



SCHOOL CATALOG

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Licensed by the New York State Education Department (BPSS)

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Mission Statement

The mission of the Royal Learning Institute is to build and promote workforce potential to support regional business growth and economic prosperity.

Vision Statement

In an ever-changing world, it is our goal to strive for excellence in instruction and service by upholding high academic and professional standards, providing a quality educational environment, and continuously seeking improvement in all aspects of our work.

About Us

The Royal Learning Institute (RLI) is a vocational training company founded by experienced education management and healthcare industry leaders. Our experience and passion in healthcare & technology training and placement by helping individuals and businesses for over two decades committed us in providing the best learning experience with affordable prices.

We strive to provide an enriched learning environment. The major benefits to enrolling in our courses:

- Licensed by the New York State Education Department.
- Hands-on training. All our courses are completely instructor-led, our instructors have an average of ten (15) years of teaching with real-world experience in their respective specialties.
- Modern skill labs and facilities.

Programs/Courses

Microsoft Office

Duration: 48 Hours

Entrance Requirement: Basic Computer Skills

This class will teach you Microsoft Office products such as Word, Excel, Outlook, PowerPoint, and Access. This is a great course for someone looking for a job that requires the use of Microsoft Office programs to feel more comfortable. Our small classes allow everyone more time to interact with the instructor, learn faster, and more effectively.

Benefits to this course:

- Small class size
- 100% hands-on training. Every student gets their own computer
- A customized manual with step by step directions is included with the seminar.
- You'll be given a Certificate upon completion of the training.

Course Topics include:

Excel Basic

- Creating a Basic Worksheet
- Performing Calculations
- Modifying a Worksheet
- Formatting a Worksheet
- Printing Workbook Contents
- Calculating Data with Advanced Formulas
- Organizing Worksheet and Table Data
- Presenting Data Using Charts

Excel Advance

- Analyzing Data Using PivotTables and Pivot Charts
- Streamlining Workflow
- Collaborating with Others
- Expert Functions
- Auditing Worksheets
- Analyzing Data
- Working with Multiple Workbooks
- Importing and Exporting Data

PowerPoint

- Getting Started with PowerPoint
- Creating a Presentation
- Formatting Text on Slides
- Adding Graphical Objects to a Presentation
- Modifying Objects

- Adding Tables to a Presentation
- Inserting Charts in a Presentation
- Preparing to Deliver a Presentation
- Customizing a Design Template
- Customizing a Slide Show Presentation

Word

- Formatting Paragraphs
- Adding Tables
- Inserting Graphics Objects
- Controlling Page Appearance
- Managing Lists
- Modifying Pictures
- Controlling Text Flow
- Mail Merges

Access

- Access Environment
- Designing a Database
- Building a Database
- Managing Data in a Table
- Designing Forms
- Generating Reports
- Creating Flexible Queries
- Improving Forms
- Customizing Reports
- Sharing Data Across Applications
- Structuring Existing Data
- Writing Advanced Queries
- Simplifying Tasks with Macros
- Managing Switchboards
- Distributing and Securing Databases

Outlook

- Composing Messages
- Organizing Messages
- Managing Contacts
- Scheduling Appointments
- Scheduling Meetings
- Managing Tasks and Notes
- Setting Calendar Options
- Customizing Message Options
- Managing Tasks
- Sharing Folder Information
- Customizing the Outlook Environment

QuickBooks

Duration: 14 Hours

Entrance Requirement: Basic Computer Skills

We are offering a QuickBooks that will teach you how to navigate QuickBooks, create a company file, set up inventory, work with vendors (Accounts Payables) and customers (Accounts Receivables), managing payroll, and creating reports. These topics will give you a great start for managing your business with QuickBooks or enhancing your career opportunities.

This is a great course for someone looking for a job that requires the use of QuickBooks. The class will cover all the common day to day transactions needed by businesses. You will also learn how to perform monthly tasks such as reconciliation and customized reports. This is also a great class for someone looking to learn and set up QuickBooks for his or her small business.

Benefits to this course:

- Small class size
- 100% hands-on training. Every student gets their own computer
- A customized manual with step by step directions is included with the seminar.
- You'll be given a Certificate upon completion of the training.

