

Arizona Culinary Institute

# Diploma Program

Campus Catalog  
2026

LEARN, CREATE, INSPIRE

*Elevate your passion  
Create your future*





## Licensing, Approvals & Memberships

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ACCSC

Accrediting Commission  
of Career Schools and Colleges  
2009-2010  
2014-2015  
2019-2020  
School Award

Arizona State Board for Private  
Postsecondary Education

Alpha Beta Kappa  
Alpha Omega of Arizona Chapter

National Restaurant Association

Arizona Veteran Supportive Campus  
Arizona Coalition of Military Families

US Department of Veteran Affairs  
Principle of Excellence School

ServSafe Certification

Arizona Restaurant Association

Scottsdale Chamber of Commerce



**ACCSC**  
Accrediting Commission of Career Schools and Colleges



# History ~ Philosophy

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The Arizona Culinary Institute was the vision of Chef Robert E. Wilson, former governor of Arizona, J.Fife Symington III, former president of Scottsdale Culinary Institute, Darren Leite, and trucking entrepreneur and business leader, Jerry Moyes. These individuals recognized the need in the Phoenix area for a culinary school focused on traditional French methods of cooking that would prepare its students for a career in the culinary field. The vision was for small classes (no more than 20 students per class) and hands-on training where the needs of the student were primary in every business decision. After a year of working with leaders in the Phoenix business, restaurant, and education community, a business plan was developed which met their vision.

In early 2002 their vision became a reality when the Arizona Culinary Institute started its first class at 114th Street and Shea Boulevard in Scottsdale, Arizona. The school is positioned on one of the most beautiful sites in the Phoenix metropolitan area with views of the McDowell Mountains; a site which inspires creativity of both the chefs and students. The ACI location, well-equipped classrooms, and professional instructors, which were part of the school from day one, continue to be the foundation that has led to the school's success.

The original focus continues to be the guiding light which drives the school today—focus on your students and the business will succeed.

Please take time to carefully review our catalog. We have tried to make it as helpful and informative as possible. Please call us with any questions. We hope that you will come and visit our school.

Sincerely,



Robert E. Wilson  
President and Co-Founder



## About ACI ~ Facilities

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Arizona Culinary Institute is conveniently located in Scottsdale, and occupies a spacious 18,000 square-foot building. We have five professionally designed kitchens including a Restaurant, Kitchen, Saucier Kitchen, Bakery, Advanced Baking Kitchen and a dedicated Basic Culinary Arts Kitchen. An important resource for ACI is student-run du Jour Restaurant, which serves as a laboratory and classroom for students. To further enhance the learning experience we have a well-stocked Library, three Classrooms/Demonstration rooms, and a comfortable indoor/outdoor student break area.

ACI's kitchens have been carefully designed and generously equipped with industry-standard professional equipment, supplied by top manufacturers including Vita-Mix, Winston, Baxter, Hobart, U.S. Range, Varimixer, Robot Coupe, Mercer Cutlery and Rezku Restaurant Management software. Our kitchens have been planned to give students a real-world experience in a safe, comfortable, learning environment.

## Mission Statement

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Our Founding principles are rooted in traditional, proven French Method cooking skills combined with the best of modern techniques. We offer our students an excellent facility that is staffed with experienced and dedicated Chefs and Administrators.

Arizona Culinary Institute is exclusively a culinary school. We teach a single, well-balanced program focused on Culinary Arts and directly related curriculum. We emphasize practical, hands-on time in small classes, taught in well-equipped and carefully designed facilities. Our program is carefully planned to maximize your learning experience.

ACI prepares students for careers in Culinary Arts & Hospitality by covering a broad range of areas. These positions vary from entry level to management and include Chef, Executive Chef, Cook, Baker, Pastry Chef, Saucier, Catering, Restaurant Management and Ownership, among others.



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## A Career in Culinary Arts

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Who is Arizona Culinary Institute right for? ACI is perfect for anyone who has a passion for the Culinary Arts. Our student demographic ranges considerably: from career-changers who have always had a passion for cooking, to people who are just beginning their careers and realize the endless opportunities that come with an education in Culinary Arts, Baking, and Restaurant Management. We offer a complete and well balanced professional program that emphasizes real-world skills in a personalized, friendly environment. Because of our small classes, our program pace is accelerated to make the best use of your time and resources; this will allow you to start or resume your career as soon as possible.

## Educational Objectives

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Arizona Culinary Institute is exclusively a culinary school. We teach a single, well-balanced program focused on Culinary Arts and directly related curriculum. We emphasize practical, hands-on time in small classes, taught in well-equipped and carefully designed facilities. Our program is carefully planned to maximize your learning experience.

ACI prepares students for careers in Culinary Arts & Hospitality covering a broad range of areas. Depending on experience, these positions may include Chef, Executive Chef, Cook, Baker, Pastry Chef, Saucier, Catering, Restaurant Management and Ownership, among others.

## Class Size

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The most important ingredient in a culinary student's education is the Chef/Instructor. At ACI, we are extremely proud of our kitchens, equipment, classrooms, and textbooks but we know that our Chef/Instructors are the most important learning tools we offer. Students learn from our faculty's experience and their expertise, which is why we are committed to small class sizes. Every student at ACI deserves their instructor's attention and, with classes that never exceed 20, they get it.



## Scottsdale & the Valley of the Sun

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The State of Arizona and the Scottsdale/Phoenix metropolitan area have become an important international center for world-renowned restaurants, resorts and all things culinary. The area boasts a population of over 3.5 million residents and continues to grow rapidly. Our location offers countless options for a great variety of lifestyles, recreation, and career opportunities. Sunshine over 300 days a year and warm weather make for a pleasant and comfortable environment. Arizona Culinary Institute is conveniently located on Shea Blvd and 116th Street in North Scottsdale. We are approximately three miles from the Loop 101, just 20-30 minutes from Sky Harbor Airport.

## du Jour Restaurant

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du Jour is the culinary laboratory that the advanced students of the Arizona Culinary Institute operate

as a fine dining restaurant. The restaurant is open to the public Monday through Friday for lunch service from 11:30 a.m. to 12:30 p.m.

Limited dinner service is also available. As the final block of their education, the operation of the restaurant is a critical component of their culinary management development. Under the leadership of our Instructors, the student's mission is to operate in a professional environment with real world implications. Students gain a competitive advantage by working as a team and learning all the positions required to provide a quality dining experience. Students are encouraged to dine at du Jour and are entitled to a 50% discount on all food items while attending the Institute and after graduating from the program. The opportunity for the students to cook and serve the Scottsdale community will be the most challenging and rewarding step in the progression of their culinary careers.



# Admissions

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Potential students should have a passion for food and a dedication to personal success and fulfillment.

It is recommended that all prospective students tour the campus prior to applying or after acceptance. If this is not possible, please contact the Admissions Department and your questions will be addressed over the phone. Tours of Arizona Culinary Institute are given by appointment only Monday through Friday and will take approximately 30 to 45 minutes. You will have the opportunity to visit and observe all of our kitchens and classrooms.

## Non-Discrimination

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Arizona Culinary Institute admits students without regard to race, gender, sexual orientation, religion, creed, color, national origin, ancestry, marital status, age, disability, or any other factor prohibited by law.

## Admission Requirements

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Application for Admission (available online)

Arizona Culinary Institute requires all students to provide documentation demonstrating completion of secondary education or a recognized equivalent prior to the start of classes.

