



# ICS Canada Student Handbook

Everything You Need To Get Started!



**ICS**  
CANADA

Academic Year — 2024

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# A Message From the Chief Executive Officer



Dear Future Graduate,

Congratulations on your decision to pursue a Career Diploma/Certificate from ICS Canada. You have taken an important first step toward success, and I am proud to welcome you to our student body.

This Student Catalog features general information about your ICS Canada experience, from how to contact us to details on achieving your goal of a Career Diploma/Certificate. (*Information about how to get started begins on page 4.*)

If you have any concerns or questions, feel free to contact us via our website [www.icslearn.ca](http://www.icslearn.ca) or call us, anytime. We're here to help you make the most of your distance learning experience.

I wish you the best of luck with your studies, and look forward to awarding you your Career Diploma/Certificate!

Best Wishes!

A handwritten signature in black ink, appearing to read 'Kermit Cook'. The signature is fluid and cursive, written over a white background.

**Kermit Cook**

Chief Executive Officer

# Mission Statement

ICS Canada's mission is to enhance the lives of our students and clients through the acquisition of knowledge, skills, and credentials that will allow them to achieve their goals by advancing in their chosen field, starting a new career, or pursuing lifelong learning.

## **ICS Canada Institutional Goals**

- Provide educational programs that enable self-motivated, independent learners to acquire core competencies in their chosen technical and professional fields
- Employ contemporary learning strategies based on academic standards of good practice in distance education
- Develop and maintain systems that optimize student opportunities for broadly participative, interactive learning
- Establish and communicate high standards of academic performance for students and the institution
- Assess student learning and institutional effectiveness systematically in order to improve student performance
- Provide an extensive suite of student support services based on student needs and interests
- Conduct fiscally responsible planning that balances the institution's commitment to academic excellence with its concern for profitable financial performance

The mission is supported by an admissions policy that allows students with appropriate prior education to enrol in programs without regard to race, religion, gender, age,\* colour, national origin, or physical disability. The school regularly assesses fulfillment of its mission and achievement of its institutional goals through ongoing studies of student learning, measurement of student satisfaction, and evaluation of career outcomes of graduates.

\* Prospective students must meet the minimum age requirement for admission into ICS Canada programs.

# Getting Started Is Easy

Getting started takes only a few minutes. First, let's look at what you receive in your online materials. There are study materials and the program outline are on the "Programs & Courses" tab. The student handbook and the Taking Exams video are on the **"Forms & Resources"** tab:



## **Your Student Handbook**

Special information on the ICS experience.



## **Program Outline**

The information you will learn in your program and the order in which you will learn it.



## **Your Lesson Materials**

All you need to get started



## **A Special Offer for You**

Earn \$50 cash for every student you recommend to us! (Up to \$100/year).



## **Online Exam Instructions**

Details on submitting your exams online.

If you need to contact ICS in regard to your program, please go through **"Help & Support"** on your portal or by calling ICS at **1.888.427.1000**.

# Follow the four simple steps below and you will be on your way!



## **YOUR STUDENT ID CARD**

It's part of the Welcome Letter you receive in the mail. You'll find your student number on your ID card, which you need to have available whenever you contact ICS Canada



## **REFER TO YOUR PROGRAM OUTLINE**

Your Program Outline lists all of your lessons and the order in which you should study them. Look on your Program Outline to determine which of your lesson books is Study Unit 1.



## **READ STUDY UNIT 1 THOROUGHLY**

Make sure to use the self-tests in your lessons to help you prepare for your first "open-book" exam. If you have any questions about your lessons, call or email your instructors.



## **TAKE YOUR FIRST EXAM**

When you feel prepared, your first exam will be available for you online. Click on the **"Take Exam"** button next to the lesson. Once you have completed the exam, click on the **"Submit"** button.

## That's all there is to it.

The rest of this book contains useful information on contacting ICS Canada, taking exams, and answers to other questions you might have. You should review the information to gain the most from your ICS Canada experience.

# Contacting ICS Canada

At ICS Canada, your success is important to us. That's why we've made it easy for you to contact us whenever you have questions or problems.



## On the Web

Visit <http://www.ICSLearn.ca> for easy access to your student records, exams, assistance, and more. Take advantage of the comprehensive Questions and Answers section, compiled from years of student service excellence. The ICS Canada student website is your one-stop solution to any questions you might have.



## Over the Phone

If you have a question that we can't address through the website or email, you can contact our toll-free Student Support Line, [1.888.427.1000](tel:18884271000). The Student Service Center is available Monday through Friday from 9:00 a.m. to 6:00 p.m. ET.

# ICS Canada

## On the Web

The ICS Canada website features information on the school and details on every program we offer, as well as links to other educational resources. From our website, you can view your student record, take exams, email your instructor, and more. Visit our site at [www.ICSLearn.ca](http://www.ICSLearn.ca).\*

## Get your education quickly and conveniently through the ease of online learning.

- Ease and convenience at [www.ICSLearn.ca](http://www.ICSLearn.ca) — your home for 24-hour-a-day student services. With a few clicks of your mouse, you are in control of your education! Be sure to visit the enhanced Frequently Asked Questions (FAQs) section for helpful information.
- Access program material, grade and shipment records, and account information, all online. Download study guides to keep as references. Make payments the easy way or quickly access tuition information.
- Support from your instructors, and from Student CARE, is available via email at your convenience.
- Exams are taken and submitted online.

## Admissions Policy

### Entrance Requirements

ICS Canada has an open admissions policy. For enrolment in most ICS Canada programs, the minimal educational requirement is eight years of formal schooling. ICS Canada is an equal opportunity educator and admits applicants without regard to race, religion, colour, sex, national origin, or physical ability. It is the ICS Canada policy, however, to refuse enrolment of a minor still attending a recognized elementary or secondary school.

You will need high-speed internet access to begin your program. In addition, you will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account, to complete your program with ICS Canada. Some programs have additional minimum computer requirements which should be verified before enrolling.

### High School

To enrol in ICS Canada High School, students must have completed the 8th grade.

### Career Diploma and Certificate Programs

Some of our career diploma programs and online certificate programs require that students have a High School Diploma before they can enroll.



# Frequently Asked Questions

## Q. Where can I find my student number?

A. The number is on your Student ID Card which you received with your Welcome Letter.

## Q. How do I submit exams?

A. Exams are submitted by logging onto your portal via the website [www.ICSLearn.ca](http://www.ICSLearn.ca). You can complete your exams and receive feedback from your portal.

## Q. What if I change my address?

A. The easiest way to change your address is through Account Preferences on your student portal. Click the Avatar icon in the upper right-hand corner of your student portal, click "Account Preferences", then click the Settings tab so that you can change your primary email address on file. You can also advise ICS of an address change by mail or by phone at 1-888-427-1000.

## Q. How do I make payments?

A. Payments may be made at any branch of the Royal Bank of Canada or by mail. ICS accepts payment by cheque, money order or credit card (Visa, MasterCard and AMEX). Send your payment to:

**ICS Canada**  
**610-245 Victoria Avenue**  
**Westmount, QC H3Z 2M6**

Please be sure to include your student number on all payment materials. Allow one week for your account to be updated.

## Q. How long will it take me to complete my program & receive my Career Diploma?

A. Completion times vary, depending on the program in which you are enrolled. Programs can be completed in a year or less depending on the time you have to devote to your studies. If it seems that you will need additional time to complete your program, you may contact ICS and request an extension. Your Enrollment Agreement specifies the completion time for your program.

## Q. Are there any additional fees?

A. The following fees are charged, if applicable: additional six-month extension fee of \$125 (subject to change); administrative fee of \$60.00; Shipping and handling fees, \$39.00. Your Enrollment Agreement lists these fees.

## Q. What is your cancellation policy?

A. The cancellation policy is provided in detail on page 14 and on the Enrollment Agreement you signed. A copy of your Enrollment Agreement will be returned to you after your application is approved.

## Q. Can I earn credit for previous coursework completed?

A. ICS Canada does evaluate prior academic learning, for transfer credit, in most of its programs.

## Q. Will work completed at ICS Canada transfer to another school?

A. Work completed in ICS Canada programs may not transfer to other learning institutions. Students planning to continue their education with another school after earning a diploma from ICS Canada should check with that school regarding transfer policies.

## Q. Is ICS Canada accredited?

A. Yes. ICS Canada is accredited by the Distance Education Accrediting Commission (DEAC). The DEAC is listed by the U.S. Department of Education as a recognized accrediting agency and is recognized by the Council for Higher Education Accreditation (CHEA). The DEAC can be reached at: 1101 17th Street NW, Suite 808; Washington, D.C. 20036. Telephone: 202.234.5100; E-Mail: [info@deac.org](mailto:info@deac.org)

IACET CEUs are issued by Penn Foster Career School. Penn Foster Career School is the parent company of ICS Canada. Penn Foster Career School has been approved as an Authorized Provider by the International Accreditors for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102. In obtaining this approval, Penn Foster Career School has demonstrated that it complies with the ANSI/IACET Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Penn Foster Career School is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

# Study Tips & Taking Your Exams

Each of your study units features an exam, which you complete and submit to ICS Canada for grading. Study units also feature helpful self-tests you can use to determine how well you understand the new concepts you have learned. Remember that future lessons are made available when you submit exams, so avoid delays in your training by submitting them promptly.

## **SUGGESTIONS FOR MORE EFFECTIVE STUDYING**

- Set up a special place in your home to do your studying and keep all your materials there, within easy reach.
- Schedule your study time. Make sure it doesn't conflict with other important activities.
- Frequent, brief study sessions are more effective than long, "cramming" marathons.
- Make sure to do all the self-test exercises in the study unit.

## **TIPS ON COMPLETING YOUR EXAMS**

When it comes time to take your exam, make sure you follow the directions carefully. If you don't understand what you are supposed to do, don't hesitate to call ICS Canada and ask for help.

## **SUBMITTING YOUR EXAMS**

You must submit all exams online using the ICS Canada exam system that you access from your Student Portal.

To access an exam, click on Take Exam next to the appropriate lesson title. If the exam involves an essay or a writing assignment, you'll be asked to attach a file of the assignment to submit it to the school.

Read each question carefully before you choose your answer. If you're unsure of an answer, you can mark the question for review by clicking a button to the right of the question. Before you submit the exam, you'll be able to see a summary of all of your answers and make changes if you so desire.

## EXAM RESULTS

Students must access their ICS Canada student portal to get evaluations as well as receive feedback. The evaluations will tell students which answers (if any) were incorrect. If students have a question or problem with the exam evaluation, they should contact the school immediately.

### Multiple choice Exam Retake Policies

Exams Taken between May 21, 2013 and December 14, 2016	Students may retake the exam whether their score was passing or failing on the first attempt. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade. Students earn the higher of the two grades.
Exams taken between December 15, 2016 and October 18, 2017	Students earning a passing score on the first attempt are not eligible for a retake. If the first attempt score is failing (below 65%), students have the option to retake the exam.* (See below). The highest score a student can earn on a retake exam is 65%. If a student scores below 65% on the retake exam, the student will earn the higher of the two scores.* (See below).
Exams taken starting October 19, 2017	Students are given two chances to pass each exam. An exam may be retaken as soon as the first attempt has been graded; there is no waiting period. Regardless of whether the first attempt resulted in a passing or failing grade, students are given one opportunity to retake the exam and earn the higher of the two scores. This policy is effective for all open exams on a student's record as of October 19, 2017.

Students are presented with a new exam for the retake and must submit the ENTIRE retake online. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade.

For all other exams (subjective, non-multiple choice exams), retakes are required for a failed first attempt, and not offered if the exam was passed. The highest score a student can earn on a retake exam is 65%. The retake grade becomes the final grade. Each program may contain one or more practical exercises, projects, or externships that must be successfully completed in order to meet the requirements for graduation. Some of these may be graded on a pass/fail basis.

Previous exam policies will cease as of October 19, 2017, and the above policies will apply to all exams submitted on and after this date.

### The ICS Grading System:

Each of the exams you submit will be graded on the following scale:

Lesson Grade (Percentage)	Letter Equivalent	Rating
92-100	A	Excellent
81-91	B	Good
75-80	C	Average
70-74	D	Passing
Below 70	F	Failing

**(Effective to April 30, 2012)**

An overall course grade of 70%, or above is required to graduate.

Lesson Grade (Percentage)	Letter Equivalent	Rating
90-100	A	Excellent
80-89	B	Good
70-79	C	Average
65-69	D	Passing
Below 65	F	Failing

**(Effective May 1, 2012)**

An overall course grade of 65%, or above is required to graduate.

\* The passing grade for the Aircraft Mechanics program is 70%. The highest score that an Aircraft Mechanics student can earn on a retake exam is 70%. If an Aircraft Mechanics student scores less than 70% on a retake exam the student will be contacted by the school.

