



CCSC Culinary Program Course Catalog *July 1, 2020 – June 30, 2021*

Charity Cultural Services Center (CCSC) is a non-profit organization and is approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

As a prospective student, you are encouraged to review this course catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Our Mission and Objectives

Charity Cultural Services Center (CCSC) is a secular non-profit organization that has served the community for over 35 years. *Our mission:* We aim to help children, youth and adults prepare for a better future by offering support and opportunities through education, employment training, and other essential services that promote personal and economic self-sufficiency. We hold a firm belief that through our vocational training, our clients will gain a new skill that they can carry with them for the rest of their lives. Charity Cultural Services Center's Culinary Training Program includes Chinese Cooking Class (CCC), Japanese Cooking Class (JCC), Western Cooking Class (WCC), and Bartending & Barista Training Class (BTC). The purpose of the Culinary Training Program is to provide those who are unemployed, low-income, and/or new immigrants with vocational training so that they can become employed and self-sufficient individuals.

About Our Culinary Training Programs

Each program includes classroom and hands-on training which help individuals gain basic culinary skills within a relatively short amount of time and enable participants to obtain culinary employment within the San Francisco Bay Area. Each student will gain a certificate upon the completion of 18-weeks Chinese or Western Cooking Class, 11-weeks Bartending & Barista Training Class, or 10-weeks Japanese Cooking Class. Other services provided include better preparing students for employment such as ServSafe Training, Job Readiness Training, case management, job referral, and retention.

All of the classes are provided at no-tuition cost for qualified applicants. CCC/JCC/WCC applicants must be 18 or above, BTC applicants must be age 21 or above. We give priority to new immigrants, low income and unemployed individuals.

Location of Instruction

CCC, WCC and JCC Kitchens: 731-735 Commercial Street, San Francisco CA94108

BTC Bar Training: 735 Commercial Street, San Francisco CA 94108

Lecture Room for All Programs: 731 Commercial Street, San Francisco CA 94108

Job Readiness Training and Other Program Support: 747 Commercial Street, San Francisco CA94108

Program Offerings

Chinese Cooking Class (CCC)

Program Description:

The Chinese Cooking Class is an intensive training program designed to ensure that participants develop the fundamental skills necessary to operate successfully as qualified food industry employees. The coursework is centered upon current food industry standards of kitchen safety, proper handling of uncooked food items and techniques necessary to prepare aesthetically pleasing and delicious culinary items.

Coursework is aimed at providing the knowledge and skills most restaurants require from their food preparation employees. Upon graduation, trainees are capable of entering positions such as entry-level wok chef, preparation cook, deep-fried cook, steam-station cook, and other various positions in the kitchen. Trainees will be able to prepare and cook common Chinese dishes on the menu of most American-Chinese restaurants.

Must also be enrolled in Communications for Chinese Cooks course.

Program Length:

18 Weeks

Total Clock Hours:

360 hours

Meeting Times and Locations:

Fall 2020 Session (8/17/2020 - 12/18/2020)

MTWTHF Kitchen Lab 10AM-2PM 731 Commercial St Kitchen A

Spring 2021 Session (To Be determined)

MTWTHF Kitchen Lab 10AM-2PM 731 Commercial St Kitchen A

**The schedule for this program will be determined. To be informed on when this class is being offered, please contact a program coordinator at 415-989-8224 or info@sfcsc.org.*

Instructor:

Chef Jie Sheng Wu – Culinary instructor

Required Textbooks:

None. Students receive weekly menus/recipes prepared by the instructor.

Prerequisites:

No ESL level required.

Proficient in Mandarin Chinese or Cantonese Chinese (*as tested on our internal screening interview*).

California's SB 602 requires that all California food handlers to be certified in safe food handling procedures. Students must already possess or obtain a valid California Food Handlers Card within the first month of the program.

Language of Instruction:

Oral instruction and written materials are in Chinese only. Limited English translations available upon request with advance notice.

Focus of Curriculum:

- Participants receive hands-on training and lectures of cooking theories to successfully operate as qualified food industry workers.
- Accelerated program designed to place participants into working positions.

Chinese Cooking Class (CCC) *continued*

Student Learning Outcomes:

1. Identify and purchase ingredients
2. Ingredient preparation including meat, seafood, vegetables and dry foods
3. Proper handling, measurement and usage of various spices and sauces
4. Proper food cutting skills for cooking and for presentation
5. Preparation of soups, stocks, hot and cold sauces
6. Knowledge of cooking methods including deep-frying, stir-frying, braising, scalding and steaming, etcetera
7. Knowledge of personal hygiene, kitchen safety and sanitation, cross contamination of food items, adequate temperature control during storage and cooking, etcetera
8. Build on soft skills including English language, food safety training and job readiness

Assessment:

There are five areas of assessment evenly weighted (each worth 20% of the total course grade). A minimum 75% course average is required for a student to demonstrate measurable skills gain, thus passing the course and gaining a certificate of completion.

- **Attendance/Participation** (*addresses all Outcomes through oral instruction and hands-on training*)
- **Midterm Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6 and 7*)
Each student prepares multiple dishes from a list of common Chinese dishes taught during the course thus far. The student is scored based on *presentation, ingredients, time* and *taste*, each category worth up to 25 points (for a possible total of 100).
- **Midterm Written Examination** (*addresses Outcomes 1, 2, 3, 4, 5, 6 and 7*)
Students take a written multiple-choice examination of occupational knowledge.
- **Final Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6 and 7*)
Each student prepares multiple dishes from a list of more complex Chinese dishes that test skills learned throughout the course. The student is scored based on *presentation, ingredients, time* and *taste*, each category worth up to 25 points (for a possible total of 100).
- **Final Written Examination** (*addresses Outcomes 1, 2, 3, 4, 5, 6 and 7*)
Students take a written multiple-choice examination of occupational knowledge.

Communication for Chinese Cooks - Administered by City College of San Francisco

Class Description:

Communications for Chinese Cooks is an intensive Vocational English as a Second Language (VESL) course designed to ensure that participants develop the verbal communication skills needed as a Chinese Cook. This course is designed to teach students how to identify and pronounce kitchen tools, equipment, and basic ingredients in Chinese cuisine; describe basic preparation and cooking procedures including the ability to calculate and record units of measurement; demonstrate appropriate responses to basic orders, requests, directions on-the-job, and customer orders and complaints; and prepare for a restaurant job application and interview.

