



Phoenix Strategies Inc.
4525 Northpark Drive, Suite 100
Colorado Springs, CO 80918
Office (719) 266-8181
Fax (719) 598-8055

Volume No. 2

January 2010

**Approved and Regulated by the Colorado Department of Higher Education,
Private Occupational School Board**

<u>Table of Contents</u>	<u>Page</u>
Introduction	2
Attendance Requirements	4
Class Schedules	3
Conduct Policy	4
Dismissal	5
Educational Services	5
Enrollment Procedures	3
Entrance Requirements	3
Facilities	5
Grading System/Progress Reports	4
Placement Assistance	4
Postponement of Start Date	4
Previous Credits	8
Programs & Courses	2
Progress Policy	4
Refund Policy	8
Student Grievance/Complaints Procedure	8

Introduction

The Phoenix Strategies Inc. (hereinafter referred to as the School) offers the finest technology and equipment for student training and is staffed with qualified, approved instructors.

The School is owned by Phoenix Strategies Inc. The officers of the school are Monica Lichtenberger, President; Pat Lichtenberger, Secretary.

Faculty Members

Monica Lichtenberger, M.A.
Instructor

Bridgitt L. Mitchell, M.A.
Instructor

Programs/Courses Offered

Certificate Programs:

Students will receive a certificate of completion for each individual course. Students who pursue Collaborative Mediator® Certification must complete all requirements as described in the application for certification.

Program: Collaborative Conflict Management

Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

COURSE 100	Basic Mediation (40 contact hours)
COURSE 110	Advanced Mediation (24 contact hours)
COURSE 120	Elder Care Mediation (24 contact hours)
COURSE 130	Workplace Mediation (24 contact hours)
COURSE 140	Divorce Mediation (24 contact hours)
COURSE 150	Faith-based Conciliation (24 contact hours)
COURSE 160	Family (24 contact hours)
COURSE 170	Conflict Management (24 contact hours)
COURSE 180	Business Consumer Mediation (24 contact hours)
COURSE 190	Restorative Justice (24 contact hours)
COURSE 200	Coaching (24 contact hours)
COURSE 210	Facilitation (24 contact hours)
COURSE 220	Integrated Conflict Management for Families (24 contact hours)
COURSE 230	Integrated Conflict Management for Business (24 contact hours)
COURSE 300	Internship (60 contact hours)
	Collaborative Mediator ® Certification
	(All awards of certification are subject to the review and approval by the School and its faculty).

Program/Course Costs

	<u>Tuition</u>	<u>Total Tuition/Fees</u>	+	<u>Books/Supplies</u>
100 Basic Mediation:	\$895	\$945		\$50
110-220 per course:	\$395	\$420		\$25
Internship (60 hours):	\$30 <i>per/hr</i>	\$1825		\$25
Certification:	\$740	\$765		\$25
	\$395	\$420		\$25 (PSI Basic Alum within 1 st year)

(Non-refundable & Subject to Cost Change)

See **Educational Services** for more details on Programs/Courses offered.

Class Schedule

Full time Students: Monday through Friday 8:00am – 6:00pm with one-half hour lunch break
Some Saturdays allowed for make-up: 10:00am – Noon

Part-Time Students: Monday through Friday 5:00pm – 9:00pm.
Some Saturdays allowed for make-up: 10:00am – Noon

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible. Closures will be based the local school district' determinations within the 80918 zip code. Classes are not held on the following holidays:

New Year's Eve	Labor Day
New Year's Day	Thanksgiving Day & the Friday following
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Martin Luther King's Day	President's Day
Election Day	

Entrance Requirements

The school does not discriminate based on race, sex, religion, ethnic origin, or disability.

Prospective students must have a high school diploma or equivalency diploma to be accepted for enrollment. For students who are seeking Collaborative Mediator® Certification (*School Form C*) must hold a bachelor's degree or the equivalent. If applicants are beyond the age of compulsory school attendance in Colorado and do not possess a diploma or equivalency diploma, they may complete an ability to benefit test approved by the Colorado Department of Higher Education. The school does not administer the test, but will provide information on availability when requested.

Enrollment (*School Form A*)

Prospective students may enroll prior to the prescribed course start date and late enrollees will not be admitted. Pre-registration is required. Class start dates are available at www.phoenixstrategies.biz. Registration closes 72 hours prior to the class start date.

Prerequisite Waiver

Course prerequisites are generally in place because a certain skill or body of knowledge is needed prior to taking the course in question. If the student has acquired that skill or knowledge from some other source or experience, the Waiver of Prerequisite Request (*School Form A*) may be appropriate. Waiver approval is done on a case by case basis and subject to review by PSI administration.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Placement Assistance

Phoenix Strategies Inc. offers career assistance for a certified Collaborative Mediator®, consisting of career and professional development. While assisting in your professional development, we make no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

Attendance Requirements

Students are expected to arrive on time for class with proper materials. An overall attendance rate of at least 90% is required. Instructors may request your withdrawal from a course or program in the event of absenteeism and may withhold the certificate of completion.

Students who are unable to continue classes for medical reasons or severe personal problems will be offered the opportunity to attend the next scheduled class or a refund for the equivalent of the class sessions not attended. Proper documentation will be required to substantiate a student's withdrawal.

Progress Policy

Students must maintain 90% completion rate in all classes. Classes will be evaluated on a Pass (P) or Fail (F) basis. Those who are unable to attend a class because of medical reasons or severe personal problems will be considered to be withdrawn (W) and automatically enrolled in the next scheduled class. After that time students will be required to re-enroll and pay all related fees and tuition if they wish to receive a certificate of completion for that course. Termination shall be at the School's discretion.