# Academic Policies & Graduation

When you have successfully completed your program and your account is paid in full, you will achieve your goal - a Career Diploma.\* To be awarded your diploma/certificate, you must:

- *Have successfully completed all exams.*
- *Achieved an overall average of 70% (65% effective May 1, 2012) or above.*
- *Met all your financial obligations.\*\**

\* *Students with a Grade Point Average of 92 or higher receive a diploma with highest honours.*  
\*\* *All payments must clear before diploma will be issued.*

## Academic Review Board (ARB) Process

The Academic Review Board (ARB) is tasked with reviewing student academic records and conduct to determine appropriate action in cases where the student has displayed poor academic performance and/or when a student has violated policies regarding Academic Integrity or Student Code of Conduct policies. The ARB has the full range of disciplinary decision authority up to and including cancellation/dismissal.

This is a standing committee, meeting as needed.

1. The ARB Request is submitted by a faculty member and forwarded to the ARB Chair. Other appropriate documentation/ verification of intervention measures, etc., should also be attached for review.
2. Each member reviews the student's record and indicates his/her decision recommending cancellation or retention.
3. A majority of the board members must agree to cancel the student.
4. If the ARB opts for cancellation, the ARB Chair will email an ARB cancellation letter, with appeal options included, to the student.
5. A warning letter will be emailed to the student in certain situations.
6. Decisions regarding financial liability are made by the Director, the Regulatory member, and Student Services Escalation Specialist. Financial resolution is generally a flat cancel; these decisions are made on a case-by-case basis.
7. The student has a period of 10 days from cancellation in which he or she can appeal the decision.
8. The student can appeal the ARB's final

decision on the student appeal through the grievance process outlined in the appropriate student handbook.

## Advanced Standing

A student who enrolls in a standard program is expected to study all the subjects in that program or to provide satisfactory evidence of equivalent training. Advanced standing may be given for prior academic learning. Exemption from previously completed subjects can be granted by sending to ICS Canada an official transcript from the high school or college attended. Transcripts must be accompanied by the student's name, student number and address, and a statement of the purpose for which the material was sent. This material should be sent to the Advanced Standing Committee, ICS, 610-245 Victoria Avenue, Westmount, QC H3Z 2M6.

Note: Students in the Aircraft Mechanics program are not eligible for advanced standing exemptions because Transport Canada only accepts the program as a whole.

## Academic Integrity

Students whose work is generally unsatisfactory over a period of time are placed on academic probation. "Unsatisfactory" work is defined as three failing grades (incomplete examinations which have not been made up and/or failed make-up examinations). The Vice President of Education and Academic Dean may, however, decide not to place a student on probation if individual considerations justify continuance. Probation is essentially a serious warning which carries no penalties at the time. For removal from probationary status, a student must submit all make-up work and attain passing grades on three examinations, with no new failing grades since probation. If a student qualifies for academic reinstatement he/she may be cancelled or transferred to another program (with the student's consent), on the recommendation of the Director, Academic and Student Affairs. Students dismissed because of low academic standing or other reason will be entitled to a refund of tuition in accordance with the provisions of the Enrolment Agreement.

## **Course Progression**

As an accredited educational institution, ICS Canada has a responsibility to the entire student body to ensure the value of an ICS Canada diploma is maintained. We must monitor student progression through the program and identify any irregular study patterns. If, after a review of a study record, ICS Canada feels an irregular study pattern exists, we reserve the right to inquire how you completed the coursework. If such an inquiry is initiated, you must provide a well written response. Your response will be reviewed by the members of the academic staff associated with your program, who will determine if any disciplinary action must be taken.

## **Academic Probation/Cancellation**

Learners who continually score below the passing average on exams may be placed on academic probation for a period of time during which grades will be closely monitored. Continued academic failure may result in the learner's record being submitted to the Academic Review Board. The Academic Review Board members will consider the academic progress of the learner and, with the approval of the Vice President of Education and Academic Dean, determine if cancellation is required. If cancelled, the learner will be notified in the mail, and the Refund Policy will be applied.

## **Student Identity Verification**

Student Identity Verification All new students are provided with a unique student number. This student number should not be shared with anyone else. In order to gain entry into the online learning management system and access study materials, students need to enter their student number and a unique password that restricts anyone else from accessing their student record. Sharing student numbers or passwords with any other individual is in violation of the honor code and can lead to disciplinary action.

## **Expectation**

All ICS Canada students are expected to conduct themselves with the highest academic and ethical standards. Failure to do so will result in disciplinary action.

## **Code of Conduct**

All ICS Canada students are expected to abide by all the standards and policies established by ICS Canada. Students will observe all rules on submitting work and taking examinations and will never turn in work that is not their own, or present another person's ideas as their own. Students will never ask for, receive, or give unauthorized help on graded assignments, quizzes, or examinations. Students behaving unethically or failing to abide by the school's Code of Conduct, will be subject to disciplinary action up to and including dismissal from ICS Canada.

## **Cheating**

Cheating can be defined as any inappropriate collaborative activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student. If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The student's response will go before the Academic Standards Committee for a decision on the student's enrolment. Disciplinary action can be applied up to and including termination of the student's enrolment.

## **Plagiarism**

Plagiarism is another form of unethical behaviour. Plagiarism is dishonestly using another person's ideas or finished work as your own without giving credit for the source. It includes copying or paraphrasing something and using it as if you had done the work yourself. Any act of plagiarism from students will not be tolerated. Students who submit plagiarized work will be disciplined up to and including termination of the student's enrolment.

## **Disciplinary Action**

Any inappropriate behaviour can result in several forms of disciplinary action. This would include anything from awarding a "0" grade on an exam to termination. Faculty members will report inappropriate behaviour by students; this will be forwarded to the Academic Standards Committee for action and a final decision.

## Online Behaviour

ICS Canada expects students to behave properly and to use good judgement when communicating online with the school. Illegal or improper use of the Web within the ICS Canada environment will not be permitted and may be cause for disciplinary action.

## Student Grievances

Most student complaints can be handled at first point of contact with the school. Student complaints are addressed using the policies and provisions of the enrolment agreement, student handbook, and academic requirements of the school. Students who have a complaint should contact their instructor regarding academic issues or a student service supervisor regarding servicing issues. The instructor or student service supervisor will provide a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

### *Steps in Grievance Procedure:*

1. The student should contact the Academic Team Lead either by phone or in writing expressing his/her concern within 30 days of receiving a response to the original complaint. The Academic Team Lead will respond either by phone or in writing within two weeks of receiving the complaint.
2. If the student feels that the issue is still unresolved, he/she has 30 days to express continued concerns either by phone or in writing to the Academic Program Director or Director, Student Services. A response will be sent to the student within 2 weeks.
3. If the student still believes the grievance is unresolved, he/she may complete the school's grievance form within 30 days from receiving the response from the Academic Program Director or Director, Student Service. This form can be obtained by contacting Student Service Center. The form can be emailed, faxed, or mailed to the student.
4. All grievance forms will be returned to the Academic Program Director, who will turn them over to the Academic Review Board. The

Academic Review Board will meet and render a decision within two weeks of receipt of the grievance form. The decision of the Academic Review Board will be final and will be sent to the student in writing.

5. All grievance forms and final decision notifications will be filed in the office of the Academic Program Director.
6. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the DEAC at 1101 17th Street NW, Suite 808 Washington, D.C. 20036 and at [www.deac.org](http://www.deac.org). 202.234.5100

## Complaints Against Faculty

If a student has a complaint regarding treatment by a member of the faculty or suspects a conflict of interest, the student should report this complaint to the Academic Team Lead. If the student has consulted with the appropriate supervisor and still believes that the matter has not been dealt with satisfactorily or equitably, the student should contact the Director of Faculty Affairs. If the complaint is still not resolved, the student must submit a formal written signed complaint to the school's Academic Review Board for further consideration.

## Grade Appeal

Students who wish to dispute a grade or an answer to a question should contact their instructor. Only an instructor has the authority to change a grade. If the student is not happy with the grade appeal results, he/she should follow the "Student Grievance" procedure listed in this handbook.

## Extensions

Depending on the program, students are given a certain amount of time to complete all the lesson assignments. Students may request extensions as outlined in their enrollment agreement.

## Online Library

Students at ICS Canada will have access to an online library for use during their studies with the school. Students can use this library to do the required research in the programs they complete or can use it for general reference and links to valuable resources. The library contains helpful research assistance, articles, databases, books, Web links, and email access

to a librarian. Students can access the library from their home page.

A library services manager is available to answer questions on general research-related topics via email and assist students in research activities during their studies in ICS Canada

### **Accommodating Students with Disabilities**

ICS Canada believes in opportunity for everyone. Therefore, the school strives to meet the needs of all students by providing instructional support and student services which will enable them to reach their maximum potential. The school does not discriminate on the basis of race, colour, gender, religion, national origin, age, or physical disability.

ICS Canada complies with the Section 504 of the United States Rehabilitation Act of 1973 and the implementing regulations 34 CFR part 104 (barring discrimination on the basis of disability), and the United States Americans with Disabilities Act (ADA) of 1990 and the implementing regulations in 29 CFR part 1630 (1991). The school will offer a reasonable accommodation for any qualified student with documented disabilities provided the accommodation does not pose an undue hardship on the school or does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students. Students must complete the Accommodation request form which is available on the student portal and submit it along with documented evidence of disability to ADArequest@pennfoster.edu to be eligible for any accommodations. All completed requests for accommodations will be reviewed by the ADA Review Committee within five (5) business days. Students will receive written communication outlining the decision of the committee.

### **Career Services**

ICS Canada offers many resources to current students and alumni to help with career planning and job search efforts. Career Cruising, a self-service employment tool is available to students and alumni and provides various resources on employability, including school/job exploration, employment recommendations, career portfolio development, resume-building, nationwide job search engine, tips and advice on improving job

search success, and interview tips. Students and alumni can access Career Cruising through the student portal. ICS Canada's Career Coaches work with students and alumni to assist with career exploration, resume review and revision, social media presence, and mock interviews. The Learning Resource Center, which is located in the library, includes guides for career planning, instructions for writing a winning resume, tips and advice to succeed at a job interview and how to follow-up after the interview, and information on negotiating and understanding compensation levels and offers. Job placement is not guaranteed to graduates, upon program completion.

### **School Calendar**

ICS Canada operates 12 months of the year. The Student Service Center is available Monday through Friday from 9:00 a.m. to 6:00 p.m. ET. The instructors are available Monday through Friday from 9:00 a.m. to 6:00 p.m. ET. The school is closed on the following days during the year: New Year's Day, Good Friday, Easter Monday, Victoria Day, St. Jean Baptiste, Canada Day, Labour Day, Thanksgiving, Christmas Day, and Boxing Day. The school's phones will have a "closed" message on these holidays.

### **Transcripts**

Copies of your official transcript are available in your student portal. If you request your official transcript prior to graduation, it will only be released if certain financial criteria is met. Navigate to the "Forms & Resources" menu, and click the "Official Transcript Request" button to access the Parchment Ordering Service, where you can order digital and/or paper copies of your transcript. Transcripts may be sent directly to you or to someone else (e.g. an employer or another school). You will need to have available the email or physical address where the transcript will be sent to complete the order. It is a \$15.00 fee for all transcript orders.

### **Letters of Recommendation**

ICS Canada will be proud to send a letter of recommendation on your behalf to other schools or potential employers. Contact our Customer Service Department for more information. (You must be current in your payments to receive this service.)

## Privacy

ICS Canada maintains a privacy policy.

To view the privacy policy, please visit

<https://www.icslearn.ca/privacy-policy>

## Cancellation Policy

In the event you cancel or withdraw from ICS Canada, a refund of tuition will be provided as follows:

1. If you cancel within 5 days after midnight of the day you enroll, you will receive a refund of all monies paid to ICS Canada;
2. If you cancel more than 5 days after enrolling but before submitting a completed Program assignment, you will receive a refund of all monies paid to ICS Canada less the Registration fee administrative fee + shipping & handling fees (if applicable)
3. If you cancel after completing at least one lesson but less than 50% of the program assignments, in addition to retaining the non-refundable registration fee and if applicable, the non-refundable administrative and shipping and handling fees, your tuition obligation is as follows:

- a). Up to and including 10% of the program, ICS Canada will retain 10% of the refundable tuition;
- b). If you cancel after 10% and up to and including 25% of the program, ICS Canada will retain 25% of the refundable tuition;
- c). If you cancel after 25% and up to and including 50% of the program, ICS Canada will retain 50% of the refundable tuition.

If you complete more than 50% of the program, ICS Canada shall be entitled to the entire program tuition and any applicable fees. All refunds will be issued within 30 days of ICS Canada's receipt of your notice of cancellation. You may cancel or withdraw in any manner, but we recommend confirmation in writing be sent to ICS Canada, 610-245 Victoria Avenue, Westmount, QC H3Z 2M6. A reinstatement fee of \$25.00 will be charged for reactivation of a previously cancelled enrollment if reactivated within 180 days of cancellation.



