



2018-2019 Catalog

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The Travel Academy has made every effort to ensure the accuracy of the material contained within this handbook as of the publication date. The Travel Academy reserves the right to make changes to the content of this catalog and other school publications, policies, procedures, program information, fees, calendars, bulletins, or announcements without notice. Revisions to information contained in this publication will be posted to the official school website at: www.TheTravelAcademy.com

Who We Are

Message from the CEO

Congratulations on embarking on your new travel career! Many of us at The Travel Academy have a high degree of gratitude toward the aviation and cruise industries for providing worldwide travel experiences and memories which last a lifetime.

The Travel Academy will train you for skills that travel employers need. We know from over 30 years of experience that students who are willing to learn, follow directions, and achieve high academic performance will set themselves up to receive the best job offers. Therefore, attendance, respect, hard work, and kindness are highly valued and expected.

I sincerely wish that you enjoy your travel career as much as I enjoyed mine.

Randy Juen
Chief Executive Officer

Mission Statement

To provide the highest quality education for personal, professional, and technical skills, leading to a new career or career advancement in the travel industry.

Educational Philosophy

With a high proportion of small group work, supervised labs, and hands-on practice, our program emphasizes practical skills and knowledge. Our experienced instructors prepare students for the real challenges in today's travel industry. Students are expected to participate fully in the classroom and assist in creating a positive learning environment.

Ownership

Capstone Institute Inc. is a Florida corporation doing business in Minnesota. As a Minnesota Foreign Entity, Capstone operates the school under the trade name (D.B.A) "The Travel Academy". Capstone Institute Inc. is solely owned by Randy Juen who is the only owner of all company stock.

License

The Travel Academy is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the Institution. Credits earned at the Institution may not transfer to all other schools. Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, Saint Paul, Minnesota 55018.

Facilities

The Travel Academy is approximately 13,700 square feet and is located at 1230 Eagan Industrial Blvd. Suite 115, Eagan, MN 55121. The facility includes: 2 executive offices, 1 financial services office, 1 career services office, 9 employee offices, 1 employee breakroom, 1 conference room, 2 classrooms, 3 computer labs, 1 auditorium that is also utilized as a student break room, 1 IT office, 1 storage room, 1 visitor reception, and 4 lavatory facilities. The classrooms have modern technology including:

- 96 computers with high-speed internet access and installed software for designated coursework
- 6 LCD projection units
- 8 HP laser printers

Admissions

US Citizens

In order for US citizens to be considered for admission to our school, the prospective student must:

- 1) Be at least 17 years old (with parental consent required) and turn 18 prior to completion of program or 18 years old (without parental consent)
- 2) Submit a completed [Admission Application](#) found on the school's website.
- 3) Submit a signed Enrollment Agreement.
- 4) Complete a minimum of one telephone survey with an Admission Recruiter.
- 5) Demonstrate adequate command of spoken English. If prospective student is not a natural born United States citizen or does not speak English as their primary/first language, the student must submit an official test score (with a minimum of 81) from the [Test of English as a Foreign Language \(TOEFL\)](#).
- 6) Provide evidence of high school completion. Submit a copy of a high school diploma or GED, or written certification by a cognizant authority for home-schooled students. If earned a minimum of six credit hours or has earned a degree, a college transcript can be submitted in lieu of the high school transcript. If prospective student has attended a high school/college outside of the United States, the student must submit their transcript to the [World Education Services \(WES\)](#) for evaluation.

International Students

In order for international students to be considered for admission to our school and receive a Form I-20, "Certificate of Eligibility for Nonimmigrant Student Status", the prospective student is required to:

- 1) Be at least 17 years old (with parental consent required) and turn 18 prior to completion of program or 18 years old (without parental consent)
- 2) Submit photocopy of non-expired Passport
- 3) Submit a completed [Admission Application](#) found on the school's website.
- 4) Submit a signed Enrollment Agreement.
- 5) Remit full payment for [Tuition and Fees](#).
- 6) Provide evidence of high school completion. Submit a copy of a high school diploma. If earned a minimum of six credit hours, or has earned a degree, a college transcript can be submitted in lieu of the high school transcript. If student has a high school

transcript/college transcript from another country, the student must submit their transcript to the [World Education Services \(WES\)](#) for evaluation.

- 7) Submit an official test score (minimum of 81) from [Test of English as a Foreign Language \(TOEFL\)](#).
- 8) Complete a minimum of one video conference interview with an Admission Recruiter or other school personnel.
- 9) Submit the Financial Responsibility Statement accompanied with required documents demonstrating financial stability while attending the program.
- 10) Purchase medical insurance through [International Student Insurance](#) (minimum of 2-million-dollar policy covering all days physically present in the United States) and submit a copy to Student Services.

