



Admissions Policy

The school maintains Licensed Agents who are responsible for admissions. Prospective students are required to schedule an interview at the school with admissions personnel. At this time the representative will explain the school; program in detail and provide a tour of the school's facilities. RLI does not discriminate based on race, color, creed, religion, sex, national origin, or handicap in the recruitment and admission of students, or in the operation of any of its programs and activities.

THE ENTRANCE REQUIREMENTS:

- High School Diploma (or)
- High School Transcript (document must be signed by a school official, provide date of graduation. we accept only official transcripts (enclosed in sealed envelope and has schools stamp/seal) (or)
- General Education Diploma (GED) or Test Assessing Secondary Completion (TASC) or any college degree/transcript (or)
- Home School (document must be signed by a school official, provide date of graduation. we accept only official transcripts enclosed in sealed envelope and has schools stamp/seal (or)
- Foreign Diplomas/Transcripts - diplomas/transcripts must be translated and evaluated; any fee associated is student's responsibility and
- Social Security Card
- Valid Picture ID (federal/State ID and/or valid Passport)

RE-ADMISSION:

If student is re-enrolling

Within 180-days – Same program

- Treated as though the student did not have a break in attendance
- Returning in the same program, same SAP, same payment period, and in the same contract. The contract cost remains the same, however contract end date would be updated.

After 180-days – Same program

- Treated as a transfer student with approved hours
- Enters into a new contract (based on current cost and length of program with transfer hours included), new SAP (based on transfer hours), payment period is adjusted with regards to transfer hours.



FINANCIAL ASSISTANCE:

Federal student aid is given by the U.S. Department of Education. Students at Royal Learning Institute can apply for Financial Aid for the following program only

- **Medical Assistant**

Applying for Financial Aid can be a complicated process, especially for those who are applying for the first time. Royal Learning Institute has qualified staff that can make this process easy for you. They can assist you in applying for Financial Aid and can answer any questions you may have regarding Financial Aid Eligibility.

Federal Stafford Loans

Federal Stafford loans, available through the Federal Family Education Loan Program (FFELP), are low-interest loans that are made to the student by a lender, such as a bank, credit union, or savings and loan association. The loan must be used to pay for direct and/or indirect educational expenses. Subsidized loans are need-based while unsubsidized loans are not. Repayment begins six months after the student graduates, withdraws from school, or falls below half-time enrollment status.

Federal Parent PLUS

The Federal Parent PLUS loan is available to parents of dependent undergraduate students. These loans are not based on need but when combined with other resources, cannot exceed the student's cost of education. A credit check is required and either or both parents may borrow through this program. Repayment begins within

Financial Aid consists of Grants and Loans:

To get more information on Grants, visit the following link:

<https://studentaid.ed.gov/sa/types/grants-scholarships>

To get more information on Student Loans, visit following link:

<https://studentaid.ed.gov/sa/types/loans>

For more information on Financial Aid, visit following link:

<https://studentaid.ed.gov/sa/>



Who Is Eligible for Aid?

The purpose of the Financial Aid program is to provide educational opportunities to all qualified persons. All students are encouraged to apply for Financial Aid.

There are specific requirements to be eligible for financial Aid. To gain more information about eligibility requirements for Financial Aid, visit following link:

<https://studentaid.ed.gov/sa/eligibility>

How to Apply for Financial Aid?

To apply for Federal Financial Aid, contact the Financial Aid Office at the numbers below –

For Manhattan Campus, call 212.795.500

For Jackson Heights Campus, call 718.487.0500

Make an appointment with the Financial Aid Office and bring the following documents when coming to the school:

- High School Diploma or GED
- Social Security Card
- Valid Photo ID
- Proof of income (Tax Returns or W2 Form)
- Proof of Citizenship (Green Card, USA Passport, USA Birth Certification)

Upon review of the above documentation, the Financial Aid Office may request additional documents.

For more information about Financial Aid requirements, feel free to contact the school.