# On the Road to Success...

You have started on a journey toward a better future — a future that brings more money, security, and greater career satisfaction. All of us at ICS Canada will do everything we can to make that journey a rewarding one. But there may be times when you find it hard going...maybe your job or family is demanding more of your time, or completing your program seems too far out of reach. If you start to feel that way, just remember these important facts:

- A good way to stay motivated is to remember why you enrolled. You have a dream of building a better life for yourself, and you have already shown you have the dedication. Don't let anything stop you from achieving your goals.
- Anytime you have a problem with something in your lessons or a question about your ICS Canada experience, contact the school. Every student is important to us — and we want to see you achieve success. You can always turn to your instructor or our helpful Student Services staff for help.
- Set up your Study Planner, and stick to your study schedule as much as you can — but it's okay to give yourself a day off now and then, too. Holidays, special occasions, or just a day to "recharge your batteries..." but don't take too many, because you want to keep moving toward graduation.
- Most of all, take pride in what you are accomplishing. So many people never try to make their dreams come true — just by enrolling, you have shown you are someone who sets goals and works to achieve them. You have much to be proud of.

## **GOOD LUCK**

from all of us at ICS Canada!

# Programs

**As of October 30, 2024, ICS Canada will not be accepting new enrollment into its programs**

## ABC® Certified Wedding Planner

### Program Goal

To prepare students for an entry-level career as an Association of Bridal Consultants® Certified Wedding Planner.

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize the wedding industry and the skills needed to handle the demands of being a bridal consultant and identify how these skills apply to the tasks needed during the planning process when meeting with clients to determine the type of wedding the client requires.

- Understand how to coordinate every detail of events, from beginning to end by recognizing the scope of the event, including time, location, and cost of working with the client to choose where to hold the event, and whom to contract with for services (for example, florists or photographers), as well as event services such as rooms, transportation, and food service and confer with on-site staff to coordinate details.

- Identify how to organize and conduct wedding ceremonies and receptions by reviewing places to ensure they meet the client's requirements and recognize the various types of wedding ceremonies and etiquette to share with a client.

- Know how to establish yourself as a professional by studying how to create a professional portfolio which includes identifying which special licenses you'll need to set up suppliers, vendors, and support group source files, and define basic marketing concepts that promote the business of consulting.

- Comprehend how to develop agendas, budgets, and services according to customer requirements; recognize how to charge clients and collect payments; set up bookkeeping and files, inventory and billing control. Also, how to use appropriate business forms and understand strategies for organizing and managing your home office.

- Recognize how to monitor event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and

resolution of any problems that arise.

- Understand how to promote bridal show services by studying tasks such as meeting with professional and trade associations, and producing brochures and other publications and design and implement efforts to publicize events.

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to participate in and the ability to play audio files in order to complete this program.

## Accounting

### Program Goal

The Accounting Career Diploma program provides students with the skills to expand existing accounting management knowledge for a current or future job, or prepare for further education at the undergraduate level.

### Program Outcomes

Upon completion of the program, students will be able to:

- Outline the function of accounting as a means to provide information about the market process, ensuring that decision-makers have the right information to allocate resources, and recognize laws governing business transactions

- Demonstrate the correct recording process, types of accounts, and classification process to record and assess various business transactions

- Outline the use of accounting systems for efficiency and conformity to generally accepted accounting procedures

- Identify how to establish accounting systems for diverse business activities and how to maintain the financial records of these firms

- Demonstrate how to assess financial operations and make best-practices recommendations to management

- Identify ways to reduce costs, enhance revenues, and improve profits

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Word™ 2019 or later to complete written assignments complete this program.

## Administrative Assistant

### Program Goal

To prepare students for entry-level employment as an administrative assistant.

## Program Outcomes

Upon completion of the program, students will be able to:

- Use computers for various applications, such as for file management and word processing
- Demonstrate how to interact with others in a professional and ethical manner
- Write business documents such as emails, memos, forms, charts, calendars, and presentations
- Describe how to maintain and manage office procedures, such as scheduling appointments and making travel arrangements
- Demonstrate office finance concepts and procedures

Students will need access to a Microsoft® Windows® based computer running Windows 10® or later, Microsoft® Office 2019 or Microsoft 365®, and an email account to complete this program.

## Adult Psychology

### Program Goal

To provide students with a basic understanding of the principles of psychology and a more specific understanding of the psychological makeup of adults.

### Program Outcomes

Upon completion of the program, students will be able to:

- Develop more effective personal communication skills in the use and selection of words, gestures, tone of voice, facial expressions, listening skills, and physical appearance
- Recognize the psychological aspects of oneself and others
- Discuss the basic philosophy and approach of psychology, including its purpose, different schools of thought, fields, and applications
- Describe psychology as a science, the methods and techniques used to obtain knowledge in psychology, and the role of the psychologist/scientist
- Discuss how the brain and nervous system interact and the basic biological makeup of the person, including behavioral genetics, individual development, systems in the brain, behavior and the nervous system, psychochemistry, states of awareness, brain abnormalities, and paranormal psychology
- Describe how a person's internal model of the world is directly influenced through perception, memory, language, and thinking
- Discuss the aspects and stages of personal

development of people over the lifespan

- Discuss the styles and levels of learning and the usual learning sequences, as well as behavioral psychology
- Describe how emotions and feelings influence a person's behavior and identify the eight basic needs of humans
- Discuss the factors that make individuals unique, including differences in genetics, upbringing, physique and personality, gender, ability, and intelligence
- Describe the elements that form a person's personality as well as the types, traits, and theories regarding personality formation
- Discuss how people interact and behave in groups and the role of nonverbal communication in social interaction
- Describe normal and abnormal psychological behavior, how a person's psychological reactions become progressively more impaired as mental health suffers, and various approaches to psychological treatment
- Discuss the ways in which psychology is personal and relevant to the individual as well as real world applications of psychology to manage stress and various types of situations

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Aircraft Mechanics

### Program Goal

To provide a solid foundation in aircraft mechanics and prepare students to qualify for the in-class segment of Transport Canada's AME program, as well as serve as a basic training avenue for an Aircraft Maintenance Engineer (AME) M Category License.

### Program Outcomes

Upon completion of the program, students will be able to:

- Describe the brief history of the powered aircraft, basic aircraft components and terminology, the duties of aircraft mechanic engineers, and transport Canada
- Explain technician general topics including aircraft drawings, aircraft hardware, hand tools and measuring devices, aircraft structural materials, corrosion and its control, nondestructive inspection, ground handling and servicing, and maintenance forms and records
- Calculate mathematical and physics formulas pertaining to basic electricity, electrical generators

and motors, weight and balance, and fluid lines and fittings

- Describe aircrafts structures, sheet metal structural repair, fabric covering, and assembly and rigging

- Describe airframe electrical systems, hydraulic and pneumatic power systems, cabin atmosphere control systems, instrument systems, and fuel systems

- Identify the principles of flight and describe helicopter fundamentals, including the main rotor system and transmission, mast and flight controls, tail rotors, powerplants, and airframes and related systems

- Describe the theories and concepts of reciprocating engines, engine maintenance and operations, engine removal and replacement, turbine engine theory, and turbine engine maintenance and operation

- Explain power systems that control engine ignition, electricity, powerplant instruments, aircraft fuel meters, fire protection

- Explain the systems that regulate an engine's induction, cooling, exhaust, starting, and lubrication

- Describe solid state devices including bridges and monitors, synchros, servo motors and tach/rate generators, and gyros

- Describe avionic systems including compass systems, inertial navigation systems (INS), automatic direction finder (ADF), global positioning system (GPS), very high frequency-omni range (VOR), instrument landing category II systems, air traffic control system (ATC), distance measuring equipment (DME), marker beacon system, area navigation (RNAV), and flight management computer system (FMCS)

- Identify aviation regulatory terminology and the regulations affecting maintenance

- Describe aviation regulation concepts that affect the modification and repair of aeronautical products, airworthiness, service difficulty reporting, approved maintenance organization, design approval, and flight authority

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to participate in and the ability to play audio files in order to complete this program.

## Animal Sciences

### Program Goal

The Animal Science career diploma program prepares students for a career as an entry-level animal care and service worker.

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize, write, and pronounce medical terms used in a veterinary practice

- Identify the major categories of animal behaviour and identify the restraint techniques and equipment used to restrain small and large animals

- Use correct language in both spoken and written business communication and create professional business correspondence

- Know the office functions within a veterinary practice as well as how to keep financial records for the practice

- Identify the parts of the animal skeletal systems and know the functions of the integumentary, circulatory, respiratory, digestive, reproductive, urinary, nervous, and endocrine systems, as well as the sensory organs

- Discuss how to care for animals nutritional needs, know how to tend to animals emergency situations, and identify the proper ways to maintain, change, and remove bandages, splints, casts, and slings

- Discuss the animal care worker's role in biomedical research and explain the laws, regulations and guidelines governing animal use in biomedical research

- Know the animal care worker's role before, during and after surgery and how to function as a part of a surgical team

- Describe dog, cat, and horse shows and summarize the process for finding, purchasing, caring for, and training show animals

- Discuss genetics and the stages of dog, cat, and horse breeding from mating to birth as well as growth and development, and explain how to manage a kennel, cattery, and stable

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Appliance Repair

### Program Goal

The Animal Science career diploma program prepares students for a career as an entry-level animal care and service worker.

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize, write, and pronounce medical terms used in a veterinary practice
- Identify the major categories of animal behaviour and identify the restraint techniques and equipment used to restrain small and large animals
- Use correct language in both spoken and written business communication and create professional business correspondence
- Know the office functions within a veterinary practice as well as how to keep financial records for the practice
- Identify the parts of the animal skeletal systems and know the functions of the integumentary, circulatory, respiratory, digestive, reproductive, urinary, nervous, and endocrine systems, as well as the sensory organs
- Discuss how to care for animals nutritional needs, know how to tend to animals emergency situations, and identify the proper ways to maintain, change, and remove bandages, splints, casts, and slings
- Discuss the animal care worker's role in biomedical research and explain the laws, regulations and guidelines governing animal use in biomedical research
- Know the animal care worker's role before, during and after surgery and how to function as a part of a surgical team
- Describe dog, cat, and horse shows and summarize the process for finding, purchasing, caring for, and training show animals
- Discuss genetics and the stages of dog, cat, and horse breeding from mating to birth as well as growth and development, and explain how to manage a kennel, cattery, and stable

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Automotive Mechanics

### Program Goal

To prepare students to enter the automotive repair field by studying the major automotive systems and the procedures for troubleshooting and repairing those systems.

### Program Outcomes

Upon completion of the program, students will be able to:

- Identify automotive systems and engine components, and describe how the systems and parts work together to make a vehicle run

- Describe the process of removing an engine from a vehicle and performing an engine rebuild
- Recognize safety procedures that should be followed in an automotive repair shop, and list the various hand tools and specialized tools used when working with automotive systems
- Recognize the steps necessary to attain certification in the automotive repair field
- Identify different types of engines and the factors that affect engine performance
- Describe how to perform routine maintenance procedures, including oil changes and tune-ups
- Identify the theory and operation of automotive systems, including the cooling, lubrication, ignition, fuel, and electrical systems
- Recognize how to troubleshoot problems on automotive systems, including lubrication, fuel, cooling, ignition, and electrical systems
- Explain how to inspect and work on a vehicle's brake system
- Identify vehicle computer systems, including how they allow technicians to diagnose and repair system malfunctions
- Describe the steering and suspension systems, including the alignment process, and identify how worn parts affect a vehicle
- Name and describe the components and operation of manual and automatic transmissions
- Describe how to diagnose, troubleshoot, and perform routine transmission procedures, including removing, servicing, and replacing a transmission
- Identify and describe the components of a vehicle's heating/cooling system
- Explain how air conditioning systems operate and describe different types of systems
- Describe the proper procedures and tools used for testing and servicing heating/cooling systems, including troubleshooting computer-controlled systems

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Bookkeeping

### Program Goal

The program goal for the Bookkeeping Career Diploma program is to prepare graduates for an entry-level career as a Bookkeeper via several distance learning courses.

## Program Outcomes

Upon completion of the program, students will be able to:

- Compile/produce Financial Statements, with attention to detail, from Accounting records for organizations.
- Understand employment opportunities in many industries, including firms that provide accounting, bookkeeping, and payroll services; federal, state, and local governments; and schools.
- Demonstrate basic math and computer skills, including knowledge of spreadsheets.
- Demonstrate the knowledge necessary to become certified in areas of bookkeeping by being able to carry out all bookkeeping tasks, including overseeing payroll and balancing accounts, according to accepted accounting procedures.
- Apply proper procedures for controlling an organization's financial documentation and guard against misappropriation of organization's funds.
- Operate computers programmed with accounting software to record, store, and analyze information.
- Apply proper procedures for receiving, and recording cash, checks, and vouchers in compliance with federal, state, and company policies, procedures, and regulations.