Prospective international students are encouraged to review the [Study in the States \(M-1 Student\)](#) website and contact the Admissions Department at 1+952.854.7161 or admissions@thetravelacademy.com for assistance with the admission process.

Admission Procedures

Admissions procedures include: a phone and/or video interview with an Admissions Recruiter to review admission requirements, student goals, school policies and procedures, catalog, and graduation requirements. Upon receipt of all required information, the prospective students will be notified by email or mail of the decision to accept or deny admissions within five (5) business days after the admissions procedure has been completed.

U.S. Department of Veteran Affairs

Prospective students that are eligible for VA Education benefits and are interested in attending our program must contact our VA liaison Dawn Burlage at 651-242-3648 to initiate the admission process. Once the admission process has been initiated, the prospective student will need to contact the VA directly at 1-888-442-4551 or on the web at www.vets.gov and request a Letter of Eligibility (LOE). If the applicant is a current student in another school, the applicant must complete form 1995 (change of school form).

Ability-to-Benefit

The Travel Academy does not admit ability-to-benefit students.

Potential Employment Restrictions

Limited English proficiency, certain tattoos and tattoo locations, past felonies/misdemeanors,

height, and/or any physical or mental condition that would limit a person's ability to effectively deal with emergencies encountered in the travel industry will not necessarily preclude prospects from attending TTA. However; employment opportunities for people in such situations may be limited due to employer hiring restrictions.

Transfer of Credit

The Travel Academy may accept transfer of credit. A course suitable for transfer of credit is one that is equivalent to the course content offered by The Travel Academy. All requests for transferring of credit must be submitted in writing to the Education Director and include an official transcript, course description from the catalog, and a course syllabus from the institution where the course(s) were taken within the past 5 years.

Coursework will be reviewed for transfer of credit only if the final grade of the transferred course shows a letter grade of "C" or higher and the content is comparable to the content of the course offered at The Travel Academy. The acceptance or denial of credit is determined by the Education Director. The student is informed of the decision from the Student Services Administrator. Appeals may be made in writing to the Chief Operating Officer who will respond within seven (7) calendar days. The decision of the Chief Operating Officer is considered final.

The Travel Academy does not offer credit by examination or experiential credit for non-credit coursework, work experience, or life experience.

If the transfer credit is granted, the tuition will be proportionally reduced based on the total number of transferable credits to the program.

The Travel Academy does not charge any fees for reviewing potential transfer of credit courses or granting transfer credit.

To be eligible for graduation a student with transferred credits must meet the graduation requirements outlined in the catalog.

Credit Earned At The Travel Academy

Credit earned at the The Travel Academy may not transfer to other institutions. The Travel Academy will assist a student with course evaluation procedures at another institution by providing them with the catalog, official transcript, and course syllabi upon request.

Return After Dismissal

If a student would like to return after an **Administrative Dismissal**, the minimum waiting period is one year from the date of dismissal to petition for re-admittance. The student must complete the admissions process again, as if they were a new student. The student must also submit a letter addressing the reasons why they were dismissed, and how they will manage their work, their grades, or their conduct to be successful upon enrollment. The Education Director will review

the student's petition and render decision on re-admittance. The student must retake any unfinished course(s) in its entirety to be eligible to graduate and receive a certificate of completion. Returning students must pay all tuition and associated fees for any failed or uncompleted courses.

If a student would like to return after an **Academic Dismissal**, there is no defined waiting period to petition for re-admittance. Re-admittance is based on classroom capacity and approval from the Education Director. The student must submit a letter addressing the reasons why they were dismissed, and how they will manage their work, grades, or their conduct to be successful upon enrollment. The Education Director will review the student's petition and render decision on re-admittance. Student must retake and pass any unfinished course(s) in its entirety to be eligible to graduate and receive a certificate of completion. Returning students must pay all tuition and associated fees for any failed or uncompleted courses.

Tuition, Fees, & Financial Aid

Tuition and Fees

Tuition	\$6,900.00 USD	
I-20 Processing Fee	\$100.00 USD	
CPR/First Aid Certification	\$50.00 USD	(Optional)
Replacement Transcript Fee	\$15.00 USD	(Optional)
Student ID Card Replacement Fee	\$50.00 USD	

**Cost of Attendance worksheet will be provided to each student prior to start of class.*

Retaking Classes

Students may retake any classes in which they received a failing grade, which they dropped, or from which they withdrew. A fee of \$1,150.00 is required to retake a single course.

Crew Quarters (Housing)

The Travel Academy does not provide housing accommodations. Student Housing Services LLC (SHS) can provide accommodations. Students are not required to obtain housing through SHS to attend TTA. It is strongly suggested that students first seek their own housing prior to contacting SHS.

