the pay period. After 60% of each pay period, the student has earned 100% of the federal funds for that pay period.
4. Title IV (Pell) funds do not cover 100% of all institutional charges upon student withdrawal.

Please consult the Office of Financial Assistance and the Office of Finance for appropriate guidance based on your case on how this policy may affect you financially.

### 3.07 Payout Frequency

The accreditation of Pell Grant payments to the students' accounts will be made as follows, according to the total credits of each program (e.g. Commercial and International Cooking Program 36 Credits):

- Payment 1 when accumulating 12 credits - e.g. payment period August to December
- Payment 2 when accumulating 24 credits - e.g. payment period January - April
- Payment 3 when accumulating 36 credits - e.g. payment period May - August

In the case of students enrolled part-time, the accumulation of credits varies. However, payments will be made according to the number of credits enrolled in the payment period. See Section 4.15 Academic Load Adjustment.

General provisions:

- "Accumulating" is defined as the number of credits the student has attempted in the semester for which they attended one day or more of each of the classes.
- For those academic sections that exceed from one fiscal year to the next, the payment for the semester that crosses will be made to all students who have accumulated credits in that semester and the payments will be made on the effective date of the Pell Grant corresponding to the fiscal year or following the start of the student's course. The Institution reserves the right to evaluate individual cases to determine which fiscal year it will make payments in accordance with current legislation, including the option to apply the [Year-Round Pell rule](#).

- Checks for surplus Title IV funds will be issued within 14 days of the date the application is received. It is understood that the issuance of all checks will depend on the effective date of the scholarship, the availability of funds, and the student's retention of eligibility. The Institution reserves the right to make advances of the amounts that in due course would be reimbursements.
- Payments to students for financial aid will be made by credit to the account.

**3.08 Credits and Obligations in Subsequent Periods**

The student and the Institution, in the Enrollment Agreement, agree that the credits that arise in the semester as a result of a payment of financial aid awarded will be kept in the student's account to cover obligations in subsequent periods. The student authorizes that this credit be applied to the following semester's charges. The above is established as a measure to ensure that financial aid is applied to the prorated debt that the student acquires. If there is no obligation in subsequent periods, credits will be refunded in accordance with the Refund Policy.

## 4.00 Registrar

### 4.01 Official Academic Record

The Registrar's Office will maintain an academic record for each student. These will be evaluated regularly to determine if you are complying with the SAP and the Attendance Policy. The student who is not complying with the SAP will be recommended for a Probationary Period or Suspension, as the case may be. Those who have problems with absenteeism will have the Attendance Policy and the Withdrawal Policy applied. If you do not comply with SAP, you are subject to the suspension of financial aid; he will be responsible for the debt. The official academic record is protected by the Privacy Act (FERPA). Read the policy section on access to and handling of records in this manual.

All file documentation regarding admissions, financial assistance, registry, and finances is maintained for five years. The student's academic record is kept indefinitely.

### 4.02 Validations

IVAEM College does not validate courses from other institutions, except for courses approved at IVAEM College in those cases that are readmission to complete the program of study in which you are withdrawn. If there were substantial changes in the curriculum, you would have to retake the courses; they would be subject to changes in schedules, duration and costs. Courses between programs are not validated in the case of reclassified students. Work experience is not validated for external practice. If you work in a company whose business nature is directly related to your program of study, you can ask the Placement Office to evaluate it to determine if you are eligible as an internship center.

### 4.03 External Practice

External practice is a requirement of the program. Internship centers are assigned by the Placement Office. Students will only be able to attend internship centers authorized by IVAEM College. Request the list at the Placement Office. Before selecting the internship center, the student should consider factors such as schedules, distance, transportation and logistics, as well as the menu, type of operation and rules of the internship center. After selecting the center, the student will be referred for an interview. Once the student is accepted and begins, no changes of center will be made unless a written justification is submitted which will be subject to the consideration of the Placement Office; In this case, additional evidence may be requested before authorizing the change. However, the students must make up the hours that are affected because of the change. The student has until the third week of classes to begin the practice; after this period, the Registrar will make the student an adjustment of academic load that will result in doing the internship in another semester and paying the corresponding tuition charges. Visit the Finance Office for guidance on how tuition charge adjustment may affect you. The student must comply with the total number of hours required and attend at the scheduled time. You must follow the weekly hours schedule established by the Placement Office and may not work overtime unless authorized by the Placement Office. You cannot do the internship if you have not passed all the courses that precede the internship, except in cases where the student is Partially Withdrawn from a course within the same semester that you are doing the internship or when you are missing only the C109 or R109 course, respectively. Within practice hours, it is authorized to attend on Fridays, Saturdays and Sundays. The Cooking or Pastry programs require a total of 360 hours at the rate of 24 hours per week of supervised practice that must be completed within a period of 15 weeks. The Cake and Bartending programs require a total of 270 hours at the rate of 18 hours per week of supervised practice that must be completed within a period of 15 weeks. Within the internship schedule, the lunch hour to which the student will be entitled is already contemplated. The student is responsible for submitting the weekly practicum attendance sheet to the Placement Office, with his/her signature and that of the supervisor. If you do not deliver it, the Attendance Policy will apply. Students will observe the rules of conduct of the school. A student who is removed from practice for discipline is exposed to disciplinary sanctions including the option of Administrative Withdrawal (WR). It is forbidden to drink alcoholic beverages during practice hours. Students who work at the internship center will not be able to count their work hours as internship hours. It is a requirement to attend with the uniform of IVAEM College.

### 4.04 Credit Transcript

Credit transcripts or information related to the student's academic record are requested from the Registrar's Office, which will address your request pursuant to the provisions of the FERPA Act of 1974, as amended. Transcripts and certificates are issued only at the request and with the authorization of the student or for the official use of the officials of the Institution authorized for such purposes. An official transcript is one that is sent directly to the university or college at the request of the student. An unofficial transcript is one that is given to the student and identified as a copy of the student. Credit transcripts will not be issued to students who have not met the financial commitment agreed to with IVAEM College in the Tuition Agreement or who have outstanding academic matters unclarified. The credit transcript is the student's history and reflects all classes taken by the student: passed, failed, and repeated. Information will not be omitted from this history. At the end of the academic term, the student will receive a free credit transcript with a breakdown of the credits attempted and completed, grades obtained and General Academic Index. Credit transcripts must be requested at the Registrar's Office. The cost is \$10.00 each. If it has debt, it will not be issued. It takes 5 days to process.

### 4.05 Partial Withdrawal (WP)

- The student files it voluntarily to withdraw from a course. You must file it by the ninth week from the beginning of the semester. After the date, the instructor will determine the grade of the course based on the grades obtained until the last present day.
- The Registrar will process a Partial Withdrawal (WP) when a student is absent 4 consecutive days from a course (e.g., missed 4 Mondays from course C101) without presenting evidence to justify the absences or establishing communication with the school.
- You should visit the Financial Assistance Office for guidance if this leave could affect financial aid.
- You should visit the Finance Office to see if partial withdrawal has a financial effect on the student.
- When a student withdraws partially and then goes back to take the course in another academic year, they should be aware that all courses are subject to change, availability, schedule, and costs.

**4.06 Total Withdrawal (WT)**

- He filed it in person or contacted the Institution to be withdrawald.
- The total cancellation is filed at the Registry Office using the Total Cancellation Request form.
- After 60% of the program duration there is no refund.

**4.07 Administrative Withdrawal (WR)**

Causes for applying for an Administrative Withdrawal (Wgra):

- Full-time students who was absent 6 consecutive school days or accumulated 15 absences in the semester (~25%).
- Part-time students who missed 4 consecutive school days or accumulated 8 absences in the semester.
- Less than a part-time student who was absent 4 consecutive school days or accumulated 6 absences in the semester.
- Students do not comply with the Attendance or Satisfactory Academic Progress (SAP) Policy.
- Violations of Institutional Policies or Student Regulations.

**4.08 Unofficial Withdrawal**

IVAEM College, in compliance with federal financial aid regulations, establishes as a policy that a student who does not gets passing approved grades in all courses for a semester, is considered an Unofficial withdrawal unless the institution can document that the student attended classes or participated in some academic activity beyond 60% of the semester. To retain federal, state, and institutional financial aid eligibility, the student must participate in related academic activities beyond 60% of the semester (pay period). When the student attended one or more of their classes or participated in related academic activities beyond 60%, they will be assigned as the withdrawal date on the last day of class attendance, based on the instructor's record. When the student does not attend any of their classes, according to their enrollment, or participate in a related academic activity, they will be processed a Cancellation of Enrollment. A student who withdraws before 60% of the semester and earns at least a minimum grade of 70% during a pay period for which federal funds were disbursed, will be entitled to a prorated Title IV reimbursement calculation to determine how much of the funds he or she earned. The federal money not earned will be calculated with the R2T4 program and returned to the USDE electronically in the G6 System.

**4.09 Leave of absence**

The Institution grants a period of leave to a student when he or she has a situation that prevents him or her from attending the institution for a certain period. The leave may be granted for a minimum period with the aim of allowing the student to resolve the situation and return to his or her studies. The application must be requested by completing the appropriate application and submitting it to the Registrar's Office. The application for Leave of Absence must be submitted in writing to the Registrar's office and includes the reason for the student's request and the anticipated date of return. There must be a reasonable expectation that the student will return from the approved license. The Registrar's Office will evaluate and approve the students' application for an LOA in accordance with the institution's policy. The student will not be academically penalized for these absences or interruptions.

The following are considered reasonable expectations with evidence:

- Accidents and/or medical emergencies / death of a family member
- Military service
- Court date or legal issues

More than one leave of absence may be authorized to a student, but the total number of days granted may not exceed 180 days in a 12-month period. If the student does not return to class when his or her leave ends, the Institution will process an Administrative Withdrawal, in accordance with current federal regulations.

**4.10 Satisfactory Academic Progress (SAP) Policy**

The Higher Education Act of 1965, as amended, requires institutions of higher education to establish and use standards of academic progress that all students must meet in order to qualify for and remain eligible for financial aid from the U.S. Department of Education's Title IV programs. The Satisfactory Academic Progress (SAP) Policy requires the student to always demonstrate academic progress. You must maintain quantitative progress and a minimum general academic index (see table). It is established that the student will have a Maximum Completion Time (TM) to complete their program of study which is calculated by multiplying the duration of the total months of the program by 1.5 and the result will be the total number of months that the student will have to complete the program. A student who does not complete the program within the maximum time may not be readmitted to the same program of study. Legal reference CFR Part 34 Section 668.34 <http://www2.ed.gov/policy/highered/reg/hearulemaking/2009/integrity-qa.html>.

Programs 12 Months / 36 Credits					TM 1.5
	Semester	Semester	Semester	Semester	Semester
Normal Full Time Duration	1	2	3	4	5
Credits Attempted	12	24	36	48	54
Approved Credits	09	18	24	30	36
Minimum Cumulative GPA	65%	65%	70%	70%	70%

Programs 8 Months / 24 Credits			TM 1.5
	Semester	Semester	Semester
Normal Full Time Duration	1	2	3

Credits Attempted	12	24	36
Approved Credits	09	18	24
Minimum Cumulative GPA	65%	70%	70%

#### 4.11 Evaluation Periods

Satisfactory Academic Progress (SAP) will be assessed upon completion of 30%, 60% and 100% of the semester. The official measurement for Title IV purposes will be made at the end of the payment period (100%). To determine the administrative and service staff, the Cumulative General Academic Index for the semester is used. The SAP is calculated considering the quantitative and qualitative elements and the maximum completion time. At the end of each semester the student receives a report on their academic progress. Students who present low academic progress will be intervened by the Academic Director and referred to the Retention Office.

#### 4.12 Notice of Probation or Suspension

The Registrar's Office will notify students who do not comply with the SAP from 60% of the duration of the corresponding semester, Warning Letter for Non-Compliance with the Satisfactory Academic Progress Policy. Once the semester is over, if the student cannot reach the minimum SAP, they will be informed that they are in a Probationary Period for their next semester and that they must comply with the requirements to avoid a period of suspension. During this period, the student may continue to participate in financial support, if he or she qualifies according to the current federal policy. At the end of this period, the SAP will be measured to determine if it complies with the established.

- If you do not comply, you will be sent a notification, Letter of Suspension of Failure to Comply with the Satisfactory Academic Progress Policy, indicating that you are on suspension for the remainder of the program.
- The student loses eligibility for financial aid and will be responsible for paying the balance or debt.
- The student will not be able to apply for readmission to the same program of study.

#### 4.13 Request for Appeal

The student may appeal, Request for Appeal For the SAP, the application must be submitted no later than three school days from the date of notification of the probationary period or suspension. The Appeals Committee, comprised of the Academic Director, the Registrar, and an instructor, will review the case and notify the student of the outcome no later than four school days from the date the application was filed. The Committee may consider mitigating circumstances that the student believes were the cause for not complying with the SAP. To be considered, you must present evidence.

#### 4.14 Maximum Completion Time

The student will have a maximum of time and a half (1.5) to complete the study program. It is established that the student will have a maximum completion time to complete his or her program of study, which is calculated by multiplying the duration of the total program in months by 1.5 and the result will be the total number of months that the student will have to complete the program.

Program	Maximum Completion Time
Commercial and International Cuisine	3 semesters
Pastry	3 semesters
Cake Making and Decorating	2 semesters
Bartending	2 semesters

#### 4.15 Adjustment of Academic Load

If at the beginning of a semester a student enrolled full-time (12 Crs) withdraws (WP) from a class he or she never attended, the number of credits in his or her tuition will be adjusted. Before doing this process, the student should visit the Financial Aid Office and the Finance Office to find out how it affects them in terms of aid and monthly payments to the Institution.

Number of Credits	Percent Pell Grant to Use	Academic Load
15 - 12	100%	Full-Time
11 - 09	75%	Three-Quarters of Time
08 - 06	50%	Halftime
05 - 03	25%	Less than Half-Time

Certificates of study will only be issued as long as the student has attended the first week of classes of the semester. Certifications will not be issued prior to the start date or if the student did not attend during that period.

**4.16 Request for Documents** - The Registrar's Office is where copies of documents related to the student's admission, academic matters such as grades and attendance, certifications and credit transcripts are requested. Any requested documents will take up to three (3) business days to be issued. No original or copy document will be issued to students or alumni who have debt that is 30 days or more past due or overdue payment plan.



**5.00 Academic Regulations**

**5.01 Definition of the Academic Year**

IVAEM College defines its academic year as one of 30 weeks equal to 24 semester-credits. A student enrolled in a regular full-time study program typically takes 3 15-week semesters to complete a 36-credit program and 2 15-week semesters to complete a 24-credit program. The maximum time allowed to complete a program is 1.5 times the normal program length.

**5.02 Definition of the Semester**

The semester is defined as a period of 15 weeks in which classes meet at least once a week. In special circumstances, the Institution may reduce the semester to 14 weeks.

**5.03 Definition of Credit Hour**

According to the U.S. Department of Education's (USDE) definition of academic credit, one hour of classes is equivalent to a 50- to 60-minute instructional period. One credit is equivalent to 30 hours of didactic learning environment; 30 hours of supervised laboratory; 45 hours of supervised external practice. An additional 7.5 hours of outside work are required for every 30 hours of instruction. The credit hour, according to the ACCSC definition, is a conversion of time, which, as defined by the USDE, distributes the academic load into teaching hours, laboratory hours, internships and external work. The definition consists of one semester credit hour equivalent to 45 units that includes the following academic activities: one hour of instructional clock = 2 units; one hour of laboratory clock = 1.5 units; one hour of external practice = 1 unit; One hour of external work = 0.5 unit.

**5.04 Academic Term**

The term academic is IVAEM College's way of defining the academic year to determine term periods (semesters). It is a period of 45 school weeks divided into 4 semesters: August - November, November - February, February - May, May - August. For the purposes of financial assistance, the year is known as the Award Year, which runs from June to July.

**5.05 Cancellation of Courses or Sections**

IVAEM College reserves the right to remove or cancel a course when it does not meet the minimum tuition fee. Any student who may be affected by the application of this policy will be notified of the next steps. Any amount of money paid for tuition will be refunded to both the student and federal financial aid agencies and programs.

**5.06 Support Policy**

Regular attendance at classes is compulsory. Absences, even if they are excused, count towards calculating the maximum allowed. The Registrar will process Administrative Withdrawal (WR) when a full-time student is absent six (6) consecutive school days or when he or she accumulates 15 absences (~25%) in the semester. Part-time students, will be when four are absent (4) consecutive school days or accumulate eight (8) absences in the semester. The Registrar will process a Partial Withdrawal (WP) when a student is absent four (4) consecutive days in the same course. On a daily basis, each Instructor will take the student's attendance through the Register in which he or she will mark present (P), absent (A) or late (T). Three (3) tardies are equal to one absence. Students who are more than 15 minutes out of the classroom without justification can be changed to a tardy period.

**5.07 Consecutive Absences**

When a student is absent for two (2) consecutive days, the instructor must refer him or her to the Retention Office and Registrar's Office. The instructor will attempt to contact the student by phone. The Registrar's Office will send communication by mail or email, if the student does not respond or does not appear, it will proceed in accordance with the Attendance Policy. A student who has been absent six (6) consecutive days and who has communicated with the Registrar has the right to join classes no later than the sixth day of absence. You will need to visit the Retention Office before showing up to class. Students with two (2) consecutive absences must report to the Registrar's Office prior to reporting to class.

**5.08 Tardiness**

A delay of 15 minutes after the morning start time or after the recess is considered. When an Instructor for justified reasons dispatches his students early, he will give a job to make up the affected time.

**5.09 Class Schedule**

All students must be in their respective classrooms during class hours. Those who do not observe this rule will be exposed to academic and disciplinary sanctions. Any student who is outside the classroom or outside the Institution's building during class hours will be under their own responsibility, understanding that IVAEM College will not assume any responsibility for any claim that they or their family members make for incidents or accidents that occur during class hours; Likewise, when a student leaves the school building during the recess period, he or she does so at his or her own risk. If an Instructor does not arrive on time for their class, the student will wait one hour at the Institution before leaving. Class schedules and break periods are subject to change, as well as reduced hours when special circumstances such as natural disasters or emergency declarations require it (including distance classes with reduced hours).

Entrance to Classes	Recess begins	Break ends	Exit
08:00 am	10:00 am	11:00 am	02:00 pm

05:00 pm	N/A	N/A	10:00 pm
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### 5.10 Student Assessment

At IVAEM College students are assessed through attendance, out-of-class work, written exams, labs and externship. The final grades of the classes will be computed according to the grades that the instructors have registered. When the student is absent for a justified reason from an exam or laboratory, he or she must present evidence to the instructor who will determine how the student would make up the exam. The calculation of the average to evaluate the SAP will count the grades not recorded for absences based on 0 (F) as long as they are not removed by replacement.

### 5.11 Notes on "Out-of-Class" Papers

"Out-of-Class" hours are defined as a period of external hours of work related to the class. For every 30 hours of class there will be 7.5 hours equivalent to work outside class for courses that require it. For a 90-hour course, the work is equivalent to 22.5 hours. It is established as a requirement that courses with "Out-of-Class" hours the student completes an assigned work within the required term. The work must be submitted no later than the 12th week of the semester. The student must submit the work no later than the 12th week. The work will be evaluated according to the evaluation criteria of the rubric and the grading system. The project is mandatory for all students. If the required projects are not submitted, the student will have Incomplete in their grade report.