Students will learn

- What are the different versions of QuickBooks and how are they different.
- Fast and easy ways to navigate QuickBooks, including keyboard shortcuts.
- How to create a company file and how to customize it to suit a business.
- How to create a chart of accounts and a review of accounting terms.
- How to create an Items list with services and inventory parts. This includes managing the Items list.
- Buying inventory for a business.
- Managing Accounts Payable, including entering and paying bills.
- Managing Accounts Receivable, including selling services, inventory parts, and receiving payments.
- Paying and managing sales taxes.
- How to create employees and running a payroll schedule.
- Banking tasks such as transferring funds, reconciliation, and journal entries.
- Running important reports such as Profit and Loss, Balance sheet, Monthly sales summary, Accounts Receivable aging, Accounts Payable aging, Inventory status, Trial Balance, General Ledger, and Payroll summary.
- How to export and customize a report in Excel.
- How to enter historical transactions off bank statements in a fast and efficient manner.
- How to set up online banking and working with the online banking center.
- How to use custom fields for items and making manual inventory adjustments such as spoilage or loss inventory.
- How to use the customer job function to realize profits on individual jobs per customer.
- Using a sales order to track backorders.

- How to enter reimbursable expenses and tracking prepaid income such as retainers.
- How to set up QuickBooks to track 1099's and printing 1099's.
- How to customize sales and purchase forms such as invoices and receipts.
- How to set up QuickBooks on a network and implementing security for the users.
- How to set up the payroll including signing up for a subscription and configuration the payroll options.

Topic Include:

1. Setting Up a Company
2. Working with Lists
3. Setting Up Inventory
4. Selling Your Product
5. Invoicing for Services
6. Processing Payments
7. Working with Bank Accounts
8. Entering and Paying Bills
9. Creating Reports
10. Doing Payroll with QuickBooks
11. Advance items management
 - Advance customer job management
 - Advance vendor management
 - Importing and exporting
 - Customizing forms
 - Security and networking
 - Advance payroll
 - Advanced options
 - Budgets
 - Fixing Errors

Medical Billing and Coding

Duration: 94 Hours

Entrance Requirement: HSD / GED / TASC or Equivalent

Start an exciting career as a Medical Billing Specialist, Medical Coder, and/or Medical Office Manager. We will teach you how to create invoices, process reimbursements, issue payments, and navigate the claims review, correction, and appeals process. This certificate is designed to meet the needs of both individuals at the entry-level and the experienced medical billers who want to further develop their coding skills.

Reasons for taking the course with us:

- Small class size. This will allow for great personal training with our instructor.
- Great instructor. Our Instructors all has over 10 years of experience as medical professionals.
- This is not a lecture only class. We use a combination of group activities, discussions, and exercises to enforce what you learn.

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- Help after the class. Work with the instructor after the class to help you pass the exam.
- Affordable cost.

Topics include:

- Introduction to Medical Terminology
- Introduction to Medical Coding
- Computerized Medical Billing
- HIPPA Overview

Medical Assistant (only available at Manhattan Campus)

Duration: 900 Hours

Entrance Requirement: HSD / GED / TASC or Equivalent

Start an exciting career as a Medical Assistant, Medical Billing Specialist, Medical Coder, and/or Medical Office Manager, Medical Technician. This certificate is designed to meet the needs of individuals at the entry-level who wants to further develop their career in the healthcare field.

Reasons for taking the course with us:

- Small class size. This will allow for great personal training with our instructor.
- Great instructor. Our Instructors all has over 10 years of experience as medical professionals.
- This is not a lecture only class. We use a combination of group activities, discussions, and exercises to enforce what you learn.
- Help after the class. Work with the instructor after the class to help you pass the exam.
- Affordable cost.

Topics include:

- Computer Fundamentals
- Medical Typing and Transcription
- Anatomy and Physiology
- Medical Terminology
- Medical Law and Ethics
- Interpersonal Communications
- Medical Office Procedures
- Computerized Medical Billing and Coding
- Office Care and Management
- Aseptic Techniques
- Medical Office Emergencies
- Medication Administration
- Office Surgery Procedures
- EKG
- Phlebotomy
- Medical Laboratory Procedures

English as a Second Language

Duration: 750 Hours

Entrance Requirement: BEST Exam

The 3-level English as a Second Language program has been developed with the specific needs of our students in mind. Our emphasis is on three main components:

Practical English – Master Reading

Practical English – Master Writing

Practical English – Master Speaking (with a concentration in accent training)

The program is divided into three components of 250hrs each.

