PENN FOSTER TRAINING INSTITUTE

Student Catalog

PENN FOSTER

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Welcome to Penn Foster Training Institute...

Dear Penn Foster Training Institute Student,

Congratulations on your decision to pursue a Certificate from Penn Foster Training Institute. You have taken an important first step toward success, and I am proud to welcome you to our student body.

This Student Catalog features general information about your Penn Foster Training Institute experience, from how to contact us to details on achieving your goal of a Certificate. *(Information about how to get started begins on page 4.)*

If you have any concerns or questions, feel free to contact us via our website **www.pennfoster.edu** or call us, anytime. We're here to help you make the most of your distance learning experience.

I wish you the best of luck with your studies, and look forward to awarding you your Certificate!

Best Wishes!

Kermit Cook
Chief Executive Officer

MISSION STATEMENT AND INSTITUTIONAL GOALS

MISSION STATEMENT

Penn Foster Training Institute's mission is to enhance the lives of our students and clients through the acquisition of knowledge, skills, and credentials that will allow them to achieve their goals by advancing in their chosen field, starting a new career, or pursuing lifelong learning.

PENN FOSTER TRAINING INSTITUTE INSTITUTIONAL GOALS

- Provide educational programs that enable self-motivated, independent learners to acquire core competencies in their chosen technical and professional fields

- Employ contemporary learning strategies based on academic standards of good practice in distance education

- Develop and maintain systems that optimize student opportunities for broadly participative, interactive learning

- Establish and communicate high standards of academic performance for students and the institution

- Assess student learning and institutional effectiveness systematically in order to improve student performance

- Provide an extensive suite of student support services based on student needs and interests

- Conduct fiscally responsible planning that balances the institution's commitment to academic excellence with its concern for profitable financial performance

The mission is supported by an admissions policy that allows students with appropriate prior education to enroll in programs without regard to race, religion, gender, age,* color, national origin, or physical disability.

The school regularly assesses fulfillment of its mission and achievement of its institutional goals through ongoing studies of student learning, measurement of student satisfaction, and evaluation of career outcomes of graduates.

* Prospective students must meet the minimum age requirements for enrollment into a Penn Foster Training Institute program.

GETTING STARTED IS EASY

You've already taken the most important step toward success — making the decision to enroll. Now you are ready to begin your Penn Foster Training Institute program.

Getting started takes only a few minutes. First, let's look at what you receive in your online materials. These materials are available at your "My Courses" page on our website:

Your Student Catalog
Special information on the Penn Foster Training Institute experience.

Program Outline
The information you will learn in your program and the order in which you will learn it.

Your Lesson Materials
All you need to get started

A Special Offer for You
Earn $50 cash for every student you recommend to us!
(Up to $100/year).

Online Exam Instructions
Details on submitting your exams online.

If you need to contact us in regard to your program, please go to **www.pennfoster.edu** or call Penn Foster Training Institute at **1.888.427.1000**. Otherwise, it's time to move on — read the next page and you're ready to begin.

Follow the four simple steps below and you will be on your way!

YOUR STUDENT ID CARD
It's part of the Welcome Letter you receive in the mail. You'll find your student number on your ID card, which you need to have available whenever you contact Penn Foster Training Institute.

REFER TO YOUR PROGRAM OUTLINE
Your Program Outline lists all of your lessons and the order in which you should study them. Look on your Program Outline to determine which of your lessons is Lesson 1.

READ LESSON 1 THOROUGHLY
You'll find Lesson 1 on your student portal. Make sure to use the self-checks in your lessons to help you prepare for your first exam. If you have any questions about your lessons, call or email your instructors or visit **www.pennfoster.edu** your resource for answers to any question you might have.

TAKE YOUR FIRST EXAM
When you feel prepared, your first exam will be available for you online. Click on the button next to the lesson. Once you have completed the exam, click on the **"Submit"** button.

That's all there is to it.

The rest of this book contains useful information on contacting Penn Foster Training Institute, taking exams, and answers to other questions you might have. You should review the information to gain the most from your Penn Foster Training Institute experience.

