

# **POLICIES AND PROCEDURES**



## ***Table of Contents***

<b><i>WORK-BASED ACTIVITIES PLAN.....</i></b>	<b><i>3</i></b>
<b><i>MEDIA SERVICES PLAN.....</i></b>	<b><i>6</i></b>
<b><i>TECHNICAL INFRASTRUCTURE PROTECTION POLICY .....</i></b>	<b><i>9</i></b>
<b><i>CYBERSECURITY POLICY .....</i></b>	<b><i>12</i></b>
<b><i>APPENDIX A – SECURITY AND PRIVACY INCIDENT REPORT .....</i></b>	<b><i>19</i></b>
<b><i>HEALTH AND SAFETY PLAN.....</i></b>	<b><i>21</i></b>
<b><i>OPERATIONS AND MAINTENANCE OF PHYSICAL FACILITIES AND TECHNICAL INFRASTRUCTURE PLAN.....</i></b>	<b><i>26</i></b>
<b><i>PRIVACY POLICY.....</i></b>	<b><i>30</i></b>
<b><i>PLACEMENT SERVICES PLAN.....</i></b>	<b><i>34</i></b>
<b><i>STUDENT RECORDS POLICY .....</i></b>	<b><i>37</i></b>
<b><i>STUDENT RETENTION PLAN .....</i></b>	<b><i>41</i></b>
<b><i>STUDENT SERVICES POLICY .....</i></b>	<b><i>44</i></b>
<b><i>FINANCIAL AID POLICIES AND PROCEDURES.....</i></b>	<b><i>47</i></b>



# WORK-BASED ACTIVITIES PLAN

## PURPOSE

This policy has been established to ensure the quality, consistency, and supervision of work-based instructional activities conducted by students, either at external clinical/externship sites or through supervised practical services provided within the institution.

## RESPONSIBLE AUTHORITY

The responsibility for this policy is vested in the Director of Education.

## IMPLEMENTATION

Implementation is delegated to the clinical or program-specific supervisor, depending on the type of work-based activity.

## APPLICABILITY

This policy applies to all instructional activities where students apply technical skills in real or simulated work environments for the purpose of gaining real-life occupational experience. These include:

- **Off-campus externships or clinical sites**, as required by programs that mandate completion of supervised hours at affiliated external facilities in order to meet their occupational objectives or licensure requirements.
- **On-campus supervised practical services**, as required by beauty programs that include service-based learning. These are performed within institutional facilities and are designed to simulate real workplace conditions, allowing students to gain meaningful, hands-on experience under direct supervision.

## EFFECTIVE DATE

October 1, 2021 Latest revision: August 1, 2025

## POLICY

1. Student Orientation about the Work-Activities
2. Types Of Work-Based Activities
3. Supervision and Evaluation of Work-Based Learning Experiences

### *1. Student Orientation about the Work-Activities*

All students participating in work-based instructional activities—whether external or internal—must receive an orientation from Student Services or the Program Instructor before starting. They are provided with:

- The Work-Based Activity Instructional Plan
- Practical Assessment Grade Form
- Program-specific expectations including objectives, competencies, textbook alignment, skills to be evaluated, and grading criteria

## 2. Types Of Work-Based Activities

### **Off-Campus Clinical/Externship Sites**

These include partnerships with external facilities (e.g., clinics, physician offices). Students are supervised by an onsite designated supervisor approved by the institution.

- **Evaluation:** Conducted by the assigned site supervisor and reviewed by the program instructor.
- **Documentation:** Completed assessment forms must be submitted weekly or upon completion.

### ***On-Campus Supervised Practical Services (e.g., School-Operated Spa/Salon)***

Some Beauty programs require students to practice and demonstrate hands-on skills within institutional facilities, often while serving real clients under controlled and supervised settings.

- **Supervision:** A licensed instructor supervises all activities directly and ensures safety, compliance with applicable health/board regulations, and educational integrity.
- **Evaluation:** Instructors use formal rubrics aligned with course objectives and industry standards.
- **Scheduling:** Students participate according to an institutional rotation schedule established by the program coordinator.
- **Sanitation and Safety:** All services follow applicable sanitation and safety protocols in accordance with Florida state regulations.

## 3. Supervision and Evaluation of Work-Based Learning Experiences

- **Externships:** Onsite supervisors are responsible for student oversight and evaluation.
- **On-Campus Services:** Faculty members are responsible for real-time supervision, evaluation, and documentation.
- Program Directors must ensure that both types of activities are properly recorded and aligned with course syllabi.

## **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

## **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Academics." Revisions to funding require approval by the President and Financial Director.

## **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

- Students and Graduates
- Schools Administrative and Academic Personnel



- Institutional and Occupational Advisory Committee members

#### Assessment Presentation

This policy's effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.

### **REVISIONS**

Revisions to this policy are to be approved at one of the school's strategic meetings. Personnel are informed of revisions via email, and they are published in the school's Policies and Procedures Manual.

### **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation. This policy is also published on the school's public website.



**MEDIA SERVICES PLAN**

## **PURPOSE**

This plan establishes the guidelines and procedures for delivering quality media services that support faculty in their instructional duties and enhance the student learning experience through access to technology, library resources, and academic tools.

## **RESPONSIBLE AUTHORITY**

The responsibility for this policy is vested in the Director of Education.

## **IMPLEMENTATION**

The implementation of this policy is delegated to the Student Services Coordinator.

## **APPLICABILITY**

This policy applies to all media services provided for all delivery methods to students, graduates, and academic personnel.

## **EFFECTIVE DATE**

Originally effective: October 1, 2021 Latest revision: August 1, 2025

## **POLICY**

1. Plan Scope and General Availability
2. Access to Technology and Laptops
3. Media Center and Library Services
4. Online Library Resources
5. Computer Skills Support
6. Printing Services
7. Suggestions and Enhancements

### 1. *Plan Scope and General Availability*

ICR Florida provides a comprehensive Media Services Plan designed to be flexible, accessible, and student-centered. The institution does not maintain a dedicated "media center room." Instead, students are offered access to laptops, digital resources, and textbooks and are encouraged to use any available classroom or study area to complete their academic work comfortably.

### 2. *Access to Technology and Laptops*

Students who need a computer for study, research, or job search purposes may request a **laptop at the front desk** (Reception). The school maintains **three (3) laptops** equipped with:

- Internet access
- Microsoft Office Suite



- Antivirus protection
- Connection to the shared printer (upon request)

Laptops may be used in **any available classroom or study space**, offering students flexibility and comfort.

### 3. Media Center Services

A **library area** is located within the school premises where students may browse and access program-specific textbooks, printed resources, and reference materials.

Once a book is selected, the student may use a laptop to continue their reading or assignments in any unoccupied room or designated study area.

Faculty and students may also request temporary use of library materials for academic purposes. All materials must be returned according to institutional policies.

### 4. Online Libre Resources

ICR Florida offers all students and instructors access to a **virtual library**, which includes:

- Digital textbooks
- Academic databases
- Research articles
- Educational videos and interview preparation materials

The online library is available 24/7 through the school's web portal and complements in-person learning with digital flexibility.

### 5. Computer Skills Support

Students who are not proficient in computer usage may request **one-on-one basic training** through Student Services. Topics covered include:

- Using a laptop
- Creating and sending emails
- Browsing the internet
- Searching for jobs and creating resumes
- Uploading resumes to employment sites
- Using the online library and academic platforms

### 6. Printing Services

Students may request printing services through Student Services for academic-related tasks such as:

- Job applications
- Resumes
- Program materials

Printing up to 10 pages is free of charge. Additional pages are billed at **\$0.10 per page**.

### 7. Suggestions and Enhancements

Students and staff are welcome to submit suggestions to improve Media and Library Services. Feedback is reviewed quarterly at Academic Meetings and may be submitted via:

- Email: [info@icrflorida.edu](mailto:info@icrflorida.edu)
- Student surveys

## **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

## **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Academics." Revisions to funding require approval by the President and Financial Director.

## **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

- Students and Graduates
- Schools Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

### Assessment Presentation

This policy's effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.

## **REVISIONS**

Revisions to this policy are to be approved at one of the school's strategic meetings. Personnel are informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation. This policy is also published on the school's public website.



# TECHNICAL INFRASTRUCTURE PROTECTION POLICY

## PURPOSE

The purpose of this policy is to establish the guidelines for the privacy, safety, and security of data contained within the institution's network, the reliability of equipment, and the process of backup systems.

## RESPONSIBLE AUTHORITY

The responsibility for this policy is vested in the School President.

## IMPLEMENTATION

The implementation of this policy is delegated to the School President.

## APPLICABILITY

This policy applies to all technical infrastructure, systems, applications, and software used by school personnel for student information, financial aid processing, accounting, instruction, communications, and administrative management. This includes, but is not limited to:

- Student Information System (SIS)
- Customer Relationship Management (CRM)
- Financial Aid Software (FA Software)
- Accounting Software
- Learning Management System (LMS)
- Institutional cloud-based document repositories

## EFFECTIVE DATE

October 1, 2021 - Latest revision: August 1, 2025

## POLICY

1. Password Policy
2. Remote Access Policy
3. Equipment and Media Disposal
4. Confidentiality
5. Backup Processes
6. Maintenance

### *1. Password Policy*

- All systems must be password protected.
- Users must use strong passwords and enable multi-factor authentication (MFA) where available.
- Computers must be locked when unattended.

Tel.: (+1) 786 254-0520 | Fax: 850 546-6119 | [info@icrflorida.edu](mailto:info@icrflorida.edu)  
633 NE 167th Street | North Miami Beach | Florida  
[www.icrflorida.edu](http://www.icrflorida.edu)



- Passwords must not be shared under any circumstances.
2. Remote Access Policy
- All institutional platforms (SIS, CRM, FA Software, LMS, Accounting) are securely cloud-based.
  - Encrypted connections and MFA are required for all remote access.
  - Access is restricted by role-based permissions and monitored periodically.
  - Remote access must follow secure protocols approved by the institution.
3. Equipment and Media Disposal
- No sensitive data may be stored on local devices or removable media.
  - All student records are digitally stored in the SIS Document Hub, and Financial Aid Software.
  - Devices must undergo secure data-wipe before disposal and require School President approval.
4. Confidentiality
- All institutional data is confidential.
  - Staff sign confidentiality agreements at hiring.
  - Unauthorized use, access, or sharing of information is strictly prohibited.
5. Backup Processes
- Daily automated backups are performed by all platform vendors.
  - Google Drive or similar systems are used for administrative document storage with disaster recovery.
  - Periodic data integrity checks are conducted.
6. Maintenance
- Maintenance of systems and equipment is the responsibility of the School President or designated IT personnel.
  - System vendors provide ongoing updates and compliance monitoring.
  - Printers and hardware are covered by maintenance contracts.

## **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

## **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Information Technology." Revisions to funding require approval by the President and Financial Director.



## **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

- Students and Graduates
- Schools Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

### Assessment Presentation

This policy's effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.

## **REVISIONS**

Revisions to this policy are to be approved at one of the school's strategic meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation. This policy is also published on the school's public website.



# CYBERSECURITY POLICY

## POLICY STATEMENT:

ICR Florida Education recognizes that the protection of institutional information systems and data is essential to ensuring compliance with federal and state regulations, continuity of operations, and the integrity of academic and financial processes. Every member of the institution—faculty, staff, students, vendors, and guests—is responsible for safeguarding information assets within their control. These assets include networks, computers, cloud platforms, software applications, and data. The institution is committed to implementing robust cybersecurity controls, monitoring practices, and incident response protocols to prevent unauthorized access, misuse, data breaches, or accidental compromise. Any third-party provider must comply with the same security standards as internal operations.

## PURPOSE

To define the security controls, responsibilities, and procedures necessary to protect ICR Florida Education's information technology resources from internal and external threats, ensuring availability, confidentiality, and compliance with FERPA, HIPAA, Title IV, PCI DSS, and other relevant regulations.

## RESPONSIBLE AUTHORITY

The IT Department, under the direction of the School President.

## IMPLEMENTATION

The implementation of this policy is delegated to the IT Department.

## APPLICABILITY

This policy applies to all ICR Florida Education personnel, contractors, third parties, and systems involved in accessing, processing, transmitting, or storing institutional data.