### 5.12 Exam Notes

In each semester, three (3) exams will be offered for each course. The decision to make up exams due to absence rests with the Instructor. The student may only make up exams when his/her absence from said exam has been justified before the Instructor with evidence. The make-up date will be determined by the Instructor no later than the last week of the semester.

### 5.13 Laboratory Note

The grade of each laboratory is awarded according to the criteria of the evaluation sheet and the grading system. If a student misses a laboratory, it will be the Instructor who decides whether to grade him with F or if he will make up it, this taking into consideration the reasons or evidence presented for the absence. In any case, it will be the student's responsibility to bring the materials when the Instructor grants a replacement laboratory. The replacement has to be before the last week of the semester.

### 5.14 Notes Report

The final grade of each course will be the sum total of the grades of attendance, exams, projects, laboratory and external practice, according to each course. The Instructor will inform the student of the partial grades obtained from exams, "Out-of-Class" work and laboratories. At the end of each semester, the student will receive the Academic Progress Report. You must pass each course with a 70% minimum. External practice involves more than one evaluation; it must be approved with a minimum of 70%.

### 5.15 Incomplete

When there is a reason justified by evidence why the student was unable to take the final exams, the Instructor may award an Incomplete. The student will have until the first week of classes of the following semester to remove the Incomplete. If it is not removed within this period, the Incomplete becomes F. A course with F will need to be repeated again in the semester that is available. The use of financial aid, such as the Pell Grant, will be subject to current federal regulations. If you are not covered for non-compliance with the Academic Progress Policy, the student will be responsible for paying for courses in which you have failed.

### 5.16 Grading System

The grades awarded to students are based on a scale that fluctuates from one hundred (100) to zero (0) corresponding to the letters A, B, C, D, F, which is interpreted in the following table:

Qualification	Equivalent	Percent	Scale 4.00	Honor Points
A	Excellent	90 - 100	3.50 - 4.00	4
B	Well	80 - 89	2.50 - 3.49	3
C	Regular	70 - 79	1.70 - 2.49	2
D	Deficient	60 - 69	1.00 - 1.69	1
F	Failure	00 - 59	00.0 - 0.99	0

### 5.17 Claiming Grades

Once the Instructor delivers the grades to the Registrar, they cannot be changed, except to remove an Incomplete or when there is an error. The student has 4 school days after the end of each semester to make claims. If there is an error in the final grade of a course. If you have any doubts, you must go to the Instructor, who will show you the reasons for the grade. If the error is confirmed, the Instructor will proceed to inform the Registry Office, which will proceed to change the grade in the file. The change will be reflected in the credit transcript. If the conversation with the Instructor does not result in a change of grade and the student maintains his allegation, the student may request a review of his case from the Academic Director.

### 5.18 Course Repetition

A student who earns an F grade in a course may repeat it using financial aid (e.g., Pell), subject to current federal regulation. After a second attempt, he will not be able to use the financial aid. Continuation in the program would be subject to the Maximum Time of Completion policy (see section 4.16), Satisfactory Academic Progress (SAP) policy and could end in Administrative Withdrawal (WR). The student who has partially withdrawn from a course on or before the ninth week



of classes may repeat it in the next semester in which it is offered subject to the current curriculum. You will be able to participate in financial aid which will be subject to approval according to the state or federal policy in force for that year. If the aid is not approved, the student will have to assume the costs. A student with partial withdrawal may use a Pell Grant (subject to approval) for a next attempt until the Maximum Completion Time is exceeded.

#### **5.19 Replacement of Tests and Laboratories**

Students who are absent are responsible for obtaining the teaching material covered in class. In case of absence from the laboratories, the student must coordinate with their Instructor the date to make the replacement. The Institution does not provide materials for the replacement of laboratories.

#### **5.20 General Academic Index**

The General Academic Index (GPA) is the cumulative average of all courses taken. This average is obtained by adding the values (percentages) obtained in each course. The result of this sum is divided by the total grades (grades) awarded. It is determined by computing the grades of all credits attempted in the semester. This Index is used to determine Satisfactory Academic Progress. The numerical format of the GPA will always be two decimal places, i.e. 00% and is rounded as shown in the following examples: 93.65 = 94% and 87.15 = 87%.

#### **5.21 Institutional Policy on the Use of Social Security Numbers**

IVAEM College, in compliance with Law 186 of September 1, 2006, which prohibits the use of the social security number as a method of routine identification in public and private educational institutions, from elementary to graduate level, has created this policy with the purpose of guaranteeing students confidentiality in the use of the social security number in the Institution. The Social Security number will not be displayed on documents exposed to the public such as student identification cards, enrollment lists, directories, student report cards, transcripts of studies, graduation, Instructor registration and credit transcripts among others. The student's Social Security number will be used confidentially by student-serving offices such as Admissions, Placements, Finance, Financial Aid, Registrar, Retention, and Administrative Offices.

#### **5.22 Graduation Requirements**

To be considered a candidate for graduation you must meet the following requirements: (1) Have completed all the courses and practicum of the program. (2) To have obtained a minimum General Academic Index of 70%. (3) Have complied with applicable academic regulations and have nothing incomplete in the Registrar's Office. A student with debt can parade in the graduation ceremonies. However, the Institution will retain the Graduation Certificate until the student pays off the debt. The cost of the graduation fee is \$100.00.

#### **5.23 Graduation, Certificate**

The protocol acts are held every year and only those students who have been certified as candidates for graduation can participate. IVAEM College presents the academic excellence award to the highest average of the year; high honor corresponds to those who obtained an academic index greater than 95%; honor for those who reached 90 to 95 percent. The institution reserves the right to hold graduation ceremonies or any other related activity. IVAEM College confers the degree of Certificate in the following programs:

- Commercial and International Cuisine
- Pastry
- Bartending
- Cake Making and Decorating

The Certificate is the document given to the student who has satisfactorily completed a post-secondary vocational education program. The program may require up to 16 months of study. The Certificate is usually recognizable for the exercise of an occupation. Once the student receives the original Certificate, no duplicates will be issued under any circumstances. Alternatively, you may request a copy (\$1.50), graduation certification (\$1.50), or credit transcript (\$10.00).

#### **5.24 Change of Address**

The student must provide their correct and current mailing address in the admissions process. Subsequently, any change of address must be reported to the Registrar's Office. If this information is not kept up to date, the Institution will not be responsible for the notifications sent to the student. Any official or other notice mailed to a student's address, as it appears in his or her record, will be considered sufficient notice.

## 6.00 Finance

### 6.01 Finance Office

This is the office in charge of maintaining student accounts. Tuition charges and fees are established and collected, payment plans are requested, waivers are granted for final exams and externship, the Enrollment Agreement is signed, refunds are given, and payments are made for other charges incurred, as well as claims.

### 6.02 Financial Commitment

It is established that each student signs a Enrollment Agreement before starting. If you are under 18 years of age, the parent or guardian will sign and will be responsible for the debt, except in cases that the Financial Aid Office declares independent. In case of non-compliance with the Enrollment Agreement, IVAEM may cancel enrollment, not process readmission, not process official documents, as well as withhold the Graduation Certificate and final grades. If the student withdraws after 60% of the duration of the payment period (semester) it will be the responsibility of the student or parents to pay the full balance of the total set out in the study contract. If a student or parent fails to process financial aid, it will be the responsibility of the student or parent to pay the overdue tuition costs, as well as any other balance that arises as a result of not having financial aid. Even IVAEM College can terminate a study contract or cancel a student's enrollment for non-payment. Students participating in Vocational Rehabilitation Administration (ARV) funds must submit service authorization each semester. Costs not covered by Pell or ARV will be the responsibility of the student or their parents.

### 6.03 Fundamentals

The intent of the contract cancellation and refund policy is to ensure that each applicant or student has fair and equitable refund conditions. Students and parents must read it on all pages before signing the Enrollment Agreement, as well as the various policies found in the Consumer Student Handbook.

### 6.04 Fees and Charges

Odds   Miscellaneous	Cost
Admission fee. Non-refundable after three days from the date of payment.	\$50.00
Readmission fee. Non-refundable after three days from the date of payment.	\$25.00
Graduation Fee	\$100.00
Cost per credit for all courses and practice.	\$350.00
Cancellation of enrollment before the start of classes.	\$100.00
Cancellation of enrollment after the start of classes.	\$150.00
Total or administrative leave (WR) / (WT)	\$100.00
Certification or copy of a document in the file.	\$1.50
ID card (replacement).	\$5.00
Credit transcript	\$10.00

### 6.05 Cost of Study Programs

Program	Credits	Cost*
International & Commercial Cuisine	36	\$12,600.00
Pastry	36	\$12,600.00
Bartending	24	\$8,400.00
Cake Confection and Decorating	24	\$8,400.00

\*Tuition fee includes one (1) uniform; It does not include textbooks, shoes or tools.

### 6.06 Cost of Textbooks

Program	Book	Cost*	Supplier
International & Commercial Cuisine	Professional Cooking 9th Edition	\$120.95	Wiley
Pastry	Professional Baking 8th Edition	\$120.95	Wiley
Bartending	The Bar and Beverage Book 5th Edition	\$111.95	Wiley
Cake Confection and Decorating	Cake Decorating 2nd Edition	\$65.00	Wiley

\*Costs are subject to change, excluding tax and shipping charges.

### 6.07 Vocational Rehabilitation Administration (ARV)

IVAEM College accepts ARV participants. All students must sign the Enrollment Agreement with IVAEM College regardless of whether they are an ARV participant. The student or his or her parents, if under the age of 18, will be liable for the debt in the event that ARV fails to pay any difference not covered by the financial aid or the contract entered into with the agency, including if the student defaults on the employment commitment, as well as any balance due arising as a result of changes in the grants, tuition adjustments, course repetition, payment for uniform, tools, and book or amendments to the ARV contract including omission, denial of payment by the agency, or lack of funds. In any case, IVAEM College reserves the right not to deliver the final credit transcript or graduation certificate until ARV or the student pays the debt or balance. Participants in this program should be very attentive to follow up on the documents required by the school since it is not the responsibility of IVAEM College to make these arrangements. IVAEM College encourages ARV counselors to contact the Institution to follow up on the performance of their participants.

### 6.08 Institutional Refund Policy

The Institutional Refund Policy will be applied for students who attended class. Once the withdrawal is processed, the Finance Office will make the calculation for purposes of reimbursement of the money paid by the student. Students who never attended classes will have the Cancellation Policy applied. A student's withdrawal date is the date of their last present day, based on the Instructor's attendance record. If the student stops attending classes, six (6) consecutive days without establishing communication with the Institution will be processed as Administrative Withdrawal (WR).

The refund policy will always be subject to the regulations in force of the United States Department of Education (USDE), the Accrediting Commission of Career Schools and Colleges, and the Board of Postsecondary Institutions (JIP). The order in which the funds are reimbursed will be as follows: Pell Grant (Title IV), State Financial Aid Programs.

The student has the right to withdraw at any time and has the right to receive a prorated refund if they have completed 60% or less of the program. The refund amount will be prorated from the first day of classes of the semester (pay period) until the last present day. There will be no refund, after attending more than 60% of the semester. The admission fee is non-refundable. If a student withdraws before 60%, IVAEM College shall remit a refund to the USDE of any amount of money not earned by the student from Title IV funds within 45 days of the date of withdrawal; Refunds to the student will be made within 14 days. Any student who wishes to officially withdraw must visit the Retention Office and make the official withdrawal at the Registrar's Office. The student has the option of informing the Registrar's Office using a reasonable means such as mail, telephone, fax, or email. To determine the amount that the student owes the Institution for total withdrawal, the Finance Office will make a calculation when one of the following occurs:

- The student officially withdraws from the Registrar's Office or notifies it by a reasonable means.
- The Institution terminates the student's enrollment in accordance with the provisions of the contract.
- The Institution processes the student an administrative withdrawal due to discipline or not complying with academic progress. The student did not attend classes for six (6) consecutive school days.

### 6.09 Title IV Refund Policy

Title IV refunds are made in accordance with USDE's own rules:

- The date of the last day of attendance will be determined using the Instructor's attendance record.
- These are made within 45 days of the date the institution determines the student's termination or withdrawal.
- The reimbursement calculation to determine the portion of financial aid (e.g., Pell Grant) to which the student is not entitled is done electronically through USDE's COD (R2T4). This refund is made directly to the USDE electronically through the Collections Office.
- If the Title IV amount earned is less than the amount disbursed, the difference between such amounts must be repaid to federal Title IV funds in the order established by USDE.
- The calculation of Title IV amounts earned is done in proportion to the days attended within the pay period.
- After 60% of each pay period, the student has earned 100% of the federal funds for that pay period.
- The Registrar's Office has 14 days to determine the cancellations. The Institution will govern its reimbursement policy in accordance with the federal regulations in force at the time the credit occurs.

### 6.10 Student Refund Policy

The admission fee is non-refundable after 3 days from the date of payment. The date for calculating the amount of money to be refunded to the student will be the last day the student attended classes. If the student does not attend classes, 100% of the payment made will be refunded minus the admission fee and the corresponding administrative charge.

If a credit balance arises when crediting the funds of aid allocated to the student's account, IVAEM College will credit this balance to the future debt of subsequent periods, as agreed by both parties in the Enrollment Agreement. If there are no subsequent periods at the time of the credit balance or the withdrawal of the student, IVAEM College will proceed to issue a check in favor of the student for the amount reflected in the credit balance within a term not exceeding fourteen (14) days. After 60% of the duration of the payment period (semester) there will be no refund for withdrawal or expulsion.

### 6.11 Enrollment Agreement

All students enrolled at IVAEM College must sign an Enrollment Agreement and agree to abide by each of the clauses set forth in the document summarized below (please request a copy of the Enrollment Agreement before signing). **Causes for an Administrative Leave (WR).** The school may withdraw a student for disciplinary reasons or for failure to comply with the regulations, rules, and policies set forth in the General Catalog, the Consumer Student Handbook, the Enrollment Agreement, or other published official document containing institutional policies.

**Withdrawing After Attending Classes.** The refund policy will be applied per semester. All monies owed to the applicant will be refunded within 14 days from the date of cancellation, the withdrawal of the filing or a credit will be reflected in their account. Title IV (Pell Grant) repayment will be made within 45 days directly to USDE. If the leave occurs before 60% of the duration of the program, you will be charged only for the time assisted calculated with the R2T4 system. After 60% of the length of the pay period (semester) there will be no refund for withdrawal or expulsion and the student, parent or guardian will be responsible for the debt. See the Refund Policy in Section 6.06 - 6.09.

**Enrollment:** The enrollment process is done only once by signing the Enrollment Agreement in which the period of each semester, courses and schedule are detailed. A program of classes will be given in each semester.

**Cancellation of Courses or Sections:** The Institution reserves the right as it deems appropriate to cancel, delete or change courses, as well as postpone the start date of the programs. In case there is no quorum, the student will receive a refund of all monies paid including the admission fee. In case of postponement, you will be notified of alternate dates.

**Academic Load:** The academic load for a full-time enrolled student is 12 credits per semester. A student may enroll with less than 12 credits after being guided by the Financial Aid Office on how aid might be affected (12 credits – full-time; 9 to 11 credits – three-quarters of time; 6 to 8 credits – part-time; less than 6 credits – less than half-time). The student will assume any economic difference that arises as a result of changes or adjustments to the regular academic load.

**Admission or Readmission Fee:** The admission fee is not refundable under any circumstances or conditions after 3 days from the date of the payment receipt. Unless the course is cancelled by the school.

**Incomplete and Repetition of Failed Courses:** If the student is absent from a final exam, he/she may make up the final exam by presenting a medical certificate. The student has until the first week of the following semester to remove an Incomplete (I). After that date you will have to repeat the course. If the student fails in one or more courses, he/she may repeat them by paying the current credit cost. You will not be able to apply for financial aid to repeat courses in which you have failed. A student who scores incomplete in a semester due to failure to take the final exams due to evidentiary absence will have until the first week of the following semester to make up or have an administrative leave (WR) processed. Repeating failed or partially dropped courses using Pell Grant is subject to USDE approval and policy.

**Financial Aid:** At the time the student signs this contract, all financial aid stipulated herein is considered estimated until it is disbursed and credited to the student's account. All financial aid amounts are subject to eligibility, changes and availability of funds if there are cuts in the amounts or changes in student/parent financial information or changes in academic load. The student, and their parents when they are under 18 years of age, will always be responsible for the debt that is not covered by financial aid. The student must comply with the Satisfactory Academic Progress Policy (SAP) in order to maintain financial aid according to federal and state regulations for each aid awarded. A student who violates the policy is subject to probation or suspension of eligibility. Partial Cancellations (WP) affect the SAP.

**Financial Aid Eligibility:** The student must comply with the Satisfactory Academic Progress (PAS) Policy in order to maintain financial aid according to the federal and state regulations of each aid awarded. A student who violates the policy is subject to probation or suspension of eligibility. It is the student's responsibility to renew their Pell Grant for subsequent semesters.

**Pell Grant Availability:** The student or parent will be responsible for submitting the documents required to process the Pell Grant prior to the start of classes. Any amount agreed upon in the Enrollment Agreement will not be available if the above is not complied with; therefore, the student or parent will be responsible for the total cost or balance that remains outstanding due to the student's failure to process their Pell Grant. If the student at the time of enrollment at IVAEM College had already used part of the Pell Grant at another institution, he or she will be responsible for the payment or balance.

**Pell Grant Renewal:** The student who is using federal financial aid has the responsibility to renew each year between March and May his Pell Grant to continue to defray part of the costs of studies in future semesters. A student who does not renew the Pell Grant is responsible for the cost of the semesters in which he or she does not have a Pell. You will need to pay for the semester in advance or request a payment plan.

**Vocational Rehabilitation Administration (ARV):** Students who receive these funds must submit the Authorization of Services form or contract for payment of tuition. The student or parent will be responsible for payment in the event ARV fails to pay the debt agreed to in the Tuition Agreement or any difference arising from a lower payment or changes in financial aid amounts.

**Laboratory Materials:** These are those required to make the prescriptions already programmed by the Institution. These are provided on a limited basis for practice labs. The laboratories are done in groups and individually depending on the recipe. There are demonstration-only laboratories. When a student is absent, it will be his responsibility to bring the materials for the replacement of laboratories, subject to approval.

**Uniform, Book, Tools:** The use of the uniform is mandatory while inside the Institution. The uniform (1) is given one week before the start of school if you have a complete record. If the student withdraws in the first semester they will be charged \$65.00 for the cost of the uniform. Readmission students will not receive a uniform if the readmission occurs in the same academic year. Textbooks, tools, and shoes are not included. You must request the listing at the Admissions Office.

**Parking:** IVAEM College has parking facilities. The student must park at his/her own risk in public or private places in the vicinity of the school. IVAEM College is not responsible for damage, theft, accidents or losses that may occur to the vehicle or property during class hours.

