Culinary Arts Training Program

2016-2017 Catalog
Publication April, 2016

A Recipe For Success!
Project Renewal’s Culinary Arts Training Program

Whether you’re looking for a career in the restaurant world or for highly-trained food service workers to join your staff, Project Renewal’s Culinary Arts Training Program (CATP) is a proven recipe for success. Students receive intensive culinary training in a commercial kitchen as well as on-the-job training at a respected company.

Project Renewal finds quality jobs in the culinary field for our graduates. Employers who hire our Culinary Arts graduates are equally enthusiastic; our graduates are well-trained professionals and loyal, motivated workers who find employment in positions such as: utility cooks, line cooks, deli cooks, catering attendants, grill station managers, bakers, garde-manger and more. CATP is approved by New York State Adult Career and Continuing Education Services (ACCES-VR – formerly VESID) and licensed by the New York State Bureau of Proprietary School Supervision.
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OUR MISSION

The Culinary Arts Training Program (CATP) produces job-ready culinary workers who bring a professional, dedicated attitude to the food-service industry.

CATP was established in 1995 by Project Renewal, a New York City organization dedicated to renewing the lives of men and women who have suffered from barriers to employment such as substance abuse, homelessness and/or mental health diagnoses. In 2012, CATP expanded its program to include a second school in Long Island City dedicated to serving veterans who may or may not share the aforementioned barriers as well as Queens resident applicants. Students without military experience are also welcome to enroll at this location.

CATP is a drug-free environment where individuals receive intensive case management, culinary arts training, employment counseling and full-time job-search assistance. Classes and services are provided at no cost to students; we are funded by ACCES-VR (formerly VESID) and the Department of Veterans Affairs Veterans Vocational Rehabilitation Benefit. If an applicant does not qualify for funding from either of these sources, the student may apply for a scholarship.

Project Renewal’s supportive services for CATP students extend through the entire nine-month program. We maintain an Open Door policy for any graduates left in good standing to return for future support after completion of the program.

Project Renewal may receive, per student, partial tuition reimbursement from vocational training sponsor agencies.

“I believe every student can do this. We are not only teaching our students skills but, more importantly, how to believe in themselves.”

Barbara Hughes, Program Director
Project Renewal, Inc.
TRAINING COURSES

Our program offers three courses:
I) Culinary Arts Course
II) Baking and Pastry Course
III) Culinary Arts/Baking and Pastry Course

Students are not granted credit for previous experience or training.

I Culinary Arts Course

Students in this class are enrolled in an intensive 12-week program with classroom lectures, demonstrations, hands-on cooking lessons and written-tests as well as supervised on-the-job training at our catering company, Comfort Foods.

The Culinary Arts Training Program introduces students to culinary basics, from safety and sanitation to the preparations of stocks, sauces, meats, vegetables and fish.

During the first 10 weeks of training, students will learn basic techniques and methods, such as:

- Grilling
- Roasting
- Pan and deep frying
- Sautéing
- Preparation and classification of rouxs, soups and stocks

In week 11, students cater a CATP graduation ceremony and apply newly acquired skills. The event also gives students the experience of working at a catered affair – everything from how to pass hors d’oeuvres to how to best to present their creations to the public.

Week 12 focuses on a practical exam that tests each student’s ability to work in an organized, sanitary, time-efficient way while producing delicious meals.

Culinary Arts Course Curriculum

UNIT 1

Week 1: General orientation to the kitchen; introduction to safety, cleanliness, basic terminology, identification of equipment
Week 2: Preparation of stocks, salads and dressings
Week 3: Spices, herbs and fruit
Week 4: Preparation of sauces and soups
UNIT 2

Week 5: Understanding and cooking meats
Week 6: Understanding and cooking poultry
Week 7: Understanding and cooking vegetables
Week 8: Potatoes and other starches

UNIT 3

Week 9: Understanding and preparing fish and shellfish
Week 10: Breakfast preparation and international cuisine
Week 11: Graduation catering
Week 12: Final review and final exam

II Baking and Pastry Course

Baking and Pastry Course offered only at our New York, NY location. Students enrolled in this class take an 11-week course for students wishing to enhance their skills in the baker’s art.