Payment Terms & Financial Aid

Students are responsible for all tuition, fees, and other charges pertaining to the program. Tuition may be paid via check or major credit card (MasterCard, Visa, and American Express). Eligible students may also pay for these items with funds from Workforce Innovation and Opportunity Act (WIOA), GI Bill, or SELF Loans—subject to the terms and conditions of these financial assistance programs. The Travel Academy does not participate in federal financial aid programs. Questions about tuition and payment should be addressed with Admissions Recruiters.

Buyer's Right to Cancel

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give notice that you are cancelling your contract within five business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to be effective on the date that the institute ion notifies you that you have been accepted into the

institution and you have signed the contract or enrollment agreement. If the notification of acceptance into the institution is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than five days after you signed the contract, but before the start of the program (or the first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program. You will be provided a prorated tuition, fees, and other charges refund minus 25%, up to \$100 administrative fee, if you provide notice of your withdrawal after your program has begun, but before 75% of the program has completed. If you withdraw from your program after 75% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Written notice is effective on the date of the postmark if sent by mail or the day it has been hand-delivered to the institution. If you do not withdraw in writing or contact the institution about your absence, and you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

You may be entitled to a refund of your equipment and supplies costs if you return your equipment and supplies within 10 days of withdrawing if your supplies are in a condition suitable for resale. If you do not return your equipment and supplies or the supplies are not in a condition suitable for resale, this cost will be deducted from your tuition, fee, and other charge refund that you may be eligible for.

Notice of Cancellation

Student may provide notice of cancellation to TTA by: (i) contacting TTA via telephone at the number listed below and leaving a voicemail for the Education Director, (ii) speaking with the Education Director regarding your desire for cancellation and receiving confirmation from the Education Director of the cancellation, (iii) completing and sending the form attached hereto as Appendix A or, (iv) by sending a signed and dated copy of any similar cancellation notice to:

The Travel Academy
Attention: Education Director
1230 Eagan Industrial Road, Suite 115
Eagan, MN 55121
Phone: (952) 854-7161
Fax: (651) 287-3756
Email: Lynn.VanOrt@thetravelacademy.com

All refunds due will be made within thirty (30) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

Veterans Student Refund Policy, 38 CFR 21.4255

This policy applies to all veterans or eligible persons applying for, or otherwise currently enrolled in, any program at TTA who may receive Veterans Educational Benefits. TTA has, and maintains, a policy for the refund of the unused portion of tuition, fees, and other charges in the event the veteran or eligible person fails to enter the course or withdraws, or is discontinued therefrom at any time prior to completion. The non-refundable portion of the registration fee is \$10. Further, the amount charged to the veteran or eligible person for tuition, fees, and other charges will not exceed the approximate pro rata portion of the total charges for tuition, fees, and other charges, that the length of the completed portion of the course should bear to its total length.

Academic Programs

Travel and Customer Relations Program – 10 Weeks

Total Hours: 320

Total Weeks: 10

Program Objectives:

1. Students will have the knowledge and professional demeanor to be successful in an entry level travel industry position (i.e. flight attendant, travel agent, cruise professional).
2. Students will be prepared to engage customers in all aspects of customer care/relations, including conflict resolution.
3. Students will have the ability to perform employer assigned duties/tasks individually or in a team setting.
4. Students will be able to present themselves in a professional manner in both written and verbal communication.
5. Students will be familiar with the various technologies used in the travel industry and customer relations.

Program Outline

Course	Lecture Hours	Lab Hours	Total Hours
Career Development	30	20	50
Customer Relations	30	20	40
Flight Attendant Professional	40	30	70
Customer Service & Reservation Systems	30	20	50
Customer Service & Cruise Line Operations	30	20	50
Professional Development	30	20	50
Total	190	130	320

Definition of a Clock Hour

A clock hour is defined as a 60-minute span of time, with no less than 50 minutes of actual class instruction. Total clock hours is defined as, all hours of instruction representing the length of the full program which include lecture and laboratory.

Course Descriptions

Career Development

This course explores how to interview professionally. Emphasis is placed on résumé skills, job searching methods, using social media (i.e., LinkedIn), networking, and interview skills. Students explore their strengths and take inventories for self-awareness.

- 50 hours (30 hours lecture, 20 hours supervised lab, 24 hours homework)

Customer Relations

Travel industry workers are often on the front line of meeting and dealing with customers. This course examines how to deal with customers, working with a wide variety of personalities, and how to determine customers' needs. Dealing with upset customers and conflict resolution strategies are also explored.

