

Grow! Learn! Become!

CELA

Student Guide



Contact Information

CELA –The Center for Expressive Living & Creative Arts

675 VFW Parkway #271

Chestnut Hill, MA 02467

USA | +1 617-431-3849

admin@celaonline.com

celaonline.com

Table of Contents:

- Welcome!
- Mission Statement
- Academic Calendar
- Non-Discrimination Policy
- Students with Disabilities
- Support for Health Issues
- Communications from CELA
- Certification Programs
- Distance Learning
- Earning Certificate/Certification
- Admissions
- CELA Principles of Study
- Awarding of Credit
- Transfer of Credit
- Academic Integrity
- Academic Performance
- Extenuating Circumstances
- Withdrawals
- Readmission after Withdrawal
- Leave of Absence

Table of Contents (cont'd):

Payment
Financial Aid
Refunds
Graduation Policy
Transcripts
Student Rights
FERPA
Harassment Policy
CELA Expectations

Welcome!

Congratulations and welcome to the program! You are an important part of our diverse community and network of learners, faculty, and supervisors. We are pleased to begin our partnership and look forward to your contributions.

CELA is committed to equal opportunity for all and does not discriminate on the basis of race, color, creed, religion, national origin, gender, sexual orientation, age, veteran status, disability, political belief or affiliations, marital status, gender identity, and/or genetic information in admission to its programs. CELA does not discriminate in its treatment of employees or in its hiring policies. If you should have concerns or questions regarding CELA's non-discrimination policies, please contact CELA at cela@celaonline.com.

If you have questions about your program or if I can be of any assistance, please feel free to contact me. My phone is +1 617-431-3849 and my email is admin@celaonline.com. Remember – your supervisors, instructors, and the faculty and staff at CELA are here to support you during your academic and internship experiences as you work towards their successful completion and your ICAF or ICAT certification.

CELA Mission Statement

CELA - The Center for Expressive Living & Creative Arts offers various educational and support services to enhance personal growth, promote health, and transform lives. Visit our website to read our [Mission Statement Objectives](#).

CELA Academic Calendar

The CELA school year is divided into four 10-week sessions. All times indicated on the ELA academic calendar as well as in CELA certification programs and course information are Eastern Time (ET). All courses begin at 12:00 AM ET on the session's start date. All courses end at 11:59 PM ET on the session's end date. Visit the CELA website for complete information and to review our [Academic Calendar](#).

Non-Discrimination

CELA does not discriminate on the basis of race, religion, color, national origin, marital or civil union status, age, gender, gender identity, sexual orientation, veteran or uniformed service status, disability, or other legally protected classification in any of its policies or procedures, the granting of financial assistance, or in its services.

Students with Disabilities

Students with documented disabilities may request reasonable accommodations for their courses and/or internships and can [contact CELA](#) through the website. Any student who feels he or she may need an accommodation based on a documented disability can [contact CELA](#) and request accommodations.

Although students can request accommodations at any time during the course of their studies, accommodations cannot be retroactive. It is important to request accommodations as soon as possible so that they can be implemented in a timely fashion.

Time extensions may be available as a reasonable accommodation for a disability. Students may request this accommodation and submit supporting documentation to CELA's [Student Resources](#). For more information, [contact CELA Student Resources](#). CELA's Student Resources formally approves all accommodations.

Time extensions include up to double the allotted time to complete an online quiz, mid-term, and final examination. Time extensions for the submission of student work (for example, reflection papers, essays, reaction papers,) are a maximum of 24 hours. All requests for time extensions due to disability, and the supporting documentation, must be in writing from the student and received by CELA's Student Resources no later than one week prior to the start of a session.

Although students can request accommodations at any time during the course of their studies, accommodations cannot be retroactive. One-time, extended time requests for a specific examination or project can be submitted in writing by the student no later than one week prior to the submission deadline as stated in the course syllabus.

Support for Health Issues

CELA requires students with severe health problems to seek help. A student may be required to seek professional help if physical or psychological health problems place that student's life in potential danger; impairs his or her ability to maintain an academic program; or when his or her behavior is a serious disruption to others (e.g., at internship site). If a student does not agree to participate in medical or psychological treatment, his or her ability to continue in CELA programs will be jeopardized.

Communication from CELA

CELA's primary way of communicating with students is electronic. Students are given CELA's email address upon admission into a program. Students can also [contact CELA](#) using the message boxes on our website at celaonline.com.

Certification Programs

CELA offers four certification programs: Intermodal Creative Arts Facilitator (ICAF), Intermodal Creative Arts Therapist (ICAT), Intermodal Creative Arts Educator (ICAE), and Expressive Writing Facilitator Certified (EWF-C).

Certificate Programs

CELA offers a certificate in Alternative & Holistic Healthcare.

CELACare Eco-Health Certificate Programs

CELA offers the following Eco-Health certificate programs: CELACare Eco-Health Certificate, CELACare Eco-Health Care Certificate, CELACare Eco-Health Home Health Aide Certificate, CELACare Eco-Health Bundle.

Distance Learning

The required coursework for all CELA programs is completely online. All assignments and coursework are to be submitted online. Online courses often require more discipline, motivation, and commitment – as well as technology and time management skills –

than courses that meet weekly, in- person. Online courses are not independent studies. You are expected to keep up with all assignments. Deadlines are critical. All assignments have deadlines and work will be accepted only when submitted within their specified time- frames. If you should have any questions or be in need of clarification, don't put off contacting your instructor. We are here to teach, assist, and support your learning.