Class Length:

18 Weeks

Total Clock hours:

180 hours

Communication for Chinese Cooks - Administered by City College of San Francisco (Continued)

Meeting Times and Locations:

Fall 2020 Session (8/17/2020 - 12/18/2020)

MTWTHF VESL Instruction 8AM-10:00AM 731 Commercial St Classroom

Spring 2021 Session (To Be determined)

MTWTHF VESL Instruction 8AM-10:00AM 731 Commercial St Classroom

**The schedule for this program is still being determined. To be informed on when this class is being offered, please contact a program coordinator at 415-989-8224 or info@sfccsc.org.*

Instructor:

Andrew Chan - City College of San Francisco

Required Textbooks:

None. Students receive handouts prepared by the instructor.

Pre-requisites:

No ESL level required.

Language of Instruction:

Oral instruction and written materials are bilingual in Chinese and English.

Focus of Curriculum:

- Participants receive lectures and in-class practice on basic vocational English skills in order to successfully communicate in a food service environment

Student Learning Outcomes:

1. Name all cooking equipment and implements used in a commercial restaurant
2. Understand and issue basic commands used in a commercial kitchen setting
3. Carry on basic conversations with supervisors and co-workers in a restaurant
4. Communicate effectively at job interviews

Assessment:

There is one area of assessment in this class:

- **Attendance/Active Participation** (*addresses all Outcomes through oral instruction and in-class activities*)

Western Cooking Class (WCC)

Program Description:

The Western Cooking Class is an intensive training program designed to ensure that participants develop fundamental skills to operate successfully as qualified food industry employees. The coursework is centered upon current food industry standards of kitchen safety, proper handling of uncooked food items and techniques necessary to prepare aesthetically pleasing and delicious culinary items.

Coursework is aimed at providing knowledge and skills most restaurants require from the food preparation employees.

Program Length:

18 Weeks

Total Clock Hours:

360 hours

Meeting Times and Locations:

Fall 2020 Session (8/24/2020 – 12/25/2020)

MTWTHF Kitchen Lab 9:00AM-1:00PM 735 Commercial St Kitchen B

Spring 2021 Session (2/22/2021 – 5/28/2021)

MTWTHF Kitchen Lab 9:00AM-1:00PM 735 Commercial St Kitchen B

**The schedule for this program is still being finalized. To be informed on when this class is being offered, please contact a program coordinator at 415-989-8224 or info@sfcsc.org.*

Instructor:

Chef Ira Meyer – Culinary instructor

Prerequisites:

ESL Level 4 or above (*as scored on our internal screening exam*) or submit proof of English proficiency. California's SB 602 requires that all California food handlers to be certified in safe food handling procedures. Students must already possess or obtain a valid California Food Handlers Card within the first month of the program.

Language of Instruction:

Oral English and Cantonese Chinese (bilingual); written materials in English only.

Required Textbooks:

1. Day, Martha. *The Practical Encyclopedia of Baking*. New York: Barnes & Noble, 1999. Print.
2. Gisslen, Wayne. *Professional Cooking*. 7th ed. Hoboken, NJ: Wiley, 2011. Print.

Focus of Curriculum:

- Participants receive hands-on training and lectures of cooking theories to successfully operate as qualified food industry workers.
- Accelerated program designed to place participants into working positions.

Western Cooking Class (WCC) *continued*

Student Learning Outcomes:

1. Proper handling of professional cutlery. Knife handling and cutwork proficiency
2. Proper handling, measurement and usage of various ingredients
3. Proper cleaning, cutting and usage of meats and seafood items
4. Poultry identification and preparation
5. Proper handling of baking equipment and ingredients for pastries and common bakery items
6. Preparation of soups, stocks, hot and cold sauces
7. Basic Garde Mangers
8. Menu design: balance, color, regional considerations, seasonality
9. Palate development
10. Knowledge of technical culinary terminology and vocabulary (French, English, Chinese)
11. Overview knowledge of French, Italian, European and American cuisines (history, culture, customs etc.)
12. Knowledge of personal hygiene, kitchen safety and sanitation
13. Proper storage of different foods
14. Knowledge of job readiness methods
15. Table Service: formal serving techniques and art of presentation

Assessment:

There are five areas of assessment evenly weighted (each worth 20% of the total course grade). A minimum 75% course average is required for a student to demonstrate measurable skills gain, thus passing the course and gaining a certificate of completion.

- **Attendance/Participation** (*addresses all Outcomes through oral instruction and hands-on training*)
- **Midterm Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6, 7, 9, 12 and 15*)
Each student prepares dishes from a list of common items taught during the course thus far. The student is scored based on *presentation, ingredients, time* and *taste*, each category worth up to 25 points (for a possible total of 100).
- **Midterm Written Examination** (*addresses Outcomes 8, 10, 11 and 12*)
Students take a written multiple-choice examination of occupational knowledge.
- **Final Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6, 7, 9, 12 and 15*)
Each student prepares dishes from a list of more complex items that test skills learned throughout the course. The student is scored based on *presentation, ingredients, time* and *taste*, each category worth up to 25 points (for a possible total of 100).
- **Final Written Examination** (*addresses Outcomes 8, 10, 11, 12 and 13*)
Students take a written multiple-choice examination of occupational knowledge.

Bartending & Barista Training Class (BTC)

Program Description:

The Bartending & Barista Training Class is an intensive training program designed to ensure that participants develop fundamental skills to operate successfully as qualified beverage preparation employees. The coursework is centered upon current food and beverage industry standards of bar safety, proper mixing techniques necessary to prepare around 100 cocktails. The barista training component is to ensure that participants develop fundamental skills to operate coffee machine to make different types of popular coffee drinks and serving them to the customers.

Coursework is aimed at providing knowledge and skills that most restaurants, bars and/or coffee shops require from beverage preparation employees.

Program Length:

11 Weeks

Total Clock Hours:

110 hours

Meeting Times and Locations:

Fall 2020 Session (To Be Determined)

MTWTHF Bar Lab 8:30AM-10:30AM 735 Commercial St Bar Area

Spring 2021 Session (To Be Determined)

MTWTHF Bar Lab 8:30AM-10:30AM 735 Commercial St Bar Area

**The schedule for this program is to be determined. To be informed on when this class is being offered, please contact a program coordinator at 415-989-8224 or info@sfcsc.org.*

Instructor:

Tom Nagasawa – Bartending instructor

Prerequisites:

ESL Level 6 or above (*as scored on our internal exam*) or submit proof of English proficiency.