Acceptable documentation includes one of the following:

- Official high school transcript showing graduation;
- High school diploma;
- State-recognized high school equivalency credential (GED);
- Official transcript demonstrating the award of an associate degree from an accredited institution;
- Official transcript demonstrating the award of a bachelor's degree or higher from an accredited institution; or other documentation recognized under applicable federal regulations as equivalent to a high school diploma.

Veteran students may present a DD Form 214 that specifically indicates high school completion as acceptable documentation of secondary school completion.

Students who were home-schooled must provide documentation in accordance with applicable state requirements, including a notarized Affidavit of Intent to Home-school, if required.

Educational credentials earned outside the United States must be translated into English and evaluated by a qualified credential evaluation service to determine equivalency to a United States high school diploma or higher educational credential.

Arizona Culinary Institute reserves the right to require additional documentation as necessary to verify an applicant's eligibility for admission and participation in Title IV federal student aid programs.

**\*Proof of name change if different than diploma or official transcripts**

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# Admissions Procedures

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Submit the free application for admission.

Upon notification of acceptance, applicants must provide documentation demonstrating completion of secondary education or a recognized equivalent, as outlined in the Institute's Proof of Educational Qualification policy.

After thoroughly reviewing the Enrollment Agreement, the applicant may sign the Enrollment Agreement and submit the required \$100 non-refundable enrollment deposit to reserve a seat in the requested start date. An authorized representative of Arizona Culinary Institute will countersign the Enrollment Agreement, and a fully executed copy will be provided to the student.

Applicants who fail to provide the required educational qualification documentation prior to the start of classes may have their enrollment delayed or canceled until acceptable documentation is received and verified.

If an applicant is not accepted for admission, Arizona Culinary Institute will notify the applicant within fourteen (14) days of the admission decision, and all monies paid to the Institute will be refunded in accordance with applicable policies and regulations.

## International Students

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At Arizona Culinary Institute we welcome diversity within our student population. International students are encouraged to apply. International applicants are responsible for obtaining the proper Educational Visa(s) from the United States Department of Homeland Security prior to acceptance into the program. Proof of English language proficiency and financial responsibility are required.



## Library Resources

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The ACI Library and Media Resource Center contains in excess of 1700 culinary and reference materials. Additionally, hundreds of current and past culinary related magazines and periodicals are available to students. Laptop computers are available and can be checked out for in-house research. Library hours are from 8:00 a.m. until 6:00 p.m. Monday through Thursday, and 8:00 a.m. until 4:00 p.m on Friday. A on-line library with access to over 950 culinary books is made available to students for 1 year once enrolled.

## Student Services

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**HOUSING ASSISTANCE** – Set in the heart of the beautiful Sonoran Desert, Scottsdale presents an ideal backdrop for your culinary training. Boasting world-class food and culture, affordable housing and 330 days of sunshine per year, it was recently named one of America’s most livable cities. Our campus is located in a beautiful and residential area of North Scottsdale, where there are a variety of housing options to choose from, many within walking or biking distance of the school. For more information contact Admissions at 866-294-2433 (CHEF) or [info@azculinary.edu](mailto:info@azculinary.edu)

**HEALTH INSURANCE** – ACI is pleased to assist students in finding health insurance providers. Students who are in need of health insurance coverage may contact our Student Services Department where a representative can provide you with contact information for independent providers.

**PLACEMENT ASSISTANCE** –Arizona Culinary Institute provides career placement assistance to all students and graduates. Our Career Services Department maintains an extensive network of hospitality industry partners to help connect candidates with potential employers. While ACI actively supports students in their job search, employment placement is not guaranteed.

**STUDENT ID CARD** – A Student ID card is issued to each new student at orientation. You may contact any administrative staff member to request a replacement card. Student ID cards may be used for discounts on movies, restaurants, and many more activities.

**TRANSCRIPTS** – Arizona Culinary Institute provides one free copy of transcripts upon student request. Please contact the School Registrar for more information. Additional transcript copies can be purchased for \$10.

**TUTORING** – Tutoring is available to all enrolled students at ACI. All tutors are faculty members. Students should see their instructor to start the process.

# Financial Planning

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ACI offers a variety of financial aid plans that benefit our students. Students must meet the eligibility requirements of these programs to participate. ACI administers its financial aid programs in accordance with state laws and our own institutional policies.

It is recommended that students apply for financial aid once they have determined that they will be attending ACI. This will allow sufficient time for application processing. Students that need additional information or applications should contact the Financial Aid Office.

*Note: Financial Aid is available to those who qualify:*

# Grant and Loan Programs

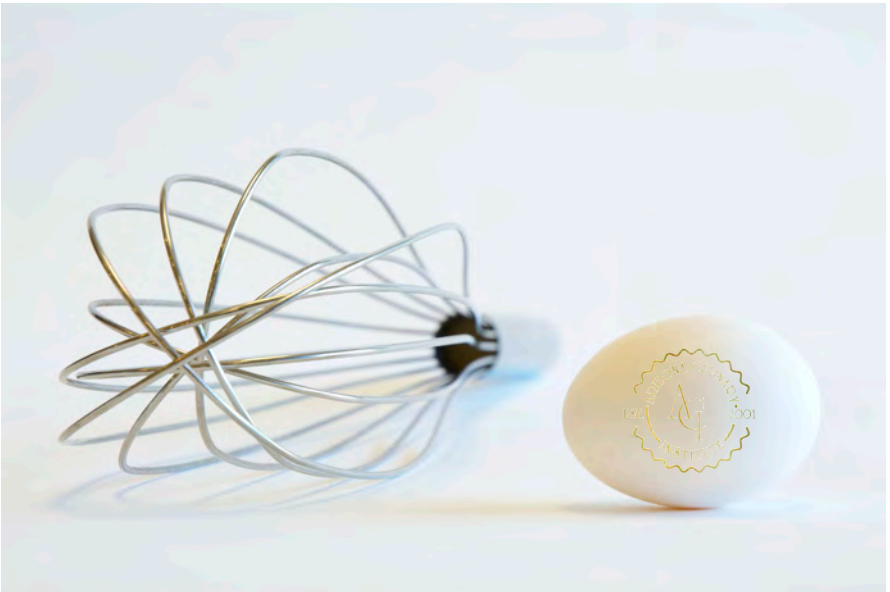
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Students applying for Federal Aid may do so by completing the Free Application for Federal Student Aid. The FAFSA application is available at [www.studentaid.gov](http://www.studentaid.gov). Students must be accepted to ACI before their financial aid applications will be reviewed. ACI's federal school code is 041209.

# Federal Pell Grant

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Federal Pell Grants are monies received on behalf of the students from the government. These grants are based on financial need and are determined once a FAFSA has been completed and a Student Aid Report has been generated. Provided all terms and conditions are met, these grants do not need to be repaid.



## Federal Direct Subsidized and Direct Unsubsidized Loans

These are need and non-need based federally guaranteed loans. If the student receives an amount that is “subsidized,” it means that while the student is in school, the federal government will pay the interest on the loan. Loan funds are disbursed directly by the U.S. Department of Education. Repayment on these loans begins six months after the student graduates, falls below half-time attendance, or leaves school. For more information please contact the Financial Aid Office.



## Federal Plus Loans

This is a federally guaranteed loan for parents of undergraduate students. Loans will be disbursed directly by the U.S. Department of Education through the Direct Loan program. For more information please contact the Financial Aid Office.

