

Topshelf Bartenders

School Catalog

Volume 1

The Art Of Bartending



Corporate Office
Jkidz Inc.
17 Edgewood Drive
Baldwinsville, NY 13027
315-303-5936

School Location
Topshelf Bartenders
58 Oswego Street, Room 1
Baldwinsville, NY 13027
315-420-9013

Website: www.topshelfbartenders.net

Topshelf Bartenders

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Introduction/Education Philosophy

Please take some time to read the following italicized passage. It's a letter of encouragement that the director of this school wrote to the Department of Education. I believe this says it all...

"During the 20 years I've been in the restaurant/guest service industry I have been requested to train bartenders, barbacks, servers, host/hostess', bussers, expeditors, line chefs, saute chefs, grill chefs, fry chefs, dishwashers, bouncers, front of the house managers and back of the house managers. I personally have written several food item menus and an uncountable number of drink menus. I've been a part of the opening team of several restaurants, trained entire staffs and eventually I opened my own restaurant and bar. When I was working for others and requested to train any of the staff that worked in the front of the house, there was a common interest in every single request... Make sure they know how to make the drinks and make sure they know what's on the menu. Somewhere along the line training the bartenders on history of what they are pouring is no longer existent. Bartenders aren't required to know that Gin derived from the Dutch around 1580 and the Juniper berry, which gives Gin its wonderful flavor, was originally used because it was thought to help treat kidney and bladder infections. Bartenders no longer need to know there are only 4 main ingredients that are used to produce a great beer. Bartenders aren't even trained to properly greet a guest at the bar. These establishments I worked for actually paid me to train bartenders how to mix the top 25 drinks that are common in that particular area, how much head to leave on the draft beer, and make sure to short pour the wine in the wine glass, and oh, ask the guest what they would like to drink. Why??? What is the point in pouring a glass of wine if they didn't want me to train them on taste, bouquet, mouth feel, levels, origination, and for goodness sake wipe the lipstick off the rim of the wine glass before and after it's washed! My point is that the basics, the essentials of bartending are gone. It's all about speed now, which is an important aspect of the business, but certainly not the only or most critical focus of the business, and that's what the other schools and believe it or not the establishments themselves are teaching/training. Schools are taking about 30 of those 40 hours that are required and training potential bartenders how to memorize drinks and get super fast at making them through repetition. What the students are going to be most confused about is that the drinks are incorrect. An "alabama slammer" has 4 variations, a "raspberry martini" has about 6 variations and the students do not know that when a guest orders a Gin martini there are actually follow up questions to the order such as what kind of Gin would you like, or would you like an olive or twist?"

My passion for this industry grows stronger the more years I invest in it, which is why I am starting this school. I'm not trying to focus on a culinary institution, but I do have a plan to train every single person that has an interest in this profession. Simply stated, I just want to open this school and start teaching potential bartenders how incredible this industry truly is".

Welcome and thank you for taking the time to read this introduction. At Topshelf Bartenders we take pride using the experience and knowledge of over 20 years in the industry to make you the absolute best bartender possible when completing this course. We will help you realize what you are truly capable of in the industry and just how enjoyable it is. You will be given knowledge from years and years of learning and perfecting this industry, which has been taught to all of the instructors. In the upcoming weeks you will learn all you need to know to become a sought-after professional bartender. Learn and enjoy!

Jeffrey Rogers
School Director/Instructor

Qualifications include: Over 22 years involved in the service industry, owner/operator of a restaurant & bar, certification in tips, certification in managerial leadership, higher education with a concentration in hospitality & psychology, fifteen 1st place finishes & eleven 2nd place finishes for the taste category in drink mix-off competitions involving the Martini, Margarita, Bloody Mary & Hurricane, eight 1st place finishes & eight 2nd place finishes for the presentation category in drink mix-off competitions involving the Martini, Margarita, Bloody Mary & Hurricane within the last 8 years.

Topshelf Bartenders is owned by Jkidz Inc. Jeffrey Rogers is the performing/managing member and founder for Jkidz Inc. Jeffrey Rogers is authorized to act on behalf of Topshelf Bartenders in any and all matters relating to the State of NY regarding licensing.

Equal Opportunity Policy

Topshelf Bartenders is committed to promoting equal opportunity policy and to avoiding unlawful discrimination to any individual.