**Payment Plan, Payment Methods, Arrears Balances:** Payments are made at the Finance Office by cash, check, money order, ATH card, VISA, Master Card, Discovery, PayPal or ATH Móvil. Whenever you make a payment, demand and verify your receipt. The student, parent or guardian is responsible for paying the agreed monthly payment on the 1st of each month or paying, according to page 1 of the Enrollment Agreement. IVAEM College reserves the right to terminate a student for non-compliance with monthly payments, as well as deny certain services until the student is brought into good standing. No type of certificate of studies or copies of documents will be issued to active students with arrears or graduates and withdrawals with overdue debts.

**School Accident Insurance:** School accident insurance will cover the student in the event of accidents that occur within the school and/or in activities outside the school that are being supervised by the Institution including external practice. School insurance is not a health plan. This works as a secondary plan after the primary medical plan that the student has. In the event that the student does not have a medical plan, the school insurance would function as the primary plan. Deductible expenses or in cases where the student does not have a plan, the insurance company will reimburse (if applicable) directly the student or the hospital, as the case may be. The student must request reimbursement from the insurance company.

**Externship, Graduation, Placements:** Externship is a graduation requirement. You cannot practice if you have debt (except if you have a payment plan), pending courses, courses with partial withdrawals that have not been made up and approved, courses in F or Incomplete. The student is responsible for attending his/her internship at the established time. The student may not accept or drink alcoholic beverages in the practice area or adjacent establishments, without exceptions. If you do it after hours, either because you are of the required age, it will be under your own responsibility and you will not be able to have the uniform of IVAEM College. IVAEM College does not guarantee the student any job offer once they finish their studies. However, IVAEM offers job search assistance to its graduates. The student will receive a graduation certificate and an official transcript of credits once they graduate and meet financial commitments to IVAEM College.

**Payment Plan Agreement:** In agreement with IVAEM College, the student agrees to pay the estimated balance established in PART V, as well as any other portion of the cost of their studies that is not covered by financial aid (e.g., Pell Grant). To use Title IV funds, the student must complete and submit all required documents from the Admissions and Financial Aid Offices, as well as renew Pell Grants on a case-by-case basis. The balance requested as a payment plan is estimated. It is subject to change if the financial aid is not approved or if additional aid is awarded. If a cancellation is declared, the balance may increase to return the portion of financial assistance not used in accordance with the federal return policy. This policy is explained in the Consumer Handbook or you can contact the Financial Assistance office for more details. The student will have the obligation to pay the balance. The estimated balance is subject to monthly payments in the amount set forth in PART V. The student, parent or guardian will have from the 1st to the 30th of each month to make the payment set in accordance with the monthly payments that have been agreed upon and beginning on the date established in PART V of this contract. The student will not receive his/her Graduation Certificate or Credit Transcript until his/her financial commitments to the Institution are settled. IVAEM College reserves the right to suspend the student from the study program if he/she does not meet his/her payment commitment, i.e. the balance not covered by the financial aid. If this payment plan is not met, the Institution will send the balance due to an external collection agency and the related expenses will be covered in full by the student.

**Refund, Withdrawals, and Financial Commitment Policy After Attending Classes:** The Refund Policy will be applied on a semester basis. Any monies owed to the applicant will be refunded within 14 days from the date of cancellation, cancellation or credit to their account. Title IV (Pell Grant) refunds will be made within 45 days directly to USDE. If the withdrawal occurs before 60% of the duration of the program, it will be charged only for the time assisted computed with the R2T4 system. After 60% of the length of the pay period (semester) there will be no refund for withdrawal or expulsion and the student, parent or guardian will be responsible for the debt.

**Balance in Credits To be applied in obligations in subsequent periods:** The student and the Institution, in the Enrollment Agreement, agree that the credits that arise in the semester as a result of a payment of financial aid awarded will be kept in the student's account to cover obligations in subsequent periods. The student authorizes IVAEM College to have this credit applied to the invoices of future charges for the following semesters (if applicable). The student may choose not to have the credit balance withheld and refunded within 14 days of the credit date, in accordance with institutional policy. The above is established as a measure to ensure that financial aid is applied to the prorated debt that the student acquires. If there is no obligation in subsequent periods, credits will be refunded in accordance with the Refund Policy. This policy includes that the student may advance payments when they wish to apply to subsequent periods for which the student will have debt, as detailed in PART III of the Enrollment Agreement.

**Copy of Document, Certifications, Transcripts:** The institution will not process a document request or copy when a student has an outstanding balance in the Finance Office. The duplicate Graduation Certificate has a cost of \$25.00. Copies of documents \$1.00 per document. Certifications \$1.50 each. Credit Transcripts \$10.00 each. All document requests must be made by the student at the Registrar's Office.

**Students Enrolled Without Financial Aid:** Students who do not qualify for financial aid and who pay 100% of the tuition costs out of their own pocket must be current on their payments to continue or move on to their next semester. If they have arrears, they have until the first week of the semester to bring their account up to date. After this period, an Administrative Cancellation (WR) will be processed.

**Financial Consequences of Withdrawing:** (1) Adjustment of Academic Load - If at the beginning of the semester a student enrolled full-time (12 Crs) does not show up for a class he or she never attended, the number of credits in his or her tuition will be adjusted and he or she loses his or her full-time student status. This adjustment has financial consequences for the student because it affects the amount of financial aid to which he or she was originally entitled. (2) WP Partial Withdrawals - For the first few weeks from the first day of classes of each semester, you will have the cost of the course adjusted by 88%. At the end of this period, the Institution will charge 100% of the cost of the course. (3) WT Total Withdrawal - When a student participating in Title IV (Pell) funds withdraws or drops out of school during the pay period in which they began attending, the amount of funds to which the student is entitled as of the date of withdrawal and the amount not earned will be determined: (a) If the amount of Title



IV earned is less than the amount disbursed, the difference between those amounts must be repaid to federal Title IV funds. (b) If the amount disbursed to the student is less than the amount earned, the student is entitled to a late disbursement of the amount of aid not received. (c) The calculation of Title IV amounts earned is made in proportion to the days attended within the pay period. After 60% of each pay period, the student has earned 100% of the federal funds for that pay period. (d) Title IV (Pell) funds do not cover 100% of all institutional positions upon student withdrawal. Please consult the Office of Financial Assistance and the Office of Finance for appropriate guidance based on your case on how this policy may affect you financially. The withdrawal has a charge of \$150.00.

**General Provisions:** If the student completes his/her studies without having paid the balance or debt, the Institution will retain the final grades and graduation certificate until the debt is settled. No copy of documents, certifications or others will be given while the debt exists. The institution, after a collection process through the Finance Office, may choose to proceed judicially to the collection of the debt, being able to initiate a money collection procedure. In case of referring to an attorney the collection of the obligation by demanding the collection of money, the student or parents will be obligated to pay the fees imposed by the Court. Enrollment may be canceled if at the beginning of classes or at the end of the conditional enrollment period the student must have admission or financial aid documents. The student has 15 days to submit any outstanding documents. After the 15 days have expired, the Institution has full power to cancel the enrollment for non-compliance with the policies. The student, parent, or guardian is responsible for paying for any tuition costs that are not covered by financial aid or by the agency that referred the student. The student is responsible for meeting all financial aid eligibility requirements. If you fail to comply, you will have to pay the billed charges. Pell financial aid students who will continue to study after July 1 of each year are responsible for submitting the required documents to the Financial Aid Office by May 30 of each year for the Pell Grant renewal process. Since in the third semester the financial aid is estimated, once the new scholarship goes into effect by July 1st, if there is a difference between the estimated and the approved, the student is responsible for paying for the uncovered charges for the financial aid for that new fiscal year or period. The Pell Grant for the following fiscal year may be subject to change as it is based on an estimate of current income. The granting of financial aid will be subject to compliance with state or federal regulations. Any change in your financial condition would affect your eligibility for financial aid from one tax year to the next. The student or parent is/is responsible for paying tuition or balance costs when using the maximum of 600% Pell Grant (LEU). If the student is under 18 years of age, the student's parent or guardian will sign the registration and will be financially responsible if the student defaults on the payment of the debt. The student and the Institution acknowledge that the Enrollment Agreement constitutes the entire agreement between them. The student agrees that except as appears herein, no additional representations about the service or implied or express warranty have been made by him. No alteration, amendment, or limitations to the Enrollment Agreement shall have effect or force unless in writing and duly signed by the student, parent, or guardian and by the institution's Finance Officer. Time is of the essence in this contract. The failure or delay by the institution to make use of any of the rights granted in this contract shall not constitute and shall not be construed as a waiver by IVAEM College of any rights it may have under this agreement. If the signature of the parent or guardian appears, all the agreements and obligations contained herein shall be considered for all purposes as joint and several obligations of each of the signatories. Any reference to the student, parent, purchaser, or consumer should be understood as including all signatories. The Institution reserves the right to cancel courses or sections that do not meet the required enrollment. The Institution may close courses, transfer, merge, or consolidate student groups when a course or section is left with fewer than five students or when there are no instructors available. By signing this document, the student understands and accepts that if they do not attend in full uniform, they will be denied entry to the classrooms and will not be able to remain inside the school. In the same way, the student understands that when he leaves the institution during class hours or recesses, he does so at his own risk. When you participate in outdoor activities organized by the institution in which you use your own transportation, you do so at your own risk. The provisions of the Enrollment Agreement will apply for each of the semesters. The student will receive a schedule of classes for each semester according to the dates set forth in the Enrollment Agreement, Part III. To graduate, the student must have completed all required courses with a minimum overall rate of 70%.

**Equal Opportunities:** IVAEM College, in compliance with the Institutional Policy on Equal Opportunities, extends services, educational opportunities and employment to any person who meets the applicable requirements, establishing that rights will not be denied or discriminated against on the basis of birth, race or origin, age, color, sex or sexual orientation, social and economic status, political ideas, religious beliefs, or impediments.

**Certification:** The student certifies that prior to signing the Enrollment Agreement he/she received guidance on admission requirements, program of study, schedules, costs, financial assistance and where to access the IVAEM College website to obtain information about institutional disclosures including employment and graduation rates, as well as download recent publications from the General Catalog, Student Consumer Handbook, Fire Safety and Prevention Handbook and the Drug and Alcohol Abuse Prevention Handbook.

**Consent:** By signing the Enrollment Agreement you agree that IVAEM College staff will communicate with you via email, telephone or text message regarding any official business of the institution, including matters regarding your tuition, offering you additional services, regarding billing, payment of arrears or collection of balances due. I understand that this consent is voluntary and is not a requirement for enrollment at IVAEM College, and that I may revoke this consent at any time by contacting the Finance Office.

### Emergency Plan Announcement

IVAEM has an emergency plan that has been duly certified by state agencies, and it is available in the director's office.

## 7.00 Student Services

### 7.01 Practice and Placements Office

IVAEM does not guarantee employment to its students or graduates. This service is offered by the Placement Office and aims to assist students who are about to graduate and graduates in their job search. The Institution considers self-employment to be duly evidenced as a placement. If you have any questions about the services of this department, you should contact the Placement Office from 8:00 am - 5:00 pm Monday through Thursday by calling 787-208-6868.

### 7.02 Financial Aid Office

This office offers comprehensive guidance to the applicant or students on financial aid programs available to help defray the costs of their studies. Available grants are Federal Pell Grant (FAFSA), Supplemental Aid, and Scholarship Program, both from the Council on Higher Education (subject to availability of funds). The Institution has deferred payment plans available through the Finance office. If you have any questions about the services of this department, you should contact the Financial Aid Director 8:00 am - 5:00 pm Monday through Thursday by calling 787-208-6868.

### 7.03 Registrar's Office

The Registrar's Office safeguards students' academic records. It records in these all the information and documents related to attendance, academic progress, grades, withdrawals and evaluation reports. A confidential transcript is maintained for each student in accordance with the federal Family Educational Rights and Privacy Act of 1974. Only the student, their parents, or officially authorized persons may have access to the records. The release of information will be issued with the student's authorization. In this office you can request the program of classes, credits transcript and certifications of studies. In academic terms, this is the office that will guide you and provide follow-up related to satisfactory academic progress, partial or total withdrawals, class repetitions, transfers, deadline to graduate and readmission among others. Documents that are part of the admission requirements are not returned, in any case a copy could be issued. No document will be issued when the student owes a debt to the institution. All documents that are part of the file are kept in custody for five (5) years from the last day as an active student, except for the official transcript of credits which is kept on file indefinitely. If you have any questions about the services of this department, you should contact the Registrar's Office from 8:00 am - 5:00 pm Monday - Thursday by calling 787-208-6868.

### 7.04 Retention Office

IVAEM College has a Retention Office to provide services to students. In this office you can receive orientation in relation to the rights and duties you have as a student. It can even serve as a liaison with any other government or private services office. The Retention Office will be part of the school safety plan, prevention of bullying or bullying, as well as prevention of drug and alcohol use. It also organizes motivational workshops for students. If you have any questions about the services of this department, you should contact the Retention Office from 8:00 a.m. – 5:00 p.m. Monday through Friday by calling 787-208-6868.

### 7.05 Finance Office

This office offers students various services related to their account, such as statements, certifications, reports, payment plans, and extensions. If you have any questions about the services of this department, you should contact the Finance Office from 8:00 am - 5:00 pm Monday through Thursday by calling 787-208-6868.

### 7.06 Library (CRA)

IVAEM has an inventory of books, manuals, magazines, catalogs and didactic material related to the programs and to which the student has access. We also have an audio-visual system (television, DVD, projector). Packages are not allowed to enter the library. Books and magazines are not allowed to be taken out of the Library, with no exceptions. Computers are strictly for educational purposes. The use of these to access social networks, obscene material or carry out personal transactions is not allowed. If you have any questions about the services of this department, you should contact the Chief Academic Officer at 787-208-6868.

### 7.07 Office of Academic Affairs

Services related to academic and teaching matters are offered by the Academic Coordinator. In this office, the student can present their questions, concerns or complaints and be heard. This office provides academic accommodation for eligible students who have documented disabilities and coordinates with the Office of Retention and Faculty. Academic support services include areas such as student academic progress, design of academic plans, academic appeals, and seeking and coordinating efforts to provide alternatives to individual student needs. Provides assistance to students in achieving academic success, coordinates any care or support required by the student, as well as academic guidance with the Retention Officer. To contact the Academic Coordinator call 787-208-6868 from 8:00 am - 5:00 pm Monday through Friday.

## 8.00 Student Regulations

### 8.01 Discipline Policy

IVAEM College has established the following as its Discipline Policy. It applies to all students enrolled in this institution and will tend to promote and maintain order in the institution, inform and warn the student of the consequences of their actions, as well as their responsibility, duty, conduct and respect for the student, teaching and administrative community of IVAEM College, as well as its visitors. The reputation of the Institution and the academic-student community depends to a large extent on the conduct and academic performance of its students. Students enrolled at IVAEM College shall conduct themselves in a mature, dignified and honorable manner. Students while enrolled at IVAEM College are subject to the jurisdiction of the Institution.

The student and parents must understand that the right to admission is not an absolute right and that the student is admitted to this Institution under specific conditions and will remain an active student as long as he observes the Student Regulations at all times.

IVAEM College reserves the right to take disciplinary action, including as a first option applying an Administrative Withdrawal for discipline, against any student(s) whose conduct in the opinion of the Director of the Institution, threatens the best interest of the academic processes, teaching or the peace of the Institution.

In this context, the term "student" is used to refer to a currently enrolled student, a group of students, a prospective student, or a group of potential students. The term Institution is used to refer to IVAEM College.

### 8.02 Causes for Disciplinary Administrative Leave (WR)

The student must understand that he or she is in an institution of order, therefore he or she cannot act outside of these regulations. You should follow the channels to report any incident that in the slightest puts your peace or safety at risk within the school. If you feel threatened, intimidated, humiliated or provoked, contact the Academic Director immediately. The power of the disciplinary system to judge offenses described herein shall rest exclusively with the administration of the school. The following acts, but not limited to, by the student result in an Administrative Disciplinary Withdrawal (WR) at the discretion of the Institution:

- Violations of the dress code, specifically in the use of the uniform within the facilities of the Institution, such as, for example, not having it complete, wearing a cap, glasses, chains and jewelry in excess, piercing, use of tennis shoes, loafers, crops, school shoes or others not recommended, use of jeans or leggings. It is also considered a violation when the student attends with the uniform incomplete or outside the required model or color including the use of sweatshirts over the uniform.
- Violations of the rules of the Discipline Policy that the institution has established and that they have been published and informed to the student including this document or through the internet, manuals, tabloid of expression or guidelines.
- Dishonesty in relation to academic work in both theory and laboratory classes.
- Alteration or falsification of grades, academic records or other official documents.
- Interrupting or disturbing the tasks in the classrooms or regular work of the institution or the celebration of duly authorized acts, this previous rule is also applicable when the acts are carried out outside the institution.
- Disturbance of the peace within the campus either in the classroom, offices, library, corridors or facilities, or outside the institution when acting on behalf of the institution, or on behalf of its students or in official activities of the institution.
- The publication or dissemination inside or outside the institution of defamatory, libelous, obscene or defamatory material that affects or threatens the image of the Institution, its students or staff, including publications on social networks of an immoral, unethical and defamatory nature.
- Misuse of audio-visual equipment, computers, copiers, or printers to view or print pornographic material, promote acts of moral turpitude or violence, or violate copyright or peer-to-peer file laws.
- To assume without prior written authorization from the administration the representation of the institution, its student organizations or any other organization recognized by the institution.
- Vandalism or causing malicious damage to property, tools or equipment belonging to the institution including when this occurs as a result of sleight of hand or pranks.
- The possession, sale, distribution or consumption of drugs or alcoholic beverages within the facilities or grounds of the institution. This includes when the student attends classes under the influence of illicit drugs or alcohol. The smell of breath from alcoholic beverages or marijuana is considered to be the cause.
- Introducing or carrying knives or firearms or making use of their course utensils (e.g., knives) to intimidate, threaten or attack any person within the facilities, grounds or premises of the institution. In case the student belongs, for example, to the police, he or she must go to the Academic Director.
- Verbal confrontations such as insults, offensive or derogatory language, profanity, inciting violence, actions with the purpose of intimidating, harassing or provoking with the aim of creating a confrontation, humiliating, harassing and/or threatening when any of these are committed against a student or employee of the Institution either inside or on the premises of the facilities or when participating in, or celebrating, some act of the school.
- When a student provokes another student and the student responds with physical aggression, both the provoker and the aggressor will be withdrawn by discipline no matter what difference there is between the level of provocation versus the aggression response. Every student is warned that profanity, pushing or other hostility will be considered as provocations and the full weight of the regulations will be applied.
- Fights between students or against any person inside or on the premises of the institution, as well as in outdoor activities held by the institution or when the physical or verbal aggression is towards an employee of the institution. Any student involved in the fight will be withdrawn for discipline.