- 50 hours (30 hours lecture, 20 hours supervised lab)

Flight Attendant Professional

This course explores the many tasks and duties of the flight attendant. Students learn about Federal Aviation Regulations, airline terminology, aircraft configuration, and in-flight issues.

- 70 hours (40 hours lecture, 30 hours supervised lab)

Customer Service & Reservation Systems

This course explores how airline systems and other travel businesses book and manage traveler requests. Students will demonstrate both technical and conceptual skills which support the entire travel industry.

- 50 hours (30 hours lecture, 20 hours supervised lab)

Customer Service & Cruise Line Operations

This course provides an overview of the cruise ship industry. Particular focus on customer service, cruise destinations, and duties of cruise ship positions.

- 50 hours (30 hours lecture, 20 hours supervised lab)

Professional Development

This course focuses on the person in the travel career role. Coursework seeks to build personal and professional skills so that the student will be successful. Issues of financial management and

stress management are covered, along with CPR, First Aid, human trafficking, and de-escalation of conflicted situations.

- 50 hours (30 hours lecture, 20 hours supervised lab)

Additional Requirements

The Travel Academy supports an environment in which the personal, social, and academic growth of students is free of mind-altering chemicals including drugs and alcohol. Potential travel employers consider most positions to be “safety sensitive.” These positions are highly monitored and managed at the highest level as required by the FAA, US Coast Guard, and Federal Government. To simulate and prepare students for this rigorous standard, all students are subjected to mandatory drug screenings prior to graduation, unannounced, or announced, witnessed, or unwitnessed.

Any student who refuses the mandatory drug screening will be considered a “positive” drug screen and be immediately dismissed from the program. “Refusal” of a drug screen includes a student that leaves the building during the mandatory drug screening process.

Students who undergo the mandatory drug screen and test positive for illegal substances will be allowed to retake the Federal Drug Screen on the same day at Minnesota Occupational Health, 1400 Corporate Center Curve, #200, Eagan, MN 55121. In the event that the 2nd drug screen is confirmed positive for illegal substances, the student will be immediately dismissed from the program.

If the student tests positive for illegal substances and chooses not to undergo an additional drug screen, the student will be immediately dismissed from the program.

*Refer to *Tobacco, Drugs, Alcohol, Weapons and Controlled Substances Policy* for further details

2018-2019 Academic Calendar

Travel and Customer Relations Program – 10 Weeks

Fall Session: 9/10/2018 – 11/16/2018	EVENT NAME
09/06/2018	Student Housing Check-In Begins
09/07/2018	Last Day of Student Housing Check-In
09/10/2018	First Day of Class
11/16/2018	Last Day of Class
11/17/2018	Fall Class of 2018 Graduation
11/17/2018	Student Housing Move Out Begins
11/18/2018	Last Day of Student Housing Move Out

Winter Session: 01/7/2019 - 3/15/2019	EVENT NAME
01/03/19	Student Housing Check-In Begins
01/04/19	Last Day of Student Housing Check-In
01/07/19	First Day of Class
03/15/19	Last Day of Class
03/16/19	Winter Class of 2019 Graduation
03/16/19	Student Housing Move Out Begins
03/17/19	Last Day of Student Housing Move Out
Spring Session: 03/21/2019 – 05/31/2019	EVENT NAME
03/21/19	Student Housing Check-In Begins
03/22/19	Last Day of Student Housing Check-In
03/25/19	First Day of Class
05/27/19	Memorial Day - No Class
05/31/19	Last Day of Class
06/01/19	Spring Class of 2019 Graduation
06/01/19	Student Housing Move Out Begins
06/02/19	Last Day of Student Housing Move Out
Summer Session: 06/17/2019 – 8/23/2019	EVENT NAME
06/13/19	Student Housing Check-In Begins
06/14/19	Last Day of Student Housing Check-In
06/17/19	First Day of Class
07/04/19	Independence Day - No Class
08/23/19	Last Day of Class
08/24/19	Summer Class of 2019 Graduation
08/24/19	Student Housing Move Out Begins
08/25/19	Last Day of Student Housing Move Out
Fall Session: 09/09/2019– 11/14/2019	EVENT NAME
09/05/19	Student Housing Check-In Begins
09/06/19	Last Day of Student Housing Check-In
09/09/19	First Day of Class
11/15/19	Last Day of Class
11/16/19	Fall Class of 2019 Graduation
11/16/19	Student Housing Move Out Begins
11/17/19	Last Day of Student Housing Move Out

Academic Regulations

Grading

Each subject is graded in the following manner:

90–100%.....	A
80–89%.....	B
70–79%.....	C
60–69%.....	D
Below 60%.....	F

Breakdown of tests and assignments and the points offered are detailed in each course syllabus.