In endeavoring to become an equal opportunity company we intend that no individual shall receive less favorable treatment because of their gender, marital or civil partnership status, sexual orientation, color, race, ethnic origin, religion, disability or age; not be disadvantaged by any other conditions or requirements which are irrelevant.

The company also strives to ensure that the learning environment is free of harassment and bullying and that everyone is treated with dignity and respect is an important aspect of ensuring equal opportunity. Any harassment by student(s) or staff based on discrimination is strictly forbidden and will not be tolerated.

Disclaimer

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director (Jeffrey Rogers) to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

Licensing

Licensed by the New York State Education Department.

The Facilities

Topshelf Bartenders is located at 58 Oswego Street, Baldwinsville, NY 13027 and is taught in an actual bar. We take pride in the fact that we use “real” hands on equipment when teaching our students. We use a real bar, back bar, real glassware, real bottles which are of course filled with colored and weighted water, soda gun, bar stools, sinks, ice bins, pairing knives, cutting boards, shaker tins, speed wells and so much more. The facility also contains the latest and greatest of restaurant/bar industry technology that will in return give you an incredible advantage when you graduate. The facility is not handicapped accessible.

School Hours

School Hours: **Monday – Thursday.....10:00am – 3:00pm**
 Tuesday – Thursday..... 6:00pm – 10:30pm
 Friday.....By appointment only

Office Hours: **Monday – Thursday.....9:00am – 6:00pm**
 Friday – Sunday.....10:00am – 3:00pm

Tutorial Hours: **Monday – Saturday.....By appointment only**

Class Size

1 Teacher to 12 Students.

Class (Instructional) Hour

One instructional hour is 50 minutes with an optional 10 minute break.

Class Schedule

This is a full time course for 2 consecutive weeks totaling 40 hours. One instructional hour is 50 minutes with an optional 10 minute break. Classes are held Monday – Thursday from 10:00am – 3:00pm. Please see the school calendar for potential days closed throughout the calendar year.

*** Classes are offered in direct relation to a demand and/or minimum amount of students enrolled for the course ***

Enrollment

Each applicant must complete an enrollment form before attending. Tuition must be paid in full before attending the course. Textbooks are issued once enrollment is accepted. Enrollment is accepted during the schools hours of operation and during the schools office hours.

Admission Requirements

Topshelf Bartenders maintains a very open concept with regard to admissions. The school reserves the right to require a personal and/or phone interview with any applicant prior to acceptance into the school. All applicants must be at least 18 years of age. All applicants must have a strong understanding and use of the English language.

Financial Assistance

Topshelf Bartenders does not participate in any federal or state financial aid program. There are tuition payment plans available for the student on an individual basis. If there is a request for a tuition payment plan, it must be requested prior to the start of the first class and will be resolved prior to the start of the first class.

Transfer Credit(s)

Topshelf Bartenders does not take credit for previous training into account.

Attendance

Student must attend each class for the course in which they have enrolled. It is the policy of Topshelf Bartenders to allow a student to miss 1 class per course. The class must be made up and the student will have the opportunity to do so during the following course. Students must inform the school prior to being tardy, absent or leaving class early. Not informing the school prior to being tardy, absent or leaving class early will respectively be counted as unreported and will therefore count as an absence. Students whom are tardy have up to 15 minutes after the scheduled class start time. A total of 2 tardy are allowed per student per course. If a third tardy does occur than the student will be counted as absent. If a student arrives more than 15 minutes (without prior notice) after the scheduled class time they will then be counted as absent. If a student is absent more than 1 class the school reserves the right to excuse the student from the course. A student can not graduate without attending or making up ALL of the classes for the course. A diploma/graduation certificate will be issued once the class is made up and all/any test(s) are completed.

Leave Of Absence

Due to the short two week time frame of the course a leave of absence is not permitted.

Dismissal or Withdrawal

Topshelf Bartenders reserves the right to dismiss/excuse a student for any of the following reasons:

- ✘ Non-compliance with the rules and regulations of the school as so described in the catalog.
- ✘ Unsatisfactory absences, tardiness or behavior.
- ✘ Unsatisfactory progress in class.
- ✘ Delinquency for tuition.

The failure of a student to notify the director in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.