These classes focus on the skills of measuring, mixing, baking and finishing. Topics include:

- Cakes
- Cheesecakes and pound cakes
- Pies and tarts
- Chocolate and sugar works
- Custards and mousses
- Soufflés
- Cookies
- Bread and quick-breads
- Breakfast pastries

Baking and Pastry Course Curriculum

UNIT 1

Week 1: Bake shop production: measurement, ingredients, scaling and the baking process
Week 2: Cakes and icing, creaming methods, assembling and icing a cake
Week 3: Cookies: basic principles from characteristics, mixing, make-up and finishing
Week 4: Quick breads including loaves, biscuits and muffins

UNIT 2

Week 5: Pies including doughs, crusts, fillings and assembly
Week 6: Custards, pudding, mousses and soufflés
Week 7: Bread and breakfast pastries including yeast production
Week 8: Sugar and chocolate work including truffles and decorations
UNIT 3

Week 9: Fruit desserts
Week 10: Review, organization and planning
Week 11: Final assignments in which students are given at least six projects/tasks to complete on their own; topics include menu development, purchasing and presentation
Week 12: Final review and final exam

III Culinary/ Baking and Pastry Course

Students enrolled in this course take both the culinary class and the baking and pastry class, following the same curriculum as Culinary Arts Course and Baking and Pastry Course.

FACILITIES

Manhattan, NY School Address: 8 East Third Street New York, NY 10003

Queens, NY School Address 21-10 Borden Avenue, Long Island City, NY 11101

CATP teaching facilities are located at 8 East 3rd Street in Manhattan and 21-10 Borden Avenue in Long Island City. Our fully-equipped kitchens include commercial ovens, ranges, refrigerators, dishwashers and a full range of commercial cooking equipment. Both locations are wheelchair accessible and conveniently reached by subway. There is no school parking lot at either location.

Transit Directions:

➢ Manhattan location: 6 train to Bleecker St., B/D/F/M trains to Broadway/Lafayette, N/R trains to 8th St. or the Third and Second Avenue buses

➢ Long Island City location: 7 train to Hunter’s Point Ave. or the G train to 21st Street

As part of their classroom experience, all CATP students gain experience at Comfort Foods Catering, a professional social enterprise operated by Project Renewal which prepares, packages and delivers over 3,000 meals daily to social service organizations such as senior centers and shelters. The catering company also caters events such as benefits, corporate events, private parties, weddings and public celebrations.

Comfort Foods is conveniently located in the same building as CATP and serves as an excellent training ground for CATP students who assist in the company production throughout classroom training. From the exposure to the catering company, students learn about portion control and practice time management in a fast-paced culinary setting. They work on increasing their knife skill speed as well as the quickness with which they perform repetitive tasks such as preparing, weighing and packaging meals.
**INTERNSHIPS**

All students who complete the classroom phase of the program move into 12-week, 360-hour internships. Students completing the internship will receive a bi-weekly stipend of $100. There are three types of internships opportunities available for each student:

- **Culinary Arts Internship**: Students are assigned to spend the full 360 hours at a site utilizing all applicable culinary skills.

- **Culinary/Pastry and Baking Internship**: Students are assigned to a site that will allow the 360 hours of internship in both a culinary and a baking & pastry setting.

- **Pastry and Baking Internship**: Students spend the full 360 hours at a site utilizing all applicable baking and pastry skills.

Internships take place in settings such as a corporate dining room, executive kitchen, institutional kitchen, catering company, restaurant, bakery or other food service establishment. A $100 bi-weekly stipend is included. During this transitional period from training to employment, students receive 30 hours per week of practical experience in an intense, professional environment under the guidance of a supervising chef. Chefs complete weekly written evaluations of their respective CATP students.

During the course of the internship training program, students are required to attend a weekly, one-hour internship support group. After successfully completing this part of their training, students may either be hired by their internship sites and/or receive job-search assistance from the employment coordinator.

Internship sites have included:

- NBC Universal
- New York University
- Simpson Thacher & Bartlett
- Morgan Stanley
- Time, Inc.
- Hudson Guild
- American Express
- Del Posto Restaurant
- Volunteers of America
EMPLOYMENT ASSISTANCE

From 1995 to 2016, our Culinary Arts Training Program has graduated over 80 classes and gotten quality jobs for students embarking on a culinary career. All students are scheduled to take the NYC Department of Health Food Safety Course to receive the Food Handler’s Certificate. Furthermore, we work with and support our graduates through our Alumni Job Club to ensure they keep their jobs.