CONTACTING PENN FOSTER TRAINING INSTITUTE

At Penn Foster Training Institute, your success is important to us. That's why we've made it easy for you to contact us whenever you have questions or problems.

On the Web

Visit **www.pennfoster.edu** for easy access to your student records, exams, assistance, and more. Take advantage of the comprehensive Questions and Answers section, compiled from years of student service excellence. The Penn Foster Training Institute student website is your one-stop solution to any questions you might have. (See page 7 for details.)

Visit our **Student Community** to connect with classmates from all programs. Learn from one other—share stories, offer advice, and connect with peers in the **Social Forums** to make the most out of your Penn Foster Training Institute experience!

Looking to discuss coursework or find students to form a study group? Checkout our **Academic Groups** and connect with your instructors and students in your program.

Have questions? The community has multiple **Help Areas** where you can browse for solutions or post questions for quick answers from Student Services reps, instructors, and students.

Over the Phone

If you have a question that we can't address through the website or email, you can contact our toll-free Student Support Line, **1.888.427.1000**.

PENN FOSTER TRAINING INSTITUTE
On The Web

The Penn Foster Training Institute website features information on the school and details on every program we offer, as well as links to other educational resources. From our website, you can view your student record, take exams, email your instructor, and more. Visit our site at **www.pennfoster.edu**.

Get your education quickly and conveniently through the ease of online learning.

- Ease and convenience at **www.pennfoster.edu** — with a few clicks of your mouse, you are in control of your education! Surround sound support is only a phone call, live chat, or email away. Self-service options are available 24-hours-a-day! Be sure to visit the enhanced Frequently Asked Questions (FAQs) section for helpful information.

- Access program material, grade and shipment records, and account information, all online. Download study guides to keep as references.
  Make payments the easy way or quickly access tuition information.

- Support from your instructors, and from Student Services, is available via email at your convenience.

- Exams are taken and submitted online.

Penn Foster Training Institute programs require that students have access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account. Exceptions to these computer requirements are listed with the program description. Please visit **www.pennfoster.edu/admissions**

ACADEMIC POLICIES

ADMISSIONS POLICY

Penn Foster Training Institute enrolls all students without regard to race, religion, gender, age, color, national origin, or physical disability. To be enrolled in a Program, the student must be at least 18 years of age and have a high school diploma or a General Education Development (GED) certificate.

Penn Foster Training Institute programs require that students have access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account. Exceptions to these computer requirements are listed with the program description and can be viewed **here**.

CANCELLATION POLICY

You can cancel your enrollment via telephone, email or first class mail to the address or number listed in the "contact us" section of Penn Foster Training Institute's student portal. If you cancel or withdraw from the Program, you will receive a tuition refund, as follows:

1. If you cancel within six days after midnight of the day you enroll, you will receive a refund of all monies paid to Penn Foster Training Institute;

2. If you cancel more than six days after enrolling but before submitting a completed Program assignment, you will receive a refund of all monies paid to Penn Foster Training Institute less the registration fee (the "Non-Refundable Registration Fee");

3. If you cancel after completing at least one Program assignment but less than 50% of the Program assignments, then Penn Foster Training Institute will retain the Non-Refundable Registration Fee and you will remain responsible for paying Penn Foster Training Institute for the following:

    a). 10% of the tuition if you cancel after having completed up to and including 10% of the Program assignments;

    b). 25% of the tuition if you cancel after having completed more than 10% and up to and including 25% of the Program assignments; and

    c). 50% of the tuition if you cancel after having completed more than 25% and up to and including 50% of the Program assignments.

4. You are responsible for paying and Penn Foster Training Institute shall be entitled to receive the entire Program Tuition and the Non-Refundable Registration Fee if you cancel after completing more than 50% of the Program assignments.

All refunds will be issued within 30 days of Penn Foster Training Institute receipt of your notice of cancellation. For refund examples go to **www.pennfoster.edu/admissions/refund-policy**.