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft 365®, and an email account to complete this program.

## Business Management

### Program Goal

The Business Management Career Diploma program prepares students for entry level positions in business and industry.

### Program Outcomes

Upon completion of the program, students will be able to:

- Outline the function of business management as a means to provide information about the market process, ensuring that decision-makers have the right information to allocate resources, and recognize laws governing business transactions
- Demonstrate how to assess financial operations and make best-practices recommendations to management
- Recognize how to write effectively to explain company compensation and benefit programs; outline company and government rules and

procedures; develop training to improve employee performance; prepare reports and communication materials such as newsletters

- Demonstrate the correct recording process, types of accounts, and classification process to record and assess various business transactions
- Discuss how purchasing, production, and logistics decisions work together to create customer value; identify the sources and challenges of supply chain complexity; recognize the critical issues involved in designing a global supply chain network
- Identify human resources strategies for filling job positions, organizing teams, conducting peer reviews for performance reviews, and determining which employee benefits are required by law

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Caterer

### Program Goal

To prepare students to prepare meals for friends, families, and others, while also beginning students on their journey to starting their own catering business.

### Program Outcomes

Upon completion of the program, students will be able to:

- Know the services commonly offered at catered events and identify a wide range of styles of events
- Recognize market research, management styles, branding, and how to create written agreements
- Recognize many types of alcoholic beverages, the history of beer and wine, and the characteristics of the most popular categories of wine
- Identify the elements of buffet design and setup
- Understand the basics of food and nutrition and of monitoring food safety and sanitation practices
- Understand the basic principles of modifying and converting recipes
- Comprehend what is needed to choose the correct equipment and tools
- Know how to plan menus, ensure quality of meals, and season and cook food according to recipes

- Understand preparation, cooking, garnishing, and presentation of food

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Child Day Care Management

### Program Goal

To prepare students to start and operate a child care business.

### Program Outcomes

Upon completion of the program, students will be able to:

- Know how to supervise and monitor the safety of children in their care
  - Understand the preparation of meals and snacks, helping children keep good hygiene, changing diapers, and sanitizing toys and play equipment
  - Know how to organize activities and implement a curriculum that allow children to learn about the world and explore interests; support children's emotional and social development, encouraging understanding of others and positive self-concepts
    - Understand the creation of schedules and routines that ensure that children have enough physical activity, rest, and playtime
    - Recognize signs of emotional or developmental problems in children and bring the problems to the attention of parents
      - Understand the keeping of records of children's progress, routines, and interest, including daily observations and information about activities, meals served, and medications administered

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Child Psychology

### Program Goal

The Child Psychology program provides students with a basic understanding of the principles of psychology and a more specific understanding of the psychological makeup of children and adolescents.

## Program Outcomes

Upon completion of the program, students will be able to:

- Develop more effective personal communication skills in the use and selection of words, gestures, tone of voice, facial expressions, listening skills, and physical appearance
- Recognize the psychological aspects of oneself and others
  - Identify patterns of growth, change, and stability that occur in a person's life from conception through adolescence, including those of genetics, psychology, the physical environment, and social and cultural influences
    - Describe the widespread and often deeply troubling world of childhood and adolescent disorders

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Computer Graphic Artist

### Program Goal

To prepare students for an entry-level career as a computer graphic artist.

### Program Outcomes

Upon completion of the program, students will be able to:

- Understand the benefits of using computer programs and hardware to create computer graphics that are artistically interesting and appealing to clients and consumers, as well as review different career options available to digital artists.
  - Explore basic color theory concepts and software techniques, the relationship between light and color, the organization of colors using color wheels and color spheres effectively, and the differences between additive and subtractive color and how it affects art on a computer.
    - Understand computer graphics and the difference between raster graphics and vector graphics along with the components and steps involved in publication design.
      - Identify how a computer works with existing graphics, original graphics, photographs, and the different types of graphics software available.
        - Understand the history of and the current uses for the Internet and the World Wide Web, how to navigate through the Internet using web URLs, and links and use email and upload and download files.

- Recognize and name Internet Service Providers (ISPs) and search engines, while understanding how to use search engines and their features, including parts of a URL.

- Identify the various components of a document, how the spacing between letters, lines, and words can be used, and what must be considered before a document can go into a page layout program.

- Understand the term illustration and its applications in the world of graphic design, including the role of graphic images in publications; identify the different types of illustrations commonly used in graphic design and computer graphic formats used by most page layout software; and review today's most popular graphics software packages.

- Exhibit the basic design principles for communicating visually and incorporating Gestalt theory into your work by demonstrating how to use color, type, and an understanding of four basic principles of design: contrast, repetition, alignment, and proximity.

- Display the skills involved with setting up your own workspace including working with multiple art boards and preparing artwork for output by creating documents that fold and using templates, and explore drawing of basic shapes, drawing and painting complex artwork; working with gradient meshes, custom swatches, brushes, symbols, special effects, and type; combining text with graphics; creating charts, graphs, using image trace and live color and drawings in perspective, and constructing website interfaces.

- Recognize the advantages and disadvantages of working from home, as well as how to review strategies for organizing and managing your home office, develop a proper work-life balance, and list the equipment you'll need, as well as understand procedures for successfully marketing your home business.

- Understand the role of client's expectations, the various functions of a portfolio, including common methods of presenting artwork, key elements of a professional résumé and different ways to promote your artwork.

- Understand the particular requirements for starting and operating a business in Canada; including business registration and taxes.

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft 365®, and an email account to participate in and the ability to play audio files in order to complete this program.

## Counselling Skills

### Program Goal

To present techniques used by professional counsellors in dealing with clients.

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize the components of successful communication including effective listening, observation, interpersonal relations, and body language

- Discuss the differences between helpers and counsellors, state the purpose of counselling and outline the reasons counsellors are needed in society, and discuss how counselling grew to be so popular

- Discuss how to use, maintain, and develop helping skills and related skills; list the qualities of an effective counselor; discuss how participants in the helping process can be choosers; and identify the symptoms, primary causes, and ways to deal with burnout

- Outline the main objectives of the initial helping sessions, state the nature of the helper-client relationship, identify the communication skills required in the helping process, and describe as well as determine how to demonstrate attending skill and the skill of developing rapport

- Outline active listening skills and state how to apply active listening skills to various situations, describe the shadow side of listening to clients, and recognize the uses of sharing emphatic highlights in developing relationships and interacting with clients

- Outline the process of goal setting, summarize the skill of helping clients to tell their stories, state the benefits of probing and list techniques that can be employed when working with reluctant and/or resistant clients

- Recognize the targets of challenging and describe what needs to be challenged, discuss the skill of helping clients challenge themselves, identify the difficulties associated with confrontation, and state the benefits of confrontation;

- Describe the methods for helping clients shape their goals and commit themselves, recognize the six requirements of a workable goal, determine how to undertake exercises that require you to turn possibilities into goals, and help clients set variable goals

- State the various caseload management strategies used by counselling organizations, recognize the importance of keeping written



records of the counselling sessions, outline the legal issues in terms of records management, and describe the time and stress management strategies for counsellors

- Recognize how to help clients get what they want and need, determine how to select actions that are best for the client, discuss how to help clients develop action programs that work, and identify various exercises to assist in learning the strategies to help clients implement their goals and develop action plans

- Recognize how to negotiate effective homework assignments for clients, outline ways of helping clients get along without the helper, and discuss ways of overcoming inertia and entropy

- List ways of helping clients develop action and self-monitoring skills; describe the effective use of experiments, exercises, games and self-reward; identify your own limitations in the counselling process; outline the process of referral and recognize the problems associated with referral; and state the methods adopted and the principles used by a variety of agencies

- Discuss the importance of supervision in the counselling relationship and to avoid transference and counter transference, describe the role of the supervisor in the counselling process, outline the different methods of supervision that can be used; discuss the different practices used by counselling organizations in caseload management, and describe the role of the case manager when dealing with clients in community health

- Discuss the reasons for and methods of evaluation that can be used to assess the effectiveness of counselling; recognize the benefits of post-counselling evaluation for both the client and the counsellor; determine the reasons for which reports are written in your own workplace; and describe how to prepare a case history report or a progress report on a client

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Diesel Mechanics

### Program Goal

To provide students with knowledge of skills ranging from basic diesel engine operations to

troubleshooting and repair. Students will learn how to maintain and do repairs on their own trucks, work for a truck fleet or dealership, or start a full- or part-time business.

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize the role of a diesel repair technician and the many exciting career opportunities available to skilled technicians
- Identify common tools and shop safety procedures used in the repair of heavy-duty vehicles
- Understand the basic operation of a diesel engine and its major components
- Describe the operation of the cooling and lubrication systems of a typical diesel engine
- Identify the various procedures used in the inspection and rebuilding of a typical diesel engine
- Explain the operation of a mechanical fuel injection system, the fuel-delivery system, as well as the properties of the various types of diesel fuels
- Recognize the basics of electrical and electronic engine control systems
- Recognize the basic operation and repair of heavy-duty truck steering and suspension systems, along with service and repair of vehicle wheels and tires
- Identify the operation of hydraulic and pneumatic braking devices and control systems, the interpretation of fault-indication messages, and the troubleshooting of brake system problems
- Describe the operation and repair procedures for common heavy-duty truck drivelines, automatic transmissions, and manual transmissions and clutch systems
- Recognize the function and operation of heating, ventilation, and air conditioning systems used on heavy-duty trucks
- Explain the basic theory and repair of various electrical systems, including the battery, charging system, starting system, and lighting systems
- Identify the safety practices and maintenance procedures for truck and trailer systems

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

# Dog Obedience Trainer/ Instructor

## Program Goal

The Dog Obedience Trainer/Instructor career diploma program prepares students for a career as an entry-level dog obedience trainer.

## Program Outcomes

Upon completion of the program, students will be able to:

- Identify the senses of a canine and know how they function, and define the learning theory and classical and operant conditioning
- Describe common behaviour problems and strategies for prevention and treatment, identify the pros and cons of punishment versus reinforcement, as well as the signals and displays that dogs use to communicate with each other and with humans
- Apply knowledge of behaviour problems by recommending behaviour modification plans for the dogs in the three given scenarios
- Define dog testing, state the functions of the American Kennel Club, and list its seven major groups of dog breeds
- Apply knowledge of dog selection by selecting an appropriate breed for the persons in the case studies as well as selecting an inappropriate breed
- Identify the various types of canine training, know the commands to teach dogs basic obedience, and recognize types of dog-training equipment
- Apply knowledge of agility training by examining agility course diagrams and indicating correct and incorrect sequences and identifying handling techniques
- Identify dog tricks and know how to use them, describe what play is and why it's important for a domesticated dog, as well as name recreational activities involving dogs
- Name the exercises required for classes of competition and describe the ways dogs are used to assist humans
- Describe basic nutrition, reproductive function, and caring for a dog in old age, as well as know first-aid procedures for shock and wounds
- Outline a dog training business plan, describe effective advertising and marketing strategies, and describe how canine day care centers are run
- Apply knowledge of the dog training business by writing an evaluation of the demographics as they pertain to starting a dog training business and providing information necessary to develop a business plan

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

# Dressmaking and Design

## Program Goal

The program goal for the Dressmaking and Design program is to prepare students to create professional-grade garments from customized patterns using hand- and machine-sewing techniques in order to work as a dressmaker.

## Program Outcomes

Upon completion of the program, students will be able to:

- Identify basic sewing tools and how they're properly used to cut, pin, press, and hand-sew knits and woven fabrics.
- Recognize the parts of a standard sewing machine and techniques for its threading, use, and proper maintenance.
- Identify the characteristics and properties of common fabrics and the fibers from which they're made, including details on care, cleaning, and how to handle these fabrics when sewing.
- Estimate the amount of fabric needed for a garment and handle, press, and tack fabric properly while constructing the garment.
- Choose and correctly use various styles of seams, pockets, necklines, sleeves, and shoulder pads for a garment based on the garment's style and intended wear.
- Choose and construct flourishes such as collars, fasteners, cuffs, buttonholes, waist finishes, and interfacing for a garment based on the garment's style and intended wear.
- Recognize different body types and the colors, lengths, silhouettes, and styles used to create a finished product that will flatter the wearer's individual shape.
- Comprehend the components and construction techniques for specialty garments related to maternity wear, infants' and children's clothes, nighttime wear, and undergarments.
- Identify types of and uses for decorative elements such as hand-sewn embroidery, ruffles, pleats, and decorative fastenings.
- Measure a wearer in order to choose the right size pattern for a project, alter a pattern to fit the individual's shape and preferences, transfer the pattern to the chosen fabric, and continue to alter for proper fit as the garment is constructed.

- Comprehend the basic principles of draping fabric in order to create decorative flourishes, enhance the fit of skirts and bodices, and sew a variety of sleeve styles.