Re-Entry Into The School

A student's re-entry into the school once dismissed will be made at the sole discretion of the director and/or school administrator after review of their academic records and reason for dismissal.

Student Conduct

Students are expected to conduct themselves in a courteous, mature, respectful and professional manner. This is a zero tolerance policy and any student whom does not conduct themselves in a courteous, mature, respectful and professional manner will be excused from the school without refund. Students are not permitted to wear torn, dirty or inappropriate clothing. Recording devices, radios, i pods or other devices that interfere with the learning environment are strictly prohibited. It is requested that all cell phones are put on silence or vibrate during school hours. Alcohol brought in by a student is strictly prohibited. Students are not to smoke or consume alcohol on the school premises.

Counseling Services

Counseling with an instructor is available to every student who seeks counseling in reference to academic related topics/concerns. Any request must be in writing and scheduled privately with an instructor at the instructors discretion.

Standard of Progress & Grading

The Topshelf Bartenders Academic Standards of Progress Procedure establishes criteria that constitute good academic standing and satisfactory academic progress toward attainment of the schools goals for the students. The monitoring and prescribed intervention of academic progress allows for the identification of students who may need assistance in setting appropriate educational goals and utilizing resources to achieve success. Reviews are performed at the conclusion of week one (20 hours) and week two (20 hours).

There are 2 categories which are labeled as follows:

- ✘ Good Academic Standing – Students who are meeting the appropriate grade average in order to graduate.
- ✘ Academic Probation - Students previously in good standing who do not meet the appropriate grade average requirement will be placed on Academic Caution. An e-mail and/or letter will be sent to all students in this category at the conclusion of the second class. Students are responsible for self-monitoring of academic improvement in this category.

Students will be graded on a daily basis, however academic reviews are performed at the conclusion of week one (20 hours) and week two (20 hours) and a progress record will be issued to each student. The following grade schedule applies:

90% - 100% = A

80% - 89% = B

70% - 79% = C

60% - 69% = D

All students must maintain at least a 70% average to be in Good Academic Standing. Students who fall below a 70% grade average will be placed on Academic Probation. A permanent set of records for each student will be kept at the school and is available to the student upon written request. Every student will be issued a “Certificate of Completion” upon satisfactory fulfillment of all the program requirements.

Please note that Standards of Progress also include overall Student Conduct (please see the “Student Conduct” section of the catalog). If there are questions regarding Dismissal, Refunds or Appeals please see the appropriate section(s) in the catalog.

Cancellation & Tuition Refund Policy

A student who cancels within 7 days of signing the enrollment agreement but before instruction begins will receive a full refund with exception of the non-refundable registration fee.

The student will be liable for:

1. The non-refundable registration fee plus
2. The cost of any textbooks or supplies accepted plus
3. Tuition liability as of the student's last date of physical attendance.
Tuition liability is determined by the percentage of the program to the student.

If termination occurs the school may keep:

- 0% - 15% of the program in session = 0%
- 16% - 30% of the program in session = 25%
- 31% - 45% of the program in session = 50%
- 46% - 60% of the program in session = 75%
- After 60% of the program in session = 100%

Refunds will be made within 45 days. If a student has an unexcused absence more than 1 class, the school reserves the right to excuse the student from the course. The refund policy will apply.

The failure of a student to notify the director in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.

Cancellation Policy: If for any reason the school needs to cancel the course(s)/program, every student enrolled in that course will be notified by mail or telephone. If the entire course is canceled all monies paid will be completely refunded in full to the student. If only a specific course subject and/or day is canceled due to inclement weather, facilities issues (e.g., lack of heat, water, electricity, etc.) or other extenuating circumstances, a make up time will be scheduled for the following Friday beginning at 10:00am.

All refund request(s) should be in writing.

Terms

Topshelf Bartenders reserves the right to make changes in curriculum, rates and regulations as it deems necessary without previous notice and in compliance with approval from all incumbent licensing agency/agencies.

Housing

Housing is not available for students at Topshelf Bartenders.

Placement

Topshelf Bartenders does not guarantee job placement to any student or graduate of this school. Every graduating student will be provided assistance after graduation.

Transcripts

There is no fee for the first transcript provided to each student. For each additional transcript requested there is a \$5.00 fee. Any student(s) that have a request for a transcript should send a self-addressed, stamped envelope with the written request. If a student's financial obligation to Topshelf Bartenders is delinquent the school reserves the right to withhold the transcript.