## EFFECTIVE DATE

October 1, 2024 - Latest revision: August 1, 2025

## POLICY

### 1. Definitions

**1.1 Information Technology (IT) Resources:** includes all college-owned computers, applications software, systems software, databases, and peripheral equipment; the data communications infrastructure; the voice communications infrastructure; classroom technologies; communication services and devices, including electronic mail, voice mail, modems, and multimedia equipment. The components may be stand-alone or networked and may be single-user or multi-user systems.

**1.2 Critical Information Systems:** Any system essential to institutional operations, such as the Student Information System (SIS), Financial Aid Software, CRM, and Accounting systems.

**1.3 Sensitive Information:** Privileged data in any format (electronic or paper) including financial, strategic, student, or employee records.

**1.4 Protected Health Information (PHI):** is defined by the Health Insurance Portability and Accountability Act (HIPAA). PHI is individually identifiable health information that relates to the:

- 1.4.1.1** Past, present or future physical or mental health or condition of an individual.
- 1.4.1.2** Provision of health care to the individual by a covered entity (for example, hospital or doctor).
- 1.4.1.3** Past, present or future payment for the provision of health care to the individual.
- 1.4.1.4** PHI shall not include information that is lawfully obtained from publicly available information, or from federal, state or local government records lawfully made available to the general public.

**1.5 Personal Information (PI)** is data in electronic or paper form that contains personal data about a person, such as their first name and last name, or the first initial and last name of a person in combination with any one or more of the following:

- 1.5.1.1** Social Security number.
- 1.5.1.2** Driver's license number or state-issued identification card number.
- 1.5.1.3** Financial account number (e.g., bank account) or credit or debit card number that would permit access to a person's financial account, with or without any required security code, access code, personal identification number or password.
- 1.5.1.4** For the purposes of this policy, PI also includes passport number, alien registration number or other government-issued identification number.

## *2. Security Principles*

**2.1 Security Management :** The security of all institutional information, applications, systems, and networks is essential to the continued success of ICR Florida Education. The institution maintains layered controls and internal procedures designed to minimize risks such as:

- Loss or corruption of data
- Unauthorized access or misuse
- Interruption of service or system unavailability
- Breach of regulatory obligations

Security is managed through defined policies, standards, and procedures to ensure the **confidentiality, integrity, and availability** of all digital and physical assets for authorized users.

**2.2 Confidentiality:** Confidentiality refers to the protection of data and systems against unauthorized access or disclosure—regardless of whether the data resides in the cloud, on physical servers, or on paper. Sensitive, proprietary, financial, academic, and health-related information must be protected to the highest institutional and legal standards.

**2.3 Integrity:** Integrity **ensures** that information remains accurate, authentic, and unaltered—either by unauthorized or accidental actions. All processes and applications that manipulate or rely on data must be protected, and users must be properly authenticated before gaining access to sensitive systems.

**2.4 Availability:** Availability refers to ensuring that institutional systems, services, and data are reliably accessible to authorized users when needed. This includes:

- Protection against service interruptions caused by malware, hardware failure, or human error
- Implementation of backup procedures and disaster recovery plans to prevent data loss in the event of natural disasters (e.g., hurricanes, floods, fires)

**2.5 Authentication:** Authentication involves verifying that each user or system attempting access is who they claim to be. At ICR Florida Education:

- All users are required to use **strong passwords** (minimum 10 characters, uppercase/lowercase, numbers, symbols)
- Multi-Factor Authentication (MFA) is enforced where available
- High-risk platforms (such as financial aid, accounting, and student systems) must employ encryption and one-time authentication tokens where applicable

**2.6 Information Assets:** All data, systems, applications, devices, networks, and storage platforms used at ICR Florida Education are institutional property. They are provided to staff and faculty for work purposes only. These assets must:

- Be treated with strict confidentiality
- Not be shared externally without prior written approval from the School President
- Be protected in alignment with the institution's **Information Classification and Handling Policy**

**2.7 Accountability:** The institution ensures that every user is uniquely identified, and that their actions within systems can be tracked and audited. This is achieved by:

- Requiring that all system access be granted only through **authorized User IDs** assigned by management
- Prohibiting password sharing under any circumstances, except in rare, documented, and approved cases
- Assigning and maintaining **individual responsibility** for the confidentiality and security of each user's credentials
- Aligning digital accountability with internal financial and academic control structures

### 3. Requirements



### 3.1 Risk Management

ICR Florida Education maintains a formal **risk management program** that includes:

- Annual self-assessments of critical systems (SIS, Financial Aid Software, CRM, Accounting, LMS)
- Identification and prioritization of information assets that, if compromised, could disrupt institutional operations or violate regulatory standards
- Classification of data according to sensitivity and legal obligations (FERPA, HIPAA, PCI DSS, state laws)

Departments are responsible for:

- Identifying sensitive or regulated information under their control
- Ensuring physical and digital protections are in place for classified data
- Creating internal procedures for risk mitigation based on institutional policy

Critical vulnerabilities identified by IT must be documented and remediated in a timely manner. All student data will be managed in full compliance with FERPA and applicable privacy laws.

### 3.2 Access Controls

Access to institutional systems and data is restricted through multi-layered controls:

- Access to confidential information is granted only to individuals who are authorized by their department and by institutional management
- Each user is issued a unique User ID. Sharing of credentials is strictly prohibited
- Passwords must be complex, consisting of at least 10 characters, and include:
  - Uppercase letters (A–Z)
  - Lowercase letters (a–z)
  - Numbers (0–9)
  - Special characters (e.g., @, \$, %, !, #)
- All users must change their passwords at least every **90 days**
- Multi-Factor Authentication (MFA) is mandatory for access to critical systems such as SIS, financial aid, and accounting platforms

IT and department supervisors must **periodically review user access privileges** and make necessary revisions when:

- Job functions change
- Transfers occur
- Contracts or affiliations with ICR Florida Education end

Remote access, when permitted, must use encrypted, secure connections. The most secure communications method must be used for accessing the network remotely. IT will ensure the presence of intrusion detection and prevention systems (IDS/IPS).

### 3.3 Physical Security

Physical access to technology infrastructure is controlled based on level of risk:

- IT devices must be physically secured by users (e.g., screen locks, desk locks, secure storage)
- Server rooms, technology closets, and network areas must:
  - Be locked when unattended
  - Include cameras, alarms, or access control measures



- Access to secure areas must be limited to authorized personnel. Visitors must be approved and accompanied

### 3.4 PCI DSS Compliance

ICR Florida Education is fully committed to maintaining compliance with the **Payment Card Industry Data Security Standard (PCI DSS)** to protect cardholder data and ensure the secure handling of credit and debit card transactions across all institutional systems. All personnel involved in payment processing must strictly adhere to the following objectives and requirements:

1. **Build and Maintain a Secure Network and Systems:**  
The institution must install and maintain firewall configurations that safeguard cardholder data. Default system passwords or security settings provided by software or hardware vendors must never be used in live environments.
2. **Protect Cardholder Data:**  
Any cardholder data that is stored must be protected using strong encryption methods. Additionally, the transmission of this data across public or unsecured networks must be encrypted to prevent interception or unauthorized access.
3. **Maintain a Vulnerability Management Program:**  
All systems must be protected against known malware threats through the regular use of antivirus software, which must be updated frequently. The institution must also develop and maintain secure systems and applications, applying security patches and updates as necessary.
4. **Implement Strong Access Control Measures:**  
Access to cardholder data must be strictly limited to individuals with a valid business need. All users must be identified and authenticated before accessing system components. Physical access to systems or locations where cardholder data is processed or stored must be restricted to authorized personnel only.
5. **Regularly Monitor and Test Networks:**  
Network access and activity must be logged and monitored continuously. Security systems must be tested regularly to ensure their effectiveness and to detect any unauthorized access attempts or vulnerabilities.
6. **Maintain an Information Security Policy:**  
The institution must maintain and enforce a comprehensive information security policy that addresses how personnel are expected to manage and protect cardholder data.

As a matter of institutional policy, **ICR Florida Education strictly prohibits the storage of full payment card primary account numbers (PANs)** or any sensitive authentication data in any institutional system, including databases, networks, computers, mobile devices, or printed records. Only truncated versions of PANs—such as the first six or last four digits—may be stored, and only in formats explicitly approved by IT and the appropriate vendor.

All staff handling cardholder data must complete appropriate PCI DSS training and follow all institutional procedures to uphold the security and integrity of payment transactions.

### 3.5 Computer Security



All devices used to access or process institutional information—including desktops, laptops, mobile devices, and tablets—must be protected against unauthorized access. The following standards apply:

- Devices must require login credentials (username and password) tied to individual users.
- Operating systems and third-party applications must be updated regularly with the latest security patches, at minimum once per month.
- All computers connected to ICR Florida Education’s network must run licensed, up-to-date antivirus software and endpoint protection solutions.
- Devices storing or processing sensitive data must use encryption and session timeout settings.
- Portable storage devices (e.g., USB drives) are restricted and must be pre-approved by the IT department.
- No personal devices may be used to store institutional information unless explicitly authorized under a Bring Your Own Device (BYOD) agreement.

### 3.6 Network Security

Network infrastructure is managed exclusively by the IT Department, which employs multiple layers of protection to secure institutional systems:

- The network is segmented and monitored through firewall technology, encryption protocols, and secure access points.
- Intrusion Detection and Prevention Systems (IDS/IPS) are deployed to monitor suspicious activity.
- All traffic between institutional servers and external systems is encrypted using SSL/TLS protocols.
- Periodic vulnerability scans are performed on network and cloud-based platforms, and remediation actions are tracked and enforced.

### 3.7 Disaster Recovery and Business Continuity

ICR Florida Education maintains a documented and tested **Disaster Recovery Plan (DRP)** and **Business Continuity Plan (BCP)**, coordinated by IT and reviewed annually. These plans ensure that:

- Mission-critical platforms (e.g., SIS, CRM, FA Software, QuickBooks, Microsoft 365, SharePoint) are backed up regularly and recoverable.
- Cloud-based systems (e.g., Campus Ivy, QuickBooks Online) are backed up by the vendor, who must provide **certification of retention and recovery** procedures.
- The same security standards that protect primary data apply to all backup and disaster recovery systems.
- Each department maintains a continuity plan that includes contact procedures, access to cloud-based backups, and continuity of instruction and operations during outages.

### 3.8 Information Security Awareness Program

ICR Florida Education implements a proactive and ongoing **information security awareness program**. This includes:

- **Mandatory annual cybersecurity training** for all staff and faculty.



- Role-specific awareness sessions for departments that handle regulated data (e.g., Financial Aid, Admissions, Accounting).
- Emergency alerts and reminders when new cybersecurity threats arise (e.g., phishing, malware trends).
- New employees receive security orientation as part of their onboarding process.

The IT Department maintains a record of all completed trainings and provides updates when procedures or risks change.

### **3.9 Incident Handling and Reporting**

All personnel must report any suspected or confirmed security incident **within one hour** to their immediate supervisor and the CEO. Examples include:

- Unauthorized access to institutional systems
- Malware infections, phishing attempts, or ransomware
- Data theft, accidental disclosure, or password compromise

Reports must be completed using the **Security and Privacy Incident Report Form (Appendix A)**. All incidents will be investigated with confidentiality, and findings will be documented in alignment with institutional and legal requirements.

### 4. Enforcement

Violations of this policy may result in:

- Immediate account suspension
- Denial of access to institutional networks
- Disciplinary action up to and including termination

The institution reserves the right to monitor network and system activity in accordance with applicable law.

### 5. Review Of Policy

This policy is reviewed annually or upon changes in state, federal, or accreditation requirements.

### 6. Policy Availability

This policy is available in the Policies and Procedures Manual at the Administrative Office, online on the school's website, and is included in employee onboarding. A copy is stored in the Accreditation Permanent File.



# APPENDIX A – SECURITY AND PRIVACY INCIDENT REPORT

## INSTRUCTIONS:

This appendix outlines the institutional protocol for reporting suspected or confirmed security or privacy incidents. Any individual who identifies or is involved in such an incident—whether employee, faculty, or department head—must report it immediately to their supervisor and to the Office of the CEO.

**All suspected incidents must be reported within one (1) hour of initial detection.** The report should include as much detail as available at the time, even if the full extent of the incident is not yet confirmed.