- Recognize the details of successfully managing a home business, including how to purchase professional sewing items, appropriately register a home as a place of business, price finished products, and use good customer service as a marketing strategy.

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Electronics Technician

### Program Goal

The program provides students with the necessary skills for entry into the field of electronics. Upon completion of the course, students will be eligible to sit for the Electronics Technicians' Association International (ETA) Certification Exam.

### Program Outcomes

Upon completion of the program, students will be able to:

- Identify the schematic symbols of several common electronic components and describe their functions; define terms used in electronics
- Name several electrical shock hazards, and understand how to prevent electrical shocks through lockout-and-tag procedures, proper procedures, and personal protective equipment (PPE)
- Discern the various types of conductors and their conductivity; determine the size of conductor needed for an application; identify types of insulating materials and list their temperature ratings
- Calculate voltage, resistance, and current in series, parallel, and series-parallel circuits
- Understand how to use electronics equipment, including multimeters, soldering equipment, and ohmmeters
- Read circuit diagrams, and analyze basic relay ladder diagrams
- List the various switch types, their uses, and the advantages and disadvantages of each type
- Identify many types of wires, cables, connectors, and terminals, and specify the applications for each type
- Determine the expected resistance of a wire, and estimate the change in resistance that

occurs with changing wire characteristics

- Discern the differences among simple, compound, and closed magnetic circuits
- Determine the direction of magnetic lines of force around a conductor
- Calculate the total capacitance of a circuit; calculate the time constant of a resistance-capacitance (RC) or resistance-inductance (RL) circuit; calculate the total inductance of a circuit
- Explain how inductors are constructed, and describe how an inductor can regulate the flow of current in a DC circuit
- Describe how diodes and transistors work and how to determine if they're working properly; list uses for diodes and transistors in electronic systems
- Recognize the job opportunities and certifications available to electronics technicians, and name the essential job skills needed
- Explain how to test and diagnose electrical and electronic equipment using measuring and diagnostic devices, such as multimeters and oscilloscopes
- Understand and explain inductive reactance, capacitive reactance, and reactance as applied to resonant and non-resonant circuits, determine circuit Q and bandwidth
- Understand and explain pulse theory, including the generation of various waveforms, by relaxation oscillator, multivibrator, and switching circuits; describe and understand the Schmitt trigger, integrator, and differentiation circuits; explain how to troubleshoot these circuits
- Explain electronic logic circuits, including common gates and flip-flop circuits, and the use of binary numbering systems to determine circuit output
- Explain the use of NAND gates as universal devices
- Describe the various transistor/diode/resistor logic circuits and logic chip families, and the uses, applications, and troubleshooting of common logic circuits
- Explain the operating principles of linear and digital devices, including applications and considerations such as level matching, fan-in and fan-out, and selection of the appropriate device family
- Describe how to use logic devices in industrial circuits
- Understand and explain the function of memory integrated circuits
- Demonstrate knowledge of troubleshooting the various integrated circuit systems
- Perform experiments using the XK-200 Digital Trainer, which is designed for conducting

hands-on experiments on linear, pulse, digital, and logic circuits

- Describe industrial computer systems and their uses, including analog and digital computer systems

- Identify the symbology for controller programs, including the symbols used to portray ladder logic, how to apply Boolean algebra principles, and how to use various computer languages to accomplish tasks from a broad overview

- Describe computer-aided design (CAD) and computer-aided manufacturing (CAM), including users, uses, and required hardware and software

- Explain the concept of interfacing hardware; describe serial interfacing, parallel interfacing, and input-output categories

- Understand analog-to-digital interfacing

- Identify applications (closing the loop), such as making measurements, controlling machines, and controlling processes

- Explain the basic interface standards, including RS232C

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Employee Relations Officer

### Program Goal

To provide a foundation in human relations practices and prepare students for entry-level positions as an employee relations officer.

### Program Outcomes

Upon completion of the program, students will be able to:

- Determine effective stress management coping strategies and time management strategies

- Discuss the management function and application to the business organization

- Identify human resources strategies for filling job positions, organizing teams, conducting peer reviews for performance reviews, and determining which employee benefits are required by law

- Recognize accepted theories regarding training and the management of the training function in organizations, and identify successful and unsuccessful training practices

- Describe the basic components, development, implementation, and maintenance of a total compensation package

- Recognize how to prepare reports and enter and update medical, insurance, retirement, and other personnel forms and records using

computer and researching on the Internet

- Determine how to write effectively to explain company compensation and benefit programs, prepare reports, explain company and government rules and procedures, develop training to improve employee performance, and prepare communication materials such as newsletters

- Discuss the interaction between organized labor unions and company management pertaining to rights and responsibilities, negotiations, and collective bargaining

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program.

## Firearms Repair

### Program Goal

To provide students with a working knowledge of basic gun repairs and modifications and to allow students to gain an entry-level career in the firearms repair field.

### Program Outcomes

Upon completion of the program, students will be able to:

- Develop a full awareness of the rules for the safe handling of firearms

- Identify and evaluate firearms by type, manufacturer, history, and physical characteristics

- Know how to disassemble and reassemble various firearms; correctly identify and qualify the fit and finish of each part

- Identify the correct replacement or customization parts required for a job, and properly order them from key suppliers

- Know how to modify, custom-fit, and install stocks, sights and optics, and accessories on various firearms

- Be familiar with the design, assembly, and fit of the modern sporting rifle, modern revolver, and modern semi-auto sidearm

- Know how to identify, evaluate, apply, and repair various metal finishes, including blue and Parkerizing

- Show familiarity with basic machine tool operations required in firearms repair

- Show basic knowledge of cartridge loading specifications and basic ballistics

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer

running macOS® or later, and an email account to participate in and the ability to play audio files in order to complete this program.

## Floral Design

### Program Goal

The program goal for the Floral Design program is to gain the knowledge and skills to work as a professional florist or start a floral business.

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize a long tradition of design styles, and understand how to use design techniques, including the principles of design, the elements of line, form, space, texture, and color, in addition to observing how these design elements and principles work in actual floral arrangements

- Differentiate between major styles of floral design and identify the mechanics and techniques involved in designing arrangements in these styles

- Understand the extensive tradition of design styles and the aspects of design styles in others' interpretive arrangements, and familiarize yourself in how to adapt each design style within your own interpretive work

- Recognize the floral consultant's role in helping brides prepare for their weddings, including pricing techniques, coordinating the attendants with the bride, decorating of the wedding ceremony and reception, and creating bridal bouquets, corsages, hair wreaths, and lapel boutonnieres using various design techniques

- Comprehend the use of traditional and innovative funeral arrangement techniques to fulfill clients' requests for personalized casket sprays and wreaths

- Identify how to successfully create designs in remembrance of the deceased, while presenting appropriate expressions of the feelings of the bereaved, and working within the client's budgets.

- Recognize the bride's wishes, her budget, and your own ideas of what's appropriate, tasteful, and eye-catching

- Comprehend plants varieties for different environments, including designing for commercial and home environments, indoor gardens, care and treatment of potted plants, and the diagnosis and treatment of plant infestation in order to suit clients' requests

- Identify care techniques and uses for artificial flowers, dried flowers, and plants,

including using recycling containers in the construction of designs and proper displays, and the benefits of using artificial flowers, dried flowers, and plants in arrangements and wreaths, along with the relationship of floral design to the interior-decorating industry

- Understand the techniques to care for and use artificial flowers, dried flowers, and plants, and their relationship to decorating

- Identifying how to prepare for Christmas traditions by combining fresh and artificial materials, flowers, Christmas plants, and Christmas trees, in addition to using floral wire services

- Identifying how to prepare for the major holidays of Valentine's Day, Easter, Mother's day, Thanksgiving, New Year's Eve, and special occasions, including how to make flowers a part of any festivity, and how to prepare and price gift baskets

- Comprehend different ways to promote flowers during the quieter times of the year by focusing on pleasing smaller groups of customers with gifts and decorations for special events

- Understand how to create customer orders for gifts and decorations at holiday times or special occasions

- Recognize the value of and techniques involved in providing good customer service in a floral design business, including finding the best location, targeting your customers, analyzing your competition, funding sources, insurance, licensing, equipment, supplies, staffing your shop, establishing a business identity, and designing your shop's interior

- Identify common considerations of owning a floral design business, including understanding the roles of growers, suppliers, and wholesalers while having basic business skills that include hiring temporary and contracted help for seasonal fluctuations

- Recognize how effective public relations, advertising, merchandising, location, and shop design can boost the sales of a floral design business

- Understand the basic steps to establish and manage a floral business

- Demonstrate the skills to create floral arrangements for Weddings, Solemn Occasions, and Holidays using fresh flowers, artificial flowers, and plants

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

# Interior Decorating

## Program Goal

To prepare students for an entry-level career as an interior decorator.

## Program Outcomes

Upon completion of the program, students will be able to:

- Recognize the difference between interior decorators and interior designers, and understand employment opportunities in the interior decorating field, interviewing techniques, and the characteristics of a successful decorator in different specialty areas and for different types of clients.

- Identify clients' needs by recognizing their basic physical and psychological needs, understanding the clients' goals along with their budgets and priorities, and determining a client's preferences in regard to furniture styles, colors, fabrics, textures, and patterns.

- Identify the elements and principles of design including line, form, color, value, texture, pattern, light, space, proportion, scale, emphasis, and unity and recognize whether elements and principles of design have been successfully applied to a décor by understanding the importance of the function of the room.

- Distinguish the importance of color, recognize how color affects people and how color balance is created within a room; identify primary, secondary, and intermediate colors, and categorize their placement on the color circle.

- Recognize various color schemes based on the color circle, how colors affect each other, and how the amount of light and various surfaces can affect color.

- Identify the four general categories of furniture styles most widely used today and recognize typical furniture pieces from the past to present day and the periods during which these pieces originated.

- Identify furniture quality and workmanship to meet a client's needs based on the best use, as well as appearance, and recognize traffic patterns and how to create a focal point in a room by understanding harmonious furniture arrangements, including how to balance line, object, and space.

- Recognize how to measure a room, make rough sketches, prepare an accurate scaled plan, and use furniture templates Understand the importance of floor treatments and how lighting effects floor treatments, the differences between types of flooring and floor coverings, the differences and characteristics between carpets

and rugs, and how to select and use appropriate finishes on floors.

- Distinguish between various architectural features of walls including the use color, texture, and patterns in choosing wall treatments for specific décor and recognizing how to create scaled elevations.

- Recognize how to choose window treatments including shades, blinds, shutters, and panels to suit many decorating situations, and understand accurate measurements and yardage requirements for curtains, draperies and window treatments, in addition to studying how to draw windows to scale on an elevation.

- Identify a wide variety of architectural symbols and terms while reading blueprints.

- Recognize the three types of house plan layouts according to their activity zones and room by room problem areas and the solutions.

- Understand the characteristics of natural and synthetic fibers, the types of special fabric finishes, types of knits, yarns, common weaves and fabric yardage requirements, in addition to, the information on an upholstery tag.

- Understand how to light a room and choose accessories to meet all of your client's needs and desires according to the selection of paint, fabric, wallpaper, and specific situations to meet a room's style, and mood.

- Identify the three types of residential lighting and distinguish between incandescent and fluorescent lighting, and the effects of natural and artificial light on specific colors of décor.

- Comprehend how to plan spaces for home offices, home fitness centers, and home entertainment rooms by recognizing how to choose furniture for these rooms, based on anthropometric and ergonomic principles.

- Understand the concept of selling and how to approach a client by learning how to look for new clients, how to present merchandise, develop a follow-up system, and write appropriate thank-you notes.

- Comprehend how to establish yourself as a professional by studying how to assemble a decorating team, and expand your clientele, identify the subcontractors, tradespeople, and custom fabricators, and recognizing how to set up a studio or office, locate suppliers, set up a source file, and how to keep records for income and self-employment taxes.

- Develop a decorating plan for a living room and submit specific information regarding the plan along with photographs, floor plans, paint chips, fabric swatches, window treatments, and elevations.

- Pass the cumulative final examination.

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Jewelry Design and Repair

### Program Goal

The Jewelry Design and Repair Program instructs the student in the skills necessary to create, repair, and modify jewelry, including stone setting, sizing, and polishing, in order to work for an established jeweler or start a business of their own.