Our satisfied employers include:

- Morgan Stanley
- Simpson Thacher & Bartlett
- Time, Inc.
- Dinosaur Bar-B-Que
- Chartwell at St. John’s University
- Bingham McCutchen LLP
- Del Posto Restaurant

“The culinary students from Project Renewal have been a tremendous asset to my corporate kitchen. The dedication and love of food embodied by these students is essential to culinary employees. We have hired many graduates during the last 10 years.”

Chef Joe Savino, Simpson Thacher & Bartlett

After completing the internship and graduating from CATP, all graduates meet with the CATP Employment Coordinator to develop an employment search plan designed to meet realistic objectives based on skill-level and experience. The Employment Coordinator meets with graduates weekly to assess job readiness, strengthen interviewing skills, and develop an effective job-search strategy. The Employment Coordinator maintains an extensive job bank from which he coordinates referrals and schedules interviews for each graduate.

NYC Department of Health & Mental Hygiene - Food Handler’s Certificate Pass Rates

NYC location: 96% pass rate
LIC location: 97% pass rate
Once the CATP graduate obtains employment, the Employment Coordinator follows his or her progress closely by maintaining phone contact with job supervisors and visiting the workplace. The Employment Coordinator provides CATP staff and management with a weekly progress report on each graduate for a three-month period, followed by a six-month and one-year follow-up report.

In addition, graduates participate in weekly one-hour meetings of the CATP Alumni Job Club where they find mutual support and are able to reinforce skills learned in the program. These groups have proven invaluable to our graduates and their employers by helping ensure a smooth transition to full-time employment.

Upon completion of the program, all students receive a full set of professional cooking knives and/or a professional baking and pastry kit. Students enrolled in both courses will receive both sets.

“Project Renewal has been an excellent resource for us at Time Inc. in supplying motivated and skilled culinary interns. We have great success with their referrals. The Employment Coordinator is always available to help us when needed. I would highly recommend this service to anyone looking for great people for their teams.”

Chef Rhys Rosenbloom, Time, Inc.
FACULTY AND STAFF

CATP Director, NYC and Director of Food Services: Barbara Hughes
A former chef at various NYC establishments, Ms. Hughes has managed food services at Project Renewal since 1992 and has directed the school since its inception.

Executive Chef: Anthony O’Connor
A graduate of the French Culinary Institute, Chef O’Connor has been a chef at CATP for over a decade. Prior to Project Renewal, Chef O’Connor was the Executive Chef at Sodexo Food Services for ten years where he managed executive dining rooms for Fortune 500 companies.

CATP Chef Instructor: Javier Aramboles
A graduate of Johnson & Wales University, Chef Aramboles has been in the food service industry for over twenty years. Prior to instructing at Project Renewal, Chef Aramboles was the Executive Chef for Lucchese Food Service where he managed the Community Living Retirement Home for the Archdiocese Jesuits for five years.

Baking & Pastry Chef Instructors: Ralph Tamborra and Rebecca Murphy
Chef Tamborra is the Executive Pastry Chef for Restaurant Associates at Google, Inc. in NYC with over eighteen years’ experience in various hotels, casinos, restaurants, bakeries and corporate dining kitchens.

Chef Murphy, a graduate of The Art Institute of NYC, has been in the culinary industry for twenty years. She has worked in various NYC culinary establishments such as Google, Inc. with Restaurant Associates.

CATP Chef Instructor and School Director, LIC: Matt Frankel
Chef Frankel is a graduate of The Institute of Culinary Education in Manhattan, NY. Prior to instructing at Project Renewal, Chef Frankel headed the Culinary Arts Program at George Westinghouse High School in downtown Brooklyn for over three years.

President & CEO: Mitchell Netburn

Deputy Director: Stephanie Cowles

Senior Employment Coordinator: Ron Johnson
Senior Case Manager: Cylvenia Cherry

Case Manager: Harry Sandoval
Licensed Agent: Allie Cabibbo
ADMISSIONS

Requirements:
Applicants for all courses must:

➢ Have a passion for the culinary arts
➢ Want to work full-time in a kitchen
➢ Be clean and sober at least 90 days
➢ Be eligible for ACCES-VR funding or have military experience
➢ Be physically able to participate
➢ Be able to communicate effectively and maintain a professional demeanor
➢ Be committed to 6 months of training and 3 months of Alumni Job Club
➢ Have a High School Diploma, GED/TASC or at least a 6th grade reading level (TABE 6M Test)

To Enroll:

Contact the Culinary Arts Training Program Licensed Agent, Allie Cabibbo, at:
Office: (212) 473-1140 ext. 171
Cell: (347) 714-0664
E-Mail: allison.cabibbo@projectrenewal.org

OR

 Obtain an ACCES-VR referral
➢ Speak to an ACCES counselor or Project Renewal’s Licensed Agent to find out how to get one

Registration is open throughout the year.