- When a student brings outsiders (family/friends/relatives) to school to provoke confrontations or aggression against students or employees on or on school grounds.
- Sexual harassment in any form or offenses of a sexual nature, as well as moral turpitude and immoral conduct.
- Remove from the campus any property of the institution without due authorization; any authorization to this effect must be obtained in writing from the administration of the Institution.
- Being caught or having evidence that you have stolen property from the Institution.
- The use or introduction into the institution of stolen material such as equipment, tools, or other property.
- Smoking inside the buildings or grounds of the Institution is prohibited.
- Exhibitions or conduct of a dishonest nature within or on the premises of the institution or in nearby areas where such exposure affects the image of the institution. Dishonest exposures will be all those that the Institution deems appropriate.
- Painting, drawing or graffiti on the walls or properties of the Institution, as well as damaging walls, doors, bathrooms, desks, equipment, internal or external signage, i.e. vandalism.
- Damaging security equipment or activating it, vandalism to security signage, inspection checkbooks, wiring or operational panels including telephones (Administrative Leave plus paying damages).
- Any other violation not included herein that threatens the peace, the operation of classes or administrative operations or conduct that in the opinion of the directors threatens the best interests of the Institution.

### 8.03 Disciplinary Sanctions

IVAEM College reserves the right to take disciplinary action, including as a first option applying an Administrative Withdrawal for discipline, against any student(s) whose conduct in the opinion of the Director of the Institution, threatens the best interest of the academic processes, teaching or the peace of the Institution. Any violation of the Discipline Policy or Classroom and Laboratory Standards will be subject to one or more of the following disciplinary sanctions at the discretion of the Institution:

- Written reprimand.
- Suspension of all classes for a definite period of time. If after the suspension period, the student commits another violation of the regulations, an Administrative Withdrawal will be carried out.
- Reparation for payment of property damage or theft; Payment will be at current cost. This may be accompanied by suspension for a defined time. In addition to the cost, a fine of between \$250.00 - \$500.00 per student will be imposed.
- Administrative leave due to discipline that entails the future denial of reinstatement.

### 8.04 Classroom and Laboratory Standards

The power to suspend the student from their classes rests exclusively with the Academic Director. The Instructor will immediately refer the student to the Academic Director, who after interviewing the student and examining the facts, will determine if there are grounds for a suspension of classes. A student with three (3) referrals for discipline or violations of classroom rules may be suspended for a minimum of three (3) days and no more than five (5) days of class without the right to makeup. Any class suspension must be notified immediately to the Administrator. When the Academic Director is not present, the case will be referred to the Retention Office or the Administrative Director. After a suspension, a subsequent foul leads to disciplinary withdrawal. The following are violations of classroom and laboratory rules:

- All students while inside the school must wear their full uniform and visible student identification (ID) at all times. Sweatshirts are not allowed over the uniform. The use of sunglasses, chains, piercings or caps is prohibited.
- The use of cell phones and headphones in classrooms is prohibited unless justified for academic or reasonable accommodation reasons. If it is to access the e-book, you must inform the Instructor. Cell phones cannot be answered inside the room or laboratory, it must be in silent mode. If you need to answer a call or message due to an emergency, notify the Instructor that you will leave the room for this purpose without it becoming a habit since you will be interrupting the work of the class.
- It is forbidden without exceptions to bring companions or children to the rooms or laboratory. They will also not be able to leave them in the corridors or library.
- Physical, verbal or defiant behavior against a student or Instructor, theft or alteration of documents, vandalism or damage to teaching or security facilities or equipment carries disciplinary leave.
- It is forbidden to make expressions using profanity, inflammatory or defamatory comments that denigrate the work and integrity of a student, Instructor or employee within the classroom or study areas of IVAEM College.
- If the student carries out actions or patterns of behavior in the classroom that are detrimental to the teaching process and that affect the peace and harmony of the class, a three-day suspension may be applied.
- The instructor who observes or has evidence of a student committing one of the acts described above must immediately refer the student to the Academic Director accompanied by a detailed report.
- Any student who is continuously leaving the classroom during class hours without justification to loiter in the hallways, make interruptions in other classrooms, cut hours of class (e.g., not entering theory class) or leave the Institution.
- For all programs of study including Bartending students are required to leave their labs tidy and clean each day they are used. The basic tasks consist of cleaning their work tables, tools, utensils, pots, glassware, equipment, sweeping and mopping floors, sinks, racks, stoves, refrigerators and freezers. It is important that all students are involved in the basic cleaning of the laboratory to keep it in optimal condition. If for medical reasons a student cannot do cleaning tasks, he or she must present evidence to the Academic Director.

**8.05 Administrative Hearings and Procedures**

- Matters related to the Discipline Policy will be addressed by the Academic Director.
- In cases involving the sanction of suspension, the student against whom a complaint is filed will be notified of the charges against him/her, with the details of the rule allegedly violated and the facts that give rise to the charges.
- The student will be summoned on the same day of the events (or the next day if necessary) before the Academic Director to be confronted, if exculpatory evidence is presented, the charges are dismissed, if the suspension or withdrawal for discipline (WR) is not immediately proceeded with which will be effective the same day.
- Every student will have the right to an administrative hearing which must be requested in writing no later than 48 hours after being notified of the sanction; the hearing will be presided over by the Academic Director and the Retention Officer and an Instructor will be present.
- As far as legal or technical representation is concerned, the institution reserves the right to have these during the hearing; the student will have an equal opportunity to bring his or her own representation; however, he must inform 48 hours in advance, on the date of the hearing, the names and purpose of the representation.
- IVAEM College will keep records of hearings (recording), the student will be able to testify, present evidence and cross-examine the prosecution witnesses; Any evidence referred to that is not presented at the hearing will not be taken into consideration.
- The purpose of the administrative hearing is to determine in a fair and impartial manner the alleged violation of the established rules and an adequate opportunity for clarification; During administrative hearings, the institution reserves the right, at its discretion, to summon all parties involved in the case.
- The Academic Director must render her decision no later than ten (10) working days after having considered the case or after the hearings have ended, notifying the student of the result within that same period.
- A student who is penalized with a sanction less than suspension will be notified of the infraction with which he is accused so that he has the opportunity to clarify and defend himself.
- In all cases in which disciplinary action is taken, it shall immediately notify the Administrative Director.

**8.06 Complaints**

IVAEM College has established a simple procedure for dealing with complaints. If the complaint is related to academics, the student must contact their Instructor and talk to them about the matter. If it is related to any service, the student must establish communication with the official corresponding to the specific area related to the matter. If after the steps described above the student believes that their claim or complaint was not addressed, they must visit the Director's office to make their complaint in writing. The result or action of the same will be informed within five school days of class. Complaints are filed in writing with the Academic Director. The student will summon the student to meet and after evaluating the complaint, will inform the student of the result within 10 days.

**8.07 Procedure for Submitting Complaints to the Accrediting Agency**

Institutions accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student feels that the school has not properly addressed a complaint or grievance, the student may consider notifying the Accrediting Commission. A copy of the Commission Complaint form which is used to submit complaints to the Commission is available from the Institution and can be obtained from the Office of the Chief Academic Officer: All complaints considered by the Commission must be in writing in the appropriate form with the complainant's approval that a copy of the complaint be sent to the school for response; the complainant shall be informed of the status of the complaint, as well as the final resolution of the Commission. Please direct your complaints to: Accrediting Commission of Career School and Colleges / Complaint Office / 2101 Wilson Boulevard, Suite 302 / Arlington VA 22201.

**8.08 Visitors**

Law 30 of 1972 establishes in summary that any person outside or outside the institution may not enter or remain within the grounds, buildings and facilities of the school without authorization. IVAEM College establishes that any person who is not an active student, teaching, non-teaching or administrative staff is a person outside this institution. This policy seeks to safeguard the safety and integrity of the student community, as well as that of the teaching and administrative staff who work here. This policy seeks to establish a fair control that does not lead to interruptions to classes or regular school work. The presence of visitors is limited to the administrative area. For access to any other area, you must be accompanied by a representative of the institution. Students will not be able to receive visitors in the classrooms or laboratories or have companions in the hallways in general. Bringing children to classrooms or laboratories is allowed, their presence is limited to the administrative area in the company of an adult for their safety. Visitors will not be able to leave messages or articles with students during class hours. The Institution is not responsible for the omission or forgetfulness of any employee who did not inform or deliver a message or belonging to a student left by a visitor or family member. If a family member needs to contact a student due to an emergency, they must request it in the Office of the Academic Director.

**8.09 Articles and Belongings**

IVAEM College is not responsible for loss, theft, or damage to student items/property that occur within classrooms, labs, library, or building areas. Each student is responsible for looking after their belongings at all times. No student belongings will be stored at school, with no exceptions.

**8.10 School accident insurance**

School accident insurance will cover the student in the event of accidents occurring within the school or in activities outside the school that are being supervised by IVAEM College including externship. School insurance is not a health plan, it functions as a secondary plan after the student's (primary) medical plan. In the event that the

If a student does not have a medical plan, school insurance would function as the primary plan. Deductible expenses (if applicable) or in cases where the student does not have a plan, the insurance company will reimburse (if applicable) directly the student or the hospital, as the case may be. The student must request reimbursement (if applicable) from the insurance company.

### 8.11 Dress Code

The complete use of the uniform every day of class is a fundamental part of the training. Therefore, it is mandatory that all students attend their theory, laboratory and practice classes with the complete and impeccable uniform, as established for each program. This rule is part of the Discipline Policy, non-compliance will lead to the Institution applying in any order, written warnings, suspension or dismissal due to discipline. The uniform cannot be modified. Students who do not have their full uniform will not be allowed in the classrooms and will count as an absence. The use of the uniform within the Institution is mandatory at all times. For security reasons, the use of caps, glasses and sweatshirts over the uniform is prohibited within the Institution. It is forbidden to attend with tennis shoes, crops, school shoes or loafers. No piercing or excess jewelry allowed. In laboratories, the use of caps or scarves is prohibited. Students with beards must wear a mask covering that covers the entire beard, but without a face covering. Shorts and shirts are not allowed to enter the Institution's facilities. No excuses are given for incomplete uniform.

- **International & Commercial Cuisine**

White chef coat long sleeve with IVAEM logo, black pants, white bistro type short apron, black fabric hat and black safety shoe.

- **Pastry**

White chef coat long sleeve with IVAEM logo, black pants, white bistro type short apron, white fabric hat and black safety shoe.

- **Cake Confection and Decoration**

White chef coat long sleeve with IVAEM logo, black pants, white bistro type short apron, white fabric hat and black safety shoe.

- **Bartending**

Black long-sleeved shirt, black pants and black casual shoes.

As a student in a program related to the food or beverage industry, it is important to know certain basic hygiene rules when handling food. Food poisoning is a health problem that can cause serious illness and even death. Food poisoning can seriously damage a company's reputation and affect the jobs of many workers. Therefore, IVAEM College sets the following hygiene standards for all programs:

- Each student is required to bring three clean towels to clean their area and dry their hands (lab).
- The student's hair must be tidy, groomed and clean. All of the student's hair must be tucked under the hat or pulled back wearing a black braid, tail, or snood under their hat
- The mustaches, beards and sideburns should be clean, short or well trimmed. Male students should shave or trim their beards before a lab session.
- Personal hygiene should be maintained, including, but not limited to, clean hands and fingernails.
- Chewing gum is not allowed in class.
- Upon entering the lab, students are required to wash their hands in the sink. This includes on your return from the bathroom, a cut (you must wear a glove), or after touching your face or hair.
- Finger rings, piercings, bracelets, screens, or dangling jewelry outside the uniform that could come loose and fall into food are not allowed in the laboratory.
- In laboratories, excessive makeup, the use of perfume or cologne, long, false or painted nails are totally prohibited.

### 8.12 Library Use Rules

The use of the library is for the priority use of students in activities that are related to their studies. The use of computers is exclusively for educational purposes, if necessary due to demand, use will be limited to half an hour per student. Any violation of the Library's Rules of Use will apply any of the penalties in Section 8.03.

- For copies or prints you must pay in advance at \$0.10 per copy for each black and white side.
- You cannot store personal information on computers.
- Chatting, playing, accessing or downloading violent or pornographic material is not allowed.
- No social media pages will be opened.
- It is forbidden to install programs or download applications, as well as to change system settings.
- You must sign the attendance sheet. Make as quiet as possible.
- Do not eat or drink.
- Consult before using any unauthorized equipment or resource.
- Do not use cell phones at any time.
- Put books, chairs, and materials in their place.
- Material from books should not be photocopied.
- No books will be checked out of the library, no exceptions.
- No personal items will be stored.
- IVAEM College is not responsible for items and belongings left unsupervised and vandalized or stolen so each student is responsible for their books, tools, packages, computers, cell phones or valuables.
- Students who are not properly uniformed are not allowed. It is not allowed to consume food and/or drinks in the library.

If you notice any problems, please consult the library manager. Our purpose is to provide you with a good service, so make good use of your right to use these facilities in an orderly manner.

### 8.13 Student Code of Ethics

This Code establishes how the student must conduct himself within the premises of IVAEM College. This Code promotes fundamental values such as morality, honesty, responsibility, equality, tolerance, loyalty, and solidarity with all those who make up the university community, including students, instructors, employees, and the general public. Ethics aims to formulate rules of conduct, to implement norms to which acts must be adjusted; these must be assumed by the student, so that they allow him to act prudently. A student's ethical sense must be based on what his conscience dictates and the rectitude of his conduct. An ethical student sees his actions reflected in the development of his education. Students at IVAEM College agree to be:

- **Responsible**

Act with commitment, maturity, responsibility and punctuality in the courses and in all the events in which they participate academically and socially. Maintain a work rhythm that does not divert you from your work, being constant and without faltering in the proposed objectives.

- **Respectful**

To be sensible in forming judgments, to be prudent in the way of expressing oneself towards others, having tact to speak and act. To take care of the integrity and honor of the people who make up the student and teaching community, to respect the institution, its facilities, materials and equipment. Not to carry out discriminatory actions of any kind, whether of a racial, political or religious nature. The use of cell phones and music players during class hours is prohibited.

- **Ordered**

Any person, while working directly in the handling or preparation of food and beverages, must adopt the established hygienic practices and protection measures. Food and beverages other than those used in the laboratory area are not allowed. Smoking in general is totally prohibited throughout the Institution. In addition, the complete use of the uniform at all times within the academic campus.

- **Solidarity**

Collaborate with those who need it, through selfless actions for the benefit of others with objectives and projects of common interest, directing their classmates to achieve the common benefit and managing the group towards the fulfillment of goals. Work collectively and show camaraderie above all to reach the common goal.

- **Tolerant**

Accept others as they are, with their defects and qualities; respect their personal integrity and opinions, even if they are different from their own, understanding that diversity enriches a society.

- **Honest**

Not to copy from unauthorized sources, not to plagiarize, reproduce or falsify, not to lie, or appropriate in any way any type of information, document or work. The academic training they receive must be used in the search for new knowledge aimed at personal and professional development.

- **Loyal**

To be firm and collaborate with the Institution and its authorities in case of requiring their intervention to clarify any investigation in favor of the good student and academic body of the institution.

- **Fair**

Seek and accept balance and truth in the personal decisions of others; to accept the distribution of duties and rights among the members of the institution; respect the established regulatory order; not to carry out political-partisan or religious propaganda activities within the premises of the institution.

## 9.00 General Policies

### 9.01 Title IX Civil Rights Policy on Equal Opportunity

IVAEM College, in compliance with the Institutional Policy on Equal Opportunities, extends services, educational opportunities and employment to any person who meets the applicable requirements, establishing that rights will not be denied or discriminated against on the basis of birth, race or origin, age, color, sex or sexual orientation, social or economic status, political ideas, religious beliefs or impairments. **Disability Discrimination** | The Americans with Disabilities Act of 2008 (Amendments Act), effective January 1, 2009, amends the Americans with Disabilities Act of 1990 (ADA) includes an amendment pursuant to the Rehabilitation Act of 1973 that affects the meaning of the term disability in Section 504 of the Rehabilitation Act (Section 504). The Amendments Act retains the definition of disability under Section 504 and the ADA, but emphasizes that the definition should be interpreted broadly. Among other things, the amendments to the Act mandate that the effects of enhancing mitigation measures (except ordinary eyeglasses or contact lenses) shall not be considered in determining whether an individual has a disability; expands the scope of "life activities" by providing a non-exhaustive list of general activities and a non-exhaustive list of major bodily functions; clarifies that an impairment that is episodic or in remission is a disability if it would substantially limit a major life activity when active; and clarifies the meaning of "deemed to be" having a disability, including that individuals "deemed to be" having a disability are not entitled to reasonable accommodation or reasonable modification (source: USDE). **Discrimination on the Basis of Sex** | [Title IX of the Education Amendments of 1972](#) (amending the Higher Education Act of 1965) is a federal gender equity law that prohibits discrimination on the basis of sex in educational programs and activities that receive federal funds. Sexual harassment, which includes sexual violence and other forms of non-consensual sexual misconduct, is a form of sex discrimination and is prohibited by law. Title IX states: "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal assistance..." ([20 U.S.C. Section 1681 Amendments of 1972](#)). IVAEM College is committed to providing a teaching environment that is free from sex discrimination. Therefore, if you or someone else who is part of the IVAEM College academic and student community has been discriminated against on the basis of sex or if you have questions about Title IX, please contact the Retention Office, Title IX Coordinator at 787-743-5327 ext. 28. The Title IX Coordinator is the person appointed by IVAEM College to oversee Title IX compliance efforts. **Discrimination on the Basis of Race and National Origin** | Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance. All federal agencies that provide grants are required to provide assistance to enforce Title VI regulation. The U.S. Department of Education awards financial aid scholarships to schools and colleges and other entities, including vocational rehabilitation programs. The Title VI regulation describes conduct that violates Title VI. Examples of discrimination covered by Title VI include racial harassment, school segregation, and denial of language services to students from national minority backgrounds who are limited in their English. The U.S. Department of Education's Title VI regulation is enforced by the Office of the Department for Civil Rights and is found in the Code of Federal Regulations at 34 CFR 100.

### 9.02 Right to Know Safety Act

Law 101-542 known as the "Student Right to Know and Campus Security Act", establishes that IVAEM College must collect data, disclose and keep informed to the Student Community, annually, about the criminal incidents that occur in the school. It is important that we are all aware of possible risks and work together to reduce them. IVAEM College's Right-to-Know Campus Policy states that the Institution is responsible for ensuring maximum safety for its students and employees. Students and employees must report any acts involving theft, rape, or any other criminal matter that happens on campus or in its related areas. The Policy also states that federal government regulations must be complied with, requiring an annual report to be submitted on the matter.

### 9.03 Policy on Alcohol, Tobacco, and Controlled Substance-Free Study Centers

In compliance with the Drug Free Workplace Act (34 CFR 85), the Drug Free Schools and Campuses Regulations (34 CFR 86) and Law 40 of 1983, this policy is established. IVAEM College is committed to maintaining an environment free of alcohol, tobacco, and controlled substances by prohibiting its students, instructors, and employees from manufacturing, consuming, distributing, possessing, and selling alcoholic beverages and controlled substances on school grounds (Law No. 4 of June 23, 1971 and Public Law No. 101-2 of December 26, 1989) including classrooms, offices and any area owned by the school. Associates and faculty members are not permitted to attend their work under the influence of alcohol or drugs on or off the grounds of the Institution. It is prohibited to smoke tobacco products in enclosed lounges and offices or in any other area not designated for smoking. Recognizing that prevention is critical, IVAEM College has information and/or guidance available to our students, instructors, and staff upon request. Anyone affected by drug or alcohol addiction problems who they feel needs help can seek help from the Withholding Office, which will guide them to the appropriate agencies. A student who presents this situation may be accepted into their classes if they present evidence that they are attending a supervised program. Any student who is caught using, possessing or selling controlled substances or alcoholic beverages will proceed to the elimination of all financial aid, notify the law enforcement authorities until definitive expulsion from the school. The institution will respect the privacy of any affected person who requests help and will keep the case strictly confidential.