Appeals Process

Every student has the right to appeal a decision made on behalf of the administration. Upon dismissal the student will have the right to an appeal by appealing to the director in writing within 24 hours of the written notification of dismissal.

Grievance Policy

If any student has a complaint, grievance or dispute it must be submitted in writing to the program director of Topshelf Bartenders within 3 business days. If the student's complaint cannot be resolved within 30 days, after exhausting the institute's grieving procedure, the student may file a complaint with:

New York State Education Department
Bureau of Proprietary School Supervision
Investigations and Audit Unit
116 West 32nd Street, 5th Floor
New York, NY 10001

School Calendar & Holidays

There will be no classes held on the following days:

New Years Eve	New Years Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Eve
Thanksgiving Day	Halloween
Christmas Eve	Christmas Day

Course Description & Outline

This course is designed to teach a 4 lesson program. Each lesson will cover specific topics which are described below. Each lesson will occupy 2 full days of teaching. The lesson(s) are designed to cover the following information:

Lesson 1

- ✦ History on course/Introduction (1 hour) – Personal experience in the restaurant industry, what to expect in this course. Location of the school.
- ✦ Guest service (3 hours) – Importance of great service, the fatal 5 requirements for great guest service, location of your guests, first impressions, team work.
- ✦ Working with servers (.5 hour) – How to work well with your servers in the restaurant, timely delivery, courtesy.
- ✦ Product knowledge (4 hours) – Knowing product location, prices, coolers, product rotation, cleanliness, stocking product, knowing the carbonated beverage gun.
- ✦ Bar set-up & tear down (1.5 hours) – How to, cleanliness, organization.

Lesson 2

- ✦ Atmosphere (2 hours) – What type of theme/atmosphere is the bar and/or restaurant aiming for and how to present the desired atmosphere correctly.
- ✦ Everything beer (3 hours) – How beer is produced, fermentation process, ingredients used in making beer, appreciation of beer, descriptive words, styles, proper pour.
- ✦ Everything wine (4 hours) – How wine is produced, wine description, senses appreciation, wine terms, types of wine, proper pour.
- ✦ Liquor terms (2 hours) – The glossary for industry language.

Lesson 3

- ✘ Proper pouring (2.5 hours) – In terms of a proper liquor pour, technique, over pouring, time, efficiency.
- ✘ Time testing (3 hours) – Improving your professional courtesy to the guest with great speed and accuracy.
- ✘ Cocktail preparation (3 hours) – The guests likes and dislikes for proper preparation.
- ✘ Everything liquor (2 hours) – How liquor is produced, distillation process, liquor terms, types of liquor.
- ✘ Top 25 cocktails (2 hours) – Using colored and weighted water in clear glass bottles you will learn from a list of cocktails: proper measurements and technique.
- ✘ Flair training (1 hour) – Bottle flip, napkin flair, humor.

Lesson 4

- ✘ Help the ones you hurt (.5 hour) – Common cures and tales for hangovers and hiccups.
- ✘ Total alcohol awareness (1 hour) – Physiological and psychological effects of alcohol, recognizing the stages of intoxication, reasonable offerings, problem drinkers.
- ✘ Intoxication stages (.5 hour) – Recognition of enough.
- ✘ Dram shop laws & tips (.5 hour) – Assorted laws relating to responsible serving, proper claiming, laws.
- ✘ Non-alcoholic cocktail knowledge (.5 hour) – Catering to everyone's needs, garnishes, creativity.
- ✘ Top 25 non-alcoholic cocktails (.5 hour) – Non-alcoholic drinks for all occasions.
- ✘ Finals (2 hours)

*** Please note – There is P.O.S. (point of sale) training throughout the entire course, as well as mixology training daily.