### Program Outcomes

Upon completion of the program, students will be able to:

- Identify the tools and supplies needed to establish a jeweler's bench and perform successful repairs
- Identify the properties of precious metals, how to weigh the amount of precious metal in an alloy, and how to calculate value
- Design a pattern following appropriate design elements, and from raw materials create clean, well-formed and finished monogrammed jewelry including a bail
- Solder jewelry parts by choosing the correct torch, fuel, solder, flux, and flame for a particular job, and utilizing the proper soldering methods
- Enlarge or shrink rings by using a mandrel, adding an insert, or removing a piece of the ring to preserve the ring's design and roundness
- Comprehend how to cut and bend individual links and jump rings from raw materials
- Comprehend how to make a wax model by carving or casting in a rubber mold, mix and cure investment, burn off the wax model, and fill a cast with molten metal using the gravity pour, vacuum, or centrifugal casting processes
- Comprehend business and sales models used in the jewelry industry, the pricing structure of keystoneing, and methods of work distribution and work flow
- Identify the chemical composition and characteristics of some common gemstones and the factors that contribute to their market value
- Demonstrate procedures for performing quality repairs on common items such as metal chains, quartz watches, and pearl necklaces, and the standards for pricing the work performed
- Build a sterling silver bezel-set ring by hand from raw materials

• Size, cut, and solder a 3-layer ring band, measure and place prong settings, and mount gemstones into the prongs

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Landscaping Technology

### Program Goal

The Landscaping Technology Career Diploma program prepares students for an entry-level position in the field of landscape technology.

### Program Outcomes

Upon completion of the program, students will be able to:

- Classify the four Rs of sustainable development and the 10 principles of sustainable landscaping
- Identify the basic considerations of commercial landscape design
- Explain the steps involved in the residential landscape design process
- Recognize the basic ideas, principles, and themes of landscaping design
- Describe common plant problems and their solutions
- State the four main areas in which professional landscapers work
- Identify the basic skills of a landscaper

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Locksmith & Home Security Technician

### Program Goal

To prepare students for an entry-level career as a locksmith and/or home security technician. This program will provide students with the concepts and skills needed to gain employment or apprenticeship in professional locksmith.

### Program Outcomes

- Upon completion of the program, students will be able to:
- Identify roles and career opportunities for locksmiths and home security technicians
  - Explain how to identify, create, and duplicate keys
  - Define locks and the common methods

and tools used to open locks without keys

- Recognize the components of a common mechanical safe lock and the procedures used to dial open, service, and change combinations
- Describe home security and the role of the home security technician in locksmithing
- Discuss electrical knowledge and licensing requirements needed as a home security technician
- Explain the components that make up an access control system and how choose components to fit the needs of the system
- Identify installation options for closed circuit TV and other detection and monitoring systems

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, a digital camera and video recording device (or high-resolution camera phone), and an email account to complete this program.

## Managing Your Own Business

### Program Goal

This program is designed to teach students the fundamentals of managing a business, including planning, marketing, managing finances, understanding government regulations, and using software.

### Program Outcomes

Upon completion of the program, students will be able to:

- Outline how to evaluate a business idea, start with a proper perspective, keep a business focused on its mission, and maintain business relationships
- Discuss the benefits of market testing and conduct research on a target market
- Develop a sound business plan
- Define a business structure in terms of its plant, management, incorporation, employees, and online presence
- Demonstrate effective communication using word processing and spreadsheets, and keep accurate, useful financial records
- Explain the advantage of entrepreneurial opportunity and plan, market, and manage new ventures

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365 and an email account to complete this program.

## Market Researcher

### Program Goal

The Market Researcher career diploma prepares students for a career as an entry-level market research analyst. Students will gain a basic understanding of market research, advertising principles, consumer behavior, and business statistics.

### Program Outcomes

Upon completion of the program, students will be able to:

- Determine how to examine potential sales of a product or service
- Recognize what products people want, who will buy them, and at what price
- Demonstrate how to convert data and findings into understandable tables, graphs, and written reports
- Identify how to gather data about consumers, competitors, and market conditions and analyze data using statistical software
- Discuss how to monitor and forecast marketing and sales trends
- Recognize how to measure the effectiveness of marketing programs and strategies

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Medical Administrative Assistant

### Program Goal

The Medical Administrative Assistant career diploma prepares students for a career as an entry-level medical administrative assistant. Students will gain basic knowledge in office procedures as well as medical terminology, anatomy, and physiology. Students will develop written and oral communication skills, and they will apply their new knowledge and skills in their final course, Administrative and Clinical Procedures for the Canadian Health Professional.

### Program Outcomes

Upon completion of the program, students will be able to:

- Discuss the attributes of analytical and quantitative problem-solving
- Demonstrate computer and information literacy



- Recognize the laws and regulations regarding confidentiality in electronic health records
- Comprehend basic medical terminology, anatomy, and physiology
- Discuss basic pharmacology
- Describe how to process insurance claims particular to the Canadian Health Care System
- Determine how to perform the process of claims submissions by electronic data transfer
- Outline the general principles of health information management to electronic medical records

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft 365® and an email account to complete this program.

## Medical Transcriptionist

### Program Goal

To prepare students for an entry-level career in medical transcription.

### Program Outcomes

Upon completion of the program, students will be able to:

- Transcribe and interpret the dictation into diagnostic test results, operative reports, referral letters, and other documents
- Review and edit drafts prepared by speech recognition software, ensuring that the transcription is correct, complete, and has a consistent style
- Translate medical abbreviations and jargon into the appropriate long form
- Identify inconsistencies, errors, and missing information within a report that could compromise patient care
- Follow up with the healthcare provider to ensure the accuracy of the reports
- Submit health records for physicians to approve
- Follow patient confidentiality guidelines and legal documentation requirements
- Perform quality improvement audits

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft 365® and an email account to complete this program.

## Motorcycle Repair

### Program Goal

To prepare students to gain entry-level employment as motorcycle repair technicians by studying the components, systems, and troubleshooting procedures used in the motorcycle and ATV industry.

### Program Outcomes

Upon completion of the program, students will be able to:

- List and describe the employment opportunities available in the motorcycle industry
- Identify the different types of motorcycles and ATVs, and define the uses and advantages of each type
- Name the various hand, power, and specialized tools you'll use when working with motorcycles and ATVs, and describe the safe work practices that must be observed
- Identify the different types of motorcycle and ATV engine designs and configurations, including how manufacturers determine engine sizes and power ratings
- List the major components and engine configurations of two- and four-stroke engines
- Understand the theory behind the operation of motorcycle and ATV engines, including two- and four-stroke engines
- Identify the types of lubricants and lubrication systems used in motorcycles and ATVs
- Name the components of motorcycle cooling systems, and describe how they work
- Identify fuel and carburetion systems, including various fuel delivery and fuel injection systems
- Identify the transmissions and related components used in motorcycle and ATV engines, including the different gears, drive systems, and clutch types
- Name the procedures used to disassemble and assemble motorcycle two- and four-stroke engines, including the necessary preliminary steps and inspection process
- List the steps required to remove an engine from a chassis and install an engine into a chassis
- Describe the basics of electricity, including how it works and how it's measured
- Identify the different types of charging systems found on motorcycles and ATVs, and describe the operation and steps required for maintenance and troubleshooting
- Identify the components and operation of ignition and electric starter systems

- Name the different frame designs and suspension systems used by motorcycle and ATV manufacturers
- Identify the different brake systems and brake system components used on motorcycles and ATVs, and describe how to perform maintenance
- Recognize how to perform frame, wheel, and suspension system inspections and alignment procedures
- Recognize how to perform engine, emission system, and chassis maintenance procedures
- Identify how to diagnose and troubleshoot motorcycle and ATV problems, including engine, exhaust, ignition, electrical, and chassis problems

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Police Sciences (Law Enforcement & Protection)

### Program Goal

To provide a foundation in police science technology that prepares students for entry-level positions in the public and private security field.

### Program Outcomes

Upon completion of the program, students will be able to:

- Describe the Canada Criminal Code, including how it evolved, the types of offenses, the organization and function of judicial entities, and the various public and private sector career opportunities
- Describe the qualifications and objectives of an investigator, the tools and techniques used by investigators, the methods of criminal identification, and crimes related to burglary, theft, arson, fraud, assault, chemical spills, homicide, sex crimes, child abuse, and robbery
- Recognize the different types of police calls and the methods for handling them, as well as how to approach a contact and conduct various types of searches
- Discuss how evidence is obtained, recorded, preserved, and analyzed; how physical evidence and expert testimony can be introduced in court; and how to process an arson crime scene and how stolen vehicles may be found
- Recognize the types of fingerprints and fingerprinting equipment, the classification system used to categorize fingerprints, and the process for taking known fingerprints
- Describe the types, tools, and methods of

- surveillance in various locations and conditions and how to protect against countersurveillance
- Explain the components of and terms related to criminal law and discuss how various crimes are defined under The Canadian Criminal Code
- Recognize the advantages and disadvantages of various types of cameras and camcorders in a variety of settings and lighting conditions
- Distinguish between the usage of observation and description in investigations, the systematic approach to observation, and techniques for building rapport with witnesses and reading body language effectively
- Recognize the differences between interviews and interrogations and how each is conducted with respect to the legal process
- Describe the process, duties, and terms related to traffic engineering and traffic accident investigations
- Describe the characteristics of drug dependence, the effects of various types of drugs and drug injection methods, and the federal and legal procedures related to drug-related investigations and security measures
- Recognize self-defense techniques, various aerobic and anaerobic exercises, the methods of handcuffing suspects, the nonlethal weapons used to subdue assailants, and the use of and federal laws pertaining to firearms
- Define access control in terms of physical, information, and personnel security and discuss access control in relation to crime prevention in a various settings and environmental design features such as barriers, lighting, locks, and alarms

Students will need access to Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Private Investigator

### Program Goal

To prepare students to gain entry-level employment in an investigative agency as a private investigator.

### Program Outcomes

- Upon completion of the program, students will be able to:
- Recognize the career opportunities that exist for private investigators, including the characteristics and skills necessary to succeed in the field

- Differentiate between criminal law and civil law, and outline how tort law and civil law affect private investigations in Canada

- Describe the elements of effective communication and its role in private investigation practice

- Recognize available information sources, and explain how to access various records and information sources that can assist in an investigation

- Identify the role of the computer in private investigation, including the basic security measures for using databases and computer resources

- Describe various methods of reporting investigative findings to clients, including the best reporting format for each type of case and best practices for preparing reports

- Outline the role of observations and descriptions in investigations, and develop a systematic method of observing and describing persons, places, and things that will help make an investigation successful

- Identify different types of cases that require surveillance, and recognize the different types, methods, and techniques of surveillance to use

- Name equipment used by private investigators, including operational, surveillance, evidence collection, and safety equipment

- Recognize the proper methods for obtaining, recording, preserving, and analyzing evidence; explain the role of expert witnesses

- Recognize the skills and techniques necessary to providing protection services, such as executive and bodyguard protection

- Outline the role of the investigator in access control and discuss the various locks, alarms, and design elements to safeguard physical security, information security, and personnel security

- Discuss the role of providing security in special settings, and identify the security problems, special characteristics, and crime-prevention programs applicable to each setting

- Specify the role of the investigator in a variety of Canadian investigations, and list the many types of investigations, the way in which evidence is gathered, and the proper procedures and techniques used to gather evidence

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Retail Pharmacy Assistant

### Program Goal

To prepare students for entry-level employment as a retail assistant in a pharmacy.

### Program Outcomes

Upon completion of the program, students will be able to:

- Define the roles and functions of the retail pharmacy assistant

- Outline pharmacy procedures, operations, and the permissions of various healthcare professions to prescribe medications

- Explain how dosage forms and routes of administration are detailed on prescriptions

- Calculate pharmaceutical arithmetic and conversions to provide correct dosages

- Explain how certain medications are dispensed in solid, liquid, or topical forms, and the applications of each form

- Describe how drugs reach their appropriate sites of action, as well as the various classes of prescription drugs

- Identify the types of over-the-counter drugs and some of the general medical conditions these drugs can help treat

Students will need access to a Microsoft® Windows® based computer running Windows® 7 or later or an Apple® Mac® computer running macOS® or later, an email account, and the ability to complete this program, and an email account to complete this program.

## Residential Electrician

### Program Goal

To prepare students to gain entry-level employment in an investigative agency as a private investigator.

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize formulas and their applications to determine quantities and sizes of materials required and their installation processes

- Compute measurement methods and mathematical processes necessary for the preparation and implementation of electrical related projects

- Recognize regulations and procedures related to workplace safety

- Comprehend the principles of interpreting basic electrical blueprints and technical drawings to follow the required specifications of electrical projects

- Understand the composition and usage of materials and processes required for electrical system installations and repairs

- Identify procedures for evaluating and diagnostic testing of electrical components and circuits

- Provide students with an understanding of the Canadian Electrical Code

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to participate in and the ability to complete this program, and an email account to complete this program.

## Small Engine Repair

### Program Goal

The Small Engine Repair program provides students with a working knowledge of basic small engine repair to gain employment in the small engine repair field.