### 9.04 Electronic Resource Use Policy | Law 267-2000 | Peer-to-Peer File Sharing & Copyright Material

IVAEM College has electronic resources to meet the educational needs of students and instructors, as well as controls to ensure that the use of these resources is safe and responsible. IVAEM College's wired and wireless communication networks have applications and/or settings to restrict access to places with specific content, in



compliance with Law No. 267 of 2000 known as the Law for the Protection of Children and Young People in the Use and Management of the Internet Network.

Resources are available in the Library and classrooms. There is free broadband internet service. Some internet services will not be provided for financial, technological or security reasons. The school protects your system and computer from viruses. However, users of any publicly accessible system or equipment should be aware of the potential transmission of computer viruses. The school will not be responsible for computer viruses that are transmitted to users' computers. The Library is responsible only for information related to its services. We assume no responsibility for the content or accuracy of information found on the Internet or other computer systems. The institution provides filtered access to the internet to adhere to the requirements set forth in the Children's Internet Protection Act. The institution uses a filtering programming tool that restricts access to websites that fall into the categories of "sex" and "adult content." Because the filtering tool is inherently imperfect, we cannot guarantee that all content on the internet will always be properly filtered. Parents or guardians of minors are responsible for the safety and activities of minors in the use of library resources. Information for parents about internet safety can be found on the website: <http://www.fbi.gov/stats-services/publications/parent-guide>. The wireless network services for students of any age provides only filtered access to the internet. Due to technical limitations, the wireless network filter cannot be removed. During the year, a schedule of tutorial sessions will be set on how to use the electronic resources of the library and the internet. The Resource Center protects the privacy of the use of borrowed and used files. Students who use library computers for their personal use are advised that the privacy of personal information and email is not guaranteed. Users should avoid disclosing personal information such as their address, phone numbers, and credit card numbers on unknown sites on the Internet. Resource center equipment may only be used by students and instructors for educational purposes, not for recreational purposes. By using the school's equipment and electronic infrastructure, customer users signify their agreement to comply with the standards of conduct provided by the school. Examples of unacceptable use, but not limited to, obstructing damage to, or unauthorized modification of, equipment or information belonging to the resource center or other users (is a violation), breaking or controlling unauthorized electronic communication, copying copyrighted material without authorization or illegally, is a violation of U.S. law (US Code, Title 17), unauthorized use of computer accounts, access codes, network identification numbers assigned to others, or any activity, is in violation. (Telecommunication Fraud), violation of computer software license agreements, violation of the privacy of other users. The librarian or administrator may interrupt activity or block access to sites that interfere with the operation of the computer system that conflict with authorized use of resources, equipment, or violation of local, state, or federal laws. Irresponsible use of the school's electronic resources may result in relinquishing privileges to use the resource center and classrooms as well as legal consequences. Procedures: Resource room and classroom staff will report to the Academic Director when a student or user accesses a web portal inappropriately or that has been blocked or unblocked inappropriately through the internet filter. Only the assigned staff of the institution or its director will make all decisions regarding the classification of such individuals. If a staff member observes an adult accessing a sexually explicit site in the presence of minors, the staff member will ask them to close the site. If the user complies with the staff's request, the staff will be able to continue using the computer. If you refuse to close the site, she will refer you to the principal. An incident report will be made. If a staff member observes a student who is looking at sexually explicit material, the resource room staff will ask the student for their name and address and verify if they are minors. It will ask you to close the site and complete an incident report. Inform the student that the report will be kept on file. If you refuse to comply, the Board of Appeal Disciplinary Officer will escort you to the Director's office. If additional incidents occur, parents will be notified and resource room or classroom privileges may be suspended. **Guidelines:** Appeal room staff will be alert to improper use of electronic resources in the institution and will respond when informed of any violation of this policy. School staff will use their own judgment regarding the use of resources, knowing that the principle of electronic resources is offered to support the institution's business, and its mission of education, research, and service. For applicable laws visit the website: (1) Federal Copyright Law: <http://www.copyright.gov/title17>. (2) Federal Wire Fraud Law: <http://www.hg.org/wire-fraud-law.html#1> (3) Federal Computer Fraud and Abuse Law: <http://www.fas.org/sgp/crs/misc/97-1025.pdf> (4) Pyramids or Chain Emails Letters. **Sanctions:** Therefore, the violation of the rules of behavior described in the Student Regulations and the consequent sanctions will be applied if the expressions, illustrations, comments published by any of our students through any means of cyber communication are contrary to these rules, including those initiated, created or published off-campus. These expressions include those directed at any member of our school community. It also includes expressions that constitute cyberbullying. False expressions published through the Internet in any form that violate the dignity of any student, instructor or employee, whether made inside or outside the school grounds, may lead to sanctions in accordance with the Student Regulations. The sanction may be applied to the student who created it and to the one who published it. The publication of photos or text messages on cell phones or other similar devices, which violate the dignity of any member of our school community, whether made inside or outside the institutional premises, may lead to sanctions in accordance with the Student Regulations. The sanction may be applied to the student who created it and to the one who published it. Our students and their parents or lawful guardians are advised that false defamatory speech against any citizen may result in the person harmed by such speech being able to bring criminal and civil legal action. This, without prejudice to the determination of the administration on the status of the student in the Institution. **E-mail:** Under no circumstances may students send messages addressed to faculty or administrative staff e-mails that contain material that may be considered offensive, defamatory, defamatory, of a sexual nature, as well as personal matters or other material that is not strictly related to the class. **Web:** It is forbidden to use the websites or social networks to post offensive, defamatory, defamatory, sexual material, personal matters or to make attacks (Cyber harassment) on other users. Improper use of the institution's computers, sites, pages, or accounts may result in the student's expulsion. Depending on the circumstances of each case, the institution may remove the student(s) from the school grounds. Each case will be evaluated on its own merits. Among the factors to be considered are the following: the intensity of the harassment, the means used by the harasser towards the harassed, where the harassment takes place, what the harassment consists of, etc. The investigation will include interviews with students, teachers, any member of the school community, or anyone who may have knowledge of the facts that are being investigated. The institution will endeavour to resolve the complaint promptly. If the harassment is confirmed, the student(s)

(s) may receive one or more of the following sanctions: definite suspension, imposition of a probation of conduct for the term that the school deems prudent, cancellation of their enrollment for the following semester or withdrawal due to discipline (WR).

### 9.05 Rights Under the Ferpa Law

The Family Educational Rights and Privacy Act (FERPA) (34 CFR 99.7) guarantees certain rights to the student in relation to his or her educational record. These rights are:

- The student has the right to inspect and review the academic record within 45 days in which the Educational Institution receives the request for access to them. The student will submit to the registrar a written request identifying the records or documents they wish to inspect. The registrar will arrange for the inspection and inform the student when and where they can be inspected.
- The student has the right to request amendments to the records that the student believes are correct. The correction request must clearly identify the parts that wish to be changed. If the University Institution decides not to change the information it must inform the student regarding his or her right to a hearing or hearing in connection with his or her request for amendment.
- The student has the right to consent in connection with the display or offering of personally identifiable information contained in educational records, except for information that FERPA authorizes to be displayed without consent. An exception, where it is allowed to show information without consent, is when it is shown to school officials who have a legitimate educational interest. Legitimate educational interest is defined as the need to review an educational record in order to perform one's professional responsibility.
- The student has the right to file a complaint with the U.S. Department of Education regarding allegations of the college's failure to comply with the requirements of the FERPA Act. Title 1 of this legislation requires institutions of higher education that receive funds from the Federal Department of Education's Title IV Programs to provide information to any person connected or likely to be associated with the institution of the rates and rates of retention, graduation, and transfers out of the institution of students in general. In addition, compliance with the statutes contained under Title 11 of the aforementioned law, known as the "Crime Awareness and Campus Security Act of 1990", is required. The address of the office that administers the FERPA Act is:

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

### 9.06 Institutional Policy on File Management

IVAEM College establishes the following protocol for accessing records and obtaining copies of documents: **(1) Registry File, Financial Aid File, and Finance File:** Only students and authorized officials will have access. Any person, even a family member, will not have access to the files. In case agencies such as police or government officials will have to file a supine or court order to obtain information from the file. Any copy of documents from the transcript may only be given to the student, who will have to fill out the appropriate form to request the copies at a cost of \$0.10 each. Copies of documents will not be given to anyone other than the student himself. In case they are the parents or related person, they must present this form signed by the student plus identification. In case the student is outside of Puerto Rico, a letter of authorization signed by the student plus identification and specify the information or document requested can be accepted. Both alternatives could be verified with the student by phone. **(2) Retention Record:** By virtue of the HIPAA Act, this particular file will not be shared or access to the information in this file will under any circumstances, without distinction of persons, including the student, unless a supine or court order is presented, in which case the Institution will be governed by current case law. This file will be in the custody of the Withholding Officer who is the only person authorized to access and handle this file.

### 9.07 Institutional Policy on Sexual Harassment

Sexual harassment is understood as sexual advances, requests for sexual favors, or any other verbal or physical conduct of a sexual nature that substantially interferes with the performance of a member of the institution at work or study or when the rejection or acceptance of sexual harassment is used to make decisions that affect the person's employment or studies. It also constitutes sexual harassment to subject to the. Any person to expressions or acts of a sexual nature, in a generalized or severe manner, that has the effect of altering his or her employment or study status or creates a hostile and/or offensive work or study environment. The latter ("hostile environment") means that sexual harassment can be committed when a person is forced to endure a condition of work or study that forces him or her to resign or that has the effect of diminishing his or her quality or quantity of work or study. That is, there does not have to be an economic impact that harms the person for there to be harassment, since the intention is to ensure a work or study environment free of sexual harassment. Under no circumstances shall any person be allowed to create a work or study environment characterized by sexual harassment in any of its forms. As defined by law, sexual harassment in employment consists of any type of unwanted sexual approach, requests for sexual favors, and any other verbal or physical conduct of a sexual nature, and when one or more of the following circumstances are present: when submitting to such conduct becomes implicitly or explicitly a term or condition of a person's employment or study, when the person's submission or rejection of such conduct becomes the basis for decision-making in the job or study concerning the job or study affecting that person or when that conduct has the effect or purpose of unreasonably interfering with the performance of that person's work or study or when it creates an intimidating work or study environment, hostile or offensive. Any person who has knowledge or considers that he or she has been subjected to or feels harmed by sexual harassment in any of its variants may appeal, as soon as possible, by means of a verbal or written complaint. The complainant must file his complaint and contact: Ms. Carmen L. Amalbert, Academic Director.

### 9.08 Institutional Policy on Protection of Victims of Domestic Violence

IVAEM College, in compliance with Law 217 of September 29, 2006 and in recognition of the need to support the public policy of zero tolerance for domestic violence in Puerto Rico, has established a protocol to handle situations of domestic violence within the Institution. This protocol provides uniformity for the actions and procedures to be followed when a student or employee is a victim of domestic violence. Through these preventive measures, an adequate management of cases that may bring with them elements of danger to the study environment will be achieved. To publicize the established institutional policy, the Institution will publish on the expression boards the guide document to be followed for the management of situations of domestic violence that affect students in their place of study. The help desk will be coordinated through the Retention Office. Any student who has a Court-issued order for the protection of the victim must notify the Academic Director and the Retention Office of such order if it includes his/her place of study.

### **9.09 Institutional Policy on Bullying**

Bullying is a serious act since it has the direct and indirect effect of attacking the dignity of the human being. It is a ruthless and cruel act. Our institution will be energetic in cases where bullying is reported. This behavior, which will be described below, will not be tolerated. If a complaint of harassment is filed, it will be investigated and if the likelihood of harassment is proven, the harassing student may be severely sanctioned, including summary expulsion. Bullying is defined as aggressive or offensive behavior by one or more people against another person and that could be repetitive. By way of illustration and without limitation to bullying these can include physical aggression – includes hitting, kicking, spitting, pushing, stealing, etc. to another classmate in our school community, verbal aggression – includes insulting, naming, mocking, threatening, etc., emotional or psychological aggression – includes spreading rumors, manipulating social relationships, exclusion from the group, extortion, making fun of the physical appearance of a classmate, or their way of expressing or projecting themselves, among others. If the harassment occurs by a student of ours against a student from another school community in activities promoted by our institution or in which we have been invited, the complaint will be addressed and if appropriate, the corresponding sanction will be applied. Once the harassment complaint is filed, the school administration will open an investigation. The first step to follow will be to notify the student or students accused of bullying and, if necessary, their parents or legitimate guardians. They will be instructed to refrain from any type of communication or contact with the student who is the object of harassment. IVAEM College will not assume this role primarily, but it cannot ignore it either as it is affecting its learning community environment, creating a climate lacking peace and tranquility. The lack of respect of the writer, sometimes his lack of modesty and even the lack of charity that this type of communication entails, tarnishes the image of our institution. For the reasons set out above, and in order to prevent these situations from continuing to occur, we are obliged to reflect on this issue and formulate a policy.

### **9.10 Institutional Policy on Cyberbullying Prevention**

In line with prevention to avoid Cyberbullying, defined as intimidation through electronic information (text messages, web pages, cell phones, social networks, emails, instant messaging, blogs, etc.); IVAEM College recognizes the right of students to their personal safety, free from harassment and intimidation through technology (Cyberbullying); to study in a healthy environment; to their privacy and personal dignity; to an education that allows them to pursue higher education or provides them with access to the labor market inside and outside Puerto Rico; and to organize and participate in the activities of their study center. IVAEM College will not allow any student to be exposed to treatment that causes them emotional distress and concern. Threats, sexual connotations, pejorative labels written in the different electronic media of false and defamatory information to any student will not be allowed. If a student believes that they are being cyberbullied, they have the right to file a complaint with the Retention Office. The Retention Officer will immediately intervene with the affected student and guide him or her in the due process of filing a complaint against the aggressor student.

### **9.11 Institutional Policy on Law #25 School Immunization**

IVAEM College, in compliance with Law #25 on School Immunization of the Puerto Rico Department of Health, requires that all students under 21 years of age must present the green sheet of the PVAC-3 vaccine as evidence of vaccination. The Institution must submit an annual report to the Institution regarding the students' compliance with Law #25 on Immunization. Failure to comply with this requirement constitutes a violation of Law #25 that may lead to penalties and sanctions to the authorities of the Institution. The Registrar's Office is responsible for registering the information contained in the PVAC-3 in the Department of Health's electronic registry on the website: <https://PRIR.salud.gov.pr>.

### **9.12 Institutional Policy on Misrepresentation**

Under general regulations, the U.S. Department of Education may fine, limit, or suspend the participation of an institution that substantially misrepresents the nature of its educational programs, its costs of study, or the availability of employment for its graduates. False representation is any erroneous or misleading statement or statement made to a prospective student or student, his or her family, or the Department regarding an institution's accreditation, size, locations and facilities, or equipment, among others. This includes disseminating testimony or endorsements received under duress. The institution may not violate the professional expectations of the prospective student or his or her family.

### **9.13 Policy on the Safeguarding System of Academic Records**

IVAEM College establishes this policy as a measure to protect, secure, and preserve academic records in compliance with state and federal laws on the confidential handling of records, as well as with the Regulations for the Licensing of Institutions of Higher Education in Puerto Rico, Certification No. CEPR 2012-237. Transcripts contain confidential student documents. IVAEM College maintains transcripts in a database system. The database is periodically electronically safeguarded and a safe deposit box is kept. In this system, all the demographic and academic information of the student is collected. All data related to the student's academic record, such as enrollment data, approved courses, withdrawals, credit transcripts are kept in the database, from admission to the Institution to the granting of the degree obtained. Student credit transcripts are maintained in this database. The school has begun a process of digitizing documents. The Registrar's Office safeguards the academic records of active and inactive students. Active transcripts are kept in a test file



of fire. The physical facilities have camera security. In addition, they are free of leaks and floods, which provide security to the records in the event of a natural disaster. This policy is effective immediately.

### 9.14 Reasonable Accommodation Postsecondary Passport Act

IVAEM College in compliance with Law #200 of 2012 Postsecondary Passport Law of Reasonable Accommodation provides accommodation and coordinates orientation, counseling and academic services for all students who request it and meet the requirements established herein. Reasonable accommodation is a modification or adjustment that is made to the student's educational process to promote their participation and academic performance imposed by the challenges in the cognitive area. Information will not be disclosed or shared without the student's written consent, except when circumstances exist where it is legally required. It is shared with other officials in the Institution with the purpose of providing an adequate service to the student.

#### How to request reasonable accommodation?

- Be a student of the Institution.
- Request the service voluntarily or may be referred by instructors or officials of the Institution.
- Receive guidance on reasonable accommodation.
- Complete the file at the Withholding Office.
- Submit the documents that justify the need for accommodation with the recommendations of a certified professional.
- The documentation must be as recent as possible.
- The Retention Officer delivers the reasonable accommodation plan to the Academic Director and the Academic Director in turn distributes them to the instructors.

#### When and where to request reasonable accommodation?

- You can request a reasonable accommodation during the admissions process or one month after school starts. You must apply at the Withholding Office.

#### Types of reasonable accommodations available:

- Additional time for exams, teaching labs, and assignments.
- Allow the use of calculator.
- Offer additional jobs as an alternative to improve grades.
- Offer extra time for snacks in case of medical conditions.
- Submit evidence to the instructor of absences due to medical appointments.
- The instructor will deliver the material in writing to the student who requires it.
- Instructor will provide oral and written instructions.
- Reduce the academic load in your class program in those cases where necessary.
- Students with vision problems the instructors will offer the exams in enlarged font and depending on the situation, offer oral exams if required.

#### Additional services that the Retention Officer provides to students with special needs:

- Provides academic, personal, and vocational counseling.
- It can assist you in processing your enrollment.
- Request a change of classrooms for students in wheelchairs or other impediments that impede the student's mobility.
- It can manage aid and/or coordinate services with other agencies to obtain technological equipment or assistance related to its limitation, as long as it is within the reach of the Institution.
- It offers lectures and workshops on educational issues and university life.

#### Protocol and Extended Admission

- The application for admission includes the following disclosure: "If the applicant needs a reasonable accommodation, he must carry out the necessary procedure at the Retention Office."
- The Office of Admissions guides prospects on the availability of reasonable accommodation services and refers them to the Retention Office to explain the reasonable accommodation processes.
- In the event that the prospect is not admitted through the regular admissions process, he/she can request the activation of the extended admission process based on Law 250 of 2012, Postsecondary Passport of Reasonable Accommodation.
- Prospect requests the use of the Passport, the extended admission process is activated if necessary and refers to the Retention Office to complete the file, coordinate services if applicable, the Retention Officer designs the accommodation plan and delivers it to the Academic Director who in turn will deliver it to the instructors.