Must be 21 years old or older.

California's SB 602 requires that all California food handlers to be certified in safe food handling procedures. Students must already possess or obtain a valid California Food Handlers Card within the first month of the program.

Language of Instruction:

Oral instruction and written materials in English only.

Required Textbooks:

None. Students receive weekly recipes prepared by the instructor.

Focus of Curriculum:

- Participants receive hands-on training and lectures of mixology theories to successfully operate as qualified beverage preparation workers.
- Accelerated program designed to place participants into working positions.

Bartending & Barista Training Class (BTC) *continued*

Student Learning Outcomes

1. Knowledge of bar set-up and closure
2. Knowledge of bar supplies, terms and expressions
3. Knowledge of beverage chart
4. Knowledge of liquor, cordials, wines and beers (descriptive terms, tasting term, geography of manufactures)
5. Basic and advanced skills of pouring, shaking, stirring and straining to mix drinks
6. Banquet busing, bartending and serving skills
7. Customer skills and common regulations of Alcoholic Beverage Control Law
8. Hands-on skills to mix 100 types of cocktails

Additional Outcomes (barista component):

1. Identify coffee beans and their tastes
2. Basic knowledge on roasting and blending
3. Taking customer orders
4. Operate coffee machine
5. Following coffee recipes and preparation techniques
6. Knowing pastries, cookies, and other similar products to be served with the coffee
7. Following operating instructions
8. Keeping equipment fully operational
9. Keeping a safe and healthy work environment
10. Following sanitation standards
11. Cleaning and fixing up work areas
12. Opening and closing the establishment
13. Customer service, multi-tasking and problem solving skills

Assessment:

There are five areas of assessment evenly weighted (each worth 20% of the total course grade). A minimum 75% course average is required for a student to demonstrate measurable skills gain, thus passing the course and gaining a certificate of completion.

- **Attendance/Participation** (*addresses all Outcomes through oral instruction and hands-on training*)
- **Midterm Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6, 7 and 8*)
Each student is assigned seven popular cocktails to prepare in a set timeframe. The student is scored based on *professional image, attitude, recipe, number of drinks* and *time*, each category worth up to 20 points (for a possible total of 100).
- **Midterm Written Examination** (*addresses Outcomes 2, 4, 6, 7 and 8*)
Students take a written multiple-choice examination of occupational knowledge.
- **Final Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6, 7 and 8*)
Each student is assigned ten popular cocktails to prepare in a set timeframe. The student is scored based on *professional image, attitude, recipe, number of drinks* and *time*, each category worth up to 20 points (for a possible total of 100).
- **Final Written Examination** (*addresses Outcomes 2, 4, 6, 7 and 8*)
Students take a written multiple-choice examination of occupational knowledge.

Japanese Cooking Class (JCC)

Program Description:

The Japanese Cooking Class is an intensive training program designed to ensure that participants develop fundamental skills to operate successfully as qualified entry to intermediate level employees in Japanese restaurants and/or sushi bars. The coursework is centered upon current food industry standards of kitchen safety, proper handling of uncooked food items and techniques necessary to prepare aesthetically pleasing and delicious culinary items.

Coursework is aimed at providing knowledge and skills most Japanese restaurants require from the food preparation/sushi chef employees.

Program Length:

10 Weeks

Total Clock Hours:

80 hours

Meeting Times and Locations:

Fall 2020 Session (To Be Determined)

MT Kitchen Lab 1:30PM-5:30PM 735 Commercial St Kitchen B

Spring 2021 Session (3/1/2021 - 5/4/2021)

MT Kitchen Lab 1:30PM-5:30PM 735 Commercial St Kitchen B

**The schedule for this program is to be determined. To be informed on when this class is being offered, please contact a program coordinator at 415-989-8224 or info@sfcsc.org.*

Instructor:

Chef Peter Day – Culinary instructor

Prerequisites:

ESL Level 4 or above (*as scored on our internal screening exam*) or submit proof of English proficiency. California's SB 602 requires that all California food handlers to be certified in safe food handling procedures. Students must already possess or obtain a valid California Food Handlers Card within the first month of the program.

Language of Instruction:

Oral English and Cantonese Chinese (bilingual); written materials in English only.

Required Textbooks:

None. Students receive handouts prepared by the instructor.

Focus of Curriculum:

- Participants receive hands-on training and lectures of cooking theories to successfully operate as qualified Japanese restaurant or sushi counter workers.
- Accelerated program designed to place participants into working positions.

Japanese Cooking Class (JCC) *continued*

Student Learning Outcomes:

1. Introductory knowledge of Japanese cuisine (history and culture)
2. Introductory knowledge of popular Japanese cuisine in California
3. Ingredients of Japanese cuisine
4. Knowledge of terminology and vocabulary (Japanese, English and Chinese)
5. Proper handling, measurement, usage and storage of various ingredients
6. Maintain and sharpen knives
7. Prepare sushi rice, fish and shellfish
8. Prepare traditional and modern (California/American) style sushi rolls
9. Prepare popular styles of sushi and sashimi
10. Demonstrate cooking techniques of grilling, frying, steaming, simmering, garnishing, plating and decorating
11. Prepare teriyaki and tempura
12. Simulate a sushi bar, offering students an outlook of taking orders from a customer and in turn, create and serve their dishes
13. Knowledge of food cost and estimation
14. Hygiene management

Assessment:

There are five areas of assessment evenly weighted (each worth 20% of the total course grade). A minimum 75% course average is required for a student to demonstrate measurable skills gain, thus passing the course and gaining a certificate of completion.

- **Attendance/Participation** (*addresses all Outcomes through oral instruction and hands-on training*)
- **Midterm Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6, 7, 9, 12 and 15*)
Each student prepares dishes from a list of common items taught during the course thus far. The student is scored based on *presentation, ingredients, time* and *taste*, each category worth up to 25 points (for a possible total of 100).
- **Midterm Written Examination** (*addresses Outcomes 8, 10, 11 and 12*)
Students take a written multiple-choice examination of occupational knowledge.
- **Final Practicum** (*addresses Outcomes 1, 2, 3, 4, 5, 6, 7, 9, 12 and 15*)
Each student prepares dishes from a list of more complex items that test skills learned throughout the course. The student is scored based on *presentation, ingredients, time* and *taste*, each category worth up to 25 points (for a possible total of 100).
- **Final Written Examination** (*addresses Outcomes 8, 10, 11, 12 and 13*)
Students take a written multiple-choice examination of occupational knowledge.