### Program Outcomes

Upon completion of the program, students will be able to:

- Understand the role of a small engine technician and the career opportunities in the outdoor power equipment field
- Describe the basic operation of small engines and identify the parts of a typical small engine
- Discuss the theory and operation of the cooling, lubrication, and fuel of a typical small engine
- Describe the theory and operation of the electrical systems of a small engine, including the operation of the ignition system
- Describe how to disassemble, rebuild, and reassemble a typical two-stroke and four-stroke engine
- Identify the types of drive trains found in outdoor power equipment and summarize how to service lawn and riding mowers as well as garden tractors
- Identify the typical troubleshooting and repair procedures for the most common types of outdoor power equipment
- Describe the ownership and management of an outdoor power equipment repair business

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, an email account, and the ability to play audio files in order to complete this program.

## Teacher Aide

### Program Goal

To prepare students for entry-level positions as a regular stream teacher aide in the preschool, elementary, middle or high school level.

### Program Outcomes

Upon completion of the program, students will be able to:

- Describe typical responsibilities of a teacher aide along with the skills needed to be an effective teacher aide
- Discuss normal cognitive, physical, and social development patterns of children from birth to adulthood
- Identify types of learning styles and various ways that teacher aides can increase motivation in students
- Recognize the positive approaches to disciplining students and implement techniques to increase individual student self-esteem
- Determine how to enforce classroom rules, tracking violations of rules, and explaining consequences of breaking rules
- Discuss how to review lesson content with individual students or in small groups, including ESL students, students with physical disabilities, early childhood education students, and special education students
- Determine how to prepare lessons by getting materials ready and setting up the classroom
- Recognize the measures used in the supervision of students in class, between classes, during lunch and recess, and on field trips
- Discuss lesson plans and student progress with the classroom teacher
- Outline the qualifications of an objective; determine an effective strategy under the process of program evaluation to discourage children who imitate violent behavior of the superheroes they watch on television; state the history of early childhood education in Canada; identify the changes in society that have influenced early childhood education
- Recognize the type of stress that occurs with the loss of a parent; describe when successive approximation is used; discuss different categories of victimization; list the seven identifiers that distinguish normal and problematic behaviors
- Recognize an effective activity geared toward improving a child's skill at estimation; identify what type of auditory skill involves understanding what is heard by relating it to past experience; determine an activity that proves

beneficial in promoting cognitive development in toddlers

- Identify societal factors that influence the behavior of children and describe how to work with children and families in a legal, ethical, and professional manner
- Describe how to recognize possible signs of various types of child abuse such as physical, emotional, and sexual abuse as well as the required steps you are legally required to take to report suspected child

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365 and an email account to complete this program.

## Travel/Tourism

### Program Goal

To prepare students for entry-level employment in the travel and tourism field.

### Program Outcomes

Upon completion of the program, students will be able to:

- Comprehend details of accommodations, travel tickets, tours, and/or packages containing two or more passengers, and details of selling these elements to business/leisure clients
- Understand the main categories of travel, including air, rail, cruise and lodging and interpret vendor information to arrange and book appropriate travel for client
- Apply knowledge of travel costs including fees, taxes, discounts and other factors to calculate cost of travel accommodations for clients
- Determine one's own commission rate for any sold product using commissionable and non-commissionable fees
- Prepare or request transportation carrier tickets, and book transportation and hotel reservations, using a computer reservation system
- Comprehend international customs, points of interest, and foreign country regulations
- Compare accommodations, tickets, itineraries and travel packages to determine which will better suit clients
- Understand the process for starting a travel business including any professional development necessary to work in the travel field

Students will need access to a Microsoft®

Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft 365® and an email account to complete this program.

## Wildlife/Forestry Conservation

### Program Goal

The Wildlife/Forestry Conservation Career Diploma program prepares students for an entry-level position in the field of wildlife and forestry conservation.

### Program Outcomes

Upon completion of the program, students will be able to:

- Understand how to gather data on water and soil quality, disease, insect damage to trees and other plants, and conditions that may pose a fire hazard
- Recognize how to locate property lines and evaluate forested areas to determine the species, quality, and amount of standing timber
- Characterize the habits and behaviors of wildlife
- Identify how to maintain trails, campsites, and other recreational facilities
- Understand how to patrol forest areas and enforce environmental protection regulations
- Recognize how to communicate with foresters, scientists, and sometimes the public about ongoing forestry and conservation activities
- Recognize how to suppress forest fires with fire control activities
- Understand how to train other forestry workers and coordinate detection programs

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

# Career Certificate Programs

## Accounting, 1-Year Certificate

### Program Goal

The Accounting Certificate program provides students with new job skills or refines existing accounting knowledge to advance in a current

position, improve performance in a current business or prepare for further training

### Program Outcomes

Upon completion of the program, students will be able to:

- Recognize the opportunities in the accounting field; identify types of business organizations
- Outline the procedures involved in journalizing, posting and preparing the basic financial statements of an enterprise. Recognize the differences between categories of documents
  - Recognize the elements of planning, organizing, leading, and controlling as they pertain to business and management
  - Demonstrate effective quantitative skills in basic mathematical operations pertaining to the business environment
  - Outline the accounting methods for depreciation computation, and stock and bond transactions. Recognize the procedures for computing gains or losses on trade-ins and sales of long term assets. Differentiate among the criteria used in accounting partnerships
  - Demonstrate an understanding of how to compose and revise professional business correspondence, such as memos, letters, emails, and forms

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Anatomy and Physiology

### Program Goal

The goal of the Anatomy and Physiology Certificate program is to provide students with the knowledge of the major body systems necessary in many health careers, which can aid a medical professional seeking to reinforce the skills you need to analyze and interpret medical reports or an allied health professional preparing for licensure and certification exams.

### Program Outcomes

Upon completion of the program, students will be able to:

- Demonstrate knowledge of the structure and functions of the human body, including anatomy and its various branches, chemical organization, cells, tissues, organs, and various body systems, as well as special topics like pregnancy and human development

- Recognize the importance of maintaining homeostasis in the body
- Discuss the processes involved with the senses of taste, smell, and touch
- Identify common disorders and dysfunctions that may occur within the various organ systems

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Gourmet Cooking

### Program Goal

The Gourmet Cooking Certificate Program instructs students on the fundamentals of various cooking methods, as well as the tricks and techniques to create flavorful gourmet presentations.

### Program Outcomes

Upon completion of the program, students will be able to:

- Identify features and preparation techniques for creating foundations of flavor and texture in a variety of stocks, sauces, and soups
- Select the proper buffet setup for different situations and specific techniques for garnishing and presenting individual dishes
- Recognize a variety of fruit, vegetable and herb preparation and cooking techniques, including cutting techniques such as julienne and chiffonade, and cooking methods such as braising, parboiling, and stir-frying
- Comprehend the best cooking methods, such as grilling and sautéing, for different occasions and different cuts of meat, such as medallions and short loins
- Differentiate among various game and their characteristics, and recognize proper trussing and cooking techniques which prevent food-borne illness
- Identify features of popular fish and shellfish, the signs of fresh and spoiled seafood, and classic cooking techniques
- Comprehend proper preparation and cooking techniques for a variety of grains and legumes from all over the world, and identify types of and the proper cooking method for pasta
- Comprehend the techniques needed to make classic baked pastry dishes such as Swiss and Italian meringue, ganache, and various doughs, cookies, and cakes
- Identify popular cooking techniques of eggs,

dairy, and forcemeats, and features of popular sandwich breads

- Recognize ingredients, styles, and cooking techniques used in international cuisine
- Identify features and preparation techniques for creating foundations of flavor and texture in a variety of stocks, sauces, and soups
- Select the proper buffet setup for different situations and specific techniques for garnishing and presenting individual dishes
- Recognize a variety of fruit, vegetable and herb preparation and cooking techniques, including cutting techniques such as julienne and chiffonade, and cooking methods such as braising, parboiling, and stir-frying
- Comprehend the best cooking methods, such as grilling and sautéing, for different occasions and different cuts of meat, such as medallions and short loins
- Differentiate among various game and their characteristics, and recognize proper trussing and cooking techniques which prevent food-borne illness
- Identify features of popular fish and shellfish, the signs of fresh and spoiled seafood, and classic cooking techniques
- Comprehend proper preparation and cooking techniques for a variety of grains and legumes from all over the world, and identify types of and the proper cooking method for pasta
- Comprehend the techniques needed to make classic baked pastry dishes such as Swiss and Italian meringue, ganache, and various doughs, cookies, and cakes
- Identify popular cooking techniques of eggs, dairy, and forcemeats, and features of popular sandwich breads.
- Recognize ingredients, styles, and cooking techniques used in international cuisine

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Medical Terminology

### Program Goal

To increase students' knowledge of common medical terminology used by health care practitioners.

### Program Outcomes

Upon completion of the program, students will be able to:

- Identify word parts and write medical terms accurately
- Utilize suffixes to build medical terminologies related to surgical procedures, medical conditions, specialists, and specialties
- Recognize and use prefixes in writing medical terms
- Distinguish and analyze medical terms associated with the digestive system
- Identify and be familiar with medical terminologies pertaining to the integumentary system

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

## Pet Grooming

### Program Goal

To teach students how to care for the grooming needs of their own dogs.

### Program Outcomes

Upon completion of the program, students will be able to:

- Identify the duties of a pet groomer and how to establish a grooming business
- Know the historical background of the dog and cat and identify the anatomy of the dog and cat
- Identify grooming hand tools and describe their uses, as well as know how to prepare a dog for grooming and bathe and dry the dog
- Recognize how to groom dogs from the terrier group, nonsporting group, and toy group
- Recognize how to groom dogs from the sporting group, herding group, hound group, and working group
- Recognize how to groom poodles, mixed breeds, drop-coat styles, and puppies
- Recognize the basic personalities of different dogs and understand how to groom dogs who have behavior problems
- Identify the characteristics common to cats' personality types and understand how to properly handle each type of cat
- Know the basics of bookkeeping, advertising, and customer service, as well as pricing and fees to start a pet grooming business

Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

# Ownership, Administration and Faculty

## **OWNERSHIP**

**Sokanu Interactive, Inc\***

## **ADMINISTRATION**

**Kermit Cook**

Chief Executive Officer

**Frank Jalufka**

Chief Financial Officer

**Dr. Andy Shean**

Chief Learning Officer

**Terri Runyon Walker**

Chief People Officer

**Matt Simon**

Chief Marketing Officer

**Thais Lyro**

Chief Product Officer

**Nial McLoughlin**

Senior VP and Chief Technology Officer

**Jordan Thompson**

General Counsel

*\*Sokanu Interactive Inc. is a wholly owned subsidiary of PF TopCo LP*



# Faculty

## **ALLIED HEALTH**

### **Adrienne Reaves**

AAS, Medical Assistant, Robert Morris College  
BS, HealthCare Leadership, National-Louis University  
M.Ed., Adult and Continuing Education, National-Louis University  
D. Ed, Higher Education, Argosy University

### **Angela Koblinski**

Instructor  
B.S. Computer and Info. Systems  
A.S. Computer and Info. Systems  
King's College  
Medication Therapy Management Certificate  
Nationally Certified Pharm.Tech.  
Medical Billing & Coding Certificate

### **April McCormick**

Instructor  
A.A. Biology  
B.A. Biology  
Nationally Certified Pharmacy Technician

### **Ellie Halibozek**

Instructor  
M.Ed. Curriculum and Instruction, California State University Long Beach  
B.S. Business Administration, Pacific Christian College  
AAPC Certified Procedural Coder  
CLAD Certificate

### **Gail Harris**

Instructor  
M.S. HealthService Administration  
B.S. HRM  
A.A.S. - Certified Medical Administrative Assistant  
- Certified Clinical Medical Assistant  
- Certified Billing and Coding Specialist  
- Certified Electronic Health Records Specialist  
- Advanced Certified Patient Account Representative  
- Certified Financial Counselor  
- Certified BSL AED First Aide Instructor

### **Icy Moton-Hale**

Diploma, Practical Nursing, Chattahoochee Valley Community College  
AS, Nursing, St. Catherine College  
BS, Nursing, Jacksonville State University  
MSN, Nursing, Jacksonville State University

### **Katrina Simpson**

Diploma, Surgical Technology  
BS, HealthCare Administration, Colorado Tech University  
MS, Health and Human Counselling, Liberty University

### **Kendra Strode**

AS, Communications, Sinclair Community College  
Certified Dental Assistant

### **Kim Blyther**

Diploma, Optician, Penn Foster Career School  
AS, Medical Assistant, South University  
BS, HealthCare Management, South University

### **Kristin Cannon**

BS, Animal Science, Virginia Tech  
American Board of Optician Certified  
Certified Paraoptometric

### **LaKisha Parker**

AAS, Medical Office Administration & Assisting, Virginia College

### **Linda Alchami**

BS, Cellular Biology, Northeastern State University  
MS, Occupational Therapy, Northeastern State University

### **Maureen Capone**

ABO Certified Optician

**Melissa Fazio**

Instructor  
Adjunct Instructor, Allied Health  
B.A., Health Services Administration  
Marywood University