You may apply online for Financial Aid at the following link:

<http://www.fafsa.ed.gov/>

When completing the application online, please enter the correct school code for Royal Learning Institute. This will allow us at the school to receive the results of your Free Application for Federal Student Aid application.

The Federal School Code for Royal Learning Institute is **042849**



What Happens After I Apply?

Once you complete the Financial Aid application at school or online, the school will receive the results of your Free Application for Federal Student Aid application called Institutional Student Information Record (ISIR). This result is used by the school to determine the amount of Financial Aid that a student can receive. This document lists any issues which the student must address or any additional documents the school may require before the student can become eligible for Financial Aid. This document also allows the school to determine the amount of Financial Aid the student may be eligible for.

Once the school receives the results, the Financial Aid office at the school will contact you to resolve issues, if any.

Once all the issues are resolved and all the required documents are provided to the school, the school will prepare a Financial Aid package for the student. This package will list all the Financial Aid a student can receive.

RULES AND REGULATIONS:

1. School Hours: Monday – Thursday: 9:00 am – 9:00 pm, Saturday-Sunday: 9:00 am – 6:00 pm
2. Students are expected to cooperate with other students and faculty in a professional manner.
3. Students will be held liable for all damages to school facilities, property, or to other student's property.
4. The school is not responsible for your personal property, as well as your materials and textbooks once you receive them.
5. If you are absent for more than two days, report the reason to the office. Continued absence will mean termination.
6. Students who violate school regulations or cause damage to school facilities, property, or to other student's property may be terminated and/or may be held legal responsible to the fullest extent allowed by law.
7. Students must follow the schedules and studies outlined by the instructor.
8. No smoking in the building.
9. Tuition payments must be made promptly as agreed at the time of enrollment.

Attendance

Regular attendance is required. Absences may occur, and make-up opportunities are available to assist you in keeping up with your scheduled progress. Every effort must be made to maintain 85% attendance. Any student who is absent more than 20 percent of the total number of instructional hours offered during the first half of the student's program, not including leaves of absence, and who has not maintained satisfactory academic progress shall be put on probation or terminated.



Student in Term and Quarter programs, if absent a first, second, and third time, that student will be contacted by phone and the results will be recorded on the Absence/Drop Form. When a student's attendance records show a pattern of absences (four times in a module) he/she will be advised of the possible consequences such as meeting with Director that may potentially turn into termination from the program. A copy of the advisement meeting will be given to the student. The student will acknowledge receipt of the letter and the meeting. If a student is absent fifth time, the student will be informed in writing that the course must be repeated, and the student will be subject to paying additional tuition for the repeat. The student will not be able to repeat more than one course per program due to absences. If the student is absent three times consecutively without notifying the school, the student will be considered dropped.

Student in Mini programs, if absent for one day, the student will be contacted by phone and the results will be recorded on the Absence/Drop Form. When a student's attendance records show two absences, he/she will be advised of the possible consequences such as meeting with Director that may potentially turn into termination from the program. A copy of the advisement meeting will be given to the student. The student will acknowledge receipt of the letter and the meeting. If a student is absent third time, the student will be informed in writing that the course must be repeated, and the student will be subject to paying additional tuition for the repeat. The student will not be able to repeat more than one course per program due to absences. If the student is absent three times consecutively without notifying the school, the student will be considered dropped

SATISFACTORY ACADEMIC PROGRESS POLICY:

Purpose

Federal regulations (668.34 and 668.35) require institutions to establish a reasonable Satisfactory Academic Progress policy for determining a student's progression toward earning a certification. This policy is consistent with the School's graduation requirements. All Financial Aid recipients must maintain Satisfactory Academic Progress in order to receive federal, state and institutional aid.

Policy

Students must maintain Satisfactory Academic Progress throughout the duration of their program to be eligible for federal, state, and institutional aid. Satisfactory Academic Progress is assessed by qualitative and quantitative measures and is evaluated at the end of each payment period in the student's program.