Beginners

Intermediate

Advanced

Students are given the BEST exam to determine which level of the ESL program they are eligible to register for.

Topics include:

- ESL Beginners Level 1
- ESL Beginners Level 2
- ESL Intermediate Level 1
- ESL Intermediate Level 2
- ESL Advanced Level 1
- ESL Advanced Level 2

Tuition

Course Name	Tuition	Registration fee (Non-Refundable)	Books & Supplies	Total
Microsoft Office	\$450.00	\$50.00	\$0	\$500.00
QuickBooks	\$450.00	\$50.00	\$0	\$500.00
Medical Billing & Coding	\$750.00	\$50.00	\$0	\$800.00
English as Second Language	\$4900.00	\$100.00	\$0	\$5000.00
Medical Assistant*	\$4900.00	\$100.00	\$0	\$5000.00

All students will receive a Certificate of Completion at the end of each course.

*Only available at Manhattan Campus

Registration:

New Students may enroll at any time. Classes start every month. Consult an Admissions Agent for the dates of the upcoming class.

Faculty:

All faculty at RLI are experienced in the field of training and are licensed by the NYS Education Department. Please refer to the faculty listing in for specific details

Class Size:

Maximum Theory classes ratio: 1 teacher to 20 students
to 12 students

Maximum Skills Ratio: 1 teacher
to 12 students

Class Instructional Hour:

RLI courses are defined in instructional hours, an instructional hour is fifty minutes (50) in length.

Terms:

The school reserves the right to make such changes in regulations, curriculums, and charges as it deems necessary without previous notice and with the approval of the appropriate licensing agency. Students should review the school catalog for information.

Admissions Policy & Procedures

To apply for admission to RLI, call or write to make an appointment to meet with Admissions Agent.

- If you are under the age of 18, a parent or guardian should be present during the initial interview with admission agents.
- Graduation from high school or a high school equivalency certificate. Students will be required to present evidence of graduation or of receiving a GED/TASC for Medical Assistant and Medical Billing and Coding programs.
- Students enrolling in individual courses must be at least 17 years of age and meet any specific requirements stated in the course descriptions, which appear in this catalog.
- Students may register for courses at any time up to one week (5 days) prior to the start date.
- RLI does not discriminate against any student on basis of Race, Religion, Color, Sex, and National or Ethnic origin

Please bring the following with you:

- Photo Identification (driver's license, birth certificate or passport)
- High School Diploma or GED (for Medical Assistant, Medical Billing and Coding programs)
- Initial payment for the registration fee and tuition fees (we accept cash, checks, money order and credit cards)

Financial Assistance

RLI does not participate in federal or state financial aid programs. However, the school has payment plans available for students. A plan tailored to meet your needs while attending school can be arranged at the time of registration with the bursar.

Enrollment and Start Dates

New students may enroll at any times. Classes start at frequent intervals, usually each month. Consult an Admissions agent for the dates of next starting classes

Transfer Policies

RLI does not permit transfer of students between programs within the institution and the transfer of students from other institutions. RLI uses only clock hours as a measurement tool for all its programs. RLI does not permit transfer credit for currently enrolled students or any students from other institution. If a current student wants to transfer to another program they must enroll as a new student. Any tuition paid to the school is non-transferable.

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 15 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.

A 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 in 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 the 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.

A student in short programs, if absent for one day, the student will be contacted by phone and the results will be recorded in 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 the 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

Leave of Absence (doesn't apply for Short 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 a leave of absence for a minimum of 7 days and a 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 on the amount of program content that the student still remembers. If the leave of absence is granted for more than 30 days then the students will be evaluated upon his/her return to be placed at the appropriate part of the program

Probation (doesn't apply for Short programs)

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 don'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.

Re-entry

Any student who has withdrawn from the school and desire's re-entry must sign a new enrollment agreement for the hours remaining to complete the program. Any tuition due to the school will be determined and payment must be arranged before re-entry. Students will be charged at a pro-rate for the hours that they need to complete the program. Students will be permitted to re-enter at the discretion of the School Director and after a review of their academic records. A student requesting re-admittance after failing to maintain satisfactory progress must remain out for one grading period. If reinstated as a regular student, he or she will be placed on academic probation until at least the following grading period.