## Private Loans

Various lending institutions offer loans to help cover the gap between the cost of your education and the amount of federal funds that are offered. A co-signer may be required to meet the program’s credit criteria. Interest rates are variable and are typically based off the prime rate. Contact the Financial Aid Office for more information.

## Tribal Funding

Students who are members of a Native American Tribe or Nation may be eligible for scholarships or funding from their Tribe. Please contact your Tribal Council for more information.

## Veterans Benefits

ACI is approved to offer our veteran students (and their dependents) educational veteran benefits. Students that are eligible for veteran benefits may go online to [www.va.gov](http://www.va.gov) to obtain more information or contact the Financial Aid Office. For More Information please speak with ACI'S VA Certifying Representative.

# Veterans Benefits Continued

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## Credit Evaluation Policy

### **Title 38**

In compliance with Title 38 United States Code Section 3679(e), Arizona Culinary Institute (ACI) has updated its academic regulations regarding participation of covered individuals in courses of education and the prohibition of assessment of penalties for those individuals related to delayed VA funding.

### **Covered Individuals**

A covered individual is any individual who is entitled to receive educational assistance under one of the following chapters: chapter 31-Vocational Rehabilitation and Employment, chapter 33- Post-9/11 GI Bill® benefits, chapter 30 or 1606 -Montgomery GI Bill ®\*, chapter 35 - Dependents Education Assistance. A covered individual must provide a certificate of eligibility. A certificate of eligibility can also include a Statement of Benefits obtained from the Department of Veterans Affairs (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes

### **Certification to Receive Veterans Benefits**

Students must notify the Veterans Services Office each month that they are ready to be certified. Failure to notify the office may result in classes not being certified and students may be dropped from their classes. Students must follow an Arizona Culinary Institute Diploma plan to receive their benefits.

Any covered individual will be allowed to attend or participate in their courses during the period beginning on the date on which the individual provides a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33, and ending on the earlier of the following dates:

- a) date on which payment from the VA is made to Arizona Culinary Institute;
- Or*
- b) 90 days after the date the Veterans Services Office certifies tuition and fees following the receipt of the certificate of eligibility.

Arizona Culinary Institute will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other ACI facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to ACI due to the delayed disbursement funding from VA under chapter 31 or 33.

***GI Bill ® is a registered trademark of the U.S. Department of Veteran Affairs (VA)***

# Scholarships and Grants

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Arizona Culinary Institute awards scholarships to students who have had academic excellence, past culinary achievements or are looking to join the culinary profession. ACI encourages students to look outside the Institute for scholarship programs that may help in funding their educational expenses.

## Culinary Merit Scholarship\*

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The Culinary Merit Scholarship is for applicants who excelled in high school or college. The applicant must submit a written essay along with high school or college transcripts. For those applicants using culinary experience, courses, seminars or workshops, submission of certificates of achievement may replace transcripts. Award amounts for the Culinary Merit Scholarship range up to \$5000. Applications for the Culinary Merit Scholarship are available in the Financial Aid Office. The applicant must be enrolled to receive this tuition reduction (non-cash) scholarship. The conditions of this award are that you maintain a 2.0 grade point average during Basics I and Basics II courses (instruction block 1). If the student does not complete the program, the scholarship amount will be null and void.



## Professional Culinary Scholarship\*

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The Professional Culinary Scholarship is for applicants who are looking to change careers and join the culinary profession. The applicant must submit a written narrative about their culinary career goals and how attending Arizona Culinary Institute will help them obtain those goals. The Professional Culinary Scholarship is offered as a tuition reduction up to \$2000. Applications for the Professional Culinary Scholarship are available in the Financial Aid Office. The applicant must be enrolled to receive tuition reduction (non-cash) scholarship. The conditions of this award are that you maintain a 2.0 grade point average during Basics I and Basics II (instruction block 1). If the student does not complete the program, the scholarship amount will be null and void.

## Freedom Grant\*

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The Freedom Grant is available to all applicants who have prior military service or a direct family member with prior service. The student must submit a copy of their military identification, DD214 or their family member's military documentation at the time of enrollment to receive the tuition reduction. Those awarded the Freedom Grant will receive a non-cash grant upon maintaining a minimum 2.0 grade point average. If the student does not complete the program, the grant amount will be prorated based on the time attended.

\*Note

Arizona Culinary Institute scholarships and grants cannot be combined



# Diploma in Culinary Arts, Baking and Restaurant Management

## BLOCKS OF INSTRUCTION – DAY PROGRAM

COURSE TITLE	Weeks in Course	Credit Hours	Total Clock Hours	Clock Hours in Classroom	Clock Hours in Kitchen
Basic Culinary Arts I	4	7.5	120	80	40
Basic Culinary Arts II	4	7.5	120	77	43
Baking and Pastry	4	6.5	120	17	103
Saucier & Meat Fabrication	4	7	120	35	85
Advanced Baking, Pastry & Showpieces	4	7	120	41	79
Food and Beverage Management Career Development	4	7.5	110	110	0
Advanced Cuisine	4	6.5	120	28	92
Restaurant Operations	4	7.5	120	64	56
<b>Total</b>	<b>32</b>	<b>57</b>	<b>950</b>	<b>452</b>	<b>498</b>

### CLOCK & QUARTER CREDIT HOURS

The program will consist of 452 lecture hours along with 498 kitchen hours that will provide the hands-on training portion of each course. Each course taken will set the foundation for the next class.

The program has a total of 950 clock hours and 57 quarter hours.

Accrediting Commission of CareerSchools and Colleges (ACCSC) Quarter credit guidelines:

1 Clock Hour Didactic	= 2 units
1 Clock Hour Supervised Lab	= 1.5 units
1 Clock Hour Externship	= 1 unit
1 Clock Hour Outside Work	= 0.5 units
1 Quarter Credit Hour (QCH)	= 30 Units

**HOURS** – Classes run 6 hours daily, Monday through Friday and are taught year round. Class times are from 8:00 a.m. to 2:00 p.m. \* A new Basic Culinary Arts section starts every 8 weeks year round (please refer to the the catalog insert for exact dates.)

*\* Note Class times are approximate; see your instructor for possible variations.*

# Diploma in Culinary Arts, Baking and Restaurant Management

## BLOCKS OF INSTRUCTION – EVENING PROGRAM

COURSE TITLE	Weeks in Course	Credit Hours	Total Clock Hours	Clock Hours in Classroom	Clock Hours in Kitchen
Basic Culinary Arts I	5	7.5	120	80	40
Basic Culinary Arts II	5	7.5	120	77	43
Baking and Pastry	5	6.5	120	77	103
Saucier & Meat Fabrication	5	7	120	35	85
Advanced Baking, Pastry & Showpieces	5	7	120	41	79
Food and Beverage Management Career Development	5	7.5	110	110	0
Advanced Cuisine	5	6.5	120	24	92
Restaurant Operations	5	7.5	120	64	56
<b>Total</b>	<b>40</b>	<b>57</b>	<b>950</b>	<b>498</b>	<b>498</b>

**HOURS** – Classes run 6 hours daily, Monday thru Thursday and are taught year-round. \* Class times are from 5:00 p.m. to 11:00 p.m.