PENN FOSTER TRAINING INSTITUTE ACADEMIC INTEGRITY POLICY

STUDENT IDENTITY VERIFICATION

All new students are provided with a unique student number. This student number should not be shared with anyone else. In order to gain entry into the online learning management system and access study materials, students need to enter their student number and a unique password that restricts anyone else from accessing their student record. Sharing student numbers or passwords with any other individual is in violation of the honor code and can lead to disciplinary action. Students will also need to provide a government issued photo ID during the proctored exam process to verify their identity.

STUDENT CODE OF CONDUCT

Penn Foster Training Institute has adopted a Student Code of Conduct to protect the rights of students, faculty, staff, and Penn Foster Training Institute itself. This code ensures that student and faculty/staff interactions are characterized by mutual respect and civility. All Penn Foster Training Institute students are required to abide by all standards and policies established by the school in their academic work and their personal conduct.

Students should

1. Treat fellow students, faculty, and staff with courtesy, respect, and dignity and behave in a manner that reflects the integrity of the school.
2. Comply with directions of Penn Foster training Institute officials acting in the performance of their duties.
3. Accept responsibility for the consequences of their actions.
4. Abide by all published policies including, but not limited to, those that appear in Penn Foster Training Institute catalogs, study materials, and enrollment agreements.
5. Never misrepresent the school or its staff in any online social communities.
6. Observe all rules on submitting work and taking examinations and will never turn in work that is not their own nor present another person's ideas as their own.
7. Never ask for, receive, or give unauthorized help on graded assignments, quizzes, projects or examinations via any method including email or the internet.

The Student Code of Conduct, as well as the preceding guidelines, applies to all Penn Foster Training Institute students. An official of Penn Foster Training Institute may, at his/her discretion, take disciplinary action up to and including dismissal from the school for failure to comply with any aspect of the Student Code of Conduct.

ACADEMIC DISHONESTY

Cheating can be defined as any inappropriate collaborative activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student. If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The response will go before the Academic Review Board for a decision on the student's enrollment. Disciplinary action can be applied up to and including termination of the student's enrollment. Any inappropriate behavior on the part of a student or proctor in the final exam process will result in an invalid exam, which must be repeated as a make-up test.

ACADEMIC REVIEW BOARD (ARB) PROCESS

The Academic Review Board (ARB) is tasked with reviewing student academic records and conduct to determine

appropriate action in cases where the student has displayed poor academic performance and/or when a student has violated policies regarding Academic Integrity or Student Code of Conduct policies. The ARB has the full range of disciplinary decision authority up to and including cancellation/dismissal.
This is a standing committee, meeting as needed.
1. The ARB Request is submitted by a faculty member and forwarded to the ARB Chair. Other appropriate documentation/ verification of intervention measures, etc., should also be attached for review.
2. Each member reviews the student's record and indicates his/her decision recommending cancellation or retention.
3. A majority of the board members must agree to cancel the student.
4. If the ARB opts for cancellation, the ARB Chair will email an ARB cancellation letter, with appeal options included, to the student.
5. A warning letter will be emailed to the student in certain situations.
6. Decisions regarding financial liability are made by the Director, the Regulatory member, and Student Services Escalation Specialist. Financial resolution is generally a flat cancel; these decisions are made on a case-by-case basis.
7. The student has a period of 10 days from cancellation in which he or she can appeal the decision.
8. The student can appeal against the ARB's final decision on the student appeal through the grievance process outlined in the appropriate student handbook.

PLAGIARISM
Plagiarism is another form of unethical behavior. Plagiarism is dishonestly using another person's ideas or finished work as your own without giving credit for the source. It includes copying or paraphrasing something and using it as if you had done the work yourself. Any act of plagiarism will not be tolerated from students at Penn Foster Training Institute. Students who submit plagiarized work will be disciplined. Possible measures may include expulsion. The best way to avoid plagiarism is to do your own work

PLAGIARISM POLICY
Plagiarism refers to deliberately using someone else's work or ideas and presenting them as one's own without proper attribution or citation. This may be intentional or accidental. If a student is found to have plagiarized a written assignment, the following guidelines apply:

1. ALL instructors and graders must use Grammarly and only Grammarly to assess for plagiarism.
2. Grading should follow the rubrics and award or deduct points accordingly. Deductions for APA formatting should not exceed the percentage specified by the formatting section of the rubric.
3. As subject matter experts, it is imperative that instructors and graders focus on grading the totality of the written assignment. While using Grammarly is required, it does not replace the instructor's or grader's knowledge and discernment skills. The goal is to increase a student's understanding and comprehension of the materials and not to merely highlight instances of plagiarism in written assignments.
4. If plagiarism is less than 20%, the paper should be graded based on the rubric, and the student provided with feedback to make improvements. However, if plagiarism results from the "copy and paste" type process where an entire section is copied, the guidelines in section five below should be used.
5. If plagiarism of 20% or above is found, the paper should be graded with a 1% along with an academic warning. It should also include information on resources in each school's Learning Resource Center (LRC), such as Penn Foster Writer's Block or Ashworth Writing Lab.
6. Different programs have individual guidelines regarding the allowable level of plagiarism and allowable attempts. Check with your program for specifics.

GUIDELINES FOR USING ARTIFICIAL INTELLIGENCE TO CREATE PAPERS AND ASSIGNMENTS

Using artificial intelligence, such as ChatGPT, to write all or parts of any assignment is a form of academic dishonesty. Doing so can have the same negative consequences as plagiarism. Written assignments assess understanding of course content, critical thinking skills, research capability, and communication ability.

Academic integrity is a core educational value, and the Penn Foster Group takes academic misconduct seriously. Students and faculty are responsible for upholding academic standards, thereby maintaining the integrity and credibility of the academic community.

There are acceptable uses of Artificial intelligence in the learning process. It can be used as part of the creative process, learning to summarize and paraphrase, helping with learning the MLA and APA processes, creating outlines, brainstorming, and identifying additional resources or experts in the field.

ONLINE BEHAVIOR

Penn Foster Training Institute expects students to behave properly and use good judgment when communicating online with the school. Illegal or improper use of the Web within the school's environment will not be permitted and may result in disciplinary action.

PROGRAM MATERIAL COPYRIGHT NOTICE

Penn Foster Training Institute or its vendors hold all ownership rights in the Program materials. Students are strictly prohibited from copying and/or providing to any third party all or any part of the Program materials that Penn Foster Training Institute provides to students without Penn Foster Training Institute's written consent. If a student violates this prohibition, they may be subject to criminal and civil penalties and fines, as well as disciplinary action up to and including expulsion from the Program.

DISCIPLINARY ACTION

Any inappropriate behavior can result in Any inappropriate behavior can result in several forms of disciplinary action. This would include anything from awarding a "1" grade on an exam to termination. Faculty members will report inappropriate behavior by students; this will be forwarded to the Academic Review Board for action and a final decision.

CUSTOMER'S ACKNOWLEDGEMENT OF RECEIPT

Customer acknowledges receipt of the above Penn Foster Training Institute Academic Integrity Policy:

Customer Name: _____

By: _____

Printed Name: _____

Title: _____

Date: _____

The services and materials to be provided to Customer are subject to the Penn Foster Master Services Agreement. All terms shall have the same definition as set forth in the Master Service Agreement between the Parties.

STUDENT GRIEVANCES

STUDENT GRIEVANCE POLICY

Most student complaints can be handled at first point of contact with the school. Student complaints are addressed using the policies and provisions of the enrollment agreement, student catalog, and academic requirements of the school. Students who have a complaint should contact their instructor regarding academic issues or a student service supervisor regarding servicing issues. The instructor or student service supervisor will provide a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

STEPS IN GRIEVANCE PROCEDURE:

1. The student should contact the Academic Team Lead for academic issues or Manager, Student Services either by phone or in writing expressing his/ her concern within 30 days of receiving a response to the original complaint. The Academic Team Lead or Manager, Student Services will respond either by phone or in writing within two weeks of receiving the complaint.

2. If the student feels that the issue is still unresolved, he/she has 30 days to express continued concerns either by phone or in writing to the Academic Program Director or Director, Student Services. A response will be sent to the student within 2 weeks.

3. If the student still believes the grievance is unresolved, he/she may complete the school's grievance form within 30 days from receiving the response from the Vice President of Education and Academic Head of Academic Services. This form can be obtained by contacting Student Service Center. The form can be emailed, faxed, or mailed to the student.