## INCIDENT INFORMATION TO BE COLLECTED:

- **Date and time the incident was first detected**
- **Date and time the incident is reported**
- **Name, department, and contact details of the reporting individual**
- **Detailed description of the incident**, including what occurred, how it was detected, and any actions taken so far
- **Whether any Personally Identifiable Information (PII) or Protected Health Information (PHI) was compromised**
- **Approximate number of records or users affected**, if known

## ASSESSMENT QUESTIONS:

The following questions should be considered during the triage and containment phase:

- How was the incident discovered (e.g., monitoring alert, user report, external notification)?
- Has the incident been contained? If so, what method was used to contain it?
- What steps have been taken to remediate or recover from the event?
- Was the system or data impacted part of a critical institutional service (e.g., SIS, financial aid, CRM, LMS)?

## IMPACT EVALUATION CATEGORIES:

The institutional IT and Compliance team will evaluate the impact of the incident using the following criteria:

1. **Functional Impact:**
  - No impact
  - Minimal or significant impact to non-critical or critical services
  - Denial of service or total system loss
2. **Information Impact:**
  - No data breach
  - Privacy data breach or credential compromise
  - Destruction of institutional or user data
3. **Recoverability:**



- Fully recoverable, partially recoverable, or not recoverable
- 4. **Attack Vector (if applicable):**
  - Email phishing
  - Web or application vulnerability
  - Misuse of credentials
  - Loss or theft of equipment
  - External media (USB, external drive)
  - Unknown origin or impersonation
- 5. **Location of Activity:**
  - Internal system (e.g., SIS, QuickBooks, Campus Ivy)
  - Hosted application (e.g., Microsoft 365, CRM)
  - Local device (e.g., staff computer or mobile)
  - Campus network infrastructure

#### **INVESTIGATION AND DOCUMENTATION:**

After the initial report is submitted, the IT Department will conduct a formal investigation. All actions, findings, and recovery measures will be documented and retained for institutional review and potential regulatory compliance reporting.

If needed, the Compliance Office may notify appropriate regulatory bodies or accrediting agencies (e.g., in the case of a FERPA or HIPAA breach).

#### **FINAL NOTES:**

- All incident reports and findings are confidential and protected by institutional policy.
- A copy of each incident response must be filed and retained in accordance with the school's data retention policy.
- Repeated failure to report incidents in a timely manner may result in disciplinary action.



# HEALTH AND SAFETY PLAN

## PURPOSE

This comprehensive Health and Safety Plan ensures the protection of ICR Florida's employees, students, and guests. It outlines a systematic approach to health and safety management, establishes institutional readiness to respond effectively to emergencies, and aligns with the Council on Occupational Education (COE) standards.

## RESPONSIBLE AUTHORITY

The School President holds the ultimate authority for the implementation and oversight of this policy.

## IMPLEMENTATION

The policy is implemented through the collaborative efforts of all school employees and students. Each department shares responsibility for execution, under the leadership of the School President.

## APPLICABILITY

This plan applies to all individuals on school premises, including employees, students, contractors, and visitors.

## EFFECTIVE DATE

October 1, 2021

## PLAN COMPONENTS

1. Health and Safety Concerns – Emergencies
2. Accidents Reporting and Investigating
3. Employee Orientation
4. Student Orientation
5. Instructor Responsibility
6. Student Responsibility
7. Employee Responsibility
8. Emergency Exits and Evacuation Routes
9. Medical Emergencies
10. Fire
11. Behavioral Disturbance
12. Active Shooter or Threatening Person
13. Weapons or Firearms
14. Bomb Threat
15. Tornado
16. Hurricane, Tropical Storm
17. Blood Spills
18. Other Hazardous Materials
19. Smoking



20. Training

21. Evaluation by County and Fire Inspections - State and Federal Regulations, State Codes

22. COVID-19 Guidelines

### 1 - Health and Safety Concerns - Emergencies

Health and safety concerns, as well as any emergencies, are to be dealt with promptly. Must be reported to the person in charge of school operations when it occurs, or, if not available, to the employee closest to the incident, so proper action may be taken in an expedited manner as per school procedures listed below.

### 2 - Accidents Reporting and Investigating

Accidents are taken very seriously by our institution. A report of accidents and incidents, along with their resolution, is presented annually when the Health and Safety Plan is reviewed by all personnel, executive staff, and advisory committee members. Accidents are documented with the Incident and Accident Report Form by school staff present and reported to the School President, responsible for the follow-up until a final resolution is found. The School President permanently stores records of accidents and incidents and their resolution in an Accidents Folder. Accident Report information is available to students upon request.

### 3 - Employee Orientation

Employees receive an orientation on the Health and Safety Plan as part of their New Employee Orientation.

### 4 - Student Orientation

Students receive an orientation on the Health and Safety Plan as part of their New Student Orientation.

### 5 - Instructor responsibility

Instructors oversee the safety of students and are responsible for the enforcement of safety in the classroom, lab, and services areas. Instructors conduct safety training on the first day of class.

### 6 - Student Responsibility

Students are responsible for observing the school's safety regulations, as described in this plan. Students are responsible for the personal safety and safety of others in their area of training and to immediately report any health, safety, or security concerns to their instructors.

### 7 - Employee Responsibility

All persons must understand the safety and health requirements of their specific areas of training and employment. Employees are responsible to adhere to the school's policies and procedures relating to conduct and campus health and safety.

### 8 - Emergency Exits and Evacuation Routes

Emergency exits and evacuation routes are required to be posted in each room of our school.



### 9 – Medical Emergencies

Students must report all minor medical emergencies to the class instructor or supervisor. For all serious and life-threatening emergencies, call 911.

### 10 - Fire

If you see a fire, immediately alert your direct supervisor so the fire department may be quickly notified. Evacuate the building immediately. If quickly accessible, you may take personal items. Do not return to the building until an “all clear” from the fire department has been given or alarm has ceased.

### 11 - Behavioral Disturbance, Bomb Threats, or Violent Acts

A behavioral disturbance can be either verbal or physical. If you observe a behavioral disturbance, suspicious behavior, or any other issue that requires urgent security assistance, report immediately to the school personnel in charge, so they can take the corresponding measures that could include calling the police department.

### 12 -Active Shooter or Threatening Person

When observing someone appearing to be threatening with a weapon or dangerous device, hear a gunshot, or feel lives are in danger:

Start Lockdown procedure and Call 911. Do not pull the fire alarm. Do not enter hallways. If there are no direct exits, follow the Lockdown Procedure:

1. Move to a classroom or office
2. Lock the doors
3. Make sure the lights are turned off
4. Stay out of sight, clear of doors and windows
5. Remain inside the room and await further instructions.
6. If the threatening person tries to enter the room or back you onto a corner, fight back
7. Follow police instructions and keep your hands visible

### 13 -Weapons or Firearms

Persons are not allowed on school campus if in possession of a firearm unless the person is an in-duty official. If you observe a person on campus with a firearm, report immediately to the school personnel in charge. Stay away from that person until the situation is cleared.

### 14 -Bomb Threat

Do not touch suspicious packages, nor use your cell phone in close proximity. Call 911 and inform the school personnel/ director as soon as possible.

### 15 -Tornado

In case of a tornado warning, find an interior room on the lowest floor of the building, as away from windows as possible. Do not go to large rooms. Stay low and cover your head and neck with your arms and hands. Wait until confirmation tornado has passed before getting out of the room/building.



#### 16 -Hurricanes and Tropical Storms

The school follows the same protocol as the local county's public school system. We want our personnel and students to be safe at all times. The school will remain closed if public schools are closed. Follow the news locally to know if the school will be open for classes under a Hurricane or Tropical Storm Watch.

#### 17 - Blood Spills

If you see blood that has been spilled onto floors or other surfaces, notify the instructor or another school employee. Do not attempt to clean the blood yourself or allow others to do so. If you are exposed to another person's blood or other bodily fluids:

- For skin exposure or blood exposure that comes in contact with an open wound, wash the area thoroughly with soap and water.
- For a blood splash to the eyes, nose, or mouth, rinse copiously with tap water.
- Report any blood exposures to your instructor or another school employee.

#### 18 - Other Hazardous Materials

Other hazardous materials or substances can be in the form of natural gas leaks, or chemical spills. Stay away from substances that may feel hazardous. Do not attempt to clean unidentified substances.

#### 19 - Smoking

Our school is a smoke-free school. Smoking tobacco or e-cigarettes is only allowed in the parking lot across from our facilities.

#### 20 - Training

Training is conducted twice a year to employees and staff following the health and safety guidelines as included in the Employee and Faculty handbook.

#### 21 - Evaluation by County and Fire Inspections - State and Federal Regulations, State Codes

On an annual basis, the facility safety is evaluated by the county and city inspectors, and our permit is updated on a non-finding basis.

#### 22 – COVID-19 Guidelines

The school is following all instructions as received on an ongoing basis by state and local authorities. A COVID-19 sheet including the guidelines to be followed at our school by personnel, students, and guests is available through the school's website Home Page. Personnel and students are informed on an ongoing basis on changes to the school operations and procedures in order to keep everyone safe. Notices are also posted within the school.



## **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

## **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Operations and Maintenance." Revisions to funding require approval by the President and Financial Director.

## **EVALUATION**

**This policy is annually evaluated by means of surveys collected from:**

- School's Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

### Assessment Presentation

This policy effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.

## **REVISIONS**

Revisions to this policy are to be approved at one of the school's Strategic Meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation.



# OPERATIONS AND MAINTENANCE OF PHYSICAL FACILITIES AND TECHNICAL INFRASTRUCTURE PLAN

## PURPOSE

The purpose of this plan is to establish procedures and responsibilities related to the daily operations, repair, and ongoing maintenance of ICR Florida Education's physical facilities and technical infrastructure, ensuring safety, regulatory compliance, and institutional efficiency.

## RESPONSIBLE AUTHORITY

The School President holds overall responsibility. Day-to-day implementation is managed by the Operations Director and delegated administrative staff.

## IMPLEMENTATION

Implemented through direct coordination by the School President with support from designated staff and external service providers as needed.

## APPLICABILITY

This policy applies to all school facilities, equipment, and technical infrastructure.

## EFFECTIVE DATE

Originally effective: October 1, 2021 - Latest revision: August 1, 2025

## POLICY

1. Physical Facilities
2. Liability Insurance
3. Technical Infrastructure
4. Security
5. Personnel for School's Daily Operation
6. Personnel for School's Maintenance
7. Equipment and Supplies
8. Repair and Maintenance Provisions
9. Technical Infrastructure Maintenance
10. Relevant State Law and Applicable Federal Codes and Procedures
11. Evaluation by Fire Marshal
12. Accident and Incident Reports

### *1. Physical Facilities*

Daily use and upkeep of the physical facilities are overseen by the school's administrative personnel, with all employees expected to report maintenance issues immediately. Maintenance



staff from building management and external contractors are engaged based on project scope and urgency. The physical plant (13,000 square feet) includes 10 classrooms, 3 labs, a media center/library, administrative offices, front desk/admissions area, staff and student lounges, restrooms, and storage.

## 2. *Liability Insurance*

ICR Florida Education maintains comprehensive liability insurance covering property, personnel, and students.

## 3. *Technical Infrastructure*

The school ensures that its technological systems remain operational, secure, and updated:

- Internet and Wi-Fi access (Comcast/AT&T)
- Licensed software, antivirus protection, and password-protected access
- Student and administrative systems (CRM, SIS, FA, QuickBooks, Google Drive)
- Surveillance systems for safety and compliance
- Maintenance is coordinated with the technology vendors by the school's leadership

## 4. *Security*

Surveillance systems monitor and record activity in classrooms, common areas, offices, and entrances.

- **Student Records:** Stored in secure, cloud-based CRM/SIS systems (FERPA and COE-compliant)
- **Personnel Records:** Maintained in locked, fireproof storage

## 5. *Personnel for Daily Operations*

Operations are managed by administrative personnel under the supervision of the School President. Employees follow detailed job descriptions and operational checklists.

## 6. *Personnel for Maintenance*

Building maintenance is handled by building management and external vendors. The School President authorizes external contracts as needed.

## 7. *Equipment and Supplies*

Instructional, administrative, and maintenance supplies are procured and inventoried under the supervision of the School President and Operations Director.

## 8. *Repair and Maintenance Provisions*

All repairs and preventive maintenance activities are budgeted under the "Operations and Maintenance" line item. Requests are submitted via email to the School President for timely response.

## 9. *Technical Infrastructure Maintenance*

Maintenance of all systems, platforms, and infrastructure is contracted and monitored by institutional leadership to ensure functionality and regulatory compliance.



#### 10. Legal and Regulatory Compliance

All facilities comply with local, state, and federal laws including ADA, fire codes, and occupancy requirements. Licenses and permits are posted at the front desk. Evacuation routes are visible in all rooms.