Institutional Policies and Procedures

Admission Policies

Applicants must:

- Be 18 years old or older (21 or older for the Bartending & Barista Training Class)
- Possess a high school diploma, GED or its equivalent
 - *If applying as an ability-to-benefit student:* Get a passing score (11 or higher) on the Wonderlic Personnel Test.
- Be a U.S. citizen or permanent resident
CCSC does not provide visa services for international students.

Language proficiency requirements:

- English proficiency (if applying for Japanese Cooking Class, Western Cooking Class or Bartending & Barista Training Class)
- Mandarin or Cantonese Chinese proficiency (if applying for Chinese Cooking Class)

If applying for the Chinese Cooking Class, prospective students who are non-native Mandarin or Cantonese Chinese speakers must conduct an internal screening interview with a CCSC program coordinator and culinary instructor to determine if the student has the oral and written comprehension skills necessary to follow along in the class. Alternatively, an applicant may prove his or her Mandarin or Cantonese proficiency through certification from the American Council on the Teaching of Foreign Languages (ACTFL), available at <https://languageTesting.com>. The following minimum scores are required on all three tests:

- 1+ on the Oral Proficiency Interview;
- 1+ on the Listening Proficiency Test;
- 1+ on the Reading Proficiency Test.

If applying for the Japanese Cooking Class, Western Cooking Class or Bartending & Barista Training Class, prospective students who are non-native English speakers must pass an internal CCSC English proficiency exam that tests for basic written and oral comprehension. Alternatively, an applicant can provide proof of English proficiency with one of the following:

- a high school diploma from a high school taught in English;
- a college transcript that shows completion of ESL classes;
- a college transcript that shows current enrollment in, or completion of, a college-level English course (e.g. ENGL1A);
- a TOEFL paper-based test score of 450 or higher.

Application Process

Prospective students must complete an intake form (to determine financial aid eligibility), sign an Enrollment Agreement, and pay a non-refundable Application fee. Additional documentation may be required if a student is applying for financial aid through the Office of Economic and Workforce Development (OEWD). For a list of required documents, please review the *Qualifying for Financial Aid* section of this course catalog. Priority enrollment goes to students who apply for financial aid through OEWD. Other students may apply and be accepted into the program if there is space available. If an applicant has issues or questions regarding any part of the application process, he/she can contact a Program Coordinator.

Transfer and Articulation Agreements

CCSC does not currently have any transfer or articulation agreements with any other college or university.

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of the credits you earn at CCSC is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the education program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CCSC course(s) to determine if your certificate will transfer.

Credit for Prior Experiential Learning

CCSC does not award credit for prior experiential learning towards the completion of any program.

Accreditation Disclosure

CCSC nor any of its programs are accredited by an accrediting agency recognized by the United States Department of Education.

Notice Concerning Transferability of Credits and Credentials Earned at Other Institutions

It is CCSC's policy to accept credits earned in courses taken at accredited institutions provided that a grade of 2.0 (C) or above was earned. Transfer credits must be directly applicable to courses required in the selected **Culinary** program. Official transcripts must be on file before transfer credit can be approved. To apply for a transfer of credit, the student must request that an official transcript be sent directly to CCSC's Admissions Office for review and approval. The Admissions Office will notify the student in writing within 5 school days after reviewing the official transcript of credits accepted.

Challenge Examinations

With instructor approval, challenge examinations may be offered to qualified students who apply. This policy may be implemented only for those courses in which objectives can be measured by examination. An examination may not be requested earlier than the end of the third week from the beginning of classes, nor later than three weeks prior to the end of classes. Challenge examinations may contain oral, written and/or practical portions. A student must score 90% or above on the exam in order to pass, and the decision of the examining instructor is final. Students failing the examination will not be allowed to take a second examination and will be expected to take the subject as a regularly scheduled class. No more than 2 courses from a program's content may be earned through challenging exams.

Licensure Disclosure

Participation and/or completion of a CCSC program does not qualify students to sit for any licensure exam in California or other states.

Housing

CCSC does not have dormitory facilities under its control. Based on the availability of housing located reasonably near CCSC's facilities, the cost of an one-bedroom apartment ranges from \$900-3000 per month. CCSC has no responsibility to find or assist a student in finding housing.

Total Charge for an Entire Educational Program

The total charge for the CCC or WCC program is **\$5,500**. This amount covers the full period of attendance (**18 weeks**).

Breakdown of Student Costs for CCC or WCC program		
Fees	Amount	Note
Tuition	\$3,000	
Registration fee	\$100	<i>Non-refundable</i>
Equipment	\$600	
Supplies/Kits	\$1,500	
Textbooks and Handouts	\$200	
Uniform	\$100	<i>Non-refundable if used</i>
Student Tuition Recovery Fund fee	\$0	<i>Non-refundable</i>
<u>TOTAL</u>	\$5,500	

The total charge for the BTC program is **\$2,800**. This amount covers the full period of attendance (**11 weeks**).

Breakdown of Student Costs for BTC program		
Fees	Amount	Note
Tuition	\$1,800	
Registration fee	\$100	<i>Non-refundable</i>
Equipment	\$200	
Supplies/Kits	\$500	
Textbooks and Handouts	\$100	
Uniform	\$100	<i>Non-refundable if used</i>
Student Tuition Recovery Fund fee	\$0	<i>Non-refundable</i>
<u>TOTAL</u>	\$2,800	

Total Charge for an Entire Educational Program *continued*

The total charge for the JCC program is **\$3,100**. This total charge covers the full period of attendance (**10 weeks**).

Breakdown of Student Costs for JCC program		
Fees	Amount	Note
Tuition	\$1,500	
Registration fee	\$100	<i>Non-refundable</i>
Equipment	\$300	
Supplies/Kits	\$1,000	
Textbooks and Handouts	\$100	
Uniform	\$100	<i>Non-refundable if used</i>
Student Tuition Recovery Fund fee	\$0	<i>Non-refundable</i>
TOTAL	\$3,100	

Notice Concerning Program Funding

Qualified students can have their tuition and fees subsidized by the Office of Economic and Workforce Development (OEWD). Please refer to the *Qualifying for Financial Aid* section of this course catalog and/or speak with a Program Coordinator to learn more and to determine if you qualify. Students who do not qualify for subsidies but are otherwise eligible to enroll in our programs may do so if the total charge is paid in full by the first day of the program session.