STANDARDS AND RULES

Conduct:

➢ CATP students are expected to be punctual and to attend all classes.
➢ Students must behave in a responsible and respectful manner toward faculty, staff and each other.
➢ Students must master the culinary skills and knowledge taught during their course and internship.
➢ Students are expected to observe the rules and regulations of the classroom and the worksite.
➢ No electronic devices (cell phones, iPods, radios, etc.) are allowed in the building at any time.
➢ There is no smoking in or near the school buildings.
➢ Students are expected to exhibit mastery of the attitude and behavior required for successful employment in the culinary arts professions.
➢ Students must remain drug and alcohol-free throughout their course and internship.
➢ Students who cannot meet these standards will be counseled and, if no improvement is demonstrated, may be dismissed from the program.
Personal Appearance:

- Students must dress in a professional manner. They must wear the CATP uniform at all times during school hours.
- The uniform consists of a white chef’s jacket, checked pants, rubber soled, leather, closed-toe shoes with socks and a cook’s hat.
- Students are responsible for keeping themselves and their uniforms clean at all times. Jewelry should be limited to watches, wedding rings, and stud earrings.
- Students who are improperly dressed will be sent home for the day and marked absent.

Attendance:

During the training course, CATP students are required to participate in a minimum of:

- 4 hours per day of kitchen training for the Culinary Arts Course, and/or
- 3 hours per day for the Pastry and Baking Course
- 2 hours per week of Life Skills Group participation
- 2 hours per week of tutoring/counseling with Project Renewal case management

- Culinary Arts students report to the training kitchen each day at 8:00 am for morning sessions and 12:00 pm for afternoon sessions.
- Pastry and Baking students report to the training kitchen each day at 3:45 pm.
- Students are required to attend 240 classroom hours in the Culinary Arts Course and/or 165 hours in the Pastry and Baking Course in order to graduate to an internship position.
- If a student misses a class, the class must be made up within the week. Students are requested to schedule all outside appointments before or after school hours.
- If a student must be absent, he or she must provide proof of an appointment before the day of absence.
- If a student is absent more than twice or is excessively tardy, his or her status in the program will be reviewed by faculty and staff.

School Policies:

Make-Up Work Policy: Students must make up all missed work. All assignments must be completed prior to graduation.

Attendance Policy: Students are required to attend all classes. If a student must miss a class, they must provide verifying documentation for that missed class in addition to making up the hours missed.

Late Policy: Students have a 15 minute grace period. If a student arrives for class later than 15 minutes from the start of class, the student will not be allowed to attend classes that day and must make up for the missed hours.

Re-Enrollment Policy: A student in good standing who withdraws from school for one or more of the below listed reasons will be allowed to re-enroll the program in a subsequent cycle with verifying documentation.

1. Medical/mental health issue
2. Substance abuse relapse
3. Child care issue
4. Housing issue
5. Transportation cost issue
6. Family emergency
Leaves of Absence:

- Students who become unable to attend classes may be granted one leave of absence by the school director.
- Students must submit a leave of absence application to the school director.
- The student must make up all hours missed before the end of the course.
- If the student is absent for more than one week, he or she must discontinue the course and may re-enroll for the next cycle of classes or at a future date.
- Any student wishing to re-enroll in the program must contact their case manager for further discussion.

TUITION AND FEES

Total charges to ACCES-VR shall include the stated cost of books, kits and uniforms issued by the school and accepted by the student, the Food Handler’s Course and the following amounts for tuition and fees.

Culinary Arts Course
240 Instructional Hours
360 Internship Hours

Tuition $7,800.00
Materials (non-refundable) $275.00
Food Handler’s Course (non-refundable) $114.00
Total: $8,189.00

Pastry and Baking Course (available at 8 E 3rd Street only)
165 Instructional Hours
360 Internship Hours

Tuition $6,045.00
Materials (non-refundable) $300.00
Food Handler’s Course (non-refundable) $114.00
Total: $6,459.00

Culinary/Pastry and Baking Course
405 Instructional Hours
360 Internship Hours

Tuition $9,200.00
Materials (non-refundable) $405.00
Food Handler’s Course (non-refundable) $114.00
Total: $9,719.00

Financial Assistance:

Students are eligible for a vocational training sponsor through ACCES-VR or the VA Vocational Rehabilitation Benefit. Students may inquire about eligibility through our staff or their ACCES-VR counselor. Students will receive a bi-weekly stipend of $100 during their internship. Students who do not qualify for either of the aforementioned sources may apply for a scholarship in which case Project Renewal will fund the student’s training.
Cancellation and Refund Policy:

Tuition refunds, if any, will be made to the funding agency according to Refund Policy.