4. All grievance forms will be returned to the Academic Program Director, who will turn them over to the Academic Review Board. The Academic Review Board will meet and render a decision within two weeks of receipt of the grievance form. The decision of the Academic Review Board will be final and will be sent to the student in writing.

5. All grievance forms and final decision notifications will be filed in the office of the Academic Program Director.

6. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student also may choose to file a complaint in their state of residence.

COMPLAINTS AGAINST FACULTY

If a student has a complaint regarding treatment by a member of the faculty or suspects a conflict of interest, the student should report this complaint to the Program Director of the Department in which the student is enrolled. If the student has consulted with the appropriate supervisor and still believes that the matter has not been dealt with satisfactorily or equitably, the student should contact the Director of Faculty Affairs. If the complaint is still not resolved, the student must submit a formal written signed complaint to the school's Academic Review Board for further consideration.

GRADE APPEAL

Students who wish to dispute a grade or an answer to a question should contact their instructor. Only an instructor has the authority to change a grade. If the student is not happy with the grade appeal results, he/she should follow the "Student Grievance" procedure listed in this catalog.

EXTENSIONS

Depending on the program, students are given a certain amount of time to complete all the lesson assignments. Students may request a six-month paid extension. Students who do not complete the program within the required time may need to re-enroll in the program that is current at that time. Previous work would be evaluated against the current curriculum to determine which courses or lessons could be transferred into the new enrollment.

STUDENT ORIENTATION

All new students enrolled at Penn Foster Training Institute must complete an orientation at the beginning of their program. This orientation introduces students to the particular field of study and orients them to the process of distance learning and how it is conducted with Penn Foster Training Institute.

ONLINE LIBRARY

Students at Penn Foster Training Institute will have access to an online library for use during their studies with the school. Students can use this library to do the required research in the courses they complete or can use it for general reference and links to valuable resources. The library contains helpful research assistance, articles, databases, books, web links, and email access to a librarian. Students can access the library from their home page.

LIBRARIAN

questions on general research related topics via email and assist students in research activities during their studies with Penn Foster Training Institute.

CCOMMODATING STUDENTS WITH DISABILITIES

Penn Foster Training Institute believes in opportunity for everyone. Therefore, the school strives to meet the needs of all students by providing instructional support and student services which will enable them to reach their maximum potential. The school does not discriminate on the basis of race, color, gender, religion, national origin, age, or physical disability.

Penn Foster Training Institute complies with Section 504 of the Rehabilitation Act of 1973 and the implementing regulations 34 CFR part 104 (barring discrimination on the basis of disability), and the Americans with Disabilities Act (ADA) of 1990 and the implementing regulations in 29 CFR part 1630 (1991). The school will offer a reasonable accommodation for any qualified student with documented disabilities provided the accommodation does not pose an undue hardship on the school or does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students. Students must complete the Accommodation Request form which is available on the student portal and submit it along with documented evidence of disability to **ADArequest@pennfoster.edu** to be eligible for any accommodations. All completed requests for accommodations will be reviewed by the ADA Review Committee within five (5) business days. Students will receive written communication outlining the decision of the committee.

MILITARY GRANT

Penn Foster recognizes those who serve in the military. We have special offers for active duty military, veterans, and their dependents for many Penn Foster programs. Please call 1-800-275-4400 to speak with an Admissions Specialist for more details.

Eligibility Requirements:
- Discharge papers (DD214 – Honorable Discharge)
- VA Certificate of eligibility
- VA Statement of Benefits
- Valid Military ID
- Current military orders

Military Grant Terms and Eligibility:
- All active duty military members, veterans, and their dependents are

eligible for a post-enrollment Institutional Grant of 30% of the total enrollment.

• The grant will be applied post-enrollment for students who are able to provide the above documentation at the time of enrollment and will be applied to the account balance.

• Students who do not have the documentation at the time of enrollment or who enroll online will have 60 days to supply the eligibility documents for their grant to be applied.