Student's Right to Cancel

The student has the right to cancel and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The student has the right to a full refund of all charges if he/she cancels this agreement by submitting a Notice of Cancellation to the Program Director prior to close of business on Monday of the second week of the session.

In addition, the student may withdraw from the training after instruction has started by submitting a Notice of Cancellation and receive a prorated refund for the unused portion of the tuition and other refundable charges if the student has completed 75% or less of the instruction.

Students that cancel prior to the first class session will be refunded all costs and fees paid by the student, less the \$100.00 non-refundable registration fee. If the student receives federal student aid funds, the student is entitled to a refund of the monies not paid from federal financial aid funds. Students are not entitled to a refund after the first class session, or the seventh day after enrollment, whichever is later.

Costs and fees paid by the San Francisco Office of Economic and Workforce Development or other federal student financial aid program funds will be refunded back to the agency - the student is not entitled to a refund of these monies.

Standards for Student Achievement

Individual student achievement is measured through five areas of assessment, which are derived from the program objectives and demonstrate measurable skills gains. These five areas of assessment are as follows: attendance and participation, midterm practicum, midterm written exam, final practicum, and final written exam.

Students will be awarded a Certificate of Completion for their program based on the following conditions:

1. Pass the five areas of assessment with a minimum course average of 75%.
2. Possess or have obtained a valid California Handlers Card during the course of the program.
3. Follow all instructions of the program without violating any rules that would lead to expulsion.

When producing School Performance Fact Sheets for each of our programs, CCSC views student achievement as a collective measure of students. Measures include retention rates, completion rates, and placement rates. These rates are calculated using data on course completion, job placement and licensure pass rates (if applicable). School Performance Fact Sheets may be requested at any time from a Program Coordinator or accessed through our website: <http://www.sfccsc.org/culinary/>

Job Classifications

In order to report gainful employment of our graduates, our institution identifies the job classification(s) that each of our programs prepare graduates for. The following are United States Department of Labor Standard Occupational Classification (SOC) Codes.

Chinese Cooking Class

35-2000: Cooks and Food Preparation Workers

35-2010: Cooks

35-2011: Cooks, Fast Food

35-2012: Cooks, Institution and Cafeteria

35-2013: Cooks, Private Household

35-2014: Cooks, Restaurant

35-2015: Cooks, Short Order

35-2019: Cooks, All Other

35-2021: Food Preparation Workers

35-3020: Fast Food and Counter Workers

35-3021: Combined Food Preparation and Serving Workers, Including Fast Food

35-3022: Counter Attendants, Cafeteria, Food Concession, and Coffee Shop

35-9000: Other Food Preparation and Serving Related Workers

35-9021: Dishwashers

35-9099: Food Preparation and Serving Related Workers, All Other

Japanese Cooking Class

35-2000: Cooks and Food Preparation Workers

35-2010: Cooks

35-2011: Cooks, Fast Food

35-2012: Cooks, Institution and Cafeteria

35-2013: Cooks, Private Household

35-2014: Cooks, Restaurant

35-2015: Cooks, Short Order

35-2019: Cooks, All Other

35-2021: Food Preparation Workers

35-3020: Fast Food and Counter Workers

35-3021: Combined Food Preparation and Serving Workers, Including Fast Food

35-3022: Counter Attendants, Cafeteria, Food Concession, and Coffee Shop

35-9000: Other Food Preparation and Serving Related Workers

35-9021: Dishwashers

35-9099: Food Preparation and Serving Related Workers, All Other

Job Classifications *continued*

Western Cooking Class

- 35-2000: Cooks and Food Preparation Workers
- 35-2010: Cooks
- 35-2011: Cooks, Fast Food
- 35-2012: Cooks, Institution and Cafeteria
- 35-2013: Cooks, Private Household
- 35-2014: Cooks, Restaurant
- 35-2015: Cooks, Short Order
- 35-2019: Cooks, All Other
- 35-2021: Food Preparation Workers
- 35-3020: Fast Food and Counter Workers
- 35-3021: Combined Food Preparation and Serving Workers, Including Fast Food
- 35-3022: Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
- 35-9000: Other Food Preparation and Serving Related Workers
- 35-9021: Dishwashers
- 35-9099: Food Preparation and Serving Related Workers, All Other

Bartending & Barista Training Class

- 35-3000: Food and Beverage Serving Workers
- 35-3011: Bartenders
- 35-3022: Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
- 35-3031: Waiters and Waitresses
- 35-3041: Food Servers, Non-restaurant
- 35-9011: Dining Room and Cafeteria Attendants and Bartender Helpers
- 35-9031: Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop
- 35-9099: Food Preparation and Serving Related Workers, All Other

Responsibilities for All Students

1. Regular attendance and punctuality are mandatory. Students are expected to arrive for class on time every day. Students who request for sick leave should call in and report to the center immediately. Sick leave will only be approved with a valid excuse.
 - a. If a student runs a temperature, he/she should stay home to rest until recover.
2. Absence due to personal reasons will be approved only with advanced notice. Students who are absent without a valid reason will be warned and recorded the first time; three absences without adequate reason or proof will result in suspension.
3. Students are expected to maintain continuous enrollment in order to successfully complete their program. Students who need to take a leave of absence should consult with a Program Coordinator to determine the financial and academic implications of not being present in the program. A student may submit a formal letter for the leave of absence which shall include the reason for the leave and the anticipated date of return. If a student who seeks to return after his/her original program session has ended, he/she may need to reapply for admission.
4. A portion of the program clock hours may be spent outside of the kitchen lab helping with culinary-related events and functions run by CCSC.
5. Students are required to take all examinations (midterm and final) during the program session.
6. Smoking and spitting are prohibited in the center. Personal hygiene must be maintained (such as short nails, clean clothes, etc.)
7. Throughout the course of the program, CCSC is not responsible for any accidents, body injuries, allergic reactions, medical conditions or loss of personal belongings.
8. Students are liable for repairing any damages done to the center.
9. Students agree to respect all decisions made by the instructors and staff of CCSC.
10. If students behave improperly, such as sexual harassment, fighting, and illegal drug use, they will be reported to legal authorities.