If a student disagrees with an instructor on a given grade, the student should first contact the instructor. If the student believes that the action of the instructor was unfair, they may appeal the grade to the Education Director. The Education Director will investigate the matter, and then render a decision. If the student would like to appeal further, they may appeal the grade to the Chief Operating Officer. No further appeal is possible.

Satisfactory Academic Progress

A student must maintain a minimum of a 70% in all courses to be in satisfactory academic standing. If the student does not maintain the required 70%, the student's progress will be reviewed by the instructor and the Education Director.

Satisfactory Academic Progress (SAP) is reviewed on a bi-weekly (Wednesdays) basis by the Education Director. If the student's course grades fall below 70%, the student is placed on Academic Warning. The student will meet with the Education Director to determine a course of action to help the student achieve success. An Academic Warning gives the student 10 business days to raise the grade to 70% or better.

If the student on Academic Warning cannot raise their grades into compliance in that two-week period, the student is placed on Academic Probation. The student will meet with the Education Director to determine a course of action to regain compliance. The Academic Probation period gives the student an additional 10 business days to raise their grades.

If a student on Academic Probation is unable to raise their grades in that additional 10 days, the student may be academically dismissed from the program. Dismissal is at the discretion of the Education Director.

A student who has been academically dismissed from the program may appeal the dismissal to the Chief Operating Officer. The Chief Operating Officer will investigate the matter, and the student will have the opportunity to offer extenuating circumstances or context. The Chief Operating Officer will render the final decision on the appeal. No further appeals are possible.

Class Attendance

Due to the practical, hands-on nature of the curriculum, there is a direct link between classroom attendance, grades, and employment. However, there are times that students may be late, or be unable to attend class, for example, due to illness. If a student will be late or cannot attend class, the student is required to call the attendance line at 651-242-5320.

ID Cards

Each student will be issued an ID card and expected to bring it each day to class. If the student fails to bring their ID cards, there will be a \$5.00 daily administrative fee for manually entering attendance. Replacement cards can be attained for a \$50.00 fee. This card can be only used by the student the card is assigned to. Any ID misrepresentation/misuse will result in disciplinary action and may lead to expulsion from the program.

Attendance Requirements

Students are expected to badge in electronically with their ID badge prior to start of each class. If student arrives late, it will be considered an unexcused absence.

All attendance issues are subject for review by the Director of Education. Students are allowed up to 4 absences (90% attendance) in order to **pass the program successfully**.

Make-Up Work Policy

Upon review and approval of an excused absence by the Education Director, a student will be allowed to make up missed time, assignments, and/or tests on the next school day or as approved by the instructor.

It is the student's responsibility to immediately contact the instructors upon returning to class. The Education Director may require a doctor's note or other supporting documentation to

approve an excused absence.

If the absence is unexcused, homework, quizzes, and tests for the missed day will automatically be recorded as a zero.

Cell Phones and Electronic Devices

Cell phones, tablets, laptops, and other electronic devices should be turned off and kept in backpacks, purses, or bags, unless the instructor approves their use in class. If a student is accessing their phone or the phone rings out loud or vibrates during class the student will be removed from class and receive an unexcused absence for that class. Cellular phone usage is only permitted in the Cairo Room.

Academic Dishonesty

All students are expected to maintain the highest standards of integrity. Academic dishonesty comes in a variety of forms, including cheating and plagiarism.

If an instructor believes that a student has been academically dishonest, the instructor should investigate the matter and discuss the issue with the Education Director. The student will have the opportunity to respond to the allegation of dishonesty. The Education Director, after the investigation is complete, will make a determination and administer any necessary consequences. Consequences may include failure of the test, the assignment, or the course. Infractions could result in the student's academic dismissal. The student may appeal the allegation of academic dishonesty to the Chief Operating Officer, who will investigate the matter and render a final decision. No further appeal is possible.

Conduct in the Classroom

Students are expected to be engaged in classroom topics and discussions at all times. Students are expected to maintain respect for the instructor, other students, and the educational process at all times. Students can disagree with a person's ideas without being dismissive of the person holding those ideas. Creating a constructive dialog is part of the learning process, and encouraged in classroom discussion.

An instructor who feels a student is persistently disruptive in class will address the issue with the student and then discuss the matter with the Education Director.

Food (including candy and gum) is prohibited in all classroom settings and hallways unless approved by the instructor in advance. If a student is found with food in the classroom, the student will be removed from the class and receive an unexcused absence that class period.

All student concerns and infractions will be discussed with the Education Director. The student may be given different degrees of discipline including but not limited to verbal warning, written warning, to being expelled from the class or expulsion from the school. The Education Director

renders final decision on all classroom (or hallway) misconduct.