Student Services

Student Service's department helps, advice and feedback to our students regarding any problems, concerns, or questions relating to the successful completion of their program.

Academic Progress

The student will receive a performance review at the end of each unit of the course, which will include progress and total hours to date. The following factors will be measured to determine academic progress: Theory work (test grades, homework, etc.) Practical work Theory and Practical work will be graded according to the following scale:

90 - 100 A

80 - 89 B

70 - 79 C

65 - 69 D

64 - Below F (Fail)

Students must maintain a "D" grade average to be considered making satisfactory progress.

Conduct/ Dismissal

A student must conduct themselves in a professional 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 a 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 10 am thru 4 pm. 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.

Orientation:

Prior to the start of classes, an orientation will be given to all new students. The purpose of the orientation is to acquaint the student with the goals of the school, its rules, regulations and the objectives of their course of study.

Placement Assistance

The school has placement assistance services for all its graduates. Our placement assistance service helps at the time of graduation, with entry-level positions. However, while placement assistance service may be provided, it is understood that the school cannot promise nor guarantee employment to any student or its graduates.

Transcripts

Students requesting a copy of their transcript must do so in writing. RLI don't charge a fee for the first transcript if additional transcripts are needed a \$5 per transcript copy is charged. Please send a self-addressed, stamped envelope with any request for a transcript. The school reserves the right to withhold a transcript if the student's financial account is in the arrears.

Maximum Program Length

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

Graduation

A student must have passed all required courses in the program, attended at least eighty (85%) percent of the class hours offered and satisfied all financial obligations before he or she is eligible to graduate. The school awards a certificate of completion for all programs.

School Completion and Placement Statistics

Following is the CPL data compiled for all the programs for each location

Main Campus (Manhattan)

Year	Graduation	Placement
July 1 st , 2017- June 30 th , 2018	100%	93%

Branch Campus (Jackson Heights)

Year	Graduation	Placement
July 1 st , 2017- June 30 th , 2018	100%	89%

Branch Campus (Hewlett)

Year	Graduation	Placement
July 1 st , 2017- June 30 th , 2018	100%	86%

Cancellation and Refund Policy

The institution's policy on the refund is appropriate according to standards. These standards measure equivalent in the NY State education department and Council on Occupational Education standards, which we are following. Students must read and sign an agreement prior to registration. The Institution's refund policy published in the catalog is uniformly administered:

- The non- refundable registration fee will be refunded in full if the school rejects the applicant. If the applicant cancels his/her application within seven (7) calendar days of signing the application for admissions all monies will be refunded without a written request from the candidate except the non-refundable fee that does not exceed more than \$ 100.00.
- Students may cancel the Enrollment Agreement at any time prior to the start of classes.
- RLI reserves the right to request the withdrawal of any student if his or her conduct (including but not limited to using derogatory/foul language) or does not conform to the standards of the school.
- Students may be dismissed from the school if: They do not adhere to the school's rules, regulations and policies; Miss more than 15% of instruction time due absences; Do not maintain a minimum grade average; Do not meet their financial responsibilities to the school. Students will be notified by the director in writing regarding the reasons for the student's dismissal.
- RLI reserves the right to reject any applicant for admission.
- While placement assistance will be provided, it is understood that the school cannot promise or guarantee employment to any student or graduate.
- All monies to be refunded shall be returned in the form of a corporate check or credited back to a credit card is used. If tuition was paid through a Loan Program, monies will be refunded directly to the issuing loan institution. No exceptions will be solicited under any circumstances.

Quarters Refund Policy

A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned except for the non-refundable registration fee. Thereafter, a student will be liable for

1. The non-refundable registration fee plus
2. the cost of any textbooks or supplies accepted plus
3. Tuition liability as of the student's last date of physical attendance Tuition liability is divided by the number of quarters in the program. Total tuition liability is limited to the quarters during which the student withdrew or was terminated, and any previous quarters completed.

If Termination Occurs	Subsequent Quarters	School May Keep
Prior to or during the first week		0%
During the second week	During the first week	25%
During the third week	During the second week	50%
During the fourth week	During the third week	75%
After the fourth week	During the fourth week	100%

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

Term Refund Policy

If you hold a reservation and cannot attend, contact us immediately. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned except for the non-refundable registration fee. Thereafter, a student will be liable for

1. The non-refundable registration fee plus
2. the cost of any textbooks or supplies accepted plus
3. Tuition liability as of the student's last date of physical attendance Tuition liability is divided by the number of terms in the program. Total tuition liability is limited to the term during which the student withdrew or was terminated, and any previous terms completed.