The **Diploma in Culinary Arts, Baking & Restaurant Management** is designed to prepare students with the skills appropriate for basic positions in professional food preparation. Students begin their program with classes in basic and fundamental concepts of the culinary profession and build to more advanced topics as the program progresses. The program features lecture and laboratory formats. The program concludes with an externship experience that gives students a chance to practice skills taught throughout the course of their studies. Prior to starting an internship, a student must have a cumulative grade point average (CGPA) of 2.0 or better.

### Program outcomes include:

- Demonstrate professional-level cooking techniques.
- Demonstrate sanitation principles as they apply to the professional kitchen
- Demonstrate professionalism appropriate to the Hospitality Industry.

Upon completion of the program, the graduate should have the skills needed to begin their career in the culinary and/or hospitality industries at an entry level. Examples of some job titles for graduates include Cook, Line Cook, Catering Assistant, Banquet Cook, and Prep Cook. The various titles of “chef” generally apply to more advanced roles in a professional kitchen (for example, Sous Chef, Executive Chef). Graduates should not expect to become chefs upon graduation but are encouraged to work toward becoming a chef through the course of their careers. The various titles of “Chef” in the aforementioned list generally apply to more advanced roles in a professional kitchen. Arizona Culinary Institute cannot guarantee employment or salary.

*\* Note Class times are approximate; see your Instructor for possible variations.*

# Curriculum

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**Basic Culinary Arts I** (120 hours).....7.5 credits

Students are given a thorough introduction into the basic skills, techniques, concepts and theory involved in professional cooking. Emphasis is given to classical French cooking theory including the principles of Escoffier. Garde-manger, mother sauces, small sauces and a variety of traditional and modern preparation techniques are covered. Students are taught proper knife skills and handling, as well as safety and sanitation. Class is theoretical and practical.

**Basic Culinary Arts II** (120 hours) .....7.5 credits

The knowledge gained in Basic Culinary Arts I is further enhanced to complete a solid foundation upon which to build. Techniques and speed are improved and refined with practice. Students learn and prepare soups, fish and shellfish and a variety of meats (chicken, beef, lamb, pork). Essential knowledge of mise en place and food presentation skills are reinforced. Class is theoretical and practical.

**Saucier and Meat Fabrication** (120 hours)..... 7 credits

Expanded instructions in soups, stock making, and a variety of modern and traditional sauces. Knife and Garde Manger skills are further enhanced. Students continue to work with a variety of meat, seafood and poultry and are taught to fabricate menu items. Charcuterie and forcemeats taught include a variety of sausages and cured items. Class is theoretical and practical.

**Baking and Pastry** (120 hours).....6.5 credits

Students are presented with the fundamental skills used in bakeries and preparing bakery products. Baking theory is taught and applied including weights and measures, safety and sanitation. Students will prepare quickbreads, yeastbreads, croissants, cakes, pies, pastry, pastry creams, brioche, frostings and icings. Class is theoretical and practical.

**Food & Beverage Management and Career Development** (110 hours).....7.5 credits

The focus of this course is kitchen management from a staffing, employee training, and flow of food perspective. Emphasis is placed on food and beverage menu development, basic kitchen math, and sanitation including training for the ServSafe Manager Certificate and ServSafe Allergen Certificate. The history, production, tasting and pairings of non-alcoholic beverages, beer, spirits and wine are taught in depth. The career development element of the course will lay out a plan for success in the food and beverage industry by developing the professional skills for goal setting, resume writing, and interviewing. This class is lecture and presentation based with practical study through tasting and assignments.

# Curriculum Continued

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**Advanced Baking, Pastry & Showpieces** (120 hours) ..... 7 credits

Baking skills are polished as students learn more difficult baking, pastry and dessert techniques. Emphasis is placed on presentation, plating and appearance. Class includes advanced pastries, chocolates, sugar casting, sugar pulling, marzipan, Isomalt, and complex cake decorating techniques. Class is theoretical and practical.

**Restaurant Operations** (120 hours) .....7.5 credits

Students will operate du Jour Restaurant, ACI's fine dining facility. du Jour is open to the public and students gain a practical understanding of operations by running the restaurant and staffing all positions including maitre d', waiting and mixology. Although culinary terminology is taught throughout the program, students in this class are taught the vocabulary of Culinary French. Class is theoretical and practical.

**Advanced Cuisine** (120 hours)..... 6.5 credits

Complete meals are prepared by our most advanced students in the fully equipped front line kitchen. Weekly menus served to the public include a variety of European, American and International cuisines. Items are rotated daily. Students gain experience by moving among various stations and using only the finest ingredients. Class is theoretical and practical.



# Grade Scale

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Evaluation is based on class participation, practical skills and written examinations. Letter grades are based on a four point (4.0) grading scale. Listed below are the grading symbols and the grade points.

<b>Letter Code</b>	<b>Description</b>	<b>Quality Points</b>
A . . . . .	Excellent . . . . .	4.0 grade points per credit hour
B. . . . .	Above Average . . . . .	3.0 grade points per credit hour
C. . . . .	Average . . . . .	2.0 grade points per credit hour
D. . . . .	Below Average . . . . .	1.0 grade point per credit hour
F. . . . .	Failing . . . . .	0.0 grade points per credit hour
I . . . . .	Incomplete*	Not computed in CGPA
L. . . . .	Leave of Absence**	Not computed in CGPA
P. . . . .	Pass . . . . .	Not computed in CGPA
R. . . . .	Repeat***	Not computed in CGPA
W . . . . .	Withdrawal . . . . .	Not computed in CGPA

\*An incomplete grade will revert to a grade of "F" if the student does not make arrangements with their instructor to submit any projects or complete final exams within 1 day of their course ending.

\*\*An "L" grade will revert to a grade of "W" if the student does not return on their scheduled date.

\*\*\*An "R" grade signifies the course has been repeated.

Students may, at the discretion of the President and if space is available, retake a class to improve their GPA. The higher of the two grades is the final recorded grade.

Students must complete and pass all classes and have a final grade point average of 2.0 or above to be eligible for Graduation.

# Make up Work

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Make-up work is at the discretion of each instructor



# Attendance and Absenteeism

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## Attendance and Absenteeism

Regular and consistent attendance is essential to academic success and the overall educational experience. Absenteeism and tardiness negatively impact student performance and may result in a lower final grade or failure of a course. The school does not differentiate between excused and unexcused absences. All absences, regardless of reason, are considered unexcused for attendance tracking and academic policy enforcement.

Any student who misses more than 4 days of any 4 week (AM) or 5 week (PM) class will receive a failing grade and must repeat the course and obtain a minimum GPA of 2.0 before advancing to the Block 4 courses in either Advanced Cuisine or Restaurant Operations, the program's on-campus capstone courses. Students may repeat a failed course one-time at no additional cost. If a course must be repeated more than once, standard tuition rates will apply as outlined in the enrollment agreement. Students may retake failed courses until a passing grade is achieved, provided they do not exceed 1.5 times the total program length as defined in the school's policies. Refer to the Repeat Courses Policy for further details.

## Diploma Program Students

- Students who accumulate four (4) absences but remain in regular contact with the school's Registrar will receive a failing grade and must retake the course.
- Students who fail to contact the Registrar by the fourth (4th) day of absence will be immediately withdrawn from the program and a refund processed according to the school's official refund policy.

**\*Note:** *In accordance with regulations established by the U.S. Department of Education (DOE) the school will determine by the 14th consecutive day, including weekends and holidays, whether a student will be withdrawn from their academic program. As a Title IV institution that requires regular student attendance, ACI's attendance policy operates well within the parameters set forth by the DOE.*

Students who are withdrawn due to excessive absences and wish to return at a later date should review the School's Reinstatement Policy to determine eligibility and follow the appropriate procedures. Additionally, all students who experience interruptions in their academic programs are strongly encouraged to consult the School's Financial Aid Office for additional guidance.