Tuition & Fees

The total cost of instruction for this bartending school is \$400.00, which includes the \$30.00 registration fee. This fee includes all materials related to the class such as the following:

- × Bartenders manual
- × Unlimited training hours
- × Placement assistance
- × Professional tutoring service
- × Professional drink list
- × Refresher courses at no additional charge
- × P.O.S. Training
- × Real bar atmosphere

Program	Topshelf Bartenders
Hours	40
Tuition	\$345.00
Books	\$25.00
Reg. Fee	\$30.00
Total	\$400.00

Topshelf Bartenders Enrollment Agreement

Bartending School
58 Oswego Street Room 1
Baldwinsville, NY 13027
315-420-9013

Student Name:		
Address:		
Phone:		d.o.b.:
Student Email Address:		Last Four Digits of ss#: XXX-XX-

The above listed school and student enter into agreement under which the student will pay tuition and fees as indicated below as well as adhere to the school's rules and regulations as set forth in the school catalog. The school will instruct the student in the curriculum listed below in accordance with Education Law and Commissioner's Regulations.

Program	Topshelf Bartenders
Hours	40
Tuition	\$345.00
Books	\$25.00
Reg. Fee	\$30.00
Total	\$400.00
Refund Policy	1 duration of 2 weeks (40 hours) – Please see the “refund policy” section in detail listed below

Schedule: (Day Class / 2 Weeks) 10:00 am – 3:00 pm Monday - Thursday
5 hours daily, 20 hours weekly for a total of 40 hours
(Evening Class / 3 Weeks) 6:00 pm – 10:30 pm Tuesday – Thursday
4.5 hours daily, 13.5 hours weekly for a total of 40 hours

Hours of School Operation: 10:00 am - 3:00 pm Monday – Thursday
6:00 pm – 10:30 pm Tuesday – Thursday

Office Hours of Operation: 9:00 am - 6:00 pm Monday – Thursday
10:00 am - 3:00 pm Friday - Sunday

Start Date: _____ Expected Graduation Date: _____

Day Class or Evening Class: _____

Refund Policy

- A. A student who cancels within 7 days of signing the enrollment agreement receives all monies returned with the exception of the non-refundable registration fee.
- B. There after, a student will be liable for
 - 1. The non-refundable registration fee plus
 - 2. The cost of any textbook or supplies accepted plus
 - 3. Tuition liability as of the student's last date of physical attendance.

If termination occurs	School may keep
Prior to school starting	0.00%
0% - 15% of the program in session	0.00%
16% - 30% of the program in session	25.00%
31% - 45% of the program in session	50%
46% - 60% of the program in session	75.00%
After 60% of the program in session	100%

Although placement assistance service is provided, the school cannot guarantee a job to any student or graduate.

Please list any practical experience or educational experience you have in the bartending industry

By my signature, I agree to the conditions of this agreement. I also verify that I have read and received a copy of the agreement and the school catalog.

Student Name (Printed)_____

Student Signature_____ Date_____

The agent who enrolled me was:

Agent Name (Printed)_____ Jeffrey Rogers _____ Cert. #: _____ 11571895 _____

Agent Signature_____ Date_____

Student Signature_____ Date_____

I have received a copy of the Student Disclosure Material.

Student Signature _____ Date _____

Accepted for the school by _____ Date _____

Method Of Payment: Initial Registration Fee of \$30.00 with a remaining payment of \$370.00 before the term begins or a full payment of \$400.00 before the term begins.

Check:_____ Charge:_____ PayPal:_____ Cash:_____

Please Note: Send All Completed Forms To The Corporate Address:

Topshelf Bartenders
17 Edgewood Drive
Baldwinsville, NY 13027

-OR-

Email To: billing@topshelfbartenders.net

Information for Students **Disclosure Pamphlet**

Schools are required to give this disclosure pamphlet to individuals interested in enrolling in their school.

What You Should Know about Licensed Private Schools and Registered Business Schools in New York State

What is the purpose of this pamphlet?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Trade schools which are licensed by the New York State Education Department and business schools which are registered by this Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department every three years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The

interest of the New York State Education Department is to insure that the educational program being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed Private or Registered Business School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. ***You must file a complaint within two years after the alleged illegal conduct took place.*** The Bureau cannot investigate any complaint made more than two years after

the date of the occurrence.

3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement.

Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

What should students know about "private school agents?"

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent

made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

What should students know about "grants and guaranteed student loans"?

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours--the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the insurance premiums charged on these loans. Read and understand all the information and applications for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?

Contact the New York State Education Department at:

New York State Education Department
116 West 32nd Street, 5th Floor
New York, New York 10001
Attention: Bureau of Proprietary School Supervision
(212) 643-4760

This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Schools and Registered Business Schools/ Computer Training Facilities.