#### 11. Annual Fire Marshal Evaluation

An annual fire safety inspection is conducted by the local fire marshal. Reports and action items are documented and stored in the Administrative Office.

#### 12. Accident and Incident Reports

All incidents are documented using the school's official report forms and reviewed during annual policy evaluations. These reports inform future updates to this plan.

### **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

### **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Operations and Maintenance." Revisions to funding require approval by the President and Financial Director.

### **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

- Schools Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

#### Assessment Presentation

This policy effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
  - Annually at the Staff Meeting
  - Annually at the Institutional Advisory Committee Meeting
- An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.



## **REVISIONS**

Revisions to this policy are to be approved at one of the school's Strategic Meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation.



# PRIVACY POLICY

## PURPOSE

This policy describes how personal information collected by ICR Florida Education is stored, protected, shared, and utilized, in compliance with FERPA, GLBA, Title IV, and other applicable federal and state regulations.

## RESPONSIBLE AUTHORITY

The responsibility for this policy is vested in the School President.

## IMPLEMENTATION

The implementation of this policy is delegated to the School President.

## APPLICABILITY

This policy applies to all personal information collected from ICR Florida Education website, social media, prospective students, current students, alumni, and employees.

## EFFECTIVE DATE

Originally effective: July 1, 2021, Latest revision: August 2025

## POLICY

1. Information Automatically Collected
2. Cookies Usage
3. Personal Information Provided by Choice
4. Release of information
5. Links to Other Websites
6. User Information Protection
7. Retention and Destruction of Data
8. User Rights and Contact
9. Training And Awareness
10. Publication of the Privacy Policy
11. Changes to the Privacy Policy

### *1. Information Automatically Collected*

When browsing ICR Florida Education's website, the following non-personal information is automatically collected:

- IP address
- Date and time of visit
- Browser type and language



- Pages visited

## 2. Cookies Usage

Cookies are used to personalize the user experience. Users may disable cookies in their browser settings. However, doing so may limit functionality on the website.

## 3. Personal Information Provided By Choice

Users may voluntarily provide personal information via online forms, applications, or social media to:

- Request information
- Subscribe to newsletters
- Apply for admission or employment

This information is used solely for the purpose for which it was collected.

## 4. Release Of Information

ICR Florida Education:

- Does not rent, sell, or trade personal data.
- Shares information only with trusted vendors contractually obligated to maintain confidentiality.
- Discloses personal data only to fulfill transactions or as required by law.

## 5. Links To Other Websites

Our website may contain links to third-party sites. ICR Florida is not responsible for the privacy practices of these sites. Users are encouraged to review the privacy policies of external sites before submitting any personal data.

## 6. User Information Protection

Personal data is protected using administrative, physical, and technological safeguards, including:

- Firewalls and SSL encryption
- Restricted access controls
- Secure data storage

FERPA rights are respected and enforced. Student information is only accessible to authorized personnel.

## 7. Retention And Destruction Of Data

ICR Florida Education retains personal information in accordance with federal and state retention requirements. Once retention periods expire, data is securely destroyed using certified physical or electronic methods.

## 8. User Rights And Contact

Users have the right to:

- Access their personal information
- Request corrections



- Limit use or disclosure when permitted by law

Requests should be submitted to the School Director at: [s.paramo@icrflorida.edu](mailto:s.paramo@icrflorida.edu)

#### *9. Training and Awareness*

All staff members receive annual training on privacy, data security, FERPA, GLBA, and institutional procedures.

#### *10. Publication of The Privacy Policy*

This policy is published in the footer of the ICR Florida Education website and is included in the Policies and Procedures Manual.

#### *11. Consent to Policy*

By using the website or submitting personal information, users consent to this Privacy Policy.

#### *12. Changes to the Privacy Policy*

Revisions are published with an effective date in the Policies and Procedures Manual and updated on the institution's website.

### **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

### **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Information Technology." Revisions to funding require approval by the President and Financial Director.

### **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

- School's Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

#### Assessment Presentation

This policy effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.



## **REVISIONS**

Revisions to this policy are to be approved at one of the school's Strategic Meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation.



# PLACEMENT SERVICES PLAN

## PURPOSE

The purpose of this Placement Services Plan is to assist program completers in obtaining satisfactory employment related to their program of study. The plan supports compliance with the Council on Occupational Education (COE) standards and minimum benchmarks for student achievement:

- 60% Completion Rate
- 70% Placement Rate
- 70% Licensure Exam Pass Rate (if applicable)

## RESPONSIBLE AUTHORITY

The responsibility for this plan is vested in the Student Services Coordinator, in collaboration with Career Services personnel.

## APPLICABILITY

This plan applies to all placement services activities at the school.

## IMPLEMENTATION

The implementation of this plan is delegated to Student Services and Career Services personnel.

## EFFECTIVE DATE

October 1, 2021 (Updated: August 2025)

## PLAN

1. Communication
2. Employment Opportunities Listings
3. Employment Assistance, Job Application Skills
4. Student Counseling
5. Placement Records
6. Completion, Placement, and Licensure Reports (CPL)

### *1. Communication*

Student Services and Career Services personnel maintain communication with other school departments, including faculty, to strengthen placement efforts. Faculty are periodically reminded of their role in preparing students with appropriate skills and professional attitudes. Career Services staff cultivate partnerships with employers and industry representatives in the school's service area to promote job opportunities for program completers. Placement data and strategies are reviewed at the annual Strategic Planning Meeting, Staff Meeting, and Institutional Advisory Committee Meeting to identify areas of improvement.

## 2. *Employment Opportunities Listings*

Employment opportunities are posted on the school's physical bulletin board and, when available, through digital platforms (email notifications or school website).

Career Services maintains direct communication with employers to update job postings and notify eligible graduates.

## 3. *Employment Assistance, Job Application Skills*

Job search skills training is provided through the curriculum and led by instructors or designated personnel. Topics include:

- Resume writing
- Job applications
- Interview preparation
- Professional conduct

These services are reinforced through workshops, individual appointments, and mock interviews organized before graduation.

## 4. *Student Counseling*

Prior to and after graduation, Student Services and Career Services personnel provide career counseling and employment support. Counseling includes:

- Setting realistic job goals
- Exploring industry trends
- Reviewing job offers and opportunities
- Supporting transitions to related occupations or advanced credentials

## 5. *Placement Records*

- Placement records are maintained within each student's file and must include:
  - Graduate name and program
  - Employer name, job title, and employment start date
  - Documentation confirming employment (e.g., employer verification, email, paystub)
  - Relation of employment to program of study
- All records are securely stored within the institution's Student Information System (SIS), under each student's individual profile. This centralized platform allows for efficient data management, timely updates, and compliance tracking. Records are retained for a minimum of five (5) years and are readily available for review during accreditation or regulatory audits.

## 7. *Completion, Placement, and Licensure (CPL) Report*

The CPL report is the key indicator of the school's placement success. Career Services is responsible for:

- Following up with graduates at 30, 60, and 90 days post-graduation
- Collecting employment verification and licensure outcomes
- Submitting complete and accurate CPL data to comply with COE standards

Placement outcomes are reviewed at annual advisory meetings and used to guide continuous improvement efforts.



## **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

## **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Student Services." Revisions to funding require approval by the President and Financial Director.

## **EVALUATION**

**This policy is annually evaluated by means of surveys collected from:**

- Students and Graduates
- Schools Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

### Assessment Presentation

This policy's effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.

## **REVISIONS**

Revisions to this policy are to be approved at one of the school's strategic meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation. This policy is also published on the school's public website.



# STUDENT RECORDS POLICY

## PURPOSE

The Institution's Student Records Policy ensures that students' records are securely stored, properly maintained, and in full compliance with applicable regulations, including those of the Council on Occupational Education (COE), FERPA, and relevant state and federal agencies.

## RESPONSIBLE AUTHORITY

The responsibility for this policy is vested in the School Director.

## IMPLEMENTATION

The implementation of this policy is delegated to Student Services personnel and Financial Services personnel, under supervision of the School Director.

## APPLICABILITY

This policy applies to the records of all students, including current students, former students, and graduates.

## EFFECTIVE DATE

October 1, 2021 (Updated: August 2025)

## POLICY OUTLINE

1. Period of Time Records are Maintained at the Institution
2. Classification of Student Records
3. Access to Student Records
4. Orderly and Safe Maintenance of Records
5. Maintenance of Electronic Records and SIS
6. Confidentiality of Student Records
7. Destruction and Archiving of Records
8. Discontinuance of the School

### 1. Period of Time Records are Maintained at the Institution

ICR Florida Education maintains accurate and complete student records at its principal place of business for a minimum of seven (7) years, in accordance with all applicable state and federal regulations.

The following student records are maintained indefinitely:

- Enrollment Agreements
- Official Transcripts
- Diplomas/Certificates

### 2. Classification of Student Records

Student records include, but are not limited to:

- Enrollment agreements



- Transcripts and grades
- Diplomas or certificates
- Attendance records
- Progress reports and evaluations
- Financial aid documents
- Payment records and account history
- Disciplinary records
- Leaves of Absence (LOA) documentation
- Graduation and placement documentation
- Clinical/externship hours and documentation
- Complaints or grievances submitted

### 3. Access to Student Records

Student records are kept confidential and may only be accessed by:

- Student Services and Financial Services personnel
- Institutional executives, as required by case
- Faculty members, only for academic records of students enrolled in their course(s)

Students may request to review or obtain a copy of their records at any time by submitting a written request. No outside individuals or agencies are allowed to access student records without prior written authorization from the student or graduate, unless required by law.

All electronic access to records is logged and subject to periodic review.

### 4. Orderly and Safe Maintenance of Records

Hard copy records are filed in an organized and systematic manner to ensure accurate filing and timely retrieval.

Physical records are stored in locked, fire-proof file cabinets located in the Student Services Office, accessible only to authorized personnel.

### 5. Maintenance of Electronic Records and SIS

Student data is also stored and backed up through the institution's Student Information System (SIS).

- The SIS is protected by encrypted, password-secured user access.
- Access to the SIS is limited to authorized users and is monitored through electronic audit logs.
- Regular backups of all electronic records are performed to ensure business continuity and protection against data loss.
- The SIS complies with all applicable standards including FERPA, HIPAA (as applicable), and COE requirements.

The safekeeping of records is reviewed quarterly, including checks on file cabinet security and SIS access logs, to ensure continued compliance with institutional policy.

### 6. Confidentiality of Student Records

ICR Florida Education adheres to the Family Educational Rights and Privacy Act (FERPA) and other applicable privacy regulations.



All student records, whether physical or digital, are treated as confidential and protected from unauthorized disclosure.

#### 7. *Destruction and Archiving of Records*

Student records that are no longer required to be retained under regulatory or institutional policy are destroyed in a secure manner:

- Hard copies are shredded using a cross-cut shredder.
- Electronic files are permanently deleted from all systems and backups, when appropriate.

A record of all destroyed documents is maintained for auditing purposes.

#### 8. *Discontinuance of the School*

In the event of permanent closure of the institution, all student records will be securely transferred to the appropriate regulatory agency at the Florida Department of Education, as required.

### **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

### **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Student Services." Revisions to funding require approval by the President and Financial Director.

### **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

- Students and Graduates
- School's Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

#### Assessment Presentation

This policy's effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.



## **REVISIONS**

Revisions to this policy are to be approved at one of the school's strategic meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation. This policy is also published on the school's public website.



# STUDENT RETENTION PLAN

## PURPOSE

This plan is established to ensure ICR Florida Education implements systematic procedures to monitor student retention, receive input from faculty and students, evaluate effectiveness annually, and share results with faculty, staff, and advisory committees. The plan aligns with the institution's mission and with the Council on Occupational Education (COE) Standards 3, 4, and 10.

## POLICY STATEMENT

ICR Florida Education is committed to fostering student success and completion through a proactive and collaborative retention strategy. This plan seeks to identify early signs of student disengagement, implement timely interventions, and promote a supportive academic environment. Retention strategies are data-driven and support continuous institutional improvement.

## RESPONSIBLE AUTHORITY

The responsibility for this plan is vested in the School President. Oversight and coordination of implementation are delegated to the Student Services Department.

## APPLICABILITY

This policy applies to all programs, faculty, student services personnel, and activities related to student retention and program completion.