## Leave of Absences

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To ensure that students derive the greatest benefit from their educational experience, it is essential that the program be undertaken as a continuous and uninterrupted course of study. Prolonged absences can significantly hinder information retention and disrupt the learning process. Therefore, Arizona Culinary Institute (ACI) strongly discourages students from taking leaves of absence. Nonetheless, the school acknowledges that, in certain circumstances, it may become necessary for a student to temporarily interrupt their studies. In such cases, a student may request a Leave of Absence (LOA) through the Registrar's Office, in accordance with the school's policy.

Each student must request the LOA in writing, which must include a detailed explanation for the reason for the leave as well as the length of leave requested. This request should be submitted to the Registrar's Office on or before the student's last day of attendance. In those cases where unforeseen circumstances should prohibit an advance request, such as an acute illness or a death of an immediate family member, the student, in addition to the written request, must be able to provide in writing at a later date, the specific reason(s) that the request could not be made in advance.

Continued on Page 20

# Leave of Absences - Continued

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## **Students may request an LOA for the following:**

- Medical conditions
- Family Care or Bereavement
- Military Service
- Jury Duty

Requests will be granted for the longer of the number of days to the next class start date or 45 days consecutive, including weekends and school holidays, in cases where an extension is required, the student will be required to provide a written request to extend the leave prior to expiration of the current leave.

Once a request for leave is received from the student, the Registrar will complete a Student Leave of Absence Acknowledgment Form for circulation among key administrative staff members. The school's Registrar will review the request and notify the student within five (5) school days.

The Registrar will determine the potential date(s) for the student's return. Due to space limitations, students may be required to adjust their class schedule upon reentry. Students will be informed of their revised expected graduation date. Typically, students returning from a Leave of Absence (LOA) will not rejoin their original class cohort. Furthermore, placement in the original class schedule is not guaranteed and is subject to space and course availability.

## **Students should note the following**

- A student requesting a LOA must be in good standing with respect to the school's attendance policy, except in cases involving documented extenuating circumstances. Under no circumstances may a LOA commence prior to the school's receipt of a written request from the student and the granting of formal approval. For additional details, please refer to the school's Student Attendance and Absenteeism Policy.
- Failure to return from a LOA on the designated date will result in the student being withdrawn from the program, with the official date of dismissal recorded as the last date of attendance. Any applicable refunds will be processed in accordance with state and federal regulations.
- If a student's Leave of Absence (LOA) exceeds 180 days—whether as a single leave or as the cumulative total of multiple approved leaves within a 12-month period, the student will be withdrawn from the program and will be required to complete the re-enrollment process prior to returning.
- A student receiving federal financial aid is considered to remain enrolled during an approved LOA. However, if the student does not return at the conclusion of the approved leave, they will be deemed to have withdrawn as of their last date of attendance. In such cases, a return of federal funds calculation will be required in accordance with applicable regulations. Additionally, for the purposes of in-school loan deferment, the student will be considered withdrawn as of the last date of attendance, and the 180-day grace period prior to the commencement of loan repayment will be considered to have begun on the first day of the LOA. All students are encouraged to meet with the school's Financial Aid department before requesting an LOA.
- Students on LOA remain enrolled but may not be eligible for certain extracurricular Student Services activities.

# Student Conduct

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Students understand that their demeanor reflects upon the school and each student agrees to abide by ACI's Professionalism Codes during their period of enrollment. The student understands that excessive absences, failing grades, cheating, threatening language, vandalism or other unsatisfactory conduct on or off campus will result in expulsion.

## Satisfactory Academic Progress Policy

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A student must maintain satisfactory academic progress during their course of study to remain eligible for financial aid assistance. Satisfactory academic progress is reviewed at the completion of each block (8-weeks) and progression is required regardless of whether or not a student received financial aid.

### **Satisfactory Academic Progress is Measured by:**

- The student's cumulative grade point average
- The student's quantitative grade point average (number of credits earned in relation to those attempted)
- The maximum time frame allowed to complete the academic term (150% of the program length)

### **CUMULATIVE GRADE POINT AVERAGE (CGPA) REQUIREMENTS**

Students must maintain a minimum CGPA during their enrollment to be considered making satisfactory academic progress. A CGPA below the standard in the CGPA Requirement Chart is considered unsatisfactory progress and will result in the student being put on academic and financial aid probation during the next block.

<b>DIPLOMA PROGRAM CGPA REQUIREMENTS</b>	
<b>Total Number of Credit Completed</b>	<b>Minimum ACI Cumulative GPA</b>
0–14 Credits	1.5
15–55 Credits	2.0

### **CUMULATIVE CREDITS EARNED**

Students who fail to complete the required 67% of all credits attempted will be placed on Financial Aid Warning.

- Credits attempted: Apply to all classes for which students receive a passing grade, or an "F", "I", "W", "P", "R"
- Credits completed: Apply to all classes for which a student receives a passing grade of "A", "B", "C", "D", and "P"

### **REPEATED CLASSES**

Are classes in which the student received a grade of "F". Students will only be allowed to retake each class one time before losing financial aid eligibility for that course. Failed classes will immediately be repeated and the student will not be allowed to move on to the next block until a passing grade is awarded. Repeated classes will count towards cumulative credits attempted. Credits completed will count only once, when a passing grade is awarded. The higher of the two grades will count in the CGPA.

### **TRANSFER CREDITS**

Arizona Culinary Institute does not accept transfer credits.

**VA Beneficiaries please refer to the policy on Page 10-11**

# Satisfactory Academic Progress Policy (continued)

## MAXIMUM TIME FRAME TO COMPLETE

Students are expected to complete the program within the maximum time frame to complete, which is defined as the period of time no longer than 150% of the published program length and the number of credits attempted. Students may not attempt more than 82.50 credits and 12 months for the day program and 15 months for the night program. Students no longer receive financial aid after they reach these maximums and will be dropped from the program.

## Program Maximum Credits/Months Allowed-Diploma Program

Diploma Program	Scheduled program credits	Maximum attempted credit allowed	Scheduled program months	Max. attempted months allowed
Day	55	82.5	8	12
Night	55	82.5	10	15

## FINANCIAL AID WARNING AND PROBATION

**Financial Aid Warning:** Student's satisfactory academic progress will be evaluated at the end of each block. Each evaluation will include a CGPA review and a review of the student's cumulative credits earned. Students who fail to meet satisfactory academic progress requirements at the end of the block will be placed on financial aid warning for the next block, but are still allowed to receive federal aid. When a student has been placed on academic and financial aid warning for a block and successfully completes that block, that student will be removed from academic and financial aid warning. Students who fail to meet satisfactory academic progress requirements at the end of the block, will have their Financial aid suspended unless they satisfactorily appeal and are placed on financial aid probation.

**Financial Aid Probation:** Financial aid probation will occur when a student has not successfully met the satisfactory academic progress requirement during the block they were placed on warning and has successfully appealed the decision to suspend their financial aid. Students will be placed on financial aid probation for the next 8 week block and are eligible to receive federal financial aid. Failure to meet satisfactory progress at the end of the probationary block will result in the loss of all federal aid. Students may be allowed to repeat the courses but will be required to pay tuition expenses out of pocket.