CAREER ASSISTANCE

Penn Foster Training Institute offers many resources to current students and alumni to help with career planning and job search efforts. Career Cruising, a self-service employment tool is available to students and alumni and provides various resources on employability, including school/job exploration, employment recommendations, career portfolio development, resume-building, nationwide job search engine, tips and advice on improving job search success, and interview tips. Students and alumni can access Career Cruising through the student portal. Penn Foster's Career Coaches work with students and alumni to assist with career exploration, resume review and revision, social media presence, and mock interviews. The Learning Resource Center, which is located in the library, includes guides for career planning, instructions for writing a winning resume, tips and advice to succeed at a job interview and how to follow-up after the interview, and information on negotiating and understanding compensation levels and offers. Penn Foster Training Institute also maintains a job board site where students and graduates are encouraged to search through jobs that are posted directly by employers.

Job placement is not guaranteed to graduates, upon program completion.

CAREER SERVICES

Upon completing your career training, Penn Foster Training Institute also offers access to Alumni Career Services which are designed to help you find employment in your chosen field.

Career Services include:
• Resume Preparation
• Job Searches
• Help with Submitting Resumes
• Cover Letter Design
• Interview preparation, & much more.

SCHOOL CALENDAR

Penn Foster Training Institute operates 12 months of the year. The school is closed for 8 holidays during the year. The holidays usually include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day. The other days may vary. The school's phones will have a "closed" message on these holidays.

The Student Service Center and the instructors are available Monday through Friday from 9:00 a.m. to 6:00 p.m. E.T.

TRANSFER CREDIT POLICY

Penn Foster Training Institute does not evaluate or award credit for experiential learning or prior work completed at another institution for a majority of the career programs offered.

FREQUENTLY ASKED QUESTIONS

Q. Where can I find my student number?

A. The number is on your Student ID Card which you received with your Welcome Letter.

Q. How do I submit exams?

A. Exams are submitted via the website **www.pennfoster.edu**. You can complete your exams and receive feedback at this site.

Q. What if I change my address?

A. The easiest way to change your address is to log on to **www.pennfoster.edu**. Click "**Update My Profile**". Make the necessary changes & submit.

Q. How do I make payments?

A. If mailing in your payment, please send to:

> **Penn Foster Training Institute**
> **200 Hickory Street**
> **Scranton, PA 18505**

Please be sure to include your student number on all payment materials. Allow one week for your account to be updated.

Q. How long will it take me to complete my program and receive my Certificate?

A. Completion times vary, depending on the program in which you are enrolled. Your Enrollment Agreement specified the completion time for your program.

Q. Are there any additional fees?

A. The following fees are charged, if applicable: extension fee of $125.00 (subject to change); change of program fee of $50.00. Registration fees vary by program.Your Enrollment Agreement lists the fee.

Q. What is your cancellation policy?

A. The cancellation policy is provided in detail on page 7 and on the Enrollment Agreement you signed. A copy of your Enrollment Agreement will be returned to you after your application is approved.

Q. Can I earn credit for previous coursework completed?

A. In most programs, Penn Foster Training Institute does not evaluate life-work experience or previous work taken at another school for transfer credit into a vocational program.

Q. Will work completed at Penn Foster Training Institute transfer to another school?

A. Work completed in Penn Foster Training Institute programs may not transfer to other learning institutions. Students planning to continue their education with another school after earning a certificate from Penn Foster Training Institute should check with that school regarding transfer policies.

Earned credits and hours are units of measure and are not necessarily an indicator of transferability to another institution. The receiving institution, rather than the providing institution, determines whether to accept earned credits and hours for transfer.

STUDY TIPS AND TAKING YOUR EXAMS

When you complete a lesson, you must also complete and submit an exam using the Penn Foster online exam system. A lesson can be the content of one study unit or a reading assignment in a study guide. Most exams consist of multiple-choice questions. Lessons also feature helpful self-checks you can use to determine how well you understand the new concepts you have learned. Future lessons become available online when you submit exams, so avoid delays in your studies by submitting exams promptly.