## IMPLEMENTATION

The implementation of this policy is carried out by Student Services personnel in collaboration with academic staff and faculty.

## EFFECTIVE DATE

October 1, 2021 (Updated: August 2025)

## POLICY

1. Retention Monitoring Procedures
2. Input from Administrative Personnel, Faculty, and Students
3. Retention Reports

### *1. Retention Monitoring Procedures*

#### **Student Services Retention Monitoring**

Student Services tracks student attendance and retention weekly. Any student absent for three (3) or more consecutive days is contacted via email, phone, or text. The student's instructor is also consulted for insight on possible causes of absence.

An **Early Alert System** is in place to detect at-risk students based on:

Tel.: (+1) 786 254-0520 | Fax: 850 546-6119 | [info@icrflorida.edu](mailto:info@icrflorida.edu)  
633 NE 167th Street | North Miami Beach | Florida  
[www.icrflorida.edu](http://www.icrflorida.edu)



- Excessive absences
- Academic underperformance
- Financial or personal difficulties reported to staff
- Behavioral changes or disengagement

Students absent for 14 consecutive calendar days are automatically withdrawn unless a formal Leave of Absence (LOA) is granted. All student outreach, counseling efforts, and interventions are documented in the student's record.

### **Faculty Retention Monitoring**

Faculty take attendance daily and are responsible for reporting any concerns or changes in student behavior to Student Services. Faculty are expected to reach out personally to students who stop attending and encourage re-engagement. All communication and observations are shared with Student Services.

### **2. Input From Administrative Personnel, Faculty, And Students**

Input regarding student retention is collected annually through:

- Institutional climate surveys
- Exit interviews for withdrawn students
- Faculty feedback surveys
- Strategic and Academic Meeting discussions

These inputs are analyzed to identify trends and propose corrective actions.

### **3. Retention Reports**

Retention rates (completion benchmarks) are monitored per program in compliance with COE Standard 3. Reports include:

- Total enrollment and withdrawals
- Completion rates (target:  $\geq 60\%$ )
- Identified trends by program, cohort, and delivery method

These reports are presented at the following meetings:

- **Quarterly:** Strategic Meetings, Academic Meetings
- **Annually:** Staff Meeting, Institutional Advisory Committee, Occupational Advisory Committee Meetings

## **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

## **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Student Services." Revisions to funding require approval by the President and Financial Director.



## **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

Students and Graduates  
School's Administrative and Academic Personnel  
Institutional and Occupational Advisory Committee members

### Assessment Presentation

This policy's effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.

## **REVISIONS**

Revisions to this policy are to be approved at one of the school's strategic meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation. This policy is also published on the school's public website.



**STUDENT SERVICES POLICY**

## **PURPOSE**

This policy has been put in place with the purpose of assuring the quality of student services provided by ICR Florida Education.

## **RESPONSIBLE AUTHORITY**

The responsibility for this policy is vested in the School President.

## **IMPLEMENTATION**

The implementation of this policy is delegated to the student services personnel.

## **APPLICABILITY**

This policy applies to all student services provided at the institution.

## **EFFECTIVE DATE**

October 1, 2021

## **POLICY**

1. Student Services Information in the School Catalog
2. Program and Institutional Outcomes Follow-Up Plan
3. Placement Services Plan
4. Student Records Policy
5. Student Retention Plan
6. Student Services Personnel Communication with Other School Departments
7. Student Counseling
8. Student Services Evaluation

### 1. Student Services Information in the School Catalog

Student services information is included in the school catalog available on our public website.

### 2. Program and Institutional Outcomes Follow-Up Plan

This plan is included in the Policies and Procedures Manual.

### 3. Placement Services Plan

This plan is included in the Policies and Procedures Manual.

### 4. Student Records Policy

This policy is included in the Policies and Procedures Manual.

### 5. Student Retention Plan

This plan is included in the Policies and Procedures Manual.

#### 6. Student Services Communication with Other School Departments

Student Services personnel maintains communication with the rest of ICR Florida Education staff and faculty with the purpose of improving the effectiveness of their services. Student Services personnel participate at the annual staff meetings to provide information about the Student Services status and receive input and suggestions for implementation from the same source.

#### 7. Student Counseling

Counseling is provided to all students on administrative, attendance, academic, financial, and placement subjects. Our school aims to provide students with timely counseling and assist each one of them to overcome any challenges or situations that could jeopardize their success. Students with issues of a personal nature will be referred to local public or private agencies for professional assistance.

#### 8. Student Services Evaluation

Student Services are evaluated at least **twice a year** through institutional surveys and structured feedback processes. These evaluations are essential to ensure continuous improvement, monitor effectiveness, and maintain alignment with the Council on Occupational Education (COE) Standards.

Evaluation methods include:

- **Student and Graduate Surveys**

Administered twice a year.

These surveys collect feedback on the quality of student advising, academic and personal support, and overall satisfaction with the services received throughout the program.

- **Policies and Procedures Survey**

Conducted **twice a year** with both current students and graduates.

This instrument evaluates the clarity, relevance, and effectiveness of institutional procedures, including those related to Student Services.

- **Faculty and Administrative Personnel Surveys**

Conducted **at least twice annually**, these surveys include a structured review of the institution's *Policies and Procedures Manual*.

Personnel are invited to provide feedback and rate the effectiveness of each student-related policy and plan, including those involving retention, advising, and student engagement.

All collected data is analyzed by the administration and used to:

- Identify strengths and areas for improvement
- Develop or revise action plans
- Update this Retention Plan and other institutional policies

Findings are formally presented at Strategic Meetings, Academic Meetings, and Institutional Advisory Committee Meetings. Survey results and corresponding action plans are archived electronically and retained for accreditation purposes.



## **EQUIPMENT, REPAIR, AND MAINTENANCE PROVISIONS**

The equipment necessary for the implementation of this policy is the responsibility of the School President, who coordinates any repairs, purchases, or updates required. Such requests are to be made directly to the School President via email, who will follow up accordingly.

## **BUDGET**

The funding necessary for the implementation of this policy is allocated in the school's annual operating budget under the line item "Student Services." Revisions to funding require approval by the President and Financial Director.

## **EVALUATION**

This policy is annually evaluated by means of surveys collected from:

- School's Administrative and Academic Personnel
- Institutional and Occupational Advisory Committee members

### **Assessment Presentation**

This policy effectiveness is evaluated based on the survey reports and any additional comments submitted at the following meetings:

- Annually at the first Strategic Meeting
- Annually at the Staff Meeting
- Annually at the Institutional Advisory Committee Meeting

An electronic copy of the evaluated documentation is to be filed along with the typed minutes of the meeting.

## **REVISIONS**

Revisions to this policy are to be approved at one of the school's Strategic Meetings. Personnel is informed of revisions via email. Revisions are published in the school's Policies and Procedures Manual.

## **POLICY AVAILABILITY**

Policies and procedures are available for review by administrative staff, faculty, students, and advisory committee members in the Policies and Procedures Manual available at the Administrative Office during regular business hours. School personnel receive access to the school's Policies and Procedures Manual electronic version during their new employee orientation.



# **FINANCIAL AID POLICIES AND PROCEDURES**

## **INTRODUCTION STATEMENT OF PURPOSE**

Federal regulations highly recommend institutions have written policies and procedures for the administration of Title IV student assistance programs in addition to the Higher Education Act and other Department of Education regulations and guidance. Although not required, this Manual is a tool to assist ICR Florida Education in being a good steward in the administration of the Title IV programs and the delivery of dollars and services to ICR Florida Education students. The contents featured in this Manual include the minimum general statutory and regulatory requirements. If no policy or procedure addresses a given issue, members of the Financial Aid Office are expected to follow federal guidance and use professional judgment based upon the intent of all financial aid programs and Office practices.

This manual:

- Sets forth the ICR Florida Education policies for administering student aid and describes the procedures for implementation of these policies.
- Provides general procedures to ensure that a systematic and consistent approach is taken in the administration of financial aid.
- Provides a quick reference to various policies.
- Facilitates the orientation and training of personnel when changes occur.

## **POLICY AND PROCEDURES MANUAL**

The financial aid policies and procedures manual has been developed to serve as a guide for the staff. With continuous changes in Title IV financial regulations, ICR Florida Education must keep the administration of Title IV programs in compliance with Federal Regulations and keep the Financial Aid policy and procedures manual up to date. The Financial Aid staff is expected to administer all financial aid programs within the regulations that govern them. In the absence of a policy or procedure that addresses a given issue, the Financial Aid department is expected to follow federal guidance and use professional judgment based upon the intent of all financial aid programs and Office practices.

## **PHILOSOPHY AND POLICIES OF STUDENT FINANCIAL AID**

### **SCHOOL MISSION - PURPOSE**

ICR Florida Education's mission is to provide education in career-oriented programs. To create a climate of vocational education that fosters professional accountability and excellence, where



students learn they have the authority, not just the responsibility, to practice in the healthcare field. Faculty and administration of the school believe in, and are committed to:

- Advancing the understanding of healthcare social contract to care for the vulnerable and suffering.
- Integrating classroom and clinical teaching and learning to create a powerful learning experience and promote deep learning.
- Using situated cognition and action in teaching and learning to build knowledge and develop a sense of saliency to quickly recognize what is most important.
- Engaging in reflective practice to develop knowledge, skills, ethical comportment and formation, and the development of clinical and moral imagination.
- Developing perceptual abilities and the ability to draw on knowledge and skilled know-how as a way of being and acting in practice and in the world.
- Preparing graduates with a commitment to lifelong learning and with skills and dispositions to be reflective practitioners and expert learners.
- The Financial Aid department utilizes several documents and electronic methods to keep up with new regulations, laws, and ED policy guidance that might impact the Financial Aid department's policies and procedures. The Financial Aid department refers to documents and publications such as:
  - Federal Student Aid Handbook
  - Student Aid Index (SAI) Formulas
  - Policy Bulletins
  - U.S. Department of Education Audit Guide
  - Federal Registers
  - Title IV Regulations and Updates
  - Higher Education as Amended
  - NASFAA Encyclopedia • Newsletters from professional associations (such as NASFAA and SASFAA)

The Financial Aid Department is located at:

FINANCIAL AID DEPARTMENT  
ICR FLORIDA EDUCATION  
633 NE, 167<sup>TH</sup> Street, Suite #913  
North Miami Beach, Florida 33162  
Main Phone: 786-254-0520 / Fax: 850-546-6119  
Email: [fsa@icrflorida.edu](mailto:fsa@icrflorida.edu)  
[www.icrflorida.edu](http://www.icrflorida.edu)

The Mailing Address  
633 NE, 167<sup>TH</sup> Street, Suite #913  
North Miami Beach, Florida 33162

Tel.: (+1) 786 254-0520 | Fax: 850 546-6119 | [info@icrflorida.edu](mailto:info@icrflorida.edu)  
633 NE 167th Street | North Miami Beach | Florida  
[www.icrflorida.edu](http://www.icrflorida.edu)



## **FINANCIAL AID RECORDS MANAGEMENT**

ICR Florida Education uses Verity for its administrative and student information system, which includes the processing of federal financial aid. The Financial Aid Officer (FAO) staff have access to process financial aid via remote access.

Once the FPS (FAFSA Processing System) processes a FAFSA received from a student, the output (ISIR) is made available to ICR Florida Education via the school's SAIG mailbox. ISIR records are uploaded into Campus IVY and processes are initiated that populate various forms for reference, edit checking, and award processing. Applications selected for verification are flagged, and applicants are notified of the required supporting documentation. Campus Ivy edits prevent disbursement until all required verification processes are complete. Applications not selected for verification nor flagged with comment codes requiring resolution are processed and awarded, and award notices are sent to students. All students, regardless of verification status, are requested to complete documents indicating whether aid may be used to pay miscellaneous institutional charges as well as indicating that they understand their rights and responsibilities as an aid recipient.

The following are office procedures for receiving financial aid applications, ISIR or electronic Institutional Student Information Record (ISIR), and other forms.

1. The Institutional Student Information Record is received in electronic format and downloaded into the Campus Ivy system as received with the current date.
2. The ISIR will determine the student's need for federal financial aid, as well as any required verification requirements.
3. Verification documents will be accepted electronically from students via the Campus Ivy portal student account.

## **SECURITY OF FINANCIAL AID & STUDENT RECORDS**

All employees are charged with safeguarding the security, confidentiality, integrity, and accuracy of protecting all documents on the campus as part of the condition of their employment. Any violation of this could lead to termination. Internal offices have locked windows and/or locked doors with restricted access. When offices are open, confidential information is kept out of sight from visitors, and computer screens are not visible to visitors. If ever an office is vacant for an extended period, the office and/or computers are locked.