**Regaining Financial Aid Eligibility:** If a student successfully completes a block without receiving financial aid and meets the satisfactory academic progress requirements, they will regain financial aid eligibility.  
Continued on page 22.



## **FINANCIAL AID WARNING AND PROBATION, Continued**

**Appeal:** Students who fail to meet satisfactory academic progress standards and lose financial aid eligibility can appeal the decision.

Students, who wish to appeal their financial aid termination status, may do so by requesting and then completing the appeal form located in the Financial Aid Office.

Appeals should be made within 15 days after the student is notified that they are not meeting satisfactory academic progress. Appeals must be submitted in writing to the Director of Financial Aid.

All appeals must include an explanation of the circumstances that caused the student to fail to meet SAP requirements and must also explain what has changed in the student's situation that will allow them to meet SAP requirements at the next evaluation. Appeals must include supporting documentation (type of documentation will be based on the reason for the appeal) and a completed Financial Aid Satisfactory Academic Progress Appeal form. Students will be notified in writing within 15 days of the Director's decision. If an appeal is successful, students will be placed on Financial Aid Probation for the term in which the appeal is approved.

**Acceptable reasons for an appeal include the following:**

- Medical problems (self or family illness, hospitalization)
- Family emergency (death of immediate family member)
- Extenuating circumstances beyond a student's control (house fire, forced to relocate, violent crime)
- Military Leave

**Work conflicts are not considered to be acceptable reasons for an appeal.**

## Withdrawals

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Students wishing to withdraw and terminate should do so in writing to the Campus President. The student's termination date will be the last day of actual attendance. Students who have attended at least one day of class and initiate a withdrawal, or are withdrawn by ACI, will be assigned a grade of "W".

## Reinstatement

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A student wishing to reinstate must do so through the Admissions Department by completing a new application, submitting a letter as to why they should be readmitted and their plan to successfully complete the program.

Re-acceptance will be based upon the student's prior grades, attendance, conduct, and ability to meet financial obligations.

Students who are reinstated six months after their withdrawal date, will be charged tuition consistent with the current tuition rate and will be required to complete a new enrollment agreement.

Reinstated students with cumulative GPA's falling below the minimum requirement will remain on probation until the minimum standards are met. Courses with a "W" grade must be retaken.

## GRADUATION

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Students must have a minimum cumulative grade point average of 2.0 and must have successfully completed all required courses to graduate. Students must also be current on all financial obligations to be eligible to participate in graduation and receive a Diploma.

# Student Cancellation and Refund Policy — Diploma Day Program

An applicant not accepted by the Arizona Culinary Institute is entitled to a refund of all monies paid.

**FTC Cancellation Notice:** An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund. Applicant will be charged for uniforms that are opened or altered

**Other Cancellations:** An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (minus an enrollment/administration fee of \$100). Applicant will be charged for uniforms that are opened or altered

The applicant may cancel their enrollment at any time prior to the commencement of classes. An applicant not requesting cancellation by the scheduled starting date shall be considered a student.

Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the school facilities and inspection of the equipment.

After the commencement of classes, the **Tuition** refund (less the \$100 Administration Fee) amount shall be determined as follows

% of the clock hours attempted	Weeks	Tuition refund amount:
	1	All Tuition less Supply Fee
10% or less	2–3	90% ACI Retains 10% **
More than 10% and less than or equal to 20%	4-6	80% ACI Retains 20% **
More than 20% and less than or equal to 30%	7-9	70% ACI Retains 30% **
More than 30% and less than or equal to 40%	10–12	60% ACI Retains 40% **
More than 40% and less than or equal to 50%	13–16	50% ACI Retains 50% **
More than 50%	17 and on	ACI Retains all costs

**\*\* Plus \$100 Administration Fee**

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

**Student Supply Fee:** This fee includes a culinary student knife kit, text books, printed handouts and student uniforms. This fee is nonrefundable once the student begins classes. Items that are still in new unused condition can be returned to the school for full refund. Items that have been used or altered are not refundable.

**Refunds:** Will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return. Upon request, ACI will provide an example of a refund calculation.

**Special Cases:** If unusual circumstances make it impractical to complete the program, ACI will attempt to make a settlement which is fair to both parties.

# Student Cancellation and Refund Policy — Diploma Night Program

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An applicant not accepted by the Arizona Culinary Institute is entitled to a refund of all monies paid.

**FTC Cancellation Notice:** An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund. Applicant will be charged for uniforms that are opened or altered.

**Other Cancellations:** An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (minus an administration fee of \$100). Applicant will be charged for uniforms that are opened or altered.

The applicant may cancel their enrollment at any time prior to the commencement of classes. An applicant not requesting cancellation by the scheduled starting date shall be considered a student.

Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the school facilities and inspection of the equipment.

After the commencement of the **Tuition** refund (less the \$100 Administration fee) amount shall be determined as follows

% of the clock hours attempted	Weeks	Tuition refund amount:
	1	All Tuition less Supply Fee
10% or less	2–4	90% ACI Retains 10% **
More than 10% and less than or equal to 20%	5–8	80% ACI Retains 20% **
More than 20% and less than or equal to 30%	9–12	70% ACI Retains 30% **
More than 30% and less than or equal to 40%	13–16	60% ACI Retains 40% **
More than 40% and less than or equal to 50%	17–20	50% ACI Retains 50% **
More than 50%	21 and on	ACI Retains all costs

**\*\* Plus \$100 Administration Fee**

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

**Student Supply Fee:** This fee includes a culinary student knife kit, text books, printed handouts and student uniforms. This fee is nonrefundable once the student begins classes. Items that are still in new unused condition can be returned to the school for full refund. Items that have been used or altered are not refundable.

**Refunds:** Will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return. Upon request, ACI will provide an example of a refund calculation.

**Special Cases:** If unusual circumstances make it impractical to complete the program, ACI will attempt to make a settlement which is fair to both parties.

# Return of Title IV Funds Policy

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This policy applies to students who officially or unofficially withdraw from the program and who have received Title IV funds for the term.

## WITHDRAWAL

The term "official withdrawal" refers to those students who complete ACI's withdrawal process by either submitting a written request or by verbally communicating their intent to no longer attend classes at ACI. The withdrawal date will be the day these actions are initiated. A student who does not follow the above process or does not return from an approved Leave of Absence will be considered an "unofficial withdrawal" and the school will determine the student's withdrawal date based upon federal regulations and institutional records.

## THE CALCULATION OF THE RETURN OF TITLE IV FUNDS

Arizona Culinary Institute follows the Federal Return of Title IV Funds policy in determining the amount of Title IV aid a student has received and the amount which must be returned by the school and/or the student to Title IV programs.

In accordance with federal regulations, the amount of aid earned is calculated on a pro-rata basis through 60% of the term. After the 60% point in a term, a student has earned 100% of their Title IV funds. The calculation will be based on the student's last date of attendance and the date the school determines the student has withdrawn from school.

The percentage of Title IV funds earned by a student who fully withdraws is calculated by simply dividing the number of calendar days the student was enrolled by the number of calendar days in the payment period or period of enrollment. The earned percentage is then subtracted from 100%, which then gives the unearned percentage. The unearned percentage is then multiplied by the total disbursement of federal assistance which calculates the total funds that need to be returned to the federal government. Funds must be returned as soon as possible but no later than 45 days after the date it is determined that the student has withdrawn. If a student withdraws after 60% of the payment period or period of enrollment, no funds will be returned.