## Study Programs

### 10.00 Commercial and International Cuisine

#### Students Enrolled in August, January and May

CIP Code	Conferr ed Level	Total Credits	Instructional Clock Hours	Out-of-Charge Hours Class	Normal Completion Time	Total Semesters	Total Weeks	Tuition Cost
12.0503 Culinary Arts, Chef Training	Certificate	36	1,200	180	12 months	3	45	\$12,6000.00

#### Program Description

This program offers students the opportunity to gain the necessary skills and knowledge in professional cooking. Classes are entirely in Spanish, except for certain culinary terminology which is taught in English and French. The thematic content is concentrated around the standards and fundamentals of cooking. Our hands-on training system is carried out step by step "hands on" that allows a better understanding of food preparation laboratories without the prerequisite of cooking knowledge. Classes are divided into supervised laboratory and theory. In the laboratory phase each student will have the opportunity to practice certain culinary procedures and techniques of classic and modern cuisine. In the last semester, a 360-hour external internship is required.

#### Teaching Modality / Section 12.04 Distance Education.

IVAEM College currently offers its programs of study through a hybrid distance learning format that combines the elements of traditional face-to-face instruction with online instruction. The format of each specific course depends on the nature of the course. A hybrid distance learning course replaces some face-to-face class time with online instructional time. Any distance education course that requires students to attend orientations, assessments, scheduled class meetings, or other required on-campus activities is a hybrid course. The hybrid teaching format is broken down as follows:

- Virtual: hours of theory, exams, assignments, didactic laboratories
- On-site: practice lab hours, outside practice hours

#### Objectives and Entry Level of the Occupation

To ensure that students learn and develop basic cooking skills in relation to measuring systems, sanitation, knife handling, cuts, mise en place, vocabulary and ingredients, food preparation and cooking methods. Upon successful completion of the program, they will be able to assume and attain positions, beginning with the first entry level of the occupation: Kitchen Apprentice, Kitchen Assistant, Line Cook, Sous Chef, and Executive Chef.

#### Occupational Qualifications

The following codes are the corresponding occupation levels for this program according to our best judgment and knowledge of the Standard Occupational Classification (SOC):

- SOC 35-1011 Chef and Head Cook
- SOC 35-1012 Cooks, Institution, Cafeteria
- SOC 35-1013 Cooks, Household
- SOC 35-2014 Cooks, Restaurant
- SOC 35-2019 Cooks, All Other

#### Scope and Sequence of Courses

On the start dates of January and May, the order of the courses changes. Please orient yourself at the Registrar's Office on this matter before starting any admissions process to begin in those months.

Code	Courses	Credits	Contact Hours	Horas Out-of-class
C101	Sanitation, Equipment, Nutrition	3.0	090	22.5
C102	Basic Cooking Fundamentals	3.0	090	22.5
C103	Cuts, Broths, Sauces, Soups	3.0	090	22.5
C104	Vegetables, Starches	3.0	090	22.5
C105	Protein   Poultry, Pork, Beef, Fish, Seafood	3.0	090	22.5
C106	Pantry	3.0	090	22.5
C107	Pastry	3.0	090	22.5

C108	Local and International Cuisine	3.0	090	22.5
C109	Food Service Business Management	4.0	120	0.0
C110	External Practice	8.0	360	0.0

**Out-of-Class Work**

Outside work is defined as a period of external hours of work related to the class. For every 30 hours of class, there will be 7.5 hours equivalent to working outside of class for courses that require it. For a 90-hour course, the work abroad is equivalent to 22.5 hours. It is a requirement that courses with "out-of-class" hours of the student complete an assigned assignment within the required term. The work must be submitted no later than week 12 of the semester. The work will be evaluated according to the evaluation criteria of the rubric and the grading system. The project is mandatory for all students. If the required projects are not turned in, the student will have an Incomplete (I) on their report card.

**Class Format**

A typical school day consists of six (6) hours. For each hour, 50 to 60 minutes of class are offered. The courses are developed within a teaching period of five (5) contact hours in which the didactic material is covered and related laboratories are carried out. All laboratories are evaluated and count by grade. To encourage teamwork, the dynamics of food preparation in the laboratories are worked on in groups of 3 to 4 students per table, but each student must present the dishes individually. In some cases, parts of the labs are demonstrated by the instructor. The prescriptions used by the school are standardized so that assigned supplies are distributed as needed.

**10.01 Pastry**
**Students Enrolled in August, January and May**

CIP Code	Conferr ed Level	Total Credits	Instructional Clock Hours	Out-of-Charge Hours Class	Normal Completion Time	Total Semesters	Total Weeks	Tuition Cost
12.0501 Baking, Pastry Arts	Certificate	36	1,200	180	12 months	3	45	\$12,600.00

**Program Description**

This program offers students the opportunity to acquire the necessary skills and knowledge in traditional and contemporary confectionery with a commercial focus. The program includes courses in baking and cake making. Classes are entirely in Spanish, except for certain culinary terminology which is taught in English and French. The thematic content is concentrated around the standards and fundamentals of baking. Our hands-on training system is carried out step by step "hands on" that allows a better understanding of the laboratories of preparation of desserts and pastry products in general. Classes are divided into supervised laboratory and theory. The laboratory phase allows the student the opportunity to practice certain baking procedures and techniques. In the last semester, a 360-hour external internship is required.

**Teaching Modality / Section 12.04 Distance Education.**

IVAEM College currently offers its programs of study through a hybrid distance learning format that combines the elements of traditional face-to-face instruction with online instruction. The format of each specific course depends on the nature of the course. A hybrid distance learning course replaces some face-to-face class time with online instructional time. Any distance education course that requires students to attend orientations, assessments, scheduled class meetings, or other required on-campus activities is a hybrid course. The hybrid teaching format is broken down as follows:

- Virtual: hours of theory, exams, assignments, didactic laboratories
- On-site: practice lab hours, outside practice hours

**Objectives and Entry Level of the Occupation**

To ensure that students learn and develop basic baking skills in relation to measurement systems, sanitation, equipment handling, general procedures in the preparation of recipes, desserts and pastry products in general, as well as baking skills. Once the student successfully completes the program, he or she will be able to assume and reach positions, beginning with the first entry level of the occupation: pastry apprentice, pastry assistant, bakery assistant, pastry line cook, and pastry chef.

**Occupational Qualifications**

The following codes are the corresponding occupation levels for this program according to our best judgment and knowledge of the Standard Occupational Classification (SOC):

- SOC 35-2014 Pastry Cooks, Restaurant
- SOC 51-3010 Pastry Chef
- SOC 51-3011 Bakers

**Scope and Sequence of Courses**

On the start dates (enrolment) of January and May, the order of the courses changes. Please orient yourself at the Registrar's Office on this matter before starting any admissions process to begin in those months.

Code	Courses	Credits	Hours Contact	Hours Out-of-class
R101	Sanitation, Equipment, Nutrition	3.0	090	22.5
R102	Basic Baking Fundamentals	3.0	090	22.5
R103	Bakery	3.0	090	22.5
R104	Pastry I	3.0	090	22.5
R105	Pastry II	3.0	090	22.5
R106	Confectionery III	3.0	090	22.5
R107	Cake Making and Decorating	3.0	090	22.5
R108	International Pastry	3.0	090	22.5

R109	Food Service Business Management	4.0	120	0.0
R110	External Practice	8.0	360	0.0

### Out-of-Class Work

Outside work is defined as a period of external hours of work related to the class. For every 30 hours of class, there will be 7.5 hours equivalent to working outside of class for courses that require it. For a 90-hour course, the work abroad is equivalent to 22.5 hours. It is a requirement that courses with "out-of-class" hours of the student complete an assigned assignment within the required term. The work must be submitted no later than week 12 of the semester. The work will be evaluated according to the evaluation criteria of the rubric and the grading system. The project is mandatory for all students. If the required projects are not turned in, the student will have an Incomplete (I) on their report card.

### Class Format

A typical school day consists of six (6) hours. For each hour, 50 to 60 minutes of class are offered. The courses are developed within a teaching period of five (5) contact hours in which the didactic material is covered and related laboratories are carried out. All laboratories are evaluated and count by grade. To encourage teamwork, the dynamics of food preparation in the laboratories are worked on in groups of 3 to 4 students per table, but each student must present the dishes individually. In some cases, parts of the labs are demonstrated by the instructor. The prescriptions used by the school are standardized so that assigned supplies are distributed as needed.

## 10.02 Cake Making and Decorating

CIP Code 12.0501 Baking and Pastry Arts

Conferr ed Level	Total Credits	Instructional Clock Hours	Out-of-Class Preparation Hours	Normal Completion Time	Total Semesters	Total Weeks	Tuition Cost
Certificate	24	810	90	8 months	2	30	\$8,400.00

### Program Description

This program offers students the opportunity to acquire basic, intermediate, and professional skills and knowledge in cake decorating, as well as the making of different types of cake formulas or mixes. The program prepares the student in the basic fundamentals of baking, sanitation, and equipment use. It includes topics for managing a business selling Cakes. Classes are entirely in Spanish, except for certain culinary terminology which is taught in the English language. All courses in this program are concentration and include a practice lab. Our hands-on training system is carried out step by step "hands on" that allows a better understanding of the laboratories of making and decorating cakes including wedding designs. Classes are divided into supervised laboratory and theory. The laboratory phase allows the student the opportunity to practice certain cake decorating procedures and techniques commonly known in the industry. In the last semester, an external internship of 270 hours is required.

### Teaching Modality / Section 12.04 Distance Education.

IVAEM College currently offers its programs of study through a hybrid distance learning format that combines the elements of traditional face-to-face instruction with online instruction. The format of each specific course depends on the nature of the course. A hybrid distance learning course replaces some face-to-face class time with online instructional time. Any distance education course that requires students to attend orientations, assessments, scheduled class meetings, or other required on-campus activities is a hybrid course. The hybrid teaching format is broken down as follows:

- Virtual: hours of theory, exams, assignments, didactic laboratories
- On-site: practice lab hours, outside practice hours

### Objectives and Entry Level of the Occupation

To ensure that the student learns and develops basic skills to make different types of cakes. Design and apply different covers and decorative accessories using basic, intermediate and professional techniques. Once the student successfully completes the program, he or she will be able to assume and reach positions, starting with the first entry level of the occupation: pastry apprentice, pastry assistant, confectionery assistant, cake preparation and decoration assistant, pastry consultant, professional cake designer.

### Occupational Qualifications

The following codes are the corresponding occupation levels for this program according to our best criteria and knowledge of the Standard Occupational Classification (SOC):

- SOC 51-3011 Pastry Finishers
- SOC 51-3010 Pastry Chef (*would be in the pastry area not general baking*)
- SOC 35-2014 Pastry Cooks, Restaurant

### Scope and Sequence of Courses

On the start dates (enrolment) of January and May, the order of the courses changes. Please orient yourself at the Registrar's Office on this matter before starting any admissions process to begin in those months.

Code	Courses	Credits	Contact Hours	Horas Out-of-class
D101	Cake Decoration I	3.0	090	22.5
D102	Cake Decoration II	3.0	090	22.5
D103	Mixing and Baking Cakes	3.0	090	22.5
D104	Assembly and Decoration of Cakes	3.0	090	22.5
D105	Specialized Cakes	3.0	090	0.0
D106	Wedding Cake Decoration	3.0	090	0.0
D107	External Practice	6.0	270	0.0

### Out-of-Class Work

Outside work is defined as a period of external hours of work related to the class. For every 30 hours of class, there will be 7.5 hours equivalent to working outside of class for courses that require it. For a 90-hour course, the work abroad is equivalent to 22.5 hours. It is a requirement that courses with "out-of-class" hours of the student complete an assigned assignment within the required term. The work must be submitted no later than week 12 of the semester. The work will be evaluated in

in accordance with the evaluation criteria of the rubric and the grading system. The project is mandatory for all students. If the required projects are not turned in, the student will have an Incomplete (I) on their report card.

**Class Format**

A typical school day consists of six (6) hours. For each hour, 50 to 60 minutes of class are offered. The courses are developed within a teaching period of five (5) contact hours in which the didactic material is covered and related laboratories are carried out. All laboratories are evaluated and count by grade. To encourage teamwork, the dynamics of food preparation in the laboratories are worked on in groups of 3 to 4 students per table, but each student must present the dishes individually. In some cases, parts of the labs are demonstrated by the instructor. The prescriptions used by the school are standardized so that assigned supplies are distributed as needed.

**10.03 Bartending**

CIP Code 12.0502 Bartending, Bartender

Conferr ed Level	Total Credits	Instructional Clock Hours	Out-of-Class Preparation Hours	Normal Completion Time	Total Semesters	Total Weeks	Tuition Cost
Certificate	24	810	90	8 months	2	30	\$8,400.00

**Program Description**

This program offers students the opportunity to acquire the necessary skills and knowledge in Beverage Mixology. The program prepares the student in the fundamentals of alcoholic beverage service, sanitation standards, use of equipment, management principles, table service, oenology, and tasting. Classes are entirely in Spanish, except for certain terminology taught in the English language such as the names of the drinks. The thematic content is concentrated around the Bartender occupation and the Beverage Industry. Our hands-on training system is carried out step-by-step "hands on" that allows a better understanding of the laboratories for the preparation of classic and contemporary alcoholic beverages. Classes are divided into supervised laboratory and theory. The laboratory phase allows the student the opportunity to practice certain mixology procedures and techniques. In the last semester, an external internship of 270 hours is required.

**Teaching Modality / Section 12.04 Distance Education.**

IVAEM College currently offers its programs of study through a hybrid distance learning format that combines the elements of traditional face-to-face instruction with online instruction. The format of each specific course depends on the nature of the course. A hybrid distance learning course replaces some face-to-face class time with online instructional time. Any distance education course that requires students to attend orientations, assessments, scheduled class meetings, or other required on-campus activities is a hybrid course. The hybrid teaching format is broken down as follows:

- Virtual: hours of theory, exams, assignments, didactic laboratories
- On-site: practice lab hours, outside practice hours

**Objectives and Entry Level of the Occupation**

To ensure that students learn and develop basic skills of the Bartender in relation to the mixology of drinks, measurement systems, sanitation, use of equipment and tools, general procedures in the preparation of drink recipes in general, among others. Once the student successfully completes the program, they will be able to assume and reach positions, starting with the first entry level of the occupation: Bartender Apprentice, Bartender's Assistant, Back Bar, and Professional Bartender.

**Occupational Qualifications**

The following codes are the corresponding occupation levels for this program according to our best judgment and knowledge of the Standard Occupational Classification (SOC):

- SOC 35-3011 Bartenders
- SOC 35-9011 Dining Room, Cafeteria
- SOC 35-9011 Attendants, Bartender Helper

**Scope and Sequence of Courses**

On the start dates (enrolment) of January and May, the order of the courses changes. Please orient yourself at the Registrar's Office on this matter before starting any admissions process to begin in those months.

Code	Courses	Credits	Contact Hours	Horas Out-of-class
B101	Sanitation, Equipment, Nutrition	3.0	090	22.5
B102	Beverage Fundamentals	3.0	090	22.5
B103	Beers, Wines	3.0	090	22.5
B104	Mixology I	3.0	090	22.5
B105	Mixology II	3.0	090	0.0
B106	Bar Administration	3.0	090	0.0
B107	External Practice	6.0	270	0.0

**Out-of-Class Work**

Outside work is defined as a period of external hours of work related to the class. For every 30 hours of class, there will be 7.5 hours equivalent to working outside of class for courses that require it. For a 90-hour course, the work abroad is equivalent to 22.5 hours. It is a requirement that courses with "out-of-class" hours of the student complete an assigned assignment within the required term. The work must be submitted no later than week 12 of the semester. The work will be evaluated in



in accordance with the evaluation criteria of the rubric and the grading system. The project is mandatory for all students. If the required projects are not turned in, the student will have an Incomplete (I) on their report card.

**Class Format**

A typical school day consists of six (6) hours. For each hour, 50 to 60 minutes of class are offered. The courses are developed within a teaching period of five (5) contact hours in which the didactic material is covered and related laboratories are carried out. All laboratories are evaluated and count by grade. To encourage teamwork, the dynamics of food preparation in the laboratories are worked on in groups of 3 to 4 students per table, but each student must present the dishes individually. In some cases, parts of the labs are demonstrated by the instructor. The prescriptions used by the school are standardized so that assigned supplies are distributed as needed.

**11.00 Course Descriptions****11.01 Commercial and International Cuisine****C101 Sanitation, Equipment, Nutrition**

Course is about culinary history and the great chefs of the world; modern food services, new technologies; the brigade of classic and modern cuisine; sanitation; food use and handling; direct and cross-contamination, biological, chemical, and physical contaminants, introduction to the HACCP system, federal food policies; identification, use and handling of equipment and utensils; NSF International standards, storage and maintenance, heat conduction, kitchen safety measures; Nutrition Fundamentals, Cooking Healthier Foods, Food Guide, The Consumer, Food Substitutes, Artificial Sweeteners.

**C102 Basic Cooking Fundamentals**

Basic principles; spices, herbs and dry products; organization and planning before cooking. Selection of equipment and tools, measuring ingredients, preparing basic ration of ingredients, seasoning food; standard procedures should be applied prior to preparation of food on the hot line; types of menus, language used, nutritional aspects, standardized recipes, recipe measurements and conversion, portion control, costs.

**C103 Cuts, Broths, Sauces, Soups**

How to organize the preparation (mise en place). Preparation of beef, chicken, fish and vegetable broths to obtain the bases. Preparation of béchamel, Velouté, Spanish, tomato and hollandaise mother sauces, among other possible derived sauces. Preparation of creams, consommés, light and dark soups. Introduction to the use and handling of knives. Practice of basic and intermediate cuts using fresh herbs, vegetables or fruits.

**C104 Vegetables, Starches**

This course deals with the classification, provenance, selection, use and handling of vegetables, potatoes, pasta and grains; concern for fresh pasta; nutritional aspects; purchase and storage of fresh and preserved vegetables; temperature; application of different cooking methods; preparation of vegetable-based recipes; classification and provenance of other complex starches; diet and vegetarian cuisine; organic cuisine and products.

**C105 proteins**

Main fundamentals of beef, pork, lamb and veal, as well as the study of primary and primary cuts; markets and origin; study and practice of the different methods and terms of cooking meat; nutritional values; USDA policies; varieties of birds, classification and origin, muscle composition, demonstration of cuts in different pieces and combinations; inspection and grades; purchase and storage, marinating and seasoning, preparation of recipes; varieties of fish and shellfish, classification and origin, muscle structure and composition, nutritional values, inspection and grades, purchase and storage, seafood manufacturing or cultivation procedure, application of different cooking methods.

**C106 Pantry**

This course deals with different areas of food preparation within the kitchen of Garde Manger. Know the routes, their origin, uses in the kitchen, nutritional aspects, cooking methods, storage and conservation; practice basic fruit cuts; basic carving of fruits or vegetables (garnish); preparation of salads, dressings and vinaigrettes; sandwiches, how to prepare them with different accompaniments, preparation of canapés, sausages, pâté, terrine, glazing process, muslin; method of cooking eggs; different breakfast dishes; hot and cold hors d'oeuvres; Tray decoration demonstration.

**C107 Baking**

This course covers baking fundamentals; practice of basic skills: use and operation of a blender; bake; preparation of pies, cookies, basic desserts and Cakes; hot and cold desserts, a variety of breads and other yeast-based products.