Electronic records are maintained in Verity and Campus Ivy. These include student demographics, enrollment status, attendance, academic progress, grades, scholarships, and



student account records. Campus Ivy also maintains financial aid awards, financial aid award disbursements, and refunds/R2T4 calculations. The school has programmed Verity to ensure the appropriate security controls are in place to protect against unauthorized security intrusions attempting to access electronic data.

Each ICR Florida Education user of these systems has a unique login and password required to be entered before they can use the systems. Security privileges on the Campus Ivy and Verity systems are managed by Campus Ivy and ICR Florida Education. Employees are given the necessary access to accomplish the functions of their positions. If an employee leaves ICR Florida Education, his/her access to all these systems is immediately disabled.

The Director of Financial Aid is the Primary Destination Point Administrator (PDPA) who controls access to Federal Student Aid systems. The PDPA and users of the Federal Student Aid systems are responsible for protecting the systems from access by unauthorized personnel.

## **CONFIDENTIALITY AND INSPECTION OF STUDENT RECORDS**

Under the Family Educational Rights and Privacy Act of 1974 as Amended (FERPA), ICR Florida Education may disclose certain student information as "directory information." Directory information includes a student's name, address, telephone number, date of birth, academic honors, and major fields of study, the date of attendance by students, degrees and awards received, and the most recent previous educational agency or institution attended by a student. If any student objects to the release of such information, that student should notify the Registrar in person and in writing. The Registrar's Office is located at 633 NE, 167TH Street, Suite #913, North Miami Beach, Florida 33162.

A school official is defined as a school employee, person or a student assisting another school official in performing his or her tasks. A school official with a legitimate educational interest may be granted access to confidential student information if the official needs the information to fulfill his/her professional responsibility. Legitimate educational interest does not convey inherent rights to all student information, but it does include:

- Performing appropriate tasks that are specified in his/her position description or by a contract agreement.
- Performing a task related to a student's education.
- Performing a task related to the discipline of a student.
- Providing services for the student, such as counseling, job placement or financial aid.

All records and conversations between an aid applicant, his/her family and the staff of the ICR Florida Education's Financial Aid Officer are confidential and entitled to the protection



ordinarily given a counseling relationship. ICR Florida Education assures the confidentiality of student educational records in accordance with ICR Florida Education rules, State, and federal laws, including but not limited to section 483(a)(3)(E) of the Higher Education Act as amended and the 1965 Family Educational Rights and Privacy Act of 1974 as amended.

## **AUTHORIZATION TO RELEASE INFORMATION**

FERPA affords students certain rights with respect to their education records. These rights include the following:

1. The right to inspect and review the student's education records.
2. The right to request the amendment of the student's education records to ensure that they are not inaccurate, misleading, or otherwise in violation of the student's privacy or other rights.
3. The right to consent to disclosure of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.
4. The right to file with the U.S. Department of Education a complaint concerning alleged failures by ICR Florida Education to comply with the requirements of FERPA and
5. The right to obtain a copy of the ICR Florida Education student records policy, which is available at 633 NE, 167TH Street, Suite #913, North Miami Beach, Florida 33162.

A student who wishes to obtain access to his/her financial aid record can do so in the presence of an ICR Florida Education employee. Access to Federal Tax Information (FTI) submitted as part of the verification process will only be granted to the individual listed on the IRS documentation.

## **PARTICIPATION IN FEDERAL FINANCIAL AID PROGRAMS INSTITUTIONAL & PROGRAM ELIGIBILITY**

The documents received from ED confirming ICR Florida Education's eligibility to provide federal financial aid programs are the Program Participation Agreement (PPA) and the Eligibility and Certification Approval Report (ECAR). The documents are located at 633 NE, 167<sup>TH</sup> Street, Suite #913, North Miami Beach, Florida 33162, ICR Florida Education is approved to offer federal financial aid assistance under the following Title IV programs: Federal Pell grant, William D Ford federal direct student loans and PLUS loans (parent loans).

ICR Florida Education awards federal financial aid according to federal regulations and guidelines. Financial assistance is viewed only as supplementary. The student and the family of a student, when applicable, are expected to make every effort to assist with educational expenses.

### **Section 1: Administrative Capability**

Tel.: (+1) 786 254-0520 | Fax: 850 546-6119 | [info@icrflorida.edu](mailto:info@icrflorida.edu)  
633 NE 167th Street | North Miami Beach | Florida  
[www.icrflorida.edu](http://www.icrflorida.edu)



### Adequate Staffing Procedures:

This section lists the job duties, staff functions, and communication protocols of offices involved in approving and disbursing Title IV aid. Communication between personnel occurs by email, telephone, or face-to-face contact. Also, all-staff and departmental meetings provide opportunities to share information and federal updates. The school is staffed at an adequate level to provide maximum service to the school's student population. The following offices assist in administering and ensuring compliance with Title IV programs:

#### **1. Admissions:**

- Before any student can receive information from the Financial Aid department, the student must apply and submit all admissions requirements (diploma or official transcripts, etc.)
- During the registration period, students should verify through Degree Works that the classes in which they are registered meet the requirements of their major. If changes are required, students may contact the advising department if assistance is needed.
- Prepare deferment forms and complete student enrollment status confirmation reports

#### **2. Business Office:**

The Business Office is responsible for:

- Disbursing financial aid funds.
- Establishing and implementing the ICR Florida Education's refund policy.
- Reconciling federal funds between bank statements and federally reported balances.
- Drawing down funds.
- Reviewing R2T4 calculations.
- Calculate refunds and repayments for financial aid students who withdraw from school.
- Handling all third-party scholarships, and federal, and state invoicing.

#### **3. The Financial Aid department handles:**

- Development of financial aid policy.
- Publicize the availability of financial aid
- Advise students on all aspects of financial aid including, but not limited to, satisfactory academic progress, eligibility, appeals, rules, and regulations.
- Communicate to students the effect of enrollment status on the financial aid award.
- Calculate the return to Title IV to determine if a payment is owed for repayment of an official or unofficial withdrawal



- Calculate the cost of attendance
- Prepare and submit the FISAP report.
- Determine student eligibility for Title IV funds.
- Track documents that applicants have placed on file.
- Verify application data on selected applicants.
- Collect progress reports for academic satisfactory progress.
- Reconciles program and fiscal records at least monthly.
- Screen and certify veterans and veterans' dependents who apply for Veterans Administration educational benefits.
- Determine student eligibility for loans and award loans based on regulations and guidelines
- Submit loan information to the Department of Education to originate and reconcile student loans

## **STUDENT APPLICATION**

The Financial Aid Office staff provides face-to-face communications with students, parents, and other interested parties and assists in guiding applicants through the financial aid processes. This assistance may include (among other things) helping students fill out their FAFSAs, making sure students obtain and sign the required documentation or responding to email and telephone inquiries.

To be eligible for federal financial aid, federal requirements stipulate a student must:

- Complete the FAFSA (<https://studentaid.gov>)
- Be enrolled in classes required for graduation.
- Be a US citizen, US national or US permanent resident or reside in the US for other than a temporary purpose (documentation may be needed to verify citizenship)
- Maintain satisfactory academic progress
- Not be in default of any loan or owe repayment on a Federal Pell Grant, FSEOG, or State Grant
- Demonstrate financial need

## **VERIFICATION**

Regulations governing the Title IV student financial aid programs require institutions to verify applicant-reported data in certain instances to ensure that applicants are submitting correct information. Given this information is the determining factor in receiving Title IV funds,



accuracy is of the utmost importance. These regulations also require institutions to develop written policies and procedures to conduct the verification process (34CFR 668.53).

Verification is the process of checking the accuracy of information submitted by applicants when they apply for financial aid. After submitting the FAFSA, the student will receive a FASFA Submission Summary which includes a summary of application information and the determination of the STUDENT AID INDEX, (SAI). This SAI is the result of computations involving the financial and non- financial data submitted on the application. The method of computation is applied to all students uniformly.

All students who have been selected for verification by ED's FASFA Processing System (FPS) must complete verification before being awarded Title IV financial aid. At a minimum, those selected for verification must provide signed verification worksheets and IRS tax transcripts. Additional documents may be necessary depending on FPS C codes and/or other comment codes.

The Financial Aid Administrator will verify all information that is furnished and retained in the student electronic file for comparison against the ISIR to ensure accuracy. ICR Florida Education will resolve conflicting and/or inconsistent information related to the student's application. The requirement to resolve conflicting data is separate and distinct from the verification requirements and supersedes any verification policies.

ICR Florida Education verifies all students selected for verification by FPS, regardless of if the applicant was previously verified by another postsecondary institution. For those students who are selected for verification, the FAO notifies the applicant of the verification process and provides the student with a list of required documents via the CORE student account. Applicants and/or parents may then submit electronic versions of the requested documents via the portal.

## **NOTIFICATION**

1. The school will inform the applicant of verification procedures and requirements electronically. The student is also notified of the necessity of verification on the FAFSA Submission Summary ISIR.
  - a. This verification email is sent to the email listed on the FAFSA, the personal email provided to the FA office as listed on the Verity record, and to the ICR Florida Education student email account. This initial email correspondence



stipulates all future correspondence will be sent to the student's school email account only.

- b. All requirements are also listed on the CORE student account.
2. Those not selected for verification are sent a notification email, the same process as 1a and 1b described above.
3. Award notifications are sent to the student's school email account and are available for viewing on the CORE student Portal.

No aid will be awarded until verification has been finalized. The school will accept requested documentation after priority dates and will award aid in a timely manner when verification is complete. For the 2024-2025 award year, the verification process must be completed within 120 days of the student's last date of enrollment or by September 16, 2025 (whichever is sooner). An applicant whose FAFSA information is selected for verification must complete verification before ICR Florida Education will submit any corrections to the applicant's values of the data items required to calculate the SAI.

## **APPLICANT RESPONSIBILITY**

1. Applicants selected for verification by the U. S. Department of Education are required to provide requested information or documentation to be eligible to receive Title IV student aid funds.
2. If a Pell or campus-based program applicant's dependency status changes during the award year or the original application was filed incorrectly, the applicant must provide documentation to the FAO (Financial Aid Officer). The FAO will make the necessary changes. Marital status will not be updated unless the student made an error when initially submitting their FAFSA, noting documentation must be provided prior to any such change.
3. The applicant will be responsible for repaying any overpayment discovered during verification or updating.

### **Time Period as to Verification Completion**

1. Applicants selected for verification either by the U. S. Department of Education or the school must provide the requested information or documentation no later than the deadline set by the Department of Education annually or within 120 days of the student's last date of enrollment (whichever is sooner). To ensure financial aid processing prior to the beginning of classes, the FAFSA should be completed at least 15 business days



before the first day of the term. All verification documents should be received in the Financial Aid Office at least ten business days before the first day of the term for aid to be available the first day of classes. This same ten-day period is applicable to any drop for nonpayment deadlines.

2. Any verification documentation received after the deadline stated above will be processed in a timely manner.
3. Financial aid files are worked in the order they are received.
4. Extension of time will be on an individual basis.

## **ACCEPTABLE DOCUMENTATION FOR ITEMS TO BE VERIFIED**

The school will verify the required items as published annually in the Federal Register. The school will use the suggested verification text developed by the Department of Education on all verification forms. All verification will be completed prior to disbursing Title IV aid, in compliance with 34 CFR Part 668. When verification is required, the FAO will collect appropriate documentation from the applicant based on the guidelines published in the Federal Student Aid Handbook. Items that generally must be verified by comparing the data items on the SAR/ISIR with identical data items on the FTI (Federal Tax Information) and/or other primary documentation are listed in the following section. All verification documentation, with the exception of the Statement of Educational Purpose (SEP), can be submitted electronically through the FAO through the student's CORE Portal. A notarized copy of the SEP may be accepted via postal mail.

Applicants selected for verification will be required to produce items detailing proof of any combination of the following:

- Household size (from the FTI is used)
- Adjusted Gross Income
- Income Taxes Paid & Income Earned from Work
- Untaxed Income and Benefits
- Identity/Statement of Educational Purpose

ICR Florida Education will resolve discrepant information in compliance with 34 CFR Part 668.16(f). Documentation to resolve conflicting information will vary depending on the student's situation and what the FA staff feel is necessary to prove the information is accurate and to resolve any such conflict.