CCC, JCC and WCC Students' Responsibilities

1. All students enrolled in these programs are scheduled to perform duties including, but not limited to, shopping and preparing cooking ingredients, cleaning up utensils and the kitchen, etc. Students who are negligent of their duties will be recorded for the first time. Those who fail to carry out their duties three times will be expelled from the program.
2. Students must wear chef uniforms, kitchen hats, aprons, dark pants, and slip-resistant shoes protecting the whole feet during the full duration of class. Uniforms and aprons must be washed as frequent as necessary (or at least once a week). Student should wear no nail color anytime.
3. Follow instructions to use equipment, tools and utensils. Take good, proper care of them. Always ask before you operate the equipment that you are not familiar with.
4. All kitchen tools, especially knives, must be cleaned and returned to their original place after EACH use.
5. Garbage must be separated properly and put into the right containers.
6. Kitchen must be cleaned thoroughly every Friday, including the oil filters under the sinks. All students must participate in the kitchen cleaning unless excused by the center in advanced.
7. Personal food outside of the curriculum is not allowed to be cooked in the kitchen unless approved by the instructor.
8. Do not bring your own breakfast and lunch; students should always try the food they cook during the class in order to get a better idea of the food they prepare.
9. Students must use their own container to pack leftovers. Do not use CCSC's utensils to take leftovers home. Students can only pack the leftovers after all students finish eating. Be considerate and fair; use your common sense to pack the portion that you should take.
10. Never take any foodstuffs, utensils, tools or equipment away from the kitchen. Always put these items back to their original place after each use. Books can only be taken to make copies with approval of the instructor and should be returned to the school as soon as possible.
11. Students are required to take notes, finish assignments, if any, and prepare to be checked by instructors and CCSC's staff routinely as instructed.
12. As this is an intensive training course, the pace will be fast and students are expected to work out a study plan that can help maximize the benefit of the training.

BTC Students' Responsibilities

1. Students are required to wear white shirts, black pants, and non-slip shoes while attending class. Black bow-ties are optional.
2. Students need to stay in the bar area and avoid unnecessary conversation while the class is in session in order to maintain an effective learning environment for the class and an enjoyable atmosphere.
3. Clean up bar area and equipment after each class. Keep the storage spaces clean and tidy.
4. Students are required to attend field trips, guest lectures and workshops.

School Standards of Conduct

CCSC is committed to providing a safe, caring and inclusive learning and working environment by promoting respect, responsible citizenship and academic excellence. A positive climate exists when all members of this school community feel safe, comfortable and accepted. The Standards of Conduct outlined below apply to all members of this community, including students, faculty and program staff when on school property or participating in off-site school-sponsored activities.

Standards of Conduct

All members of this school community are expected to:

- respect and comply with federal, state and local laws;
- respect and comply with classroom rules and responsibilities set by CCSC instructors and program staff;
- demonstrate honesty and integrity;
- respect the rights of others and treat one another with dignity and respect at all times, regardless of race, color, national or ethnic origin, ancestry, language group, religion, economic status, marital status, gender, sexual orientation, gender identity or expression, age or ability;
- show proper care and regard for school property and the property of others;
- take appropriate measures to help those in need;
- demonstrate best effort during all school-based activities.

Inappropriate Conduct

In abiding by CCSC's Standards of Conduct, all members of this school community are expected to refrain from:

- breaking federal, state or local laws;
- breaking classroom rules and responsibilities set by CCSC instructors and program staff;
- any behavior that discriminates based on race, color, national or ethnic origin, ancestry, language group, religion, economic status, marital status, gender, sexual orientation, gender identity or expression, age or ability;
- any violent or bullying behavior (physical, verbal, social, electronic) that intentionally hurts (physically, socially, or emotionally) another person;
- making derogatory or hateful comments toward an individual or group of people;
- threatening an individual or group of people;
- threatening to damage or destroy property;
- injuring an individual, group of people or property;
- using technology to intentionally abuse or bully another person;
- using technology to interfere with the positive climate of the school;
- using language that is violent, profane or discriminatory.

School Standards of Conduct *Continued*

Reporting Misconduct

For minor infractions of the Standards of Conduct, students, faculty and program staff are encouraged to informally resolve these disputes amongst themselves.

When informal resolution is not possible nor appropriate, any member of the school community can report alleged misconduct with the Standards of Conduct Incident Report form, available in the program support office or as a PDF download on our website. The Incident Report will be reviewed, then an investigation will be conducted by program staff. CCSC may also initiate an investigation without a formal complaint or if a report is given anonymously.

Disciplinary Action

In response to misconduct, CCSC may apply disciplinary action, depending on the severity, frequency and/or circumstances of the misconduct. The typical escalation of disciplinary action is:

- Offender has a conference with program staff to discuss the misconduct;
- Offender receives a formal written letter of warning from program staff, may be coupled with an out-of-school suspension;
- Offender is dismissed from CCSC.

Misconduct Leading to Immediate Dismissal

The following misconduct on school property and/or off-site school-sponsored activities will result in immediate dismissal from CCSC and reported to the appropriate authorities:

- Possessing, selling, or furnishing a firearm;
- Possessing or brandishing an explosive or other dangerous object;
- Possessing, selling and/or using a controlled substance;
- Causing serious physical injury, except in self-defense;
- Committing or attempting to commit sexual assault or committing sexual battery.

Academic Probation and Dismissal Policies

Due to the accelerated, hands-on nature of our training programs, regular classroom attendance and participation is required. A student who misses more than 25% of the scheduled class sessions without an approved Leave of Absence will be put on Academic Probation as a warning that he or she is at risk of unsatisfactory progress.

CCSC does not dismiss students due to poor academic performance. Refer to the previous section, *School Standards of Conduct*, for infractions that may cause a student to be dismissed. While a student will not be dismissed on academic grounds, he or she will fail to earn a Certificate of Completion if the minimum course grade average of 75% is not met.

Faculty

All instructors have completed the California Food Handler training as well as the California Harassment Prevention training.

Tom Nagasawa, Bartending Instructor. *Over 30 years professional bartending experience. Past affiliations:* Benihana Restaurant, Ted Coffee, Westin St. Francis Hotel.