Tobacco, Drugs, Alcohol, Weapons, and Controlled Substances

The Travel Academy supports an environment in which the personal, social, and academic growth of students is free of mind-altering chemicals including drugs and alcohol. Potential travel employers consider most positions to be “safety sensitive.” These positions are highly monitored and managed at the highest level as required by the FAA, US Coast Guard, and Federal Government. To simulate and prepare students for this rigorous standard, all students are subjected to mandatory drug screenings prior to graduation, unannounced, or announced at anytime during the program.

Any student who refuses the mandatory drug screening will be considered a “positive” drug screen and be immediately dismissed from the program. “Refusal” of a drug screen includes a student that leaves the building during the mandatory drug screening process.

Students who undergo the mandatory drug screen and test positive for illegal substances will be allowed to retake the Federal Drug Screen on the same day at Minnesota Occupational Health, 1400 Corporate Center Curve, #200, Eagan, MN 55121. In the event that the 2nd drug screen is confirmed positive for illegal substances, the student will be immediately dismissed from the program.

If the student tests positive for illegal substances and chooses not to undergo an additional drug screen, the student will be immediately dismissed from the program.

Illegal drugs and controlled substances are prohibited on school grounds, or any school-sponsored event. Incidents of possession of illegal substances will be reported to the police or appropriate authorities. Any student who is under the influence, whether in school or out of school, is subject to expulsion. (*Refer to Buyer’s Right to Cancel Policy.*)

Smoking is prohibited on school grounds. Possession of alcohol is prohibited on school grounds or any school-sponsored event. Guns and other weapons are banned from the premises. Bringing a gun to school is grounds for immediate dismissal.

Dress Code

The time at The Travel Academy is meant to simulate the travel industry experience. Students are expected to dress in business-casual attire. Staff will be evaluating dress attire prior to the start of each class daily. If the student is found to be inappropriately dressed, the student will be removed from class and sent home to change. The student will receive an unexcused absence for the entire class period.

Appropriate attire for women include: collared shirts or sweaters with dress pants, and dress shoes or boots. Conservative dresses or skirts are also acceptable. Appropriate attire for men include: polo shirts, collared shirts or sweaters, khakis or dress pants, and dress shoes. Neckties

are optional.

Students are required to be professionally dressed for any recruiting or interview event. Non compliance will result in removal from the interviewing event scheduled for that day.

Inappropriate attire include: jeans, leggings, t-shirts, athletic wear, and sweatshirts. Hats are not allowed. Women should not wear sleeveless, open shoulder, or low-cut shirts. Inappropriate footwear includes tennis shoes, over-the-knee, or UGG boots.

All exposed tattoos will be required to be fully covered during all class and lab hours. If tattoos are found to be exposed, the student will be removed from class and receive an unexcused absence. No permanent facial piercings other than ears (no gauges) will be allowed in any classroom setting.

Administrative Dismissal

Administrative dismissal is when a student's enrollment at The Travel Academy is terminated for reasons unrelated to the student's grades. Examples of administrative dismissal may include persistent class disruption, drug use, academic dishonesty, and also student comments which may have a negative impact on the school's reputation is also grounds for administrative dismissal. Disparaging comments include but are not limited to the school, school personnel, policies or classroom content via either in spoken, through digital distribution, or any other communication medium.

Students will have the opportunity to request an appeal to an administrative dismissal. The Education Director, Chief Operating Officer, and Chief Executive Officer will collectively review and render a final decision on all academic dismissals.

Withdrawal from the Program

Students who wish to voluntarily withdraw from the program after classes have begun must fill out the Student Withdrawal Form located on the website. It can be emailed, faxed, or physically given to the Education Director. Receipt of the withdrawal form will be acknowledged within ten working days. Refer to Buyer's Right to Cancel for information on tuition refunds.

Course Incompletion for Active Military Duty

The Travel Academy supports its students' military service. If a student is called to active military duty prior to the completion of a course, the student should alert the Education Director before they leave for duty. Two options are available to the student:

The student may request to voluntarily withdraw from the program. If the student chooses to withdraw, the student will receive a full refund on tuition, even if it is beyond 75% of the

program. Copies of military orders or other supporting documentation is required to provide the student with a full tuition refund.

Instead of withdrawal, the student may request that they be allowed to finish classes when they return from active duty. The student would then receive an incomplete on the transcript, and the student would complete the remaining courses when returning to school.

Complaints

Complaints or disputes concerning the policies of The Travel Academy's procedures, staff, or any other items should be brought to the Education Director for review. Upon review, the complaint will be dealt with in a timely manner, according to the Academy's policies and procedures.