Once instruction has started, a student may withdraw by notifying the school in writing of such withdrawal. A student may also be terminated for cause before completion of the course. In the event of withdrawal or termination, time in school is computed from the first day of instruction to the last day of attendance.

Total charges shall include the stated cost of books, kits and uniforms issued by the school and accepted by the student, the Food Handler's Course, and the following amounts for tuition and fees. In all cases the books, kits and uniforms issued by the school and accepted by the student become personal property of the student and ACCES-VR and may not be returned or refunded.

A student who cancels within the first 7 days of instruction will not be billed to ACCES-VR. Thereafter, ACCES-VR will be liable for:

1. The cost of books, kits, and uniforms
2. Tuition liability as of the student’s last date of physical attendance

Tuition liability is divided by the number of terms in the program. Project Renewal’s Culinary Arts Training Program consists of 1 six-month term. There are no subsequent terms. Total tuition liability is limited to the term during which the student withdrew or was terminated and any previous terms completed.

### If termination occurs

<table>
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<tr>
<th>If termination occurs</th>
<th>School may keep</th>
<th>ACCES-VR Refund</th>
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</thead>
<tbody>
<tr>
<td>Prior to or during the first week</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>During the second week</td>
<td>20%</td>
<td>80%</td>
</tr>
<tr>
<td>During the third week</td>
<td>35%</td>
<td>65%</td>
</tr>
<tr>
<td>During the fourth week</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>During the fifth week</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>After the fifth week</td>
<td>100%</td>
<td>0%</td>
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#### 1. Tuition Liability Chart for Culinary/Baking and Pastry

<table>
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<th>If termination occurs</th>
<th>School may keep</th>
<th>Dollar Amount</th>
<th>ACCES-VR Refund</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to or during the first week</td>
<td>0%</td>
<td>$0.00</td>
<td>100%</td>
<td>$9,719.00</td>
</tr>
<tr>
<td>During the second week</td>
<td>20%</td>
<td>$1,943.80</td>
<td>80%</td>
<td>$7,775.20</td>
</tr>
<tr>
<td>During the third week</td>
<td>35%</td>
<td>$3,401.65</td>
<td>65%</td>
<td>$6,317.35</td>
</tr>
<tr>
<td>During the fourth week</td>
<td>50%</td>
<td>$4,859.50</td>
<td>50%</td>
<td>$4,859.50</td>
</tr>
<tr>
<td>During the fifth week</td>
<td>70%</td>
<td>$6,803.30</td>
<td>30%</td>
<td>$2,915.70</td>
</tr>
<tr>
<td>After the fifth week</td>
<td>100%</td>
<td>$9,719.00</td>
<td>0%</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
### 2. Tuition Liability Chart for Culinary

<table>
<thead>
<tr>
<th>If termination occurs</th>
<th>School may keep</th>
<th>ACCES-VR Refund</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to or during the first week</td>
<td>0%</td>
<td>100%</td>
<td>$0.00</td>
</tr>
<tr>
<td>During the second week</td>
<td>20%</td>
<td>80%</td>
<td>$1,637.80</td>
</tr>
<tr>
<td>During the third week</td>
<td>35%</td>
<td>65%</td>
<td>$2,866.15</td>
</tr>
<tr>
<td>During the fourth week</td>
<td>50%</td>
<td>50%</td>
<td>$4,094.50</td>
</tr>
<tr>
<td>During the fifth week</td>
<td>70%</td>
<td>30%</td>
<td>$5,732.30</td>
</tr>
<tr>
<td>After the fifth week</td>
<td>100%</td>
<td>0%</td>
<td>$8,189.00</td>
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### 3. Tuition Liability Chart for Pastry and Baking Course