Chef Jie Sheng Wu, Chinese Cooking Instructor. *Over 20 years professional culinary experience. Past affiliations:* China Hotel, Koi Palace, M.Y. China.

Chef Ira Meyer, Western Cooking Instructor. *Over 35 years professional culinary experience. Past affiliations:* Executive Chef of Sodexo, Executive Chef of variant supermarkets and restaurants in New York and San Francisco Bay Area. Culinary Institute of America.

Student Services

CCSC's culinary program students receive services including occupational skills/customized training, job readiness/basic skills remediation staff assisted job search, staff assisted job referrals, staff assisted workshops, staff assisted job placement, case management, group or individual counseling, development of individual employment plan, career planning, and follow-up services.

CCSC provides job placement assistance to students that are enrolled in the culinary program. Within the first month of instruction, students receive a two-day job readiness training (JRT) workshop. JRT is intended to help students to create and/or update their resumes, sharpen their interview skills, as well as to provide them with resources to find a job. In addition to the JRT workshop, the program coordinators meet with students individually to better understand their career goals and develop a career plan with them. CCSC works closely with the Chinatown Neighborhood Access Point to find jobs that best suit each student's skill set and needs. Our staff are available to meet with the students on a one-on-one basis to create and/or edit their resumes and cover letter, as well as to have a mock interview. We take our students to various job fairs held in San Francisco, giving them an opportunity to interact with the hospitality industry employers. We are also in contact with a wide range of employers in the Bay Area who are looking for qualified candidates. Through our connections and community resources, we are able to provide job referrals to trainees and alumni of the culinary program.

Our program also entails retention services. We follow-up with program graduates for four quarters after they complete the program. We check with the graduates to see if they are satisfied with their current employment or looking for jobs. Our dedication to provide the best service for our clients ensures and maintains good relationships with our clients as well as the employers who come to CCSC looking for qualified employees.

Retention of Student Records

CCSC maintains permanent record of student transcripts in accordance to the (CEC, Section 94900); the certificate granted and the date on which that certificate was granted, the courses and units on which the certificate was based, and the grades earned by the student in each of those courses. In addition to, Section 94900(b) of the Code, the courses or other educational programs that were completed (education and training certificates and/or awards), or were attempted but not completed, and the dates of completion or withdrawal are kept in the school computer system and in paper form at 747 Commercial Street San Francisco, CA 94108.

Current records are maintained for five years from the student's date of completion or withdrawal in accordance with local, state, and federal regulations. Current records (three years following student's completion or withdrawal), may be immediately reproduced from CCSC computers by direct program staff during regular hours of operation, and within two (2) business days for a record that is no longer current. The institution has personnel scheduled to be present at all times during normal business hours who know how to operate the devices and can explain the operation of the devices to any person authorized by California Private Postsecondary Education Act of 2009 (the Act) to inspect and copy records; and any person authorized by the Act or this chapter to inspect and copy records shall be given immediate access to the document reproduction devices for the purpose of inspecting and copying stored records and shall, upon request, reimburse the institution for the reasonable cost of using the institution's equipment and material to make copies at a rate of ten cents (\$0.10) per page.

CCSC maintains a second set of all academic and financial records required by the Act in fire resistant cabinets in the building. Student records are retained and destroyed in accordance with CCSC's Records Management Policy, OEWD's Record Retention, Maintenance, Disposition, Disclosure and Confidentiality Policy, and section 71920 of California Code of Regulations.

Facilities and Equipment

CCSC occupies three buildings on the same city block (731 Commercial, 735 Commercial and 747 Commercial). The facilities at CCSC include one lecture classroom, meeting space for orientation and other functions, two kitchen labs, one bar lab, library resource area, and program support center (includes administration and student services).

All facilities and equipment are available to students during the program's operating hours in order to provide students the opportunity to gain fundamental skills required for entry-level jobs in the culinary field. Any use of the equipment must be in accordance with the program curriculum and must be supervised by a chef instructor or CCSC employee. Current equipment includes, but is not limited to:

Chinese Cooking Class, Japanese Cooking Class, and Western Cooking Class Specific Equipment

Walk-in Refrigerator	Freezer	Slicer
Mixer	Heater Proofer	Salamander Broiler
Gas Oven w/Stove Top	Grill Stove	Blender
Food Processor	Deep Fryer	Steamer
Toaster	Microwave	Waffle Maker
Dishwasher	Convection oven	

Facilities and Equipment *Continued*

Bartending & Barista Training Class Specific Equipment

Ice Maker	Coffer Maker	Coffee Bean Grinder	Espresso Machine
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CCSC's kitchens and equipment are all property of the Charity Cultural Services Center. CCSC is not responsible for loss or damage of student property.

Library and Other Learning Resources

CCSC maintains a small resource library where students can access a copy of the required textbooks and instructor handouts, as well as reference works and periodicals. Students may also utilize our center's computer station upon request for class and work-related research. These resources are accessible at the Program Support office: 747 Commercial Street, San Francisco CA 94108. Operating hours are Monday to Friday, 9am to 5pm.

Students also have access to the Chinatown Branch Public Library, which is 9 minutes away by walking.

Chinatown/Him Mark Lai Library

Address: 1135 Powell Street, San Francisco, CA 94108

Phone Number: (415) 355-2888

Financial Statement

CCSC does not have a pending petition in bankruptcy, nor operating as a debtor in possession, filed a petition within the preceding five years, nor has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Loan Agreement

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan; or
2. The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

Financial Aid Policies, Practices and Disclosures

As a student, you have the right to:

- Know what financial assistance is available (federal, state, local and/or organizational financial assistance).
- Know the application deadlines for each available financial assistance program.
- Know how your financial need is determined and how we calculate the Total Cost of Attendance.
- Know what resources and documentation are considered in calculating your financial need and available aid.
- Know how much of your financial need has been met with available aid.
- Know what portion of the financial assistance received must be repaid.
- Know how our organization determines whether you are satisfying the requirements for your financial aid as you complete your program (e.g. attendance and average grade).

As a student, you have the responsibility to:

- Review all information about financial aid programs at our organization.
- Complete your admission application and all requested documentation accurately and submit them by the appropriate deadlines. This includes any documentation required after you complete your program.
- Read and understand all forms that are required and keep copies of all forms that are signed.
- Know and comply with the rules governing the aid received.
- Ask questions when you are unsure of terms or procedures.
- Notify our organization if you are attending more than one OEWD or other unemployment program at the same time as this can affect your financial aid.
- Meet all payment deadlines.
- Repay the entire principal and interest on all student loans borrowed.
- Register for your program session in a timely manner.
- Keep your mailing address and contact information current with our Program Support office.