Grading System

100% - 90% Completion	Pass
89% – below Completion	Fail
Non-Completion	Withdrawal

Certificates of completion will be issued to students who complete the prescribed requirements of each short-term course.

Conduct Policy

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, illegal drugs, and alcohol of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school.

Dismissal

Any student may be dismissed for violations of rules and regulations of the school, as set forth in school publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The director, after investigation, with all parties involved, makes the final decision.

The School may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. The director will review each case and decide upon re-admittance.

Facilities

The school is located at 4525 Northpark Drive, Suite 100, Colorado Springs, CO 80918. Our classrooms are furnished with modern equipment. Computer programs, charts, diagrams, and videos to enhance classroom activities are available.

Educational Services

Program: Collaborative Conflict Management

Course: 100 Basic Mediation **Tuition:** \$895

Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

Length of Program(s) and/or Stand Alone Course(s): 40 contact hours/5 days

Number of lessons or units of instruction (Distance Ed): N/A

Type of Instruction: Residential (Classroom)

Course: 110 Advanced Mediation **Tuition:** \$375

Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days

Number of lessons or units of instruction (Distance Ed): N/A

Type of Instruction: Residential (Classroom)

Course: 120 Elder Care Mediation **Tuition:** \$375

Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days

Number of lessons or units of instruction (Distance Ed): N/A

Type of Instruction: Residential (Classroom)

Course: 130 Workplace Mediation **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 140 Divorce Mediation **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 150 Faith-based Conciliation **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 160 Family Mediation **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 170 Conflict Management **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 180 Business Consumer Mediation **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 190 Restorative Justice **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 200 Coaching **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 210 Facilitation **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 220 Integrated Conflict Management for Families **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 230 Integrated Conflict Management for Business **Tuition:** \$375
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 24 contact hours/3 days
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Course: 300 Internship **Tuition:** \$30 per/hour
Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.
Length of Program(s) and/or Stand Alone Course(s): 60 contact hours
Number of lessons or units of instruction (Distance Ed): N/A
Type of Instruction: Residential (Classroom)

Collaborative Mediator® Certification

This certification acknowledges that students have been evaluated and demonstrated their understanding of the mediator role in interest-based, facilitative mediation, mediation process, conflict theory, techniques, and ethics.

Prerequisite requirements are a Bachelor's degree from an accredited college or a minimum of 1800 clock hours of training and experience in alternative dispute resolution, communication, problem solving, conflict management, mediation, facilitation, negotiation, coaching, or the combination and; a minimum of 60 hours of actual mediator experience.

Certification applications (*School Form C*) must include a 60 minute video that is an unedited and unscripted (Interest-based, Facilitative) mediation role play ending in a written memorandum of understanding (MOU)/agreement; two page essay of the video analysis; and interview of an evaluator.

All awards of certification are subject to the review and approval by the School and its faculty.

Previous Credits

Credits from another institution will be evaluated on a case-by-case basis. Phoenix Strategies Inc. does not guarantee transferability of our credits to another institution unless there is a written agreement with another institution.

Student Grievance/Complaints Procedure

Student complaints must be submitted in writing to the School within 48 hours of the incident and/or issue via certified mail. After receipt the School will provide a written response within 5 business days. If satisfactory resolution cannot be reached, the School and the student will enlist the services of a mutually agreed upon mediator. If the mediation does not resolve the situation, then the School and students will enlist the services of a mutually agreed upon arbitrator. Students may file a written complaint online with the Colorado Division of Private Occupational Schools at higherred.colorado.gov/dpos or by requesting a complaint form at (303) 866-2723. All student complaints submitted to the Division must be in writing and shall be filed within two years after the student discontinues training at the school.

Refund Policy

Students not accepted to the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three (3) business days are entitled to a full refund of all tuition and fees paid. Students, who withdraw after three (3) business days, but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of \$150.00 or 25% of the contract price, whichever is less. In the case of students withdrawing after commencement of classes, the school will retain a cancellation charge plus a percentage of tuition and fees, which is based on the percentage of contact hours attended as described in the table below. The refund is based on the last date of recorded attendance.

Refund Table

Student is entitled to upon withdrawal/termination	Refund
Within first 10% of program	90% less cancellation charge
After 10% but within first 25% of program	75% less cancellation charge
After 25% but within first 50% of program	50% less cancellation charge
After 50% but within first 75% of program	25% less cancellation charge
After 75% [if paid in full, cancellation charge is not applicable]	NO Refund

1. The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.
2. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
 - a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
 - b. The date on which the student violates published school policy, which provides for termination.
 - c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.
3. The student will receive a full refund of tuition and fees paid if the school discontinues a Program/Stand Alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
4. The policy for granting credit for previous training shall not impact the refund policy.



4525 Northpark Drive, Suite 100
 Colorado Springs, CO 80918
 Office (719) 266-8181
 Fax (719) 598-8055

Waiver of Prerequisite Request

Note: Course prerequisites are generally in place because a certain skill or body of knowledge is needed prior to taking the course in question. If the student has acquired that skill or knowledge from some other source or experience, the waiver of prerequisite may be appropriate. Waiver approval is done on a case by case basis and subject to review by PSI administration. Please attach supporting documentation. Thank You.

Date: _____

Student Name: _____ **Email:** _____

Address: _____ **Phone:** _____

Course(s) for which waiver is requested _____

Prerequisite(s) for which waiver is requested _____

Rationale (prior education and experiences) for this request _____

PSI Recommendation

_____ Request is approved. Prerequisite is waived.

_____ Request is disapproved. Prerequisite will not be waived.

PSI Official _____ **Date** _____