TAKE ADVANTAGE OF THE STUDY PLANNER
The Penn Foster Study Planner will help you stay organized and on track with your studies. Use it to create a customized study plan so you can finish your program when you want to, sync your study times to your calendars, track your progress, and set alerts for when your next exam is due. Use the Study Planner to set a study plan that works with your schedule and stick to it to reach your graduation goal!

You can find your Study Planner on your Student Portal, or you can download the app from the *iOS, Google Play, or Amazon Appstore.*
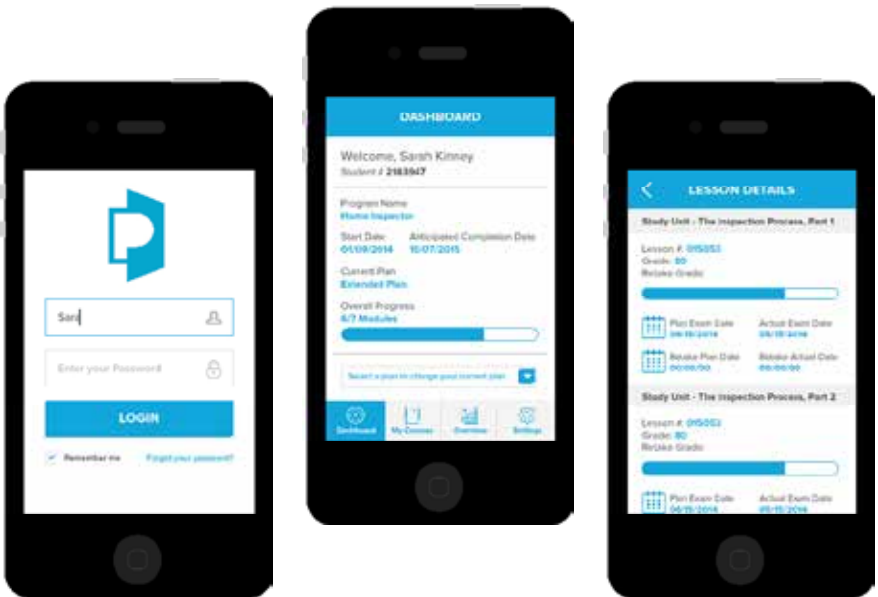
SUGGESTIONS FOR MORE EFFECTIVE STUDYING
- Set up a special place in your home to do your studying and keep all your materials there, within easy reach.
- Schedule your study time. Make sure it doesn't conflict with other important activities.
- Frequent, brief study sessions are more effective than long, "cramming" marathons.
- Make sure to do all the self-check quizzes in the lesson.

TIPS ON COMPLETING YOUR EXAMS
When it comes time to take your exam, make sure you follow the directions carefully. If you don't understand what you are supposed to do, don't hesitate to call Penn Foster Training Institute and ask for help.

SUBMITTING YOUR EXAMS
You must submit all exams online using the Penn Foster Training Institute exam system that you access from your student portal.

To access an exam, click on **Take an Exam** next to the appropriate lesson title. If the exam involves an essay or a writing assignment, you'll be asked to attach a file of the assignment to submit it to the school.

Read each question carefully before you choose your answer. If you're unsure of an answer, you can mark the question for review by clicking a button at the bottom of the question. Before you submit the exam, you'll be able to see a summary of all of your answers and make changes if you so desire.

EXAM RESULTS
Students must access the Penn Foster Training Institute student portal to get evaluations as well as receive feedback. The evaluations will tell students which answers (if any) were incorrect. If students have a question or problem with the exam evaluation, they should contact the school immediately.

The student will earn the higher of the two scores.* (See below).

Students are given two chances to pass each exam. An exam may be retaken as soon as the first attempt has been graded; there is no waiting period. Regardless of whether the first attempt resulted in a passing or failing grade, students are given one opportunity to retake the exam and earn the higher of the two scores. This policy is effective for all open exams on a student's record as of October 19, 2017.

Students are presented with a new exam for the retake and must submit the ENTIRE retake online. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade.

For all other exams (subjective, non-multiple choice exams), retakes are required for a failed first attempt, and not offered if the exam was passed. The highest score a student can earn on a retake exam is 65%. The retake grade becomes the final grade. Each program may contain one or more practical exercises, projects, or externships that must be successfully completed in order to meet the requirements for graduation. Some of these may be graded on a pass/fail basis.