**C108 Local and International Cuisine**

Cuisine of Puerto Rico; cuisine from the United States; European cuisine from Spain, Italy and France; cultural background of the gastronomy of these countries; most common ingredients and products; preparation of international recipes; traditional and modern cuisine from China and Japan; ingredients, products and influences of international cuisine in Puerto Rico.

**C109 Business Administration**

How to manage and operate a restaurant; conceptualization; management principles, advanced cost control, menu design and planning, purchasing and inventory, schedules, legal statutes, permitting; policies and procedures, standardizing systems, staff supervision, interviews, and resumes; design and organization of the kitchen; How to become a great executive chef. Like pairing wines and food. Basic principles of service and hospitality; preparation of service, customer service, events, types of table service, beverage service, assembly of table linen, crockery and cutlery, classic modern service, organization of the dining room and staff, types of wine, uncorking and serving wines; banquet organization and presentation, banquet and catering equipment, logistics, prices and contract, menu design.

**C110 External Practice**

Once the regular courses are completed, the student will move on to the external internship which is carried out in restaurants or hotels. During these hours you will receive training in the different areas of the kitchen within a real work environment under supervision.

**11.02 Pastry****R101 Sanitation, Equipment, Nutrition**

History of Pastry and Pastry Chefs; sanitation; food use and handling; direct and cross-contamination, biological, chemical, and physical contaminants, HACCP systems, occupational safety, OSHA, FDA, USDA policies; selection, use and handling of commercial equipment and utensils; NSF International standards, equipment material and construction, storage and maintenance, heat conduction and safety measures; nutrition, essential nutrients, cooking healthier foods, health and nutrition organizations, the food guide pyramid, meal substitutes, artificial sweeteners.

**R102 Basic Fundamentals of Baking**

Culinary vocabulary and terminology; recipe structure, alterations, measurements and equivalences, measurement system, cooking methods, formulas; Simplified introduction to familiarize the student with the ingredients and products most commonly used in confectionery and bakery. The different flours to make bakery or bakery products, information on the wide variety of ingredients to make pastry recipes for all occasions.

**R103 Bakery**

Yeast products; kneading procedures and fermentation control, as well as baking defects and their causes; Practice Laboratory deals with technical formulas for the production of yeast doughs; formulas for bread with a crispy and soft crust, sour or fermented doughs, sweet and enriched doughs, as well as fillings and toppings; methodology for the elaboration of different kinds of quick breads such as muffins, Cakes, loaves, corn, potatoes, water; techniques used in bakeries to make the mixtures, baking procedures.

**R104 Repostería I**

The purpose of this course is to familiarize the student with the preparation of various basic pastry products that their cooking method is fried, grilled or pan; techniques and mixes to make donuts, waffles, basic and filled pancakes, stuffed crepes; formulas, techniques and varieties of Cakes. Sauces, handmade decorative accessories; emphasis on the way desserts are assembled, their attractiveness and elegance; practice of several small and delicate desserts; the art of making decorative products with sugar, chocolate and other products; chocolate demonstration for lining, molding, decorating; techniques of molding decorative figures or flowers in sugar known as patillaje.

**R105 Repostería II**

Sugar syrup, prepare whipped cream, meringues, custard and variants of custard, prepare icings and toppings and sauces for desserts; preparation of dough and pasta for pies, working with molds, assembly and baking techniques, methodology to make the crust, making fruit fillings, soft, creamy and chiffon, among other varieties.

**R106 Repostería III**

Pie doughs and cookie butter pastries, preparation of fruit pies, blitz pastry and puff pastry; eclair paste, strudel dough, commercial pasta, pre-made products and meringues; starchy thickened puddings, custard and baked puddings, Bavarian puddings, mousses, hot soufflé desserts, commercial ice cream, sorbets, desserts with ice cream including mousses and soufflés.

**R107 Cake Making**

This course is about the science of making Cakes through a process by which the student will learn knowledge and skills of how to mix, bake and decorate Cakes. Preparation of low-fat, high-fat, fluffy, chrome-based, egg-based, sponge, angel and chiffon-based sponge cakes. The course includes basic decoration using the techniques of buttercream and fondant; how to make flowers in pastillage, among other techniques.

**R108 International Pastry**

The course in general includes a variety of desserts from different countries so that the student becomes familiar with some representative desserts, as well as a general introduction to the historical background on the development of pastry in these regions. The course trains the student in the preparation and plating of traditional desserts of international confectionery. The student will be able to expand their knowledge and skills in the presentation of classic and modern desserts.

**R109 Pastry Administration**

Professionalism; how to prepare for the job interview and resume preparation; basic knowledge of how to manage and operate a bakery; management principles, control of the cost of products, planning recipes, purchases and inventory, schedules, legal statutes, policies and procedures, standardizing systems, personnel supervision, among others.

**R110 External Practice**

Once all the regular courses are completed, the student will move on to external practice which is carried out in bakeries, bakeries, restaurants or hotels; You will receive training in the different areas of the bakery and confectionery within a real work environment under supervision.

**11.03 Bartending****B101 Sanitation, Equipment, Nutrition**

Sanitation standards when working with food and beverages (ServSafe), federal specifications and regulations, bacteriology, biological, chemical and physical contamination, HACCP system, safety and accident prevention; classification, use of bar equipment, tools and utensils; basic principles of nutrition, alcohol consumption.

**B102 Beverage Fundamentals**

Vocabulary and terminology; the food and beverage industry; organization and planning; systems of measurement, conversion and equivalences; ingredients, products, seasonings, spices and herbs; standardized recipes, alteration and conversion; menu design and costs; initiation and organization of the bar, utensils, equipment, glassware; presentation of the bar.

**B103 Wines & Beers**

In this course we are going to take a tour of the world of oenology. The history, grapes and wine harvests within the regions of Europe, North America and South America. Appreciation and tasting of different white, rosé, red and sparkling wines. Uncork and serve the varieties.

**B104 Beverage Mixology Part I**

Paring knife handling, fruit and vegetable cutting skills; garnish; History and study of wines and grapes (oenology; grading and packaging, distilleries, suppliers; history and study of beers and yeast-based beverages; study of liquors; rums, whiskey, vodka, gin, fruity, cordials, sours, creamy; study of other alcoholic beverages; initial practice of tropical drinks without alcohol or with substitutes; classic and modern recipes; practice of mixed drinks; classification of drinks by regions; fruit-based drinks; practice of highball with juice, colorings and syrups; the Collins; Legendary drinks.

**B105 Beverage Mixology Part II**

Advanced Mixology techniques of drinks in the preparation of the most popular drinks in fashion; the Manhattan Martini family of drinks; the Sweet & Sours, Cocktail, shots, tropical and exotic, creamy and Frozen drinks; design of novel drinks; practice and demonstration of different drinks such as Midoris, shooters, Martinis and schnapp; practice using rums, vodka, whiskey, gin, among others.

**B106 Bar Management**

Course is about professionalism in the industry; how to start and operate a bar; conceptualization and design; regulations, licenses and permitting; capital and financing; inventory, purchases and storage; planning to win; daily management of the business; personnel administration; cash register and cash flow; marketing and advertising; events and activities; accounting; how to keep the cost of drinks and food low.

**B107 External Practice**

This practice takes place entirely within a real work environment in hotels, restaurants, pubs & grills, activity halls or bars; During this course, the student must put into practice all the knowledge and skills learned in the program; work under the supervision of a Bartender; serve customers, prepare drinks and do tasks of organization and cleaning of the bar.

**11.04 Cake Making and Decorating****D101 Cake Decorating I**

This course introduces students to principles of hygiene and safety before they begin work in the laboratory. What is the most important and essential thing about pastry and the science of baking. How to measure and use balances. How to use basic math in baking. After the third week of classes, the student starts to learn professional decoration techniques starting with the basic competencies, floral Piping skills, the art of writing, advanced Piping skills, advanced real icing, the art of icing on a cake; demonstration of chocolate modeling, advanced royal piping icing and design skills, transfers and the construction of Pastillage.

**D102 Cake Decorating II**

The course begins with safety standards in the laboratory and the use of equipment. During the second week, the student will learn about pastry ingredients and specialty products. After the third week of classes the student will continue with the professional decoration techniques of the Cake 103 course and in addition other skills to be developed such as garlands, leaves, intermediate and advanced Piping variations, edge design, painting and airbrushing, fruit clustering, real icing formation in flowers, marzipan modeling, classic fondant and laminate, designs in icing, make gum paste flowers.

**D103 Mixing and Baking Cakes**

The course deals with the fundamental knowledge and skills of mixing and baking Cakes under sanitation and safety procedures. Students learn through theory, demonstrations and practice about the technique to make different high-fat and low-fat cakes. The basic methods of mixing Cakes are at the core of this course. These step-by-step procedures are the most important part of the course and much of the theoretical material serves primarily to help students understand what they are doing so that they can mix Cakes correctly and consistently.

**D104 Assembly and Decoration of Cakes**

This course focuses on the basic or simple decoration and assembly of Cakes. The gradual learning of decoration also looks at how to handle icings, buttercream, sugar paste. The course covers the step-by-step procedure for assembling simple cakes. Students begin to learn how to use the paper cone and pastry bag, so that they are willing to make decorations without first learning how to control the cone or bag correctly. Some of the simplest decoration techniques such as butter, marshmallows, sign placement, marbling, real icing formation, ganache, glaze and sugar paste.

**D105 Specialty Cakes**

This course begins with the introduction of how to start a Cake business. Basic fundamentals of marketing and advertising. How to determine the cost and sale price, consult and advise the client, among other areas related to this business. This course covers a range of all-time classic specialty cakes, such as pistachio cake, Sicilian, Bernachon Palet D'Gateau, chocolate ice cream cake, blueberries with cheese crown, soletile cakes, tiramisu, mini lemon tarts, miniature cakes, melted soufflé and mini chocolate morten. These cakes will be decorated using intermediate and professional techniques learned in the Cake 101 and Cake 102 courses. In addition, you can include some variation techniques from the original style to promote student inspiration and creation.

**D106 Wedding Cake Decoration**

Since the cake is an important part of a wedding plan, this course begins to prepare students in relevant topics such as the logistics of delivering the cake, calculating the size, assembly and decoration, matching with the wedding colors, consulting with the couple for the cost, flavor combination, and time estimation. The course includes intermediate decorating techniques and some advanced techniques learned in the Cake 101 and Cake 102 courses. The decorations are mounted on Foam since this year will not be made Cakes. Some of the decoration styles are with flowers, flowers and ribbons, texture, monogram, embroidery, marbling, inspiration, Victorian floral design, rustic and textile inspiration.

**D107 External Practice**

Once the regular courses are completed, the student will move on to the external internship (270 hrs) which is carried out in work areas related to the making or decoration of Cakes certified by IVAEM College. During these hours you will receive training in the different areas within a real work environment under supervision.

**Appendices**

**12.00 Process for Filing Complaints with the ACCSC Accrediting Agency**

The following is ACCSC's grievance process:

**ACCSC COMPLAINT REVIEW PROCESS FORM**

Accrediting Commission of Career Schools and Colleges (ACCSC)

The following notice must be published in the school's catalog:

**STUDENT COMPLAINT PROCEDURE**

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges  
 2101 Wilson Boulevard, Suite 302  
 Arlington, VA 22201  
 (703) 247-4212  
[www.accsc.org](http://www.accsc.org) | [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.

The following is an outline of the Commission's procedures for reviewing complaints: (For further information on the Commission's procedures please refer to *Section VI, Rules of Process and Procedure, Standards of Accreditation*.)

1. All complaints that are reviewed by the Commission must be in written form and should include permission from the complainant for ACCSC to forward a copy of the complaint to the school. If permission is not included in the complaint letter, the Commission will forward a copy of the ACCSC Complaint Form requesting the complainant's permission. If a complainant does not submit a signed complaint form, the Commission, at its discretion, may not be able to process the complaint.  
 Permission is not necessary for advertising complaints since advertising is considered public information.
2. The Commission will conduct an initial review of the complaint to determine whether the complaint sets forth information or allegations that reasonably suggest that a school may not be in compliance with ACCSC standards or requirements.
  - i. If additional information or clarification is required, the Commission will send a request to the complainant. If the requested information is not received within 30 days, the complaint may be

considered abandoned and not investigated by ACCSC.

- ii. If the Commission determines after the initial review of the complaint that the information or allegations do not reasonably suggest that a school may not be in compliance with ACCSC standards or requirements, the complaint may be considered closed and not investigated by ACCSC.
  - iii. If the Commission determines after the initial review of the complaint that the information or allegations reasonably suggest that a school may not be in compliance with ACCSC standards or requirements, the Commission will forward the complaint to the school named in the complaint and will summarize the allegations, identify the ACCSC standards or requirements that the school allegedly violated, and allow the school an opportunity to respond. In the event that there is a pending on-site evaluation at the school, the on-site evaluation team and the school may be made aware of the complaint at any stage in this process. In all instances, the Commission will take the school's response to the complaint into consideration prior to rendering a decision.
3. In cases of advertising violations, the Commission will forward a copy of the advertisement to the school, citing the standard that may have been violated and requesting a response before a specific date.
  4. If a news article or media broadcast carries a negative report on an ACCSC accredited school, the school is requested to respond to the statement(s) on or before a specific date.
  5. The school will have an opportunity to submit a response to the complaint. The Commission will review the complaint and the response for compliance with accrediting standards and requirements.
  6. If the Commission concludes that the allegations may establish a violation of ACCSC standards or requirements, the Commission will take appropriate action to require the school to achieve compliance as required and will send a letter to the complainant (and a copy to the school). A record of this file is maintained at the Commission's office.
  7. If the Commission concludes that the allegations do not establish a violation of standards or requirements, The Commission will consider the complaint closed.
  8. In all instances, the Commission will send a letter to the complainant and the school regarding the final disposition of the complaint, and a record of the complaint will be kept on file at the Commission's office.

Revised 7/23/21



# COMPLAINT FORM

Accrediting Commission of Career Schools and Colleges (ACCSC)

Thank you for contacting the Accrediting Commission of Career Schools and Colleges (“ACCSC” or “the Commission”) regarding the Commission’s process for handling complaints. The primary purpose of the Commission is to establish and maintain high educational standards and ethical business practices among its accredited institutions. The Standards of Accreditation form the basis upon which the Commission makes all assessments regarding educational quality and are available for public review on the Commission’s [website](#).

Institutions that are accredited by the Commission must have a published procedure and operational plan for handling complaints. Complainants are encouraged first to avail themselves of the school’s complaint procedures. If you feel that the school has not adequately addressed a complaint or that the school is not in compliance with accreditation requirements, you may file a complaint with the Commission in accordance with the following:

In all cases, please also provide detailed narrative and any supporting documentation pertaining to the narrative and allegations along with the sign form.

In order for a complaint to be processed, the complaint submission must contain:

- a. The basis for any allegation of noncompliance with ACCSC standards or requirements;
- b. All relevant names and dates and a brief description of the actions forming the basis of the complaint; copies of any documents or materials that support the allegations, when available; and
- c. A release from the complainant authorizing the Commission to forward a copy of the complaint, including the identification of the complainant, to the school. This can be achieved by completing and submitting page 2 of this form.

Upon receipt of a complaint filed in accordance with the aforementioned format, the Commission will forward a copy of the complaint to the school for a response. Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with the Commission’s requirements. The Commission may determine, based on a review of the school’s response, that the school has adequately addressed the concerns raised in the complaint and is in compliance with the *Standards of Accreditation*. In all cases, both the school and complainant are notified of the final disposition of the complaint. Although one possible outcome of the complaint process may be the resolution of a dispute between parties, the Commission does not act as an arbitrator.

The Commission’s primary responsibility in reviewing complaints is to ensure that member schools remain in continuous compliance with accreditation requirements. The Commission will not intervene on behalf of individuals in cases of disciplinary action or dismissal or review decisions in such matters as admission, graduation, fees, and similar points unless the context suggests unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school.

If you do not return a complete complaint form, your complaint may not be processed by ACCSC. If you have any questions, please feel free to contact the Commission office at (703) 247-4212 or at [complaints@accsc.org](mailto:complaints@accsc.org).

# COMPLAINT FORM

Accrediting Commission of Career Schools and Colleges (ACCSC)

Complainant Information	
Complainant Name:	
Complainant Email Address:	
Complainant Phone Number:	
Complainant Home Address:	
School Name:	
School Address:	
Program Enrolled:	
Program Start Date:	

Please indicate whether you have registered a formal complaint with the school. Filing a complaint is not a requirement to file a complaint with ACCSC.

Yes       No

## INSTRUCTIONS

1. Please review this form in its entirety. For further information on ACCSC's procedures for handling complaints, go to [ACCSC's complaint webpage](#).
2. Please provide a statement describing the nature of the complaint. The statement should include a description of the events or circumstances upon which the complaint is based and the names and titles (if any) of the individuals involved. If available, please include copies of any documents or materials that support the allegations set forth in the complaint. Please note that ACCSC will only process complaints that reasonably show that a school may not be in compliance with accrediting standards or requirements.

## STATEMENT GRANTING PERMISSION TO FORWARD COMPLAINT TO SCHOOL

I certify that the information I have provided is correct to the best of my knowledge and hereby grant the Commission permission to forward the complaint as provided and any submitted documentation to the school for a response.

Date:

SUBMIT BY EMAIL TO: [complaints@accsc.org](mailto:complaints@accsc.org)

Or

SUBMIT BY MAIL TO: Executive Director  
 Accrediting Commission of Career Schools and Colleges  
 2101 Wilson Boulevard, Suite 302  
 Arlington, Virginia 22201



## CALENDARIO ACADÉMICO AÑO 2025

<i>ENERO</i>	
<i>Miércoles 1</i>	Feriado - Año Nuevo
<i>Lunes 6</i>	Feriado - Día de Reyes
<i>Martes 7</i>	Inicio de clases (estudiantes activos)
<i>Lunes 20*</i>	Feriado - Natalicio de Martin Luther King Jr.