**Rebecca Shell**

BSN, Nursing, University of Alabama

**Rose Coupland**

Instructor  
LPN, Mercedian School of Practical Nursing

**RuthAnne Darr**

AS, Medical and Legal Administrative,  
Northern Main Technical College  
BA, General Studies, Dakota State University  
MS, Health Information Management, The  
College of Scholastica

**Shanna Lizardi**

Instructor  
B.S., Clinical Psychology, Marywood University  
A.A., Administrative Health Care,  
University of Phoenix  
Certified Medical Assistant

**Stephanie Godard**

Diploma, Medical Billing, Ashworth University  
AS, Health Information Technician,  
Rasmussen College  
BS, Health Information Management,  
Rasmussen College

**Susan Meehan**

Instructor  
A.S. Business Management  
Penn State University

**Tara Mashburn**

BS, Kinesiology, Colorado Mesa University  
MBA, Sports & Fitness Management,  
Colorado Mesa University  
MS, Nutrition and Human Performance ,  
Logan University  
DCh, Chiropractic, Logan University

**BUSINESS AND LEGAL STUDIES****Amanda Sanchoo**

Team Lead  
M.S. Criminal Justice , University of Central  
Florida  
B.S. Criminal Justice, University of Central  
Florida

**Bob Shafer**

Instructor  
B.S.M.E., Pennsylvania State University

**David Kostiak**

Instructor  
M.S., Criminal Justice, Columbia College  
B.S., Criminal Justice, Penn State University

**Donald Poole**

MS, Justice Management, University of  
Nevada - Reno  
BA, Criminal Justice, University of Delaware

**Eric Ashman**

Instructor  
B.S., Secondary Math Education,  
Penn State University  
M.B.A., University of Scranton

**Ken Doolittle**

Instructor  
M.B.A. - Finance & Investments, Marywood  
University  
B.S. Finance Duquesne University

**Mary-Ann Reeley**

MBA, HR Management, Strayer University  
BA, Biology, Winthrop University

**Michael Savich**

Instructor  
B.A. Urban/Economic Geography  
B.A. Anthropology  
B.A. Religious Studies  
McGill University

**Rachel Alexander**

BS, Business Management, University of Phoenix  
 MBA, General, University of Phoenix

**Richard Kokas**

BA, Forensic Accounting, University of Scranton  
 MBA, Accounting, University of Scranton

**Rodney Gibbs**

Instructor  
 M.S. Criminology, University of Maryland – Eastern Shore  
 B.A. Urban and Regional Studies, Minnesota State University

**Sandy Jennings-Hammond**

Instructor  
 M.B.A. - Marketing  
 B.A. Telecommunicative Arts

**Stuart Maclellan**

Instructor  
 BSc Physics, Concordia University  
 Electrotechnology, Vanier College

**Tonita Hollins**

BA, Criminal Justice, Columbia College  
 MS, Criminal Justice, Columbia College  
 MBA, HR Management, Columbia Southern University

**Umari Warsi**

BS, Management, Georgia Institute of Technology  
 MBA, Finance and General Management, Kennesaw State University  
 MS, Taxation, Georgia State University

**TRADES****Bob Shafer**

Instructor  
 B.S.M.E., Pennsylvania State University

**Dawn Siniscalchi**

Instructor  
 BS, Business and Construction, City University of New York

**James Paschall**

Instructor  
 EPA Universal Certified

**Jon DeEsch**

Instructor  
 M.S., Education - Curriculum & Instruction, University of Scranton  
 B.S., Political Science, University of Scranton  
 OCA Certification for Vocational Instruction, Carpentry Certification, Home Inspection Certification

**Mark Spurlock**

Instructor  
 HVAC Certified  
 EPA University Certified

**Steve Felgenhauer**

Instructor  
 Gunsmithing Diploma  
 Piedmont Community College

**Steve Strapple**

Team Lead  
 BS, Occupational Education  
 MS, Education, University of Texas San Antonio

**ART, DESIGN AND TECHNOLOGY****Alexandra Fussell**

BA, History and Religion, Tulane University  
 MA, Art History, University of Buffalo  
 Lori Shipley – Art, Design and Technology  
 BA, Music, Pennsylvania State University  
 MA, Humanities, California State University  
 DMus, Musical Arts, Boston University

**Ann Marie Mahoney**

Instructor  
 B.S., Computer Science, University of Scranton  
 M.S., Information Systems, Marywood University

**Christine Piazza**

Instructor  
B.F.A., Art, Stroudsburg University  
Coursework in Architecture and Interior  
Design, Philadelphia College of Textile &  
Science

**Erin Phillips**

BS, Music Education, Messiah College  
MS, Educational Development, Wilkes  
University

**Dominga Gardner**

BS, Computer Science, Mississippi State  
University  
MS, Information Management, University of  
Phoenix  
MS, Educational Technology, Boise State  
University

**Gabriel Maxwell**

AA, Computer Programming, Santa Monica  
College  
AA, Liberal Arts, Santa Monica College  
AA, General Studies, University of Phoenix  
BS, Computer Science and Engineering,  
University of California Merced  
MS, Information Technology, Strategic  
Leadership, Walden University  
DIS (in progress), Technology, Walden  
University

**Fred Claus**

AAS, Business Retail, Niagara County  
Community College  
BS, Technology Management

**Hayley Mindes**

Instructor  
B.F.A.  
Hartford Art School

**Heather Beatty**

Instructor  
B.S. Workforce Education and Development -  
Education, Training & Development, Southern  
Illinois University  
Microsoft Certified Professional

**John Lona**

Instructor  
B.F.A. - Painting, Drawing, Industrial Design,  
Filmmaking, Binghamton University  
A.A.S. - Commercial Art, Illustration,  
Photography, Video Production, SUNY-  
Sullivan

**Jonathon Boyson**

Instructor  
B.S., Computer Science, Bloomsburg  
University

**Melissa Anderson**

BA, Printmaking and Painting, California State  
University, Fresno  
MA, Art History, Academy of Art University,  
San Francisco

**Rochelle Babcock**

Instructor  
Ed.d Curriculum & Instruction, Indiana  
University  
M.Ed. Teaching & Learning, Lock Haven  
University  
B.S. Fashion Merchandising, Indiana  
University

**Sandra Monahan**

Instructor  
Master Bridal Consultant™, Penn Foster  
Life-Cycle Celebrant®

**Sausha Young**

AS, Occupational Science, Le Cordon Bleu  
College of Culinary Arts Atlanta  
BS, Culinary Management, Le Cordon Bleu  
College of Culinary Arts Scottsdale

**EARLY CHILDHOOD EDUCATION****Bridget Meis**

BS, Education, Illinois State University  
MS, Early Childhood Education, Erikson  
Institute

**Sarah Owens**

B.S., Early Childhood Education,  
Marywood University  
B.S., Special Education, Marywood University

**Chris Beccera**

BA, Sociology, Chapman University  
MA, Education - Leadership and Administration, Chapman University  
Ed.S, Early Childhood Education, Northcentral University  
Ed.D- Early Childhood Education (in progress), Northcentral University

**Erica Getts**

B.S.E., Library Science, Kutztown University of Pennsylvania  
M.L.S., Library and Information Science, University of Maryland

**Kayla Fouse**

AS, Early Childhood, Moreno Valley College  
BA, Liberal Studies, Brandman University  
MA, Education, Brandman University

**Teresa McKay**

Instructor  
M.A., Education, Concordia University; B.S., Elementary Education, Indiana University Southeast

**GENERAL STUDIES****Emily Denison**

BFA, Theatre History, Arizona State University  
BA, English Literature, Arizona State University  
MFA, Dramatugy, University of Massachusetts  
MA, Interdisciplinary Studies in Education - Early Childhood, Columbia University  
BA, English Education and English & Textual Studies, Syracuse University

**Erin Phillips**

Instructor  
M.S., Educational Development and Strategies, Wilkes University; B.S., Music Education Messiah College

**Michelle Cicco**

BS, Nursing, Edinboro University  
MS, Clinical Exercise Physiology, East Stroudsburg University

**Michelle Cicco**

BS, Nursing, Edinboro University  
MS, Clinical Exercise Physiology, East Stroudsburg University

**James Hadsell**

Instructor  
M.S., Medical Education Leadership, New England University Medical College; M.S. Biotechnology, Marywood University; B.S. Neuroscience, Psychology Minor, Kings College

**Larissa Grissom**

Instructor  
M.S. Psychology University of Phoenix, B.A. Psychology, Oklahoma State University

**Melissa Anderson**

Instructor  
M.A. Art History, Academy of Art; B.A. Fine Arts/Print, California State University

**Renee Butts**

Instructor  
M.A., Creative Writing, Wilkes University; B.A., English, Misericordia University

**Ryan Mayberry**

Instructor  
M.S. Curriculum and Instruction, University of Scranton; B.A., History, Secondary Education, Marywood University

**Tara Mashburn**

BS, Kinesiology, Colorado Mesa University  
MBA, Sports & Fitness Management, Colorado Mesa University  
MS, Nutrition and Human Performance , Logan University  
DCh, Chiropractic, Logan University

# Advisory Council

## ALLIED HEALTH ACADEMY

### **Dr. Jill Buban**

PhD, Lesley University  
M.S., Curriculum and Instruction, SUNY  
B.A., History, University of New Hampshire

### **Sonia Cotto-Moreno**

Registered Dietician Nutritionist,  
University of Texas

### **Dr. Sarah E. Gabua**

Doctorate in Nursing Practice, Walden  
University

### **Carol Green**

Registered Nurse, Mercy Hospital of Nursing,  
Registered Nurse Program, Scranton, PA

### **Joseph Kishel**

M.S., Healthcare Administration,  
University of Scranton  
B.S., Biology, University of Scranton  
Diploma Nursing, Mercy Hospital School of  
Nursing

### **Susan Lutchko**

A.S., Business Administration  
Penn State University, Scranton, PA

### **Karen Novak**

EKG/Phlebotomy/Lab Assistant Diploma, Fortis  
Institute  
Medical Assistant Diploma, Lackawanna  
County Area Vocational

### **Linda Joanna Thomas-Hemak, MD**

Doctor of Medicine, Baylor  
College of Medicine

### **Darlisa White**

Certified Medical Assistant  
B.A., Education, Moraine Valley College

## BUSINESS STUDIES

### **Brigid Bauer**

Master of Public Administration,  
Marywood University

### **Raymond Haden**

MBA. Bloomsburg University

### **John Schroeder**

MBA, South University

## LEGAL STUDIES/ CRIMINAL JUSTICE

### **Leonard Bogart**

MPA, Marywood University  
B.S. Law Enforcement, University of Scranton

### **Timothy Fulk**

Master of Science, Criminal Justice/Public  
Administration, Trine University  
Bachelor of Science, Criminal Justice,  
Tri-State University

### **Michelle Low**

Bachelor of Science of General Studies  
Westfield State College  
Paralegal Certificate  
Bunker Hill Community College

## EARLY CHILDHOOD

### **Susan Billingsley**

M.S., Human Development and  
Family Studies, Iowa State University  
B.S., Child and Family Studies, Iowa State  
University

### **Linda Bryant**

A.S., Early Childhood Education,  
Penn Foster College

### **Alan Guttman**

M.A., Early Childhood, New York University  
B.A., English, New York University

**Dr. Tywanda Jiles**

Ed.D., Teacher Leadership, Walden University  
M.S., Early Childhood Education,  
Special Education, Dominican University  
B.S., Liberal Arts, Governors State University

**Jessica Koomson**

A.S., Early Childhood Education, Penn Foster  
College

**Derry Koralek**

M.S., English, Boston University  
B.S., Education, University of Massachusetts

**Marsha Miller**

M.Ed., Early Childhood Education,  
Grand Valley State University  
B.S., Elementary Education, University  
of Michigan

**Hilda Skrzysowski**

M.S., Child Development, University of PA  
B.S., Sociology, Marywood University

**Dr. William Strader**

Ed.D., Early Childhood Education,  
University of Massachusetts  
M.Ed., Early Childhood Education,  
William Paterson College  
B.A., Psychology, Hope College

## Technology

**Jim Casteel**

B.S. Data Analytics, Western Governors  
University

**Yuquan Holloway**

Bachelor of Civil Engineering, Georgia Institute  
of Technology  
MBA, Georgia State University

**John I. McSwain, III**

MBA, Georgia Institute of Technology  
M.S. Human Computer Interaction, Iowa State  
University  
B.G.S. Web Technologies, University of  
Connecticut  
A.S. Computer Science, Georgia Perimeter  
College  
A.A. Mathematics, Georgia Perimeter College

**Brandon Nolta**

M.F.A., English, Boise State University  
B.S., Mathematics, University of Idaho

**William J. Scannella**

Masters in Technical & Scientific  
Communication, Miami University



**ICS**  
CANADA

610-245 Victoria Avenue, Westmount, QC H3Z 2M6