<table>
<thead>
<tr>
<th>If termination occurs</th>
<th>School may keep</th>
<th>ACCES-VR Refund</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to or during the first week</td>
<td>0%</td>
<td>100%</td>
<td>$0.00</td>
</tr>
<tr>
<td>During the second week</td>
<td>20%</td>
<td>80%</td>
<td>$1,291.80</td>
</tr>
<tr>
<td>During the third week</td>
<td>35%</td>
<td>65%</td>
<td>$2,260.65</td>
</tr>
<tr>
<td>During the fourth week</td>
<td>50%</td>
<td>50%</td>
<td>$3,229.5</td>
</tr>
<tr>
<td>During the fifth week</td>
<td>70%</td>
<td>30%</td>
<td>$4,521.30</td>
</tr>
<tr>
<td>After the fifth week</td>
<td>100%</td>
<td>0%</td>
<td>$6,459.00</td>
</tr>
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</table>

The failure of a student to notify the director in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.

All monies paid to the school by ACCES-VR in excess of this sum will be refunded to ACCES-VR within 45 days from the termination date. A transcript will be issued provided all payments have been made in accordance with enrollment agreement.

*Please note:* Each class is part of the entire course offered. No class may be cancelled by the school, therefore Project Renewal’s Culinary Arts Training Program does not have a class cancellation policy.
**Performance Assessment:**

CATP employs a Pass/Fail grading system. The academic criteria that determines a passing grade is for the students to achieve at least 70% overall. Classroom performance and progress are closely monitored by CATP faculty and staff. Students receive weekly written evaluations of classroom skills and attitude. Students’ weekly meetings with the case manager and Life Skills/Job Readiness Group also provide opportunity for assessment and evaluation.

The marking periods are broken up into three evaluation segments: Weeks 1-4, Weeks 4-8, and Weeks 8-12.

Students are tested each Friday on the week’s class content. Overall course assessment is derived as follows: 25% class participation, 10% homework completion, 15% weekly tests, 25% unit practical examinations, 25% final examination.

**Graduation Requirements:**

In order to graduate from the CATP, students must complete both the course work and the internship. In the classroom, they must pass all subjects, meet attendance requirements, complete homework assignments and meet standards of good behavior in class and during Comfort Foods rotations. Success in internships is determined by the supervising chef at the workplace establishment, based on weekly written evaluations shared with CATP faculty and staff. Graduates receive a CATP Certificate of Completion representing successful completion of their Culinary Arts Training Program course(s).

**Occupational Education Data Survey:**

![Image of Occupational Education Data Survey](image-url)
Food Handler's Certificate:

In New York City, kitchen and restaurant workers are required to be certified by the Department of Health and Mental Hygiene to handle food. Upon graduation, all CATP graduates will take the NYC Department of Health and Mental Hygiene 15-hour course. Food Handler’s Certificate will be issued by the NYC Department of Health and Mental Hygiene once the student passes this course. All students are scheduled to take the NYC Department of Health Food Safety Course to receive the Food Handler’s Certificate.

Grievance Procedures:

In order to assure program quality and the satisfaction of students, Project Renewal maintains internal procedural guidelines designed for rapid and fair resolution of student complaints and grievances. CATP students with a grievance may submit a complaint to the CATP Director, Barbara Hughes.

The director will meet with the student within two business days of receiving the complaint and generate a report on the issue which will be forwarded to the Project Renewal Student Grievance Review Committee. The complaint will be reviewed by committee members who are not associated with CATP. The committee will meet promptly with the student and then with program staff and make written recommendations. If the grievance is not resolved, the student may appeal to the President & CEO of Project Renewal.

Students may also contact:

Students should try to resolve their complaints directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with instructors, ACCES-VR counselors or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.

New York State Education Department, Bureau of Proprietary School Supervision
http://www.acces.nysed.gov/bpss

College Credit – Disclaimer Statement

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school diplomas, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.
Disclosure Statement:

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school’s teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school’s catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

Information for Students; Student Rights:

Schools are required to give this disclosure pamphlet to individuals interested in enrolling in their school.

What is the purpose of this pamphlet?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students’ rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the educational program being offered meets your needs and that your financial investment is protected.

The New York State Education Department’s Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.
What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agent.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.

2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.

3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).
What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement. Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

What should students know about "private school agents?"

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

What should students know about "grants and guaranteed student loans"?

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government). Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours--the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you. It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the insurance premiums charged on these loans. Read and understand all the information and applications for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?

Contact the New York State Education Department at:
New York State Education Department 116 West 32nd Street, 5th Floor
New York, New York 10001
Attention: Bureau of Proprietary School Supervision
(212) 643-4760

This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Career Schools.
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