Sexual Harassment

Sexual harassment is the use of power by one person over another, using innuendo, favors, or coercion of a sexual nature. It is undesired and an often-repeated behavior. Examples of sexual harassment include leering, whistling, obscene gestures, sexual innuendo, suggestive comments, jokes about sexuality, sexual propositions or threats, touching, and sexual assault. The Travel Academy has a zero-tolerance policy toward sexual harassment. Allegations of harassment will be dealt with quickly. Students who believe they have been sexually harassed should contact one of the following:

- Any instructor
- Education Director
- Chief Operating Officer

Graduation and Transcripts

Graduation

Upon meeting a minimum of 90% attendance of the total scheduled hours and successfully completing all coursework with a minimum of a 70% in each course, students will receive a Certificate of Completion.

Honor Students

Students who have a 95% or higher in all of their courses will be considered honor students, and will be recognized at the graduation ceremony.

Graduation Ceremony

Participating in the ceremony is not required for graduation. Professional dress attire is required if participating in graduation ceremony. Students who do not participate in the graduation ceremony will have their Certificate of Completion mailed to them within 90 days.

Transcripts

Official transcripts will be mailed within ninety days following graduation. If the student requests a replacement transcript, a \$15 replacement fee will be charged. Written requests for replacement transcripts must be sent to The Travel Academy. Transcripts may be withheld if the student has an outstanding balance.

Career Services

The Career Services Department aids students in preparing for success as well as achieving future career goals. In addition to providing professional on-site hiring events, students are equipped with essential tools to seek out other travel related opportunities. Career counseling is available to assist students in exploring the various avenues in the travel industry.

Current Students

All students will meet with the Career Services Director during week 2 of the program. Students will have the opportunity to utilize this service or decline. Students who decline Career Services assistance are required to complete a Placement Waiver Form.

In order to interview with an airline recruiter, students must maintain a minimum of 80% in the Flight Attendant course, and a 75% in all other courses. In order to interview with a Cruise Ship recruiter, students must maintain a minimum of a 75% in all their courses. In order to interview with any Travel Agent Agencies, students must maintain a minimum of a 70% in all of their courses. These minimums must be maintained from five days prior to the interview.

Students are required to interview with a travel industry recruiter at least twice while enrolled in the program to receive Career Services upon graduation. Even if the student is enrolled in the program for educational/experiential purposes, the interview process is part of the education provided in this program. Students should use the available interview opportunities with recruiters to enhance professional development skills.

Students must also be in compliance with current attendance policies. Students with an unexcused absence to a scheduled interview are no longer eligible for future interviews.

The Travel Academy has a right to deny Career Services assistance to any student who has provided false or misleading information on their school entrance application and/or to the Career Services Director.

Past Graduates

In order to qualify for Career Service Assistance after graduation, the following must apply:

- The student, before graduation, must have interviewed at least twice in a travel-related field.
- Graduate must have completed TTA's entire 10-credit program successfully.
- Graduate must have no felonies or misdemeanors in the last 10 years.
- Graduate must complete a drug screening within the preceding 30 days with a testing company of The Travel Academy's choice.

- SELF Loan is in good standing (if applicable).
- Graduate must not have any outstanding balance at The Travel Academy.
- Graduate must not be fired from a travel-related position in the last 2 years.
- Graduate must not have voluntary or involuntary resigned from a travel-related position within a year post-graduation.
- Graduate must not have failed out of the initial training process.
- If the student interviewed with a recruiter and was offered a job, the graduate must have completed a minimum of six months with an employer before submitting a letter of resignation.
- Graduate must have a USA Passport or Foreign Passport with a Green Card (required documentation).
- If a graduate is signed up for an event and does not attend, he/she will not be allowed back for future events.
- If the graduate has been found to engage in behavior which has the potential (i.e. negative comments) of causing damage to The Travel Academy's reputation, the graduate will forfeit all Career Services assistance.

Student Affairs

American's With Disabilities Act

The Travel Academy is committed to providing equal access to education for all students. We work in partnership with faculty, staff and students to remove disability-related barriers to education through reasonable accommodation to qualified students. This could be in the form of allotting additional time for exams, previous awareness of quizzes, or providing an alternate method of completing assignments/exams. Students who have a disability or believe they may have a disability are invited to contact the Education Director within the first week of class to determine eligibility and/or submit accommodation requests.

Non-Discrimination Policy

The Travel Academy acknowledges its legal and moral responsibility to ensure equal employment and educational opportunities with no discrimination regarding race, sex, color, creed, religion, age, national (ethnic) origin, disability, marital status, status with regard to public assistance, sexual orientation, or membership or activity in a local commission, as defined by law.

Disclosures

Copyright Infringement Policy

It is the policy of The Travel Academy to respect the copyright protections given by federal law to owners of texts, publications, documents, works of art, digital materials, and software, and to abide by all license and contractual agreements in the provision of resources and services to The Travel Academy.