All Financial Aid recipients must maintain Satisfactory Academic Progress (SAP) in order to receive assistance. To be in good academic standing, every student (full-time or part-time) must meet the following minimum requirements:



Grading System

A student must maintain a minimum a C grade in the program and attend at least eighty-five (85%) percent of the class hours offered and satisfy all financial obligations before he or she is eligible to graduate. The school then awards a certificate of completion for the program. The student is awarded the following grades based on a cumulative average of their class quizzes, midterm and final exam.

Score	Grade	Description
90-100	A	Excellent
85-89	B+	Very Good
80-84	B	Good
70-79	C	Fair
69 or Below	F	Fail
0	I	Incomplete
0	W	Withdrawn

The Financial Aid Office performs reviews of Satisfactory Academic Progress at the end of each payment period, at which time students who fail to meet the minimum Satisfactory Academic Progress requirements outlined above will have their financial aid terminated. Students who fail to meet Satisfactory Academic Progress will receive written notification from the Financial Aid Office.

Maximum Program Length

The maximum program length is the maximum time period a student is permitted to complete a program. A student must complete the entire training program in no more than 1.5 times or 150% of its standard program length. Failure to complete the program during the allotted time period will result in the student's termination.

Medical Assistant maximum program length:

900 hours @150% max time frame equals to 1350 hours

Minimum Standards of Academic Progress

A student must meet the following minimum standards of academic achievement to successfully complete the program while enrolled at Royal Learning Institute.

- Passed all required courses at the end of the first 25% of the program
- Passed all required courses by the midpoint of the program and Completed all course requirements by the maximum program length



Probation

A student will be placed on probation if they do not maintain minimum grade requirements and/or has excessive absence as described under the attendance section, and/or who fail two or more program/ courses per term/quarter. A student will be placed on probation if at the end of any term/quarter the students doesn't maintain a "D" grade average in order to be considered making satisfactory progress. The student will then have the following term/quarter to regain a "D" grade average in order to be considered making satisfactory progress. If at the end of the second consecutive term/quarter the student's is still below a "D" grade average, Royal Learning Institute has the right to dismiss the student for unsatisfactory progress. The only exceptions will be made for extenuating circumstances with approval from the School Director.

Academic Appeal

A student who believes his/her failure to meet the Satisfactory Academic Progress standards was due to extenuating circumstances beyond his/her control may appeal in writing to the Financial Aid Office. Students are encouraged to submit appeals as soon as possible after being notified of unsatisfactory academic progress.

Appeals should thoroughly describe the student's extenuating circumstances that contributed to his/her lack of Satisfactory Academic Progress; if appropriate, documentation to substantiate the circumstances should be attached. In addition, the appeal must include the measures the student plans to take to ensure that he/she will demonstrate Satisfactory Academic Progress at the next evaluation.

Once an appeal decision has been made, subsequent appeals will not be accepted for that program year. Students who have submitted appeals will receive written notice of the appeal decision. Approved appeals will result in the awarding of financial aid for the program approved. Denied appeals will result in the termination of federal, state and institutional financial aid, until the student demonstrates good academic standing.

Please note, students who exceed the maximum timeframe of 1.5 times or 150% of the length of the educational program become ineligible for financial aid. This determination cannot be appealed

Conduct/ Dismissal:

A student must conduct themselves in a profession manner always. There is absolutely no profanity allowed at any time, or any place on or near the school premises. A student may not verbally or physically threaten or commit violent act(s) or crime(s) against any person, be they instructor, student, employee, or visitor. Based on the circumstances of the situation of misconduct, a student will either; be asked to leave the school for a day, placed on probation for a term, or terminated permanently by the school. In cases of violent acts or crimes committed, Royal Learning Institute has the right to pursue and prosecute the student(s) and or person(s) involved, to the fullest extent of the law. A student/person, who is asked to leave the premises of