<i>FEBRERO</i>	
<i>Lunes 10</i>	Inicio de clases (estudiantes nuevos)
<i>Lunes 10 al viernes 22</i>	Periodo de Matrícula Extendida (estudiantes nuevos)
<i>Lunes 17*</i>	Feriado - Día de los Presidentes
<i>Jueves 28</i>	Certificación de Estudiantes- Nuevo Ingreso

<i>MARZO</i>	
<i>Domingo 2</i>	Feriado - Día de la Ciudadanía Americana (se celebra lunes 3 de marzo)
<i>Sábado 22</i>	Feriado - Día de la Abolición de la Esclavitud

<i>ABRIL</i>	
<i>Jueves 18</i>	Feriado - Jueves Santo (cargos a vacaciones)
<i>Viernes 19</i>	Feriado - Viernes Santo

<i>MAYO</i>	
<i>Lunes 26</i>	Feriado - Día de la Recordación
<i>Martes 27 (Tentativo)</i>	Comienzo de Cursos Nuevos

<i>JUNIO</i>	
<i>Jueves 19*</i>	Feriado - Día de Juneteenth

<i>JULIO</i>	
<i>Viernes 4</i>	Feriado - Día de la Independencia de EU
<i>Viernes 25</i>	Feriado - Día de la Constitución de PR
<i>Domingo 27</i>	Feriado - José Celso Barbosa (se celebra lunes 3 de marzo)



## CALENDARIO ACADÉMICO AÑO 2025

<i>AGOSTO</i>	
<i>Lunes 25 (Tentativo)</i>	Comienzo de Cursos Nuevos
<i>SEPTIEMBRE</i>	
<i>Lunes 1</i>	Feriado - Día del Trabajo
<i>OCTUBRE</i>	
<i>Lunes 13</i>	Feriado - Día de la Raza
<i>NOVIEMBRE</i>	
<i>Lunes 4 (Tentativo)</i>	Comienzo de Cursos Nuevos
<i>Martes 11*</i>	Feriado - Día del Veterano
<i>Miércoles 19</i>	Feriado - Día Descubrimiento de PR
<i>Jueves 27</i>	Feriado - Día de Acción de Gracias
<i>Viernes 28</i>	Feriado - Viernes Negro (carga a vacaciones)
<i>DICIEMBRE</i>	
<i>Viernes 19</i>	Último día de clases - Inicio de Receso Académico
<i>Jueves 25</i>	Feriado - Día de Navidad
<i>ENERO 2026</i>	
<i>Jueves 1</i>	Feriado - Año Nuevo
<i>Martes 6</i>	Feriado - Día de Reyes
<i>Miércoles 7</i>	Inicio de clases (estudiantes activos)
<i>Lunes 26</i>	Inicio de clases (estudiantes nuevos)

\* Personal Administrativo trabaja. No hay clases.

## 12.04 Distance Education

IVAEM College currently offers its programs of study through a hybrid distance learning format that combines the elements of traditional face-to-face instruction with online instruction. The format of each specific course depends on the nature of the course. A hybrid distance learning course replaces some face-to-face class time with online instructional time. Any distance education course that requires students to attend orientations, assessments, scheduled class meetings, or other required on-campus activities is a hybrid course.

### Mission of Hybrid Distance Learning

The mission of distance learning at IVAEM College is to provide quality instruction through electronic technologies to enable students to achieve their educational goals in accordance with our institution's strategic initiative to provide access to our curricula through distance education methods.

### Hybrid Courses at IVAEM

IVAEM College uses the CANVAS distance learning platform to provide the program content that replaces some of the face-to-face instruction. Students must have access to a computer and the internet. IVAEM provides training to students upon request at the time of new student orientation to ensure that students are successful in their chosen training program and current hybrid method of distance learning at our Institution. IVAEM provides laboratories, facilities, and equipment necessary to meet program/class requirements and train/support current and potential faculty members online.

- It's easy for instructors to get to know their students and interact with them.
- It offers a broader range of learning opportunities to make the most of each modality.
- More opportunities to document student learning.
- Student authentication is easier to establish: instructors have the opportunity to interact with students both in person and online.
- Technological problems managed both in the face-to-face and online environment.

Students can contact admissions staff at 787-208-6868 for support with access to classes.

### Technology Required

#### Minimum Competencies

Admission prospects must have the following basic knowledge in:

- Use of a computer or tablet.
- Know basic hardware and software terminology.
- General operations such as copy and paste, spell checking, creating files and documents, saving files in different formats, sending and downloading attachments.
- Install software, an application, updates, security, and virus protection.
- Office 365
- Adobe Acrobat Reader DC
- Internet, connection, browsers and online searches through search engines.
- Management online communication tools, such as email, discussion forums, chats, and messaging.

#### Technical Requirements

Verify that the computer system is set up correctly to take online classes:

##### Mac User

- Operating system: 10.6 or later
- Microsoft Office: 2011 or posterior
- Browser: Safari, Firefox or Chrome in its latest version

##### Windows User

- Operating system: Windows 7 or later
- Microsoft Office: 2013 or posterior

- Browser: Edge, Chrome or Firefox in its latest version
- Mobile devices
- Android: 4.0 or higher/ iOS 7.0 or higher
- You must have up-to-date antivirus software installed. Minimum Hardware Required
- RAM of 2 GB RAM or more
- Ability to play sound and multimedia graphics
- Speakers or headphones
- Microphone
- Internet
- Webcam
- 10 megabyte or higher broadband connection recommended.

### Delivery Method

Programs at IVAEM College are offered in a hybrid manner. A part of its programs are delivered online, such as classes/teaching labs, exams and special assignments. Practice labs are offered face-to-face just like externship. It is important that you read this section to learn about the requirements for distance learning.

Phase	Online	Face
Didactic classes (theory)	✓	
Trabajos (out-of-class work)	✓	
Didactic laboratories	✓	
Tests	✓	
Hands-on labs		✓
External practice		✓

IVAEM College uses CANVAS to offer a part of the content of its programs online. This platform integrates tools such as docs, sheets, slides, gmail and calendar. It is a cohesive platform to help instructors manage classes and communication with their students. Instructors can create, distribute, and mark up assignments, all within the CANVAS ecosystem. Each class creates a separate folder in the respective user's Drive, where the student can submit the work for grading by an instructor. Learning labs, assignments and exams, and due dates are added to the CANVAS calendar, each assignment can belong to a category or course. Instructors can monitor each student's progress by reviewing grade history, and after being graded, instructors can return the grade along with feedback. In addition, IVAEM complement the CANVAS platform, which is a tool to offer classes in video conference.

Courses offered in the distance learning format are comparable to face-to-face courses in terms of syllabus, textbooks, projects, assignments, exams, grading, learning outcomes, assessment, course materials, and out-of-class work with their corresponding rubrics.

### CANVAS

CANVAS is a tool and intended exclusively for the educational world. Its mission is to allow a classroom to be managed collaboratively through the Internet, being a platform for learning management or Learning Management System. On this easy-to-use platform, the following will be made available:

- Handbook
- Textbooks
- Class Plan
- Theory or supplementary material
- Didactic laboratories
- "Out-of-class work"
- Tests

IVAEM College will send you an invitation to your email to participate in CANVAS. Click accept on Join or Join depending on the language of your account. Once you complete this step you should be in CANVAS.



### Evaluation of Distance Education Delivery

The objective of distance education evaluation is to assess the conditions in which instruction is delivered, the skills and techniques, and teaching technique of the instructor, or how well or poorly the instructor partners with, guides, and supports students to provide a positive and successful educational experience. The evaluation is necessary not only for compliance with the standards of the ACCSC accreditation body, but also for the Institution to have a regular and continuous measurement of the performance of the instructors. IVAEM College will evaluate the effectiveness of distance education courses, including student learning outcomes, enrollment, retention, and faculty satisfaction.

Each instructor is responsible for properly documenting student learning outcomes based on institutional requirements.

The effectiveness of the online course will be evaluated on an ongoing basis using the following:

- Institutional rubrics (same as face-to-face courses) – rubrics are specific to each program offered at IVAEM College and will be used to assess student success on predetermined assignments. These assignments will be uploaded by the appropriate persons into the online system to ensure documentation of effectiveness.
- Student Evaluation of Classes and Services – Evaluation by students is emphasized because they routinely experience all facets of an instructor's contribution to the learning process. The purpose of this assessment is to provide feedback for instructional improvement. A secondary purpose may be, in some situations, the provision of information that will be used as a factor in personnel decision-making.

### Qualifications and Faculty Development

The same faculty qualifications will apply to distance education instructors as they do to all instructors who teach in a traditional face-to-face setting. Although the specific duties of the instructor may differ depending on the content of each of the courses within the programs offered at IVAEM, the goal of a quality education remains the same.

### Minimum Expectations of Online Courses

To ensure consistent, quality elements across all online courses, distance education instructors should include at a minimum of the following in their online courses:

- Course information posted on CANVAS.
- A complete syllabus as defined in the IVAEM College syllabus template
- Expected response time from the instructor
- Attachments in an "easy-to-use" format (i.e. Word, pdf, html) that do not require special software to open
- Course calendar

Distance education courses must be ensured to include demonstrations of regular substantive interaction. The distance education instructor must include (at a minimum) the following elements in their online course(s):

- Initiate regular interaction with students to determine if they are accessing and understanding course materials.
- Available at least the same number of weekly instructor contact hours as would be available to in-person students, and
- Establish and publish, in the course syllabus or other course documents, an expectation of frequency and timeliness of instructor-initiated contact and instructor feedback.

The instructor uses one or more of the following resources to initiate and maintain contact with students: CANVAS chat, thread discussions, email, announcements in the learning management system, timely feedback for student work, instructor-prepared online lectures, or presentations in the form of online lectures for materials created by the publisher, which combined with other course materials, create the "virtual equivalent" of the face-to-face class.

### Course Content Policy

It is the instructor's responsibility to provide, maintain, and update all materials used in a distance education course or any course that uses IVAEM College in the Learning Management System (LMS).

It is the responsibility of the individual instructor to obtain training in the use of these forms of course content if they wish to include such content in their classes.

Quality teaching services are defined as those that provide mastery of a set of knowledge and skills, along with principles for all learners. Instructional standards that support quality instructional services include:

- Mastery of the instructor's discipline.
- Clear instructional presentation for students.
- Effective organization of course materials and activities.
- Clear communication that encourages the student's response and thinking.
- A relationship with students that stimulates the learning process; and
- Instructional techniques and assignments that enhance the learning process.

These instructional standards are what the assessment process attempts to measure by providing a summary of instructional effectiveness.

**Faculty Evaluation Supervisor**

The Academic Director is responsible for ensuring the quality of distance education courses with the official help of Distance Education Services. Lead instructors are responsible for the quality of distance learning courses within their respective divisions. The purpose of supervisory teacher evaluation is to improve the quality of instruction. Assessments focus on the adequacy of learning objectives, validation of desired learning outcomes, and adequacy of classroom policies.

**Substantive Interaction**

The federal definition, state and accreditation agency regulations stipulate that distance learning must provide regular substantive interaction. Universities should be able to provide evidence of academic feedback rather than administrative. Instructors initiate academic dialogue and require student-to-student interactions and from student to teacher.

**Regular Substantive Interaction: Instructor - Student and Student - Student**

Dynamic synchronous or asynchronous, timely and reactive; chat rooms with instructor participation; discussion boards; emails; messaging; phone calls; review sessions; rubrics; social media; video conferences; webcast; webinars; podcasts; etc.

Interaction and feedback will be personal (as opposed to computer-generated). Instructors interact weekly with students online for a duration equivalent to face-to-face classes.

**Non-Substantive Interaction: Instructor - Student**

Announcements, emails, messages, etc. that are administrative; course orientations; discussion forum messages with non-academic or administrative content, such as generic praise or clarifications of class policies; Internet resources, links to external sites; computer-generated or publisher-generated or preloaded content; webcasts, webinars, podcasts, or other audio and video material that is generic, impersonal, passive, or untimely.

**Student Evaluation of Classes and Services**

Student assessment is emphasized because they routinely experience all facets of a student's contribution. instructor to the learning process. The purpose of this assessment is to provide feedback for improvement of the instruction. A secondary purpose may be, in some situations, the provision of information to be used as a factor in making personnel decisions.

**Faculty Evaluation Supervisor**

The Academic Director is responsible for ensuring the quality of distance education courses with the assistance of the Distance Education Services Officer. Lead instructors are responsible for the quality of distance learning courses within their respective divisions. The purpose of supervisor evaluation of teaching staff is to improve instruction. Assessments focus on the appropriateness of learning objectives, validation of desired learning outcomes, and adequacy of classroom policies. The school provides laboratories, facilities, and equipment necessary to meet program/class requirements and train/support current and potential faculty members online.

**Determine Participation Qualifications**

Even more than in face-to-face courses, participation is a critical part of assessing learning outcomes. Each online or hybrid course program should have a detailed and well-defined description of course participation policies that support the university's attendance policy.

- Require a certain number of course activities for each week. For example, a 3-credit course may require 2-3 activities per week on non-consecutive days.
- Require a set number of discussion posts for each week. For example, a 3-credit course may require a discussion post and 2 comments to classmates' posts for each weekly module or in order to get full credit, provide examples and a rubric detailing what constitutes an appropriate post or response.
- For each course it is required:
  - ✓ Daily plans and class material
  - ✓ Out-of-class work: work must be submitted by the end of the semester
  - ✓ Didactic laboratories (10) in theoretical courses
  - ✓ Tests
    - Exam #1 - Week 5
    - Exam #2 - Week 10
    - Exam #3 - Week 15
- Demand that assignments, teaching laboratories and exams be completed in a timely manner.

**Student Attendance**

A student is expected to be present at all times in the classes and labs and is responsible for making personal contact with the instructor for each missed class. An absence does not relieve the student of the responsibility of making up all missed work. It is the student's responsibility to obtain information about missed assignments and ensure that they are completed and turned in. It is also the student's responsibility to officially withdraw from classes on the deadlines posted on the academic calendar to avoid failing grades. However, teachers need to be proactive, including using the early warning and intervention strategy (Retention Plan) that can often get at-risk students back on track. Attendance must be taken when the student enters the class in CANVAS. Refer students with two absences in a week to the Academic Director.

**Support Services**

Online students are subject to the same admissions standards as traditional students. Although for now the programs are offered only in hybrid format. They must follow the same registration process. Students can do the process electronically such as applying for admission, paying the admission fee, applying for financial aid (if you qualify), and signing the Enrollment Agreement. They can send some documentation by email. However, they must come to the school to submit all required documentation in original and verify the applicant's identity. All prospects for entry into IVAEM College must meet the requirements set out in Section 2.0 Admissions.

**Contact Personnel**

The school will have clear and consistent points of contact and a chain of command for faculty and staff in relation to the different topics of distance education.

Problems related to instruction, student behavior, pedagogy, or any other area involving instruction should be reported to the Academic Coordinator or Retention Officer.

Issues related to enrollment, technology, including LMS, training needs, equipment failure, or any other area related to the delivery of education, should be reported to the Platform Administrator.

**Identity Verification in Distance Education Courses**

Academic honesty and student authentication (verification of the student's identity) in distance education often go hand in hand. Due to a lack of in-person classroom time, it can be difficult for instructors to know if the student enrolled in the class is the actual person who is coming in and turning in their own work. The identity verification process for online courses protects students' privacy through the use of a secure portal, with a secure username and password. Access to distance learning courses and live or recorded webcasts will only be granted via a strong password to students who are officially enrolled.

**Title IV Considerations**

Federal regulations state that student logins to distance education courses no longer count as student engagement, and students must provide evidence of academic engagement. According to the U.S. Department of Education: "institutions [must] take the necessary steps to ensure that students are academically engaged before disbursing Title IV student aid funds." If students do not begin attending, Title IV funds must be returned (34 CFR 668.21(a)).

**Security, Privacy, and Academic Integrity**

Student identification procedures will be instituted to ensure academic integrity in all assignments. Students will be required to submit all assignments through the password-protected CANVAS system.

All online exams will be administered in such a way as to ensure academic integrity. These may include password-protected exams, face-to-face exams, or proctored online exams.

**Faculty Responsibility**

Faculty and staff understand and uphold by a commitment to confidentiality, integrity, and security to protect the privacy of students participating in distance learning activities. Student records, in both digital and analog formats, are kept private by the instructor, except in cases where administration or staff access the course with a legitimate educational interest under current USDE and regulatory agency guidelines.

**Student Responsibility**

The school creates email accounts for the student at the end of the enrollment process. It is the student's responsibility to maintain the confidentiality of their login information, email address, password, and other personal information. This includes your student ID number, email address, passwords, or any other information that could possibly compromise your privacy or lead to identity theft.

**Student Email Addresses**

Students must have an email account with their first name, last name, and may include numbers. It should not contain adjectives or other words.

**Access to the Distance Education Platform**

To virtually attend distance classes, students will use the credentials provided by the school that will give them access to the following applications:

**CANVAS**

- <https://IVAEM.instructure.com/login/canvas>
- Username: xxxxxxxx@gmail.com
- Password: xxxxxxxx
- Class Code: xxxxxxxx

**Technical Help**

If you are having difficulty with online classes, please call us at 787-747-0530 or text or WhatsApp 787-208-6868 from 8:00 am - 5:00 pm Monday through Friday.

**12.05 Textbooks**

Textbooks required for the various courses in each study program are not included in the tuition fees. You can purchase the books physically or electronically. The school recommends VitalSource as it allows you to buy e-books by semester or lifetime and offers a platform with tools. If you don't want the eBook, you can buy the printed version from Wiley. Another option to compare prices can be Amazon Books.

**Commercial and International Cuisine**

Course	Book	Text	Reference
C101 - C108	Professional Cooking, 9th Edition	x	
C101	ServSafe Course Book 6th Edition		x
C101	Nutrition for Foodservice and Culinary Professionals 9th Edition		x
C101	Cuisine and Culture: A History of Food and People, 3rd Edition		x
C101	So You Want to be a Chef 2nd Edition		x
C102	Fundamentals of Menu Planning 3rd Edition		x
C102	Culinary Calculations 2nd Edition		x
C102	Food and Beverage Cost Control 7th Edition		x
C108	International Cuisine		x
C109	Restaurant Concepts, Management, and Operations 8th Edition	x	x
C109	Design and Equipment for Restaurants and Foodservice, 4th Edition		x

**Pastry**

Course	Book	Text	Reference
R101 - R108	Professional Baking 8th Edition	x	
R101	Nutrition for Foodservice and Culinary Professionals 9th Edition		x
R101	So You Want to be a Chef 2nd Edition		x
R104	Working the Plate: The Art of Food Presentation		x
R109	How to Open a Financially Successful Bakery	x	
R109	Design and Equipment for Restaurants and Foodservice, 4th Edition		x
R109	Restaurant Concepts, Management, and Operations 8th Edition		x

**Cake Making and Decorating**

Course	Book	Text	Reference
D101 - D105	Professional Cake Decorating 2nd Edition	x	
D103 - D105	Professional Baking 7th Edition		x
D101 - D106	The Advanced Professional Pastry Chef		x
D101 - D106	Rose's Heavenly Cakes		x
D105	Start A Cake Business Today	x	
D105	How to Open a Financially Successful Bakery	x	
D105	How to Start and Run a Home Business		x
D106	Wedding Cake Art and Design: A Professional Approach	x	

**Bartending**

Course	Book	Text	Reference
B101 - B106	The Bar and Beverage Book 5th Edition	x	
B103 - B104	The Ultimate Bar Book		x
B105	Exploring Wine, Completely Revised 3rd Edition		x
B106	The Right Mix: Managing for Profit in Bar and Beverage Service		x

**Right to make corrections to this general catalog**

The provisions contained in this publication should not be considered an irrevocable contract between an applicant or student and IVAEM. The institution reserves the right to amend this catalogue, as long as it is in force. Any type of changes made to this catalog will be notified and published through annexes approved by the President.

**Special measures**

Everything contained in this catalog should not be construed as limiting the authority of IVAEM College management to initiate and adopt actions deemed necessary due to unforeseeable situations or situations contained herein.

**Separation of the provisions of this general catalog**

The unconstitutionality or non-performance of any part of this catalog shall not affect the validity of its remaining portions.

**Certification**

I, Marisabel Ramos Santiago, President, certify that this document is the official catalog of IVAEM, effective January 1, 2024.

*Marisabel Ramos Santiago*

Marisabel Ramos Santiago

President