Qualifying for Financial Aid

Financial aid is available through funding by the San Francisco Office of Economic and Workforce Development (OEWD). This funding varies from year to year, so CCSC may limit the number of students who can enroll in our programs. There are three categories for eligibility:

(a) WIOA Adult (low-income). Documentations required:

- Copy of Driver's License or Identification Card
 - Other proof of residency that can be used: recent utility bill, recent bank statement, recent pay stub, or current rental agreement
- Copy of Driver's License or Identification Card for all members of your household (all persons indicated on your most recent Tax Return)
- U.S. Passport or Permanent Residency Card (Green Card)
- Social Security Card
- Proof of income for you and your household for the past six months (pay stubs, bank statements)
- *Optional*: Documentation that you and your family receive food stamps
- *For male applicants*: Proof of selective service registration or exemption

Qualifying for Financial Aid *Continued*

(b) WIOA Dislocated Worker. Documentations required:

- Copy of Driver's License or Identification Card
 - Other proof of residency that can be used: recent utility bill, recent bank statement, recent pay stub, or current rental agreement
- U.S. Passport or Permanent Residency Card (Green Card)
- Social Security Card
- EDD Letters - Notice of Unemployment Insurance Award, Notice of Unemployment Insurance Claim Filed
- Your last paycheck's check stub
- *For male applicants*: Proof of selective service registration or exemption

(c) General Fund (San Francisco residents). A limited General Fund is available for San Francisco residents who may not qualify under the previous two categories. Documentations required:

- Copy of Driver's License or Identification Card
 - Other proof of residency that can be used: recent utility bill, recent bank statement, recent pay stub, or current rental agreement
- U.S. Passport or Permanent Residency Card (Green Card)
- Social Security Card

Prospective students will work with a Program Coordinator to determine financial aid eligibility prior to signing an Enrollment Agreement. Eligible participants who qualify for Financial Aid may only be responsible for the \$100 registration fee, the uniform fee, and at maximum, 35% of the Supplies/Kits cost, subject to the availability of funds in the fiscal year.

CCSC does not currently participate in federal financial aid programs assessed through the Free Application for Federal Student Aid (FAFSA) nor state financial aid programs administered by the California Student Aid Commission.

Student Tuition Recovery Fund

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepaid all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste. 225 Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, toll free telephone number (888) 370-7589 or (916) 574-8900 or by fax (916) 263-1897.

Student Tuition Recovery Fund *continued*

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Grievance Rights and Policies

CCSC thoroughly reviews all grievances brought forth by students. If a student has a grievance, he/she is strongly encouraged to first seek informal resolution by privately communicating the concern with the faculty member and/or with a Program Coordinator.

If a student is unsatisfied with the response of the informal resolution, he/she may file a formal, written complaint with a Program Coordinator. The formal complaint must be in the form of a written letter that includes the student's contact information, describes the incident in detail, and provides a proposed solution. The Program Coordinator will review the complaint and provide a written resolution within ten (10) days.

Grievance Rights and Policies *continued*

If the student is unsatisfied with the written resolution, the student may appeal to the Executive Director. The student must submit a formal written appeal that describes the previous attempts to resolve the issue and justify why an appeal should be granted. The Executive Director will review the appeal and provide a written response within ten (10) days.

The following statement is from the San Francisco Office of Workforce Development (OEWD). It supplements CCSC's policy – it is your right to pursue grievance resolution through OEWD either concurrently or after going through CCSC's grievance resolution procedure.

OEWD Regulations for Grievance Rights and Policies

CCSC's student rights and grievance policies are in accordance with Office of Economic and Workforce Development (OEWD) regulations:

As an individual participating in an OEWD funded program, you have certain rights and responsibilities. Under the Code of Federal Regulations 20 CFR 667.600(g)(I), 24CFR570.431 and San Francisco Chapter Appendix F1.107, you have the right to grieve the terms and conditions of employment and/or training. Please contact your counselor if you feel that you have been unfairly treated. Every agency has grievance procedures within its personnel procedures that detail the terms and conditions of your services, training and/or employment. The agency, which operates the program you are enrolled in should give you a copy of these rights and responsibilities and be able to explain them to you. It is important that you follow these procedures. If you feel that your agency is not following the procedures, contact OEWD. You will be asked to provide the individual responding to your concern with complete and accurate information in order to follow up on your complaint.

You have the right to allege a violation of the regulations, grant(s), or other agreements under OEWD. If you feel that a violation has occurred, you may file a complaint in writing with OEWD. For specific information on filing a grievance, please contact OEWD. A strict timeline is required for filing a complaint (within one year of its occurrence). You also have the right to request technical assistance with filing a complaint, and may call (415) 701-4848 for more information on how to file.

OEWD may schedule an informal complaint resolution meeting prior to the administrative hearing. At the informal complaint resolution meeting an attempt to resolve the complaint will take place. If and when the complaint has been informally resolved, OEWD shall attempt to contact you and request you provide a written withdrawal within 10 days of the informal resolution.

If an informal resolution cannot be reached, OEWD will schedule an administrative hearing within 30 days from the receipt of a written complaint. You must be notified in writing of the administrative hearing 10 days prior to the date of the hearing.

After the hearing, OEWD will issue a decision on your case within 60 days. If a decision is not reached within 60 days or you receive an adverse decision you may further appeal in writing to:

- WIOA – Chief, EDD Compliance Review Division, P. O. Box 826880, Sacramento, CA 94280-0001.
- CDBG – Regional Administrator, U.S. Department of Housing and Urban Development, 600 Harrison Street, 3rd Floor, San Francisco, CA 94107-1300
- General Fund – Whistleblower Program, Office of the Controller, City Hall Room 316, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4694
- H-1B/WIF – The Office of Federal Contract Compliance Programs (OFCCP), U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210

Right to Contact the Bureau for Private Postsecondary Education

Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by CCSC may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste. 225 Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or (916) 574-8900 or by fax (916) 263- 1897. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or (916) 574-8900 or by completing a complaint form, which can be obtained on the bureau's internet web site: www.bppe.ca.gov.