the school and refuses to do so voluntarily, will be escorted off the premises by the Police. The Royal Learning Institute will apply these methods to ensure safety for everyone and to create an atmosphere where education is the primary goal. Academic dismissal will be based on student's academic progress and attendance as described under attendance, conduct, and probation policies. A student who is terminated has the right to appeal to the School Director, if they feel that their situation merits individual attention due to unusual circumstances that contributed to their failure of a program/ course. The student must write to the Education Director stating the reason for the appeal. The letter must state; 1) the unusual circumstances the student feels caused the failure, and 2) what they have done or plan to do to alleviate the problems they have had in academic performance. The school director may request additional information or documentation in support of the student's request. The performance of a student appealing an academic dismissal is reviewed by the Academic Board. The Academic Board is composed of the student's instructor, a senior faculty member and the School Director. Every area of the student's performance is explored, and a decision concerning the request is made at the end of the review. The Academic Board has the final decision on student performance issues and may implement conditions for the student's continuation in the program/ course.

Class Cuts/ Tardiness/ Make-ups:

All Students are responsible for all program/ course work missed due to class cuts or absence. A make-up will consist of a minimum of one class hour of instruction (50 minutes). A student wishing to make up hours must attend a supervised class with an instructor, and they must make-up the content they missed. The make-up class will be available only on Fridays from 10am thru 4pm. In this class they must participate in the missed lesson, or work on a make-up assignment as assigned by the instructor. The instructor of the supervised class will initial a makeup sheet. A student cannot make up hours in advance in anticipation of absences. Excessive absences will cause the student to be placed on probation (see probation policy). There won't be any fee for make-up hours attended by the student.

Leaves of Absence (doesn't apply for Mini programs):

Students requesting a leave of absence due to injury, illness and family emergency must submit a leave of absence form for approval and must bring proof of evidence for the same when he/she returns. You can apply for leave of absence for a minimum of 7 days and maximum of 30 days. If a student fails to return to school on the return date, the student will be terminated. The student will be evaluated upon his/her return and placed at the appropriate part of the program based upon the amount of program content that the student still remembers. If the leave of absence is granted for more than 30days then the students will be evaluated upon his/her return to be placed at the appropriate part of the program

Leave of Absence Policy (LOA) for Financial Aid Students

A leave of absence (LOA) is a temporary interruption in a student's program of study. A LOA cannot exceed 180 days in the enrollment period and may have a serious impact on a student's



financial aid. Any student considering requesting a LOA that received financial aid, should consult with the Financial Aid Office to determine how their financial aid will be affected.

If a student is a Title IV recipient, the institution must explain the requirements and regulations of his/her financial aid status (grace period, repayment, etc.) prior to granting the LOA. The information that will be provided will include the financial consequences if the student fails to return from LOA.

According to federal regulations, 34 CFR 668.22 (d), the following criteria outlines the requirements to process an approved LOA:

The student must request the leave of absence in writing to the director for approval. The letter should state the reason(s) for the request.

A LOA cannot be granted for academic reasons (i.e. to keep a student from failing).

There must be reasonable expectation that the student will return from LOA.

A student returning from a LOA must resume training at the same point in the academic program that he or she began the LOA. Upon return from LOA, the institution may not assess the student any additional institutional charges. Therefore, the student is not eligible for any additional federal student aid (Title IV funds).

A student granted a LOA is not to be considered withdrawn and no return of Title IV calculation is required. If a student does not meet the LOA criteria, the student is considered to have ceased attendance from the institution and a Title IV return of funds calculation is required if the student received federal aid.

If failure to return from LOA may have effect on repayment of loans

COMPLAINT PROCEDURES:

Who can file a complaint?

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

What can a student or employee complain about?

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



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

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

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

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

Also, you can write to the Council on Occupational Education (COE) at 7840 Roswell Road, building 300, Suite 325, Atlanta, GA 30350 or telephone the COE (800) 917 2081 or (770) 396 3898 or visit www.council.org. Submit all relevant documents with your written complaint.

How to file a complaint in School?

You may also try to resolve your complaint directly with the school by filing a complaint in writing to school director and that you keep copies of all correspondence. The school director will/must respond to the complaint within 5 business days. If you are still not satisfied with the outcome, you can contact the NY State Education Department. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you take to attempt to resolve your complaint.

The Tuition Reimbursement Fund

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that



your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this catalog. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

The Tuition Refund and Cancellation Policy

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