### **Household Size**



Verification Worksheet completed and signed by student and/or parent is acceptable documentation. This data is not required if justified by FAFSA completion; for example, a married student with two in the household is not required to complete this component.

### **Number Enrolled in Postsecondary Education**

This is not considered for the 2024-2025 and going forward award years.

### **Adjusted Gross Income**

Acceptable documentation for independent students (and contributors) is a copy of the Federal Tax Information Transcript. For dependent students, a copy of Contributors and student's Federal Tax information for the base year is needed. (Signed federal tax information is acceptable in lieu of tax transcripts due to Department of Education regulatory relief.)

### **U.S. Income, Taxes Paid & Income Earned from Work (non-tax filers)**

Acceptable documentation for independent students is a copy of the Federal Tax Information (FTA) for the base year; for dependent students, a copy of the Parents (contributor) and student's Federal Tax Information (FTI) for the base year. Federal Tax Information can be ordered at [www.irs.gov](http://www.irs.gov).

Any non-tax filer must submit a completed and signed verification worksheet (including parent (contributor signature if a dependent student), a statement of non-filing from the IRS, and a listing of all sources and amounts of income for the base year.

### **Certain Untaxed Income & Benefits**

Tax transcripts or alternative tax documents are acceptable documentation for IRA/Keogh deductions, foreign income exclusion, and interest on tax-free bonds if verification is required.

### **Identity/Statement of Educational Purpose**

Applicants assigned the Department's verification group 5 (V5) must submit valid, unexpired, government-issued photo identification (ID) such as a passport or a driver's license and must complete the section on the Identity and Statement of Educational Purpose form. This form cannot be submitted electronically via the CORE student account. Students may complete the SEP forms at one of the financial aid offices. Those unable to visit an office can mail completed, notarized forms to the FAO.



## VERIFICATION STATUS CODES

For the 2024-2025 award year, new verification codes have been assigned. Students selected for verification will be placed in one of the following groups to determine which FAFSA information must be verified.

### **V1--Standard Verification Group**

**Tax filers** (student, student spouse, parent, and parent spouse/partner, as applicable) must verify the following:

- Adjusted gross income.
- Income earned from work.
- U.S. income tax paid
- Untaxed portions of IRA distributions
- Untaxed portions of pensions
- IRA deductions and payments
- Tax exempt interest income.
- Education Credits
- Foreign income exempt from federal taxation
- Family size

**Non-tax filers** (student, student spouse, parent, and parent spouse/partner, as applicable) must verify the following:

- Income earned from work.
- Family size

### **V4—Custom Verification Group**

Students must verify the following:

- Identity
- Statement of educational purpose (SEP).

### **V5—Aggregate Verification Group**

This group is essentially a combination of V1 and V4. Tax filers and non-tax filers must verify the items listed in the Standard Verification Group (V1). Students must also verify identity and statement of educational purpose.

### **Changing Tracking Groups**

A student may move from Verification Tracking Group V1 or V4 to group V5 based on corrections made to his or her FPS record or on other information available to the Department. If verification was already completed for the previous group, the student is only required to verify the V5 information that was not already verified. If verification was not completed for the previous group, the student needs to verify all the V5 information.



No disbursements of **Title IV** aid may be made until the V5 verification is satisfactorily completed. If the student doesn't complete verification, the school is not liable for any **Title IV** aid it disbursed prior to receiving the group V5 ISIR. The student is liable for the full amount because without verification there is no evidence they were eligible for that aid. See the [October 31, 2016, electronic announcement](#) for more information about disbursements and potential return of funds when students are selected for verification.

### Reporting Results for Groups V4 and V5

You must report the verification results of identity for any student for whom you (1) receive an ISIR with tracking flag V4 or V5—**as selected by the FPS, not your school**—and (2) request verification documentation.

You are required to report results **no more than 60 days** following your first request to the student for documentation of identity. Inaccurate and untimely reporting may subject your school to findings on your annual compliance audit or a program review. If there is a change in a result you have already submitted, you can submit the new code using the above process and must make that change **within 30 days** of becoming aware that a change occurred. The most recent submission will supplant prior award year submissions.

### Individual reporting

You will receive a list of the students who listed your school on their FAFSA applications and who were selected for either V4 or V5 identity verification. In the Verification of Identity function of the FAFSA Partner Portal, you can filter the list by Name or SSN. You can also sort the records alphabetically, in ascending or descending order. You can select from the following dropdown options:

- Display all – Default option.
- Display not submitted – Displays only applicants for whom no results have been provided; or
- Display submitted – Displays only the applicants for whom results have been provided.

For the 2024-25 award year, you will then enter one of the following numeric codes that most applies:

- 1-Verification completed in person, no issues found
- 2-Verification completed remotely, no issues found
- 3-Verification attempted, issues found with identity. (You did not receive acceptable documentation for the SEP or identity.)
- 5-No response from applicant or unable to locate

**Note:** Numeric codes 4 and 6 are reserved by the Department for future use.

### Batch reporting

Batch reporting may not be available at the time you are required to begin reporting identity verification due to delays in the launch of the 2024-25 FAFSA processes. However, these instructions are provided for future use when this functionality becomes available.



Instead of using this individual method, you can submit verification results by uploading a .CSV file with the data for up to 2,000 students. Each row must contain only one record and have the following elements, each in their own column:

- Applicant's nine-digit Social Security number;
- Last name; and
- Verification of identity result numeric code from above.

### **Verification for Confined or Incarcerated Individuals**

On July 1, 2023, because of statutory changes enacted through the **FAFSA Simplification Act**, confined or incarcerated individuals enrolled in approved prison education programs (PEPs) became eligible for federal Pell Grants.

For the 2024-25 award year, a confined or incarcerated individual as indicated through the incarcerated applicant flag will only be required to verify their identity and statement of educational purpose if selected for Verification Tracking Group V4 or V5. In addition, institutions are not required to verify a confined or incarcerated individual selected under Verification Tracking Flag V1.

### **Verification for confined or incarcerated individuals**

#### **Verification Exclusions**

There are times when you don't need to verify a student's application. You are, however, still required to resolve conflicting information (except when a student dies during the award year or when they are no longer enrolled and will not re-enroll; see Chapter 5). You should document the basis for the verification exclusion. Other information not excluded must still be verified according to all other requirements.

You don't have to verify FAFSA information of a student in the following situations:

- **Death of the student.** You don't have to continue verification if you made an interim disbursement and the student died before verification was completed. You cannot make any additional disbursements, except for FWS funds already earned, to any of the student's beneficiaries. You cannot originate or disburse their Direct Subsidized Loan or consider any interim disbursement you made of Pell or FSEOG funds or provisional FWS employment to be an overpayment.
- **Not an aid recipient.** The student won't receive **Title IV** aid for reasons other than a failure to complete verification. This includes being ineligible for that aid and withdrawing without receiving it.
- **The applicant is eligible to receive only unsubsidized student financial assistance.** However, students selected for V4 or V5 verification should complete it in accordance with the answer to DOC-Q18 on the [verification Q and A page](#).
- **Applicant verified by another school.** The student completed verification for the current award year at another school before transferring. Their FAFSA data must be the same as it was at the previous school, and you must get a letter from that school stating that it verified the student's application and providing the transaction number of the pertinent valid ISIR.



- **Post enrollment.** The student was selected for verification **after** ceasing to be enrolled at your school, they do not intend to reenroll for the award year, and no further (including late) disbursements will be made.

Unless you have reason to believe it is inaccurate, you don't have to verify the reported FAFSA information of the **parents of a dependent student** if any of the following apply (including in cases where there is only one parent):

- Both parents are mentally incapacitated.
- Both parents, or the custodial parent, has died.
- The parents are residing in a country other than the United States and can't be contacted by normal means.
- The parents can't be located because the student does not have and cannot get their contact information.

Unless you have reason to believe it is inaccurate, you don't have to verify the reported FAFSA information of the **spouse of an independent student** if any of the following apply:

- The spouse has died.
- The spouse is mentally incapacitated.
- The spouse is residing in a country other than the United States and can't be contacted by normal means.
- The spouse can't be located because the student does not have and cannot get their contact information.

## NOTIFICATIONS/AUTHORIZATIONS

The official financial aid award notice describes the total financial assistance that the student will receive. This information, as well as the anticipated disbursement dates, is also posted to the student's Verity student account.

With a student's written authorization, ICR will hold any credit created by the funds to apply to other existing charges on the student's account. This Title IV Authorization Form authorizes ICR to hold or release credits from all sources on the student account to pay for future and/or miscellaneous charges. The authorization remains in effect for the entirety of enrollment unless otherwise rescinded. The authorization is voluntary and may be rescinded by submitting a written request to the Financial Aid Office. If the authorization is not received from the student, any excess funds will be released to the student within 14 days of being recorded to the student's account ledger.

## OVERPAYMENTS

An overpayment is any amount paid directly to the student greater than the student is entitled to receive. This may occur when:



- awards or disbursements are made incorrectly.
- a student reports incorrect information on his/her financial aid application.
- a student withdraws from school.
- conflicting information is received by the Financial Aid Office and is resolved.

Any information which the aid administrator discovers as incorrect, must be corrected according to procedures outlined in federal regulations. The student will be notified, and collections of these funds will be attempted.

Students who owe funds to a grant program are required to make payment of those funds within 45 days of being notified that they owe this overpayment. During the 45-day period students will remain eligible for Title IV funds. If no positive action is taken by the student within 45 days of being notified, ICR will notify the U.S. Department of Education of the student's overpayment situation. The student will no longer be eligible for Title IV funds until they enter into a satisfactory repayment agreement with the U.S. Department of Education. During the 45-day period, the student can make full payment to ICR to cover the overpayment. The School will forward the payment to the U.S. Department of Education, and the student will remain eligible for Title IV funds. If a student is unable to pay their overpayment in full, he/she may be able to set up a repayment plan with the U.S. Department of Education.

## **TITLE IV CREDIT BALANCES**

ICR will determine the amount of Title IV credit balances. If it is determined that a Title IV credit balance has been created, a refund check will be issued to the student within 14 calendar days from the date of disbursement. All checks are mailed to the addresses on file with the Registrar's Office. To ensure no funds are escheated to the State, Financial Services will void any uncashed checks over 180 days and will notify Financial Aid. Financial Aid will recover the funds and return to the Department of Education. When permissible (in compliance with cash management and disbursement regulations), the FAO may attempt to contact the student and request Financial Services reissue funds to needy students. If reissued, Financial Services will monitor the rereleased checks and will adhere to the initial 240-day timeframe.

## **WITHDRAWAL/RETURN OF TITLE IV FUNDS/INSTITUTIONAL REFUNDS**

A Return of Title IV Funds (R2T4) calculation is processed for a student who meets the following conditions: receives grant funds (or who meets the conditions that may entitle



the student to a late disbursement), begins attending classes, and completely withdraws his/her period of enrollment. The Return of Title IV Funds calculation is a policy of the United States Department of Education that determines the amount of grant funds ICR and/or the student are to return to a grant program. The term "Title IV Funds" refers to the Federal Financial Aid Programs authorized under the Higher Education Act of 1965 (as amended) that at ICR include the following program: Federal Pell Grants. The student's recalculated grant award amount is used in the Return of Title IV Funds calculation. The percentage of Title IV aid earned is found by dividing the number of calendar days completed by the time of withdrawal date by the number of calendar days in the term. If the student has completed more than 60% of the term, the student is considered to have earned 100% of the Title IV aid. The amount of Title IV aid earned is found by multiplying the amount of aid disbursed for the term plus what could have been disbursed by the percentage of Title IV aid earned. If the amount earned is less than the amount of aid disbursed, the difference must be returned. If the student earned more than what was disbursed, a late disbursement may be due. If the amount earned equals the amount disbursed, no return and no disbursement are to be made. ICR returns the lesser of (a) the total amount of unearned aid or (b) an amount equal to the student's Financial Aid Office 36 institutional charges multiplied by the percentage of aid unearned. The student is billed for any balance resulting from funds returned by ICR. The amount of aid ICR is to return is then subtracted from the amount of Title IV aid to be returned to find the initial amount of unearned Title IV aid for the student to return. The total of Title IV grant that was disbursed and could have been disbursed for the payment period is multiplied by 50% to find the amount of Title IV grant protected. The amount of Title IV grant protected is subtracted from the initial amount of unearned Title IV aid for the student to return in order to find the amount of Title IV grant funds for the student to return. In the event of an overpayment, ICR notifies the student, and the student may be allowed 45 days to pay the amount in full to the ICR Business Office. If full payment is not made to ICR within 45 days, payments must be made to the U. S. Department of Education. While the overpayment is due, the student remains eligible for financial aid generally for 45 days from the date of the overpayment. The amounts returned by either ICR or the student are then distributed based upon the following priority schedule: (1) Federal Pell Grants and (2) FSEOG. The Financial Aid Office processes the Return of Title IV Funds calculation. When a student completely withdraws (official) or fails to complete his/her period of enrollment (unofficial), a Return calculation is required. If a student is enrolled in a combination of class offerings that include mini-terms, the student must successfully complete his/her full period of enrollment not to be considered an unofficial withdrawal. ICR does not request, but will accept, written confirmation of future attendance if a student has a break in enrollment from a class



withdrawal the first mini-term but plans to enroll the upcoming mini-term; however, failure to being that subsequent mini-term will result in an unofficial withdrawal. Based on the timing of the withdrawal, the student may not have earned 100% of the award and aid will be returned to the Department of Education accordingly. Effective Summer 2021 (5/10/2021), ICR opted to early implement the R2T4 Final Rules for modules in the [September 2, 2020 Federal Register](#). These rules allow for withdrawal exemptions listed below. Given these are exemptions, no R2T4 calculations are required given students meeting one or more of these exemptions are not considered withdrawn.