If Termination Occurs	Subsequent Terms	School may keep	Students may keep
Prior to or during the first week		0%	100%
During the second week	During the first week	20%	80%
During the third week	During the second week	35%	65%
During the fourth week	During the third week	50%	50%
During the fifth week	During the fourth week	70%	30%
After the fifth week	After the fourth week	100%	0%

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

Mini Refund Policy

If you hold a reservation and cannot attend, contact us immediately. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee. Thereafter, a student will be liable for

1. The non-refundable registration fee plus
2. the cost of any textbooks or supplies accepted plus
3. Tuition liability as of the student's last date of physical attendance. Tuition liability is determined by the percentage of the program offered to the student.

If Termination Occurs	School may keep	Student may keep
0 - 15 % of the program	0%	100%
16 - 30% of the program	25%	75%
31 - 45% of the program	50%	50%
46 - 60% of the program	75%	25%
After 60% of the program	100%	0%

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

Process for obtaining a refund

1. Inform the admissions department that you would like a refund
2. We will calculate your refund based on the refund policy and issue a check back to you or refund the credit card you used to purchase the course.
 - a. Checks can be picked up at the front desk, please call the office before you visit
 - b. Checks are ready within 14 days after your refund request
 - c. Credit cards are refunded within 14 days after your refund request.

Rules and Regulations

- Students are expected to cooperate with other students and faculty in a professional manner.
- Students will be held liable for all damages to school facilities, property, or to other student's property.
- The school is not responsible for your personal property, as well as your materials and textbooks once you receive them.
- If you are absent for more than two days, report the reason to the office. Continued absence will mean termination.
- 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 legally responsible fully allowed by law.
- Students must follow the schedules and studies outlined by the instructor.
- No smoking in the building.
- Tuition payments must be made promptly as agreed at the time of enrollment.

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, a 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.

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.

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.

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 the 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 or Council on Occupational Education. However, the school cannot require you to do this before you file a complaint with the New York State Education Department or Council on Occupational Education (COE). If you do file

a complaint with the Department or COE, 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).

Private School Agents

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

School and Faculty Qualification

The Royal Learning Institute and the faculty are licensed by the New York State Education

Our Faculty qualification includes:

Name	Qualification	Full-Time/Part-Time	Subject taught
Angelia Perkins	Medical Assistant, Mandl School; Associates in Biology, City University of New York, NY	Full-Time	Medical Assistant
Jeff Fernandez	Medical Assistant, Career Institute of	Part-Time	Medical Assistant

	Health and Technology; Bachelor's in Science, Nassau Community College, NY		
Jeffrey Goldstein	Master's in Business, State University of New York; Medical Billing & Coding, Medical Assistant, Access Career, NY	Full-Time	Office Applications, Medical Billing and Coding, Medical Assistant (non-skills)
Lawrence Himmel	Bachelor's in Business Admin and Accounting, New York Institute of Technology (NYIT)	Part-Time	Accounting/Quick Books, Office Applications
Andrew Barnes	Associates in Business, State University of New York (SUNY)	Part-Time	Accounting, Office Applications
Olga Varnavskaya	Master of Arts, Hofstra University, NY	Part-Time	English as a Second Language and Office Applications
Jacqueline Bottembly	MSED in Special Education and Teaching /Literacy Studies, City University of New York (CUNY)	Part-Time	English as a Second Language

Administrative Personnel (Main Campus-Manhattan):

Name	Position	Contact
Krishna Maddipatla	Director/Agent/CAO	krishna@royalinstituteny.com 212.795.0500
John Weber	CFO	info@royalinstituteny.com 212.795.0500
Jeff Fernandez	Agent/Instructor/Bursar	info@royalinstituteny.com 212.795.0500
Jeffrey Cohen	Agent	info@royalinstituteny.com 212.795.0500
Tabitha Ortiz	Agent/Receptionist	info@royalinstituteny.com 212.795.0500
Gail Gibson	Accountant/Bursar	info@royalinstituteny.com 212.795.0500
Paula Germaines	HR/Payroll	info@royalinstituteny.com 212.795.0500