Once it is determined the amount of Title IV financial aid that was not earned, federal regulations require that the school return the Title IV funds in the following order:

- 1) Unsubsidized Direct Loans
- 2) Subsidized Direct Loans
- 3) Direct Plus Loans
- 4) Federal Pell Grants
- 5) Iraq and Afghanistan Service Grants
- 6) Federal SEOG
- 7) TEACH Grants

If the amount of unearned Title IV financial aid disbursed exceeds the amount that is returned by the school, then the student (or parent, if a Direct Plus Loan) must return or repay, as appropriate the remaining grant and loan funds. The student (or parent, if a Direct Plus Loan) will be notified of the amount that must be returned or repaid.

Note: The above calculation of Return of Title IV Funds earned by the student has no relationship to the student's incurred institutional charges. ACI's refund policy will be applied once the Return of Title IV Funds are calculated.

If the R2T4 calculation results in a credit balance on the student's account, the credit balance will be disbursed as soon as possible but no later than 14 days after the calculation of R2T4.

If the student receives less Title IV aid than the amount earned, the school must offer a disbursement of the earned aid that was not received. This is a post-withdrawal disbursement. The school is permitted to credit a student's account with the post withdrawal disbursement of Title IV grant funds without the student's permission for current charges (up to the outstanding balance) for tuition and fees incurred before the date it was determined that the student withdrew. Any grant funds not credited to the student's account must be disbursed no later than 45 days after the date it was determined that the student withdrew. The student (or parent) will be notified prior to the school making any post-withdrawal disbursement of loan funds, whether those loan funds are to be credited to the student's account or disbursed directly to the student (or parent) including the type and amount of loan funds. The student (or parent) will have 14 days to respond. Loans must be offered to the student within 30 days.

Note: The above calculation of Return of Title IV Funds earned by the student has no relationship to the student's incurred institutional charges. ACI's refund policy will be applied once the Return of Title IV Funds are calculated.

# Harassment/Bullying Policy

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Arizona Culinary Institute's goal is to provide an environment for our students, staff and visitors that is free from harassment/bullying by any individual in or outside of our campus. ACI does not and will not tolerate harassment of our employees, applicants for employment, or our students, on the basis of race, color, gender, religion, national origin, age, disability or sexual orientation. The Institute recognizes the impact of harassment on absenteeism, academic grades, productivity and turnover, and recognizes that those who may be harassed/bullied may suffer adverse effects. Sexually harassing behavior may include, but is not limited to, the following:

- Any suggestive or unwelcome physical contact; any aggressiveness such as touching, pinching, or patting.
- Unwelcome sexual flirtations, advances, propositions, or leering.
- Favoritism based on a sexual relationship (or adverse impact on other members of a group).
- Verbal remarks of a sexual nature whether directed to an individual or a group, or in the guise of humor, including sexually explicit derogatory remarks, sexually-oriented photos, posters, cartoons, materials, suggestive comments, demands or jokes found to be offensive or objectionable to the recipient.
- Actual or threatened physical assault.

Anyone who is subjected to offensive sexual behavior or any other form of harassment/bullying is encouraged to pursue the matter initially through Arizona Culinary Institute's grievance procedures, or the means afforded them under Title VII or Title IX of the Federal Civil Rights Act, as amended in 1991. For more information on bullying prevention visit the website [www.stopbullying.gov](http://www.stopbullying.gov).

## Crime Awareness and Campus Security Act

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Arizona Culinary Institute, as required by federal legislation, maintains data on the types and number of crimes on campus property as well as policies dealing with campus security. ACI publishes the annual security report each year by October 1 and distributes a copy to all current students, employees and applicants. To obtain additional information or a copy of the report, contact the Administrative Office.

## Drug-Free Environment

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It is the goal of Arizona Culinary Institute to provide a drug and alcohol-free environment to all our students and employees. To achieve this goal and comply with federal law, ACI prohibits the unlawful sale, manufacture, distribution, dispensation, possession, and use of controlled substances on its property or as part of any on campus activities. Every ACI student and employee must abide by the terms of this statement and by local, state, and federal laws regarding the unlawful possession or distribution of illicit drugs and alcohol. To obtain more information or a copy of ACI's Drug and Alcohol policy, contact the Administrative Office.

## Sexual Discrimination Policy

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Pursuant to Title IX of the Education Amendments of 1972 and the U.S. Department of Education's implementing regulations at 34 C.F.R. Part 106, Arizona Culinary Institute's Title IX Coordinator has primary responsibility for coordinating the school's efforts to comply with and carry out its responsibilities under Title IX, which prohibits sex discrimination in all the operations of this school, as well as retaliation for the purpose of interfering with any right or privilege secured by Title IX. Sexual misconduct against students, including sexual harassment, sexual assault, rape, and sexual exploitation, can be a form of sex discrimination under Title IX.

The Title IX Coordinator oversees the Arizona Culinary Institute's response to reports and complaints that involve possible sex discrimination to monitor outcomes, identify and address any patterns, and assess effects on the campus climate, so the school can address issues that affect the wider school community.

### **A student should contact the Title IX Coordinator in order to:**

- Seek information about students' rights and courses of action available to resolve reports or complaints that involve potential sex discrimination, including sexual misconduct.
- File a complaint or make a report of sex discrimination, including sexual misconduct.
- Notify Arizona Culinary Institute of an incident or policy or procedure that may raise potential Title IX concerns.
- Get information about available resources and support services relating to sex discrimination, including sexual misconduct.

Arizona Culinary Institutes Title IX Coordinator is:

Robert Wilson, President of Arizona Culinary Institute. He can be reached in person at 10585 N. 114th Street, Suite 401 Scottsdale, Arizona 85259, by telephone at (480) 237-4330, or by email at [robert@azculinary.edu](mailto:robert@azculinary.edu).

# Student Grievance Policy

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If a student is dissatisfied with any facet of his/her education, including grades, the student shall express these concerns initially by contacting the appropriate faculty member within three (3) school days of the occurrence giving rise to the concerns, by requesting a meeting to informally discuss the concerns.

If the concerns are not resolved to the student's satisfaction after the informal discussion, the student may submit a complaint in writing to the Director of Education or Executive Chef, within three (3) school days after the informal discussion. In filing the written complaint, the student may request to meet with the Director and/or Executive Chef. The written complaint must specify the specific complaint(s) together with the desired resolution(s).

The Director/Executive Chef shall review it and respond in writing to the student within three (3) school days after receiving the complaint or after holding the (optional) requested meeting, whichever is later.

If the student is not satisfied with the results of the Director/Executive Chef, he or she may then appeal in writing to the President of the school within three (3) school days after receipt of the written response. The student may request a meeting with the President. The President shall issue a written response to the student within five (5) school days after receipt of the appeal or after holding the (optional) requested meeting, whichever is later.

Complaints can be filed in person at:

**Arizona Culinary Institute  
10585 N. 114th St., Suite 401  
Scottsdale, AZ 85259**

Any student who is terminated "for cause" may appeal the termination, in writing, within seven (7) days (submitted to address listed above). Appeals are presented to the Academic Review Board whose decisions are final.