1. Successfully completes one module that includes 49.0% or more of the number of days in the payment period.
  - No rounding to 49% allowed.
  - Percentage based on the number of days in the overall payment period --- thus full semester.
  - Successful completion means a passing grade --- not simply completing the class and earning a grade of F.
2. Successfully completes a combination of modules that when combined contains 49.0% or more of the number of day in the payment period --- excluding scheduled breaks of 5 or more days and all days between modules
3. Successfully completes coursework of at least a half-time Title IV student load
  - Successful completion means a passing grade.
  - Six TIV hours or more passed.
4. Successfully completes all graduation requirements.

The FAO will run the Verity process to determine the portion of aid that needs to be returned by the School. The FAO will adjust the student's award according to the R2T4 and send the revised disbursement record to COD for processing. Financial Services will return necessary funds to the Department of Education via G5. If funds have already been paid to the student, the student will receive a statement from the Business Office with the amount to be paid back, for which the student will be responsible. The student will also receive a revised award notification email. Any balance due will cause a HOLD to be placed on the student's account until all outstanding funds have been returned. Holds for outstanding funds prevent students from registering and/or accessing their records until the balance due has been satisfied. In addition to financial ramifications from the withdrawals, the student's financial aid eligibility will be negatively impacted. Financial Aid stresses that all students "Go to Class, Stay in Class, and Pass the Class!"

## ACCOUNTING & RECONCILIATIONS

All accounting transactions, including those involving Title IV funds, are accounted for in accordance with US GAAP and federal regulatory requirements. ICR prepares internal financial



statements and reconciles general ledger accounts on a monthly basis. Each year ICR prepares annual financial statements as per GAAP as well as monthly reconciliations of Title IV funds.

## **SATISFACTORY ACADEMIC PROGRESS**

Satisfactory progress is defined by the average attendance and academic progress maintained by the student.

## **SAP – EVALUATION PERIODS**

Students are evaluated academically and attendance-wise in evaluation periods as follows:

### **Medical Assistant Program**

- 1st Period of SAP Evaluation – 360 hours (scheduled)
- 2nd Period of SAP Evaluation – 720 hours (scheduled)

### **Patient Care Technician Program**

- 1st Period of SAP Evaluation – 300 hours (scheduled)
- 2nd Period of SAP Evaluation – 600 hours (scheduled)

### **Home Health Aide Program**

- 1st Period of SAP Evaluation – 38 hours (scheduled)
- 2nd Period of SAP Evaluation – 75 hours (scheduled)

### **Skin Care Specialist Program**

- 1st Period of SAP Evaluation – 110 hours (scheduled)
- 2nd Period of SAP Evaluation – 220 hours (scheduled)

Students are required to meet the standards of academic progress that are outlined in the sections below to determine that the standards are met. These standards have multiple components (qualitative and quantitative measurements) that include a minimum cumulative grade point average requirement (CGPA); a minimum successful completion rate based on all clock hours scheduled; and a maximum time frame requirement.

## **SAP – QUANTITATIVE CRITERIA**

Students must complete at least 67% of the scheduled clock hours of the corresponding evaluation period in order to remain compliance with the institution's SAP Policy. Clock hour progression will be based on a cumulative total of scheduled hours to earned hours. For example, a student that is in a SAP evaluation period of 300 clock hours is required to successfully complete a minimum of 201 clock hours ( $300 \times 67\% = 201$ ).



## **SAP – QUALITATIVE CRITERIA**

Under the qualitative criteria, to make Satisfactory Academic Progress (SAP), the student must demonstrate a minimum overall cumulative grade point average (CGPA) of 2.0 (70%) at the end of the SAP evaluation period being considered.

## **SAP – EVALUATION AND ACADEMIC WARNING**

A student who fails to establish or maintain Satisfactory Academic Progress (fails to meet the SAP Quantitative criteria or SAP Qualitative criteria) will be placed on academic warning and maintain this status of academic warning during the following SAP evaluation period. At the end of the period in which the student is on warning, the SAP criteria will be recalculated. A student will be removed from academic warning only if the student has successfully complied with the SAP criteria. A student that does not come out of warning within one evaluating period will be moved to academic probation status.

## **SAP – EVALUATION AND ACADEMIC PROBATION**

A student who fails to successfully complete academic probation and move back to Satisfactory Academic Progress (fails to meet the SAP Quantitative criteria or SAP Qualitative criteria) will be placed on academic probation and maintain this status of academic probation during the following SAP evaluation period. At the end of the period in which the student is on probation, the SAP criteria will be recalculated. A student will be removed from academic probation only if the student has successfully complied with the SAP criteria. A student that does not come out of probation within one evaluation period will be withdrawn by the school.

## **SAP – EVALUATION AND TIMEFRAME TO COMPLETE (MTF) POLICY**

The maximum allowable timeframe for students to remain active in a program of enrollment is equal to 150% of the total length of the program. A student that reaches the 150% of scheduled hours without having completed successfully the program will be withdrawn from the institution.

## **SAP - APPEALS**

Any student who has been placed on academic warning or probation but who feels that there were mitigating circumstances that caused him or her to fail the SAP standard, may file a written appeal with supporting documentation to the School's President, who will make a final decision regarding about the student's appeal within 5 days, providing the



student with a written response. If the student's appeal is granted, the student will be considered to be making satisfactory academic progress, and such status reinstated.

## **DEPARTMENTAL REQUIRED REPORTING**

### **ENROLLMENT STATUS REPORTING PROCEDURES**

A student's enrollment status determines deferment eligibility, grace periods and repayment schedules related to Direct Loans. The reporting and confirming the enrollment status of students receiving Title IV aid is completed by the Registrar's Office. The Registrar's Office coordinates with the National Student Clearinghouse for enrollment reporting. Reports are received regularly, and enrollment information provided to the Clearinghouse on a scheduled basis. Reporting errors are identified and corrected immediately.

### **TRANSFER MONITORING PROCEDURES**

The Transfer Monitoring Process of the National Student Loan Data System (NSLDS) monitors all mid-year transfer students (students who transfer from one school to another during the same award year) for factors that could affect eligibility for Title IV federal student aid. Institutions are required to inform NSLDS, through the transfer monitoring process, of all the students transferring into the institution. NSLDS monitors changes in the financial aid history of those students and alerts the college of any relevant changes.

From the date that the latest ISIR for the student was generated and sent to the institution, NSLDS monitors changes to the student's financial aid history. NSLDS checks to see if there have been any changes in the student's financial aid history that may be relevant to the student's eligibility for aid at the new college. NSLDS continues to monitor changes since the last alert is sent. If there are relevant changes to the student's financial aid history, NSLDS will alert the college, which must then review the change to determine if it affects the student's eligibility for FSA. NSLDS will not alert an institution if there are no relevant changes to the student's financial aid history.

Students deemed to be transfers or mid-year awards are placed on the Transfer Monitoring (TM) report and transmitted to NSLDS. A seven-day hold is placed on the student's account to prevent disbursement during the hold period. If a disbursement is made to an eligible student but later receives an alert from NSLDS, the college must access and review the student's financial aid history to determine whether an action needs to be taken with regard to that disbursement or any subsequent disbursements. Transfer monitoring reports are reviewed regularly, and awards are adjusted when necessary.

## **DEFINITION OF TITLE IV ACADEMIC YEAR**

All programs at ICR Florida Education operate under a clock-hour system. The standard academic year definition for Clock-Hours schools is represented by 26 weeks and 900 Clock Hours.

## **MEDICAL ASSISTANT**



For the Medical Assistant program, the academic year is defined as 36 weeks and 720 clock hours for full-time, 60 weeks and 720 clock hours for part-time night, 60 weeks and 720 clock hours for part-time Weekend (Saturday), and 72 weeks and 720 clock hours for part-time weekend (Sunday).

## PATIENT CARE TECHNICIAN

The Patient Care Technician program is defined as 30 weeks and 600 clock hours. The part-time Night program is 50 weeks and 600 clock hours. The part-time Weekend (Saturday) program is 60 weeks and 600 clock hours. The part-time Weekend (Sunday) program is 60 weeks and 720 clock hours.

July 1st to June 30th represents the academic year.

## 2023-2024 Cost of Attendance

<b><u>DEPENDENT</u></b>	<b><u>ANNUAL</u></b>	<b><u>TERM</u></b>
Tuition & Fees	\$4,800	\$533.33
Registration 1 time only fee	\$100	
Books Course Materials, Supplies & Equipment	\$0	\$0
Transportation	\$8,235	\$915
Room & Board	\$15,822	\$1,758
Miscellaneous	<u>\$5,958</u>	<u>\$662</u>
<b>TOTAL</b>	<b>\$34,915</b>	<b>\$3,868.33</b>

<b><u>INDEPENDENT</u></b>	<b><u>ANNUAL</u></b>	<b><u>TERM</u></b>
Tuition & Books	\$4,800	533.33
Registration Fee (one time only)	\$100	
Books Course Materials, Supplies & Equipment	\$0	\$0
Transportation	\$10,152	\$1,128
Room & Board	\$22,554	\$2,506
Miscellaneous	<u>\$13,320</u>	<u>\$1,480</u>
<b>TOTAL</b>	<b>\$50,926</b>	<b>\$5,647.33</b>

## Medical Assistant Program

Full time	720 clock hours and 36 weeks of instructional time.
Part time	720 clock hours and 60 weeks of instructional time.
Sunday	720 clock hours and 60 weeks of instructional time.



<b>DEPENDENT</b>	<b>ANNUAL</b>	<b>TERM</b>
Tuition & Fees	\$3,000	\$333.33
Registration 1 time only fee	\$100	
Books Course Materials, Supplies & Equipment	\$0	\$0
Transportation	\$8,235	\$915
Room & Board	\$15,822	\$1,758
Miscellaneous	<u>\$5,958</u>	<u>\$662</u>
<b>TOTAL</b>	<b>\$33,115</b>	<b>\$3,668.33</b>

<b>INDEPENDENT</b>	<b>ANNUAL</b>	<b>TERM</b>
Tuition & Books	\$3000	\$333.33
Registration Fee (one time only)	\$100	
Books Course Materials, Supplies & Equipment	\$0	\$0
Transportation	\$10,152	\$1,128
Room & Board	\$22,554	\$2,506
Miscellaneous	<u>\$13,320</u>	<u>\$1,480</u>
<b>TOTAL</b>	<b>\$49,126</b>	<b>\$5,444.3</b>

#### **Patient Care Technician Program**

Full time	600 clock hours and 30 weeks of instructional time.
Part time	600 clock hours and 50 weeks of instructional time.
Weekends	600 clock hours and 50 weeks of instructional time.

#### **Program Participation Agreement**

According to Federal Regulations, each institution must update the Title IV Program Participation Agreement (PPA) no less than every four years; however, interim updates are required to obtain Department of Education approval for the following changes: Administrative Personnel; additional locations; and addition of new programs.

#### **Eligibility and Certification Approval Report**

The summary of ICR's eligibility/certification information is kept in the FA and is updated as needed when required changes are made.