Previous exam policies will cease as of October 19, 2017, and the above policies will apply to all exams submitted on and after this date.

EXPECTATION
All Penn Foster Training Institute students are expected to conduct themselves with the highest academic and ethical standards. Failure to do so will result in disciplinary action. Students who do not achieve passing grades may be subject to academic probation or dismissal.
Re-enrollment in a program is not allowed if the student was enrolled in the same program and was academically failed. Re-enrollment in another program will require review of previous coursework to determine eligibility

THE PENN FOSTER TRAINING INSTITUTE GRADING SYSTEM:
Exams and projects will be graded on the following scale:

Lesson Grade (Percentage)	Letter Equivalent	Rating
90-100	A	Excellent
80-89	B	Good
70-79	C	Average
65-69	D	Passing
Below 65	F	Failing

An overall course grade of 65%, or above,
in each subject is required to graduate.

"An investment
in knowledge
pays the best interest."

- Benjamin Franklin

GRADUATION

When you have successfully completed your program and your account is paid in full, you will achieve your goal — a Certificate. To be awarded your Certificate you must have:

- ***Passed all program requirements.***

- ***Achieved an overall program average of 65% (70% prior to May 1, 2012), or above.***

- ***Met all your financial obligations.****
  * All payments must be clear before Certificate will be issued

TRANSCRIPTS

Copies of your official Penn Foster Training Institute transcript are available in your student portal. If you request your official transcript prior to graduation, it will only be released if certain financial criteria is met. Navigate to the "Forms & Resources" menu, and click the "Official Transcript Request" button to access the Parchment Ordering Service, where you can order digital and/or paper copies of your transcript. Transcripts may be sent directly to you or to someone else (e.g. an employer or another school). You will need to have available the email or physical address where the transcript will be sent to complete the order. It is a $15.00 fee for all transcript orders.

On the road to success...

You have started on a journey toward a better future — a future that brings more money, security, and greater career satisfaction. All of us at Penn Foster Training Institute will do everything we can to make that journey a rewarding one. But there may be times when you find it hard going...maybe your job or family is demanding more of your time, or completing your program seems too far out of reach. If you start to feel that way, just remember these important facts:

- A good way to stay motivated is to remember why you enrolled. You have a dream of building a better life for yourself, and you have already shown you have the dedication. Don't let anything stop you from achieving your goals.

- Anytime you have a problem with something in your lessons or a question about your Penn Foster experience, contact the school. Every student is important to us — and we want to see you achieve success. You can always turn to your instructor or our helpful Student Services staff for help.

- Set up your Study Planner, and stick to your study schedule as much as you can — but it's okay to give yourself a day off now and then, too. Holidays, special occasions, or just a day to "recharge your batteries..." but don't take too many, because you want to keep moving toward graduation.

- Most of all, take pride in what you are accomplishing. So many people never try to make their dreams come true — just by enrolling, you have shown you are someone who sets goals and works to achieve them. You have much to be proud of.

GOOD LUCK from all of us at Penn Foster Training Institute!

PROGRAMS

Facilities Maintenance

For the program goal and outcomes and the most up-to-date program pricing, please visit **Facilities Maintenance page** on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster Training Institute.
Total Contact Hours: 521.2

Medical Coding Professional

For the program goal and outcomes and the most up-to-date program pricing, please visit **Medical Coding Professional** on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster Training Institute.
Total Contact Hours: 521.2

CNC Oprerator

For the program goal and outcomes and the most up-to-date program pricing, please visit **CNC Operator** page on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster Training Institute.
Total Contact Hours: 404

Ownership and Administration

OWNERSHIP
Career Step LLC*

ADMINISTRATION
Kermit Cook
Chief Executive Officer

Frank Jalufka
Chief Financial Officer

Nial McLoughlin
Chief Technology Officer

Terri Runyon Walker
Chief People Officer

Matt Simon
Chief Marketing Officer

Jordan Thompson
General Counsel

Dr. Andrew Shean
Chief Learning Officer

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