- a) If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is:

**Arizona State Board For Private Postsecondary Education  
1740 W Adams Ste. 3008  
Phoenix, AZ 85007  
(602) 542-5709  
Website: <http://ppse.az.gov>**

## Student Grievance Policy (continued)

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

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

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

## Arizona Culinary Institute's Emergency Preparedness Plan

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At the Arizona Culinary Institute (ACI), we prioritize the safety and well-being of our students, faculty, and staff. To ensure a rapid and efficient response in any emergency situation, we have implemented the following measures:

1. Annual Safety Training for Faculty: Our faculty undergoes comprehensive annual training in key areas, including:

*Basic First Aid*  
*CPR Training*  
*Active Shooter Training*

2. Awareness of Local Weather Conditions: While our region is typically free from major natural disasters like hurricanes, floods, and earthquakes, ACI is aware of the potential risks posed by monsoon storms. These storms may bring intense lightning, strong winds, and occasionally result in fallen trees and power lines, leading to power outages.

3. Robust Student Emergency Notification System: In the event of an emergency, ACI is prepared to promptly inform all students, faculty, and staff. Our multi-channel communication system includes various methods to ensure everyone is reached effectively.

4. Accessible Emergency Preparedness Plan: We believe in preparedness and transparency. Therefore, our detailed emergency preparedness plan is:

*Published in the Student Handbook for easy reference.*  
*Available on the ACI website for broader access.*  
*Physically placed in strategic student areas across the campus for immediate access if needed.*

Our commitment to safety is unwavering, and we continually strive to provide a secure learning environment for all members of the ACI community.



## General Information

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### **CONSUMER INFORMATION**

All institutions that participate in Federal Student Aid Programs are required to notify enrolled and prospective students, as well as prospective employees, regarding consumer information that is available to them. Arizona Culinary Institute provides access to all of the required consumer information that you have the right to request and review on our website at [www.azculinary.edu](http://www.azculinary.edu). Additionally, you have the right to request and receive this information in writing by contacting the Director of Financial Aid or designee at our location during regular business hours.

### **INDIVIDUALS WITH DISABILITIES REASONABLE ACCOMMODATIONS POLICY**

Arizona Culinary Institute does not discriminate against individuals on the basis of physical or mental disabilities. ACI shall make reasonable accommodations to ensure access to programs, services and activities as required by law. Access means that a qualified individual with a disability will not be excluded from participation in or be denied the benefits of the services, programs, technological access, or activities, nor will the individual be subject to discrimination. Reasonable accommodations may include modifications to rules, policies, or practices; the removal of architectural, communication or transportation barriers; provision of auxiliary aids; or the provision of equally-effective programs, services or activities.

In accordance with the American Disability Act, accommodations will not be provided 1) for personal devices or services even though the individual may be a qualified individual with a disability, or 2) that result in a fundamental alteration in the nature of a service, program or activity or in undue financial or administrative burdens.

# Family Educational Rights and Privacy Act Information

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The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. This federal law applies to all schools that receive funding under most programs administered by the Department of Education. Each student is given the right to inspect and review his/her educational records, the right to seek to have the records amended, and the right to have some control over the disclosure of information from the records.

Educational Records are defined as those records directly related to a student and maintained by the institution or by a party acting for the institution. School Officials are those members of the institution who are deemed to have a legitimate educational interest, with access to educational records provided on a need-to-know basis. School Officials may include faculty, administration, clerical and professional employees and other persons who manage student educational record information.

Directory Information is defined as information that is not considered to be an invasion of privacy to the student if disclosed. ACI has defined Directory Information as the following: name, local address, local telephone listing, email address, place of birth, major, dates of attendance, degrees and awards received, photographs or most recent educational institution attended. **Students or parents that do not want this information disclosed should request in writing for the students term that this information shall not be released.**

FERPA requires that Arizona Culinary Institute notify students annually of their rights. Each year ACI sends out notification to students, providing information on these rights.

## ACI's Policy on Use and Release of Student Information

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ACI will not disclose information from a student's education records except with the written consent of the student.

ACI will release Directory Information\* when not protected by the student, and disclose other information from a student's education record only with consent, except:

- 1) To school officials who have a legitimate educational interest in the records
  - A. A school official is:
    - 1) A person employed by ACI in an administrative, supervisory, academic, research, or support staff position.
    - 2) A person elected to the Board of Trustees.
    - 3) A person employed by or under contract with ACI to perform a special task, such as legal counsel or auditor.

B. A school official has a legitimate educational interest if the school official is:

- 1) Performing a task that is specific to his/her job description or by a contract agreement; or
  - 2) Performing a task related to a student's education; or
  - 3) Performing a task related to the discipline of a student; or
  - 4) Providing a service or benefit relating to the student or the student's family, such as health care, counseling, job placement, or financial aid.
- 2) To officials of another school, upon request, in which a student seeks or intends to enroll.
  - 3) To certain officials of the U.S. Department of Education, the Controller General, and state and local educational authorities, in connection with certain state or federally supported education programs.
  - 4) In connection with the student's request for or receipt of financial aid, as necessary to determine the eligibility, amount, or conditions of the financial aid, or to enforce the terms and conditions of the aid.
  - 5) To accrediting organizations to carry out their functions.
  - 6) To comply with judicial order or a lawfully issued subpoena.
  - 7) To aid parties in a health or safety emergency.

\*Directory Information includes: name, local address, local telephone listing, email address, place of birth, major, dates of attendance, degrees and awards received, photograph, most recent educational institution attended.

## Access to Your Academic Records

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The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education record within 15 days of the day Arizona Culinary Institute receives a request for access.

Student should submit to the Registrar written requests that identify the record(s) they wish to inspect. Students will either be mailed out the requested documents or allowed to pick them up from the Registrar's office.

2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading.

Students may ask the Arizona Culinary Institute to amend a record that they believe is inaccurate or misleading. Students should write the President of ACI, clearly identifying the parts of the record they want changed, and specify why it is inaccurate or misleading. ACI will decide within 45 days after the

request is submitted whether to amend a challenged record. Students will be notified of the decision in writing. If ACI does amend the challenged record, the information in the record shall be corrected or removed and destroyed. If ACI does not amend the challenged record, the student shall be advised in writing the decision and the right to a formal hearing in accordance with FERPA, Section 99.22. If the student requests a hearing, it shall be in accordance with FERPA, Section 99.22.

- a. Hearings shall be conducted within 45 days after the request for the hearing has been received;
  - b. If, as a result of the hearing, ACI decides to amend the student record, the student shall be informed of the decision in writing;
  - c. If, as a result of the hearing, ACI decides not to amend the student record, the student shall have the right to submit a statement commenting upon the information in the challenged record and/or setting forth any reasons for disagreeing with the decision. This statement shall be maintained as a permanent part of the student's record in accordance with FERPA, Section 99.21, and Section 67132 of the Education Code.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is a person employed by ACI in an administrative, supervisory, academic, or support staff position; a person or such company with whom ACI has contracted (such as an attorney, auditor, National Student Loan Clearing house or collection agency); a person serving on the Board of Trustees. A school official has a legitimate interest if the official needs to review an education record in order to fulfill his or her professional responsibilities. Upon request, ACI discloses education records, without consent, to officials of another school in which a student seeks or intends to enroll.

Data will be provided to the IRS to comply with the Tax Relief ACT of 1997 and to any other governmental agency as required by law.

4. The right to file a complaint with the US Department of Education Concerning alleged failures by Arizona Culinary Institute to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

**Family Policy Compliance Office  
US Department of Education  
600 Independence Avenue, SW  
Washington, DC 20202-4605**



# Arizona Culinary Institute

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