The Travel Academy respects the copyrights of all original works of authorship, and we encourage our faculty to model and enforce this principle in their classrooms. No original work is to be copied unless permission is given by the copyright owner. Original works include books, articles, magazines, web pages, images, photos, videos and audio files. However, there are certain allowances granted under the 'fair use' provision of U.S. law, according to the Copyright Act Title 17. Although the law does not spell out precisely what is considered under 'fair use', the following examples are generally allowed:

- Quotation of short passages in a scholarly article, such as 300 words or less
- Spontaneous reproduction of an article for classroom instruction, such as a news story
- Showing a video or playing an audio file once for classroom discussion purposes
- Reproducing publicly accessible, factual information

Examples of a copyright violation (if done without permission):

- Photocopying pages from a class curriculum
- Distributing copies of a DVD or audio file
- Using photocopied articles as part of a repeated course curriculum

If you have any questions in this regard, please ask the Chief Operating Officer.

Management, staff, faculty, and students are advised to become as knowledgeable as possible regarding copyright law and this policy. Individuals who willfully disregard this policy and guidelines do so at their own risk and may be subject to personal liability. The Travel Academy regards violation of this policy as a serious matter, and any such violation is without its consent and is subject to disciplinary action up to and including termination, in the case of institution employees, and termination, in the case of students.

Use of copyright material(s) is permissible with written permission from the owner(s).

When permission is obtained please provide a copy to the CEO. The CEO will review the documentation and either provide or deny the request to utilize the texts, publications, documents, works of art, digital materials, or software requested.

Violations and Publications

It is against the The Travel Academy policy for users to use institution equipment or services to access, use, copy or otherwise reproduce, or make available to others, which includes unauthorized peer sharing, any copyright-protected materials or software except as permitted under copyright law or specific license. Specifically, users are prohibited from:

- Copying or reproducing any texts, publications, documents, works of art, digital materials, and software on The Travel Academy photocopiers, fax machines, or computing equipment, except as expressly permitted in writing by the owner. Also, users may not use unauthorized copies of texts, publications, documents, works of art, digital materials, and software on-site at The Travel Academy facilities, or on owned computers, or on personal computers housed in the institution's facilities.
- Copying, downloading, or uploading audio recordings, music, movies, videos, and other kinds of copyright-protected files electronically without the owner's written permission.
- Posting copyrighted material on a The Travel Academy owned web site (official or personal).
- Additionally management, staff, faculty, and students must:
 - Fully read, understand, and abide by all terms of software license agreements.
 - Where applicable, remove any copyrighted material from the school facilities, or downloaded from the Web after the evaluation period has expired.
 - Not accept unlicensed software from any third party.
 - Not install, nor direct others to install, illegal copies of computer software or unlicensed software onto any institution-owned or operated computer system.

Enforcement

Although The Travel Academy does not routinely monitor the network for activity that is illegal or in violation of institution policy, The Travel Academy does reserve the right to monitor network use for operational needs and to ensure compliance with applicable laws and policies. The Travel Academy has a legal duty to comply with applicable laws protecting the intellectual property rights of third parties and to respond to formal legal complaints that it receives.

The Travel Academy reserves the right to authorize removal of any illegal copyright material or disconnecting a user's account if the user represents a serious threat to system integrity or poses a

liability to the institution. The Travel Academy may refer suspected violations of applicable law to appropriate law enforcement agencies.

If any provision of this policy is ruled invalid under law, it shall be deemed modified or omitted solely to the extent necessary to come into compliance with said law, and the remainder of the policy shall continue in full force and effect.

Summary of Penalties for Violation of Federal Copyright Laws

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

Administration, Staff, and Faculty

Randy Juen - Chief Executive Officer

Taren Klein - Chief Operating Officer

Lynn VanOrt - Education & Career Services Director

Jeff Bernett – Admissions Director

Lynn V. – Instructor

Amy K.– Instructor

Meghan M.- Instructor

Erin C. - Instructor

Angie S.- Student Services Administrator, Minnesota SELF Loan Advisor

Dawn B. – Housing & Transportation Coordinator, Veteran’s Association School Certifying Officer, Designated School Official-SEVP

Jasmine R. – Admissions Recruiter

Elina B. – Admissions Recruiter

Danielle D. – Admissions Recruiter

Betsy B. – Admissions Recruiter



Please sign and return this form to The Travel Academy

I, _____ (print name), verify that I have read, understand, and agree to follow and be held accountable to the rules, policies, procedures, and other information provided in The Travel Academy Catalog & Student Handbook.

Student Signature

Date

Chief Operating Officer Signature

Date