Administrative Personnel (Branch Campus-Jackson Heights):

Name	Position	Contact
Shalini Kumar	Director/Agent	info@royalinstituteny.com 718.478.0500
John Weber	CFO	info@royalinstituteny.com 718.478.0500
Leonard Andino	Agent/Bursar	info@royalinstituteny.com 718.478.0500
Shrenik Sheth	Agent/Bursar	info@royalinstituteny.com 718.478.0500
Jeffrey Cohen	Agent	info@royalinstituteny.com 718.478.0500
Gail Gibson	Accountant/Bursar	info@royalinstituteny.com 718.478.0500
Paula Germains	HR/Payroll	info@royalinstituteny.com 718.478.0500

Administrative Personnel (Branch Campus -Hewlett):

Name	Position	Contact
Mark Gelfand	Director/Agent	info@royalinstituteny.com 516.295.5111
John Weber	CFO	info@royalinstituteny.com 516.295.5111
Gail Gibson	Accountant/Bursar	info@royalinstituteny.com 516.295.5111
Paula Germains	HR/Payroll	info@royalinstituteny.com 516.295.5111

School Facilities

Manhattan:

- The school is of approx. 8000Sq. feet.
- 6 classrooms with 10-20 seats each and 1 testing room.
- Receptionist area with seating for visitors
- Administrative rooms.
- The school is handicapped accessible

Jackson Heights:

- The school is of approx. 3000Sq. feet.
- 3 classrooms with 8-12 seats each
- Receptionist area with seating for visitors
- Administrative rooms.
- The school is handicapped accessible.

Hewlett:

- The school is of approx. 2000Sq. feet.
- 2 classrooms with 8-12 seats each
- Receptionist area with seating for visitors
- Administrative room.
- The school is handicapped accessible.

Locations:

Manhattan (main campus): 254 W 29th Street, 2nd Floor, New York, NY 10001

Jackson Height (branch campus): 37-17 76th street, 2nd floor, Jackson Height, NY 11372

Hewlett (branch campus): 1186 Broadway, Hewlett, New York 11557

Web: www.royalinstituteny.com

Email: info@royalinstituteny.com

Emergency Plans:

- If a sickness or accident occurs, the instructor or staff person is instructed to contact the school director.
- If the illness or accident requires emergency care, the instructor or staff member is instructed also to summon an ambulance by dialing 911.
- In non-threatening situations, a faculty or staff member may be asked to call a family member, whose phone number is on file in the student's permanent folder.
- A First Aid Kit is maintained in the school for minor emergencies. All staff members are aware of the location of this kit.

EVACUATION PROCEDURES IN CASE OF A FIRE:

After the decision to evacuate the entire building has been made by the Fire Department, and the alarm system activated, the following procedures should be followed:

- At the sound of the alarms, all students should immediately take their positions as instructed by the supervisor or director of the facility. Prepare for a full building evacuation.

- Evacuated personnel shall congregate and remain there until a decision is reached to reoccupy the building or send people home.
- Medical emergencies (e.g. heart attacks, unconsciousness, etc.) during an evacuation must be immediately reported to the supervisor. The supervisor will immediately notify the on-site Fire Department and/or paramedics of the incident.
- It is the responsibility of ALL students to follow these procedures. No student should leave his/her group and wander around the building alone.

In the event of natural disasters, the following procedures should be followed:

- Hurricanes - Stay away from windows and stay inside if you are not told to evacuate.
- Floods and Flash Floods - Move to the upper level of the building. Do not evacuate unless you are told to do so.
- Severe Thunderstorms and Lightning - Stay inside, away from windows, water, faucets, sinks and metal objects. Do not use telephones. Turn off and unplug computers, and other electrical equipment you may be using.

School Closing:

- The closing of the school in inclement weather will be announced on the school website, in addition, a message will be posted on the school's answering machine with most up to date information

School Hours and Holidays:

Monday - Thursday	9:00AM-10:30PM
Friday - Sunday	9:00AM-6:00PM

School Holidays:

Memorial Day
Independence Day
Labor Day
Thanksgiving
Christmas Day
New Year's Day

Statement of Ownership

Royal Learning Institute is a New York State corporation, located at

560 S Broadway, Hicksville, NY 11801

Phone: 212.795.0500

Email: info@royalinstituteny.com

College Credit – Disclaimer Statement

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

Disclosure statement

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