Earning Your Certificate or Certification

Each CELA program has specific requirements. The required coursework for all programs is offered completely online. The CELA academic year consists of four 10-week sessions. All CELA online courses are 30 hours.

Admissions

Registration information and details for application submissions are available through CELA's website at celaonline.com. Candidates are to follow all online instructions for admission and registration. All applications are submitted online. Please visit the website (celaonline.com) to review each program's specific requirements.

The CELA Principles of Study

In order to receive a certificate or certification, students must incorporate the CELA Principles of Study into both their coursework and their learning experience, as well as meeting all minimum criteria for successful completion of CELA program requirements.

The idea of competent practice includes the principle of ethical scholarship. Ethical scholarship involves exploration, investigation, creativity, analysis, reflection, synthesis, and transformation of ideas, events, history, art, and experiences in ways that are honest, respectful, contextually informed and sensitive, and self-aware.

Theory: Students are expected to have demonstrated mastery of existing theory about the matter studied; to be familiar with the relevant sources for theory and the differing points of view about it; to know, in broad outline, the historical development of that theory and the methodologies appropriate to work done in accordance with it; and to know and use the appropriate methods of presenting and documenting that theoretical knowledge.

Practice: Students are expected to have demonstrated the ability to apply theory to practice. Where appropriate, this should involve action research, qualitative research, experimental research, professional practice, etc.

Integration: During their internship experience, students are expected to link theory with practice, as well as with contemporary significance and relevance.

Awarding of Credit

CELA grants credit only upon successful completion of individual courses not by session completion. Satisfactory completion of the work of a course means that the student: has successfully met (with a final course grade of C or higher) the coursework requirements of courses taken according to their Individualized Study Plan (ISP); has fulfilled the goals of their ISP; has shown significant and demonstrable progress during the sessions towards fulfilling the CELA Principles of Study; study materials and coursework were received by instructors and supervisors in a timely manner consistent with course syllabi and as agreed upon in the student's ISP, the student has submitted all required documentation and forms through the specified means of submission for all internship experience work as well as any additional documents required by CELA, CELA courses, and/or CELA course instructors, and CELA internship supervisors.

Transfer Credit Policy

CELA accepts transfer credits for coursework already completed. Transfer credit for prior completion of course(s) requires submission of an official transcript from a CELA-approved college/community college/university with a passing grade of C or higher. This does not apply to all CELA course requirements. Transfer of credit is determined on an individual basis after reviewing each applicant's submitted information and documentation. CELA recognizes and may accept relevant work and life experiences towards certificate and certification course requirements to qualifying candidates.

Work/life experience credits do not apply to all course requirements and are not accepted in all CELA programs. Please visit the website for complete information. Determinations are made individually on a case-by-case basis. Work/Life experience course credit can be requested online by completing and submitting the online application at celaonline.com.

Students wishing to transfer credit from foreign colleges or universities are required to have transcripts professionally translated into English should they be in a different language and/or have them evaluated by a CELA-approved agency that specializes in translating foreign credits into the U.S. semester/hour system. Applicants are responsible for the cost of these services. CELA accepts transcript translations from the following three agencies:

Education Credential Evaluators, Inc. P.O. Box 514070, Milwaukee, WI 53203-3470, USA
414-289-3400 | www.ece.org

World Education Services, Bowling Green Station, P.O. Box 5087, New York, NY
10274-5087, USA | 212-966-6311 | www.wes.org

American Association of Collegiate Registrars and Admissions Officers (AACRAO)
International Education Services, One Dupont Circle NW, Suite 520, Washington, D.C.
20036-1135, USA | 202-296-3359 | <http://www.aacrao.org>

Please [contact CELA](#) with any questions you may have about transfer credits or to discuss transfer credit options at admin@celaonline.com.

Academic Integrity

Lying, cheating, or stealing in any form is not tolerated. Plagiarism—the misrepresenting of authorship—is a form of stealing and of lying. Any time you use material or information from an already published work you must reference that work through the use of quotation marks and the careful citation of sources.

Any time you put thoughts, ideas, or information into a paper you are writing, and the thoughts, ideas, or information are not your own, you must use quotation marks when appropriate and cite the source of the information using proper APA format.

Academic Performance

CELA grants academic credit only to students whose academic and professional performance meets or exceeds minimum acceptable standards. Academic standards apply to class performance, internship attendance and performance, as well as ethical and professional conduct. Students are expected to adhere to CELA's general policies and

procedures for academic standards. These policies can be found on CELA's website (celaonline.com) as well as in each CELA online course syllabus. Students are expected to maintain a 2.5 minimum grade point average (GPA). Any student whose GPA falls below 2.5 will be notified by CELA that they have been placed on academic probation and should discuss their academic standing with CELA. Note: a 2.5 GPA = B-. Students who receive a grade of less than B- for any CELA online course must repeat the course (and will need to pay full price for the repeat course.) Only the highest grade will be applied to the student's academic record. Students need a minimum GPA of 2.5 to receive a certificate or certification. If a student feels that a mistake was made in a grade for a course, the student can email their CELA course instructor requesting a change of grade no later than the last day of the session following the session in which the grade in question was recorded. A change of grade will not be considered after this time.

Extenuating Circumstances Session Extension

Coursework extensions are granted only for students whose studies have been disrupted by documented extenuating circumstances or by the impact(s) of a documented disability. Any student who encounters an unforeseen serious medical, psychological, or family problem that makes completion of the work of a session may apply, in writing, to the CELA Program Director for an extenuating circumstances session extension. The session extension must be requested before the last day of a disrupted session. Email requests to the Program Director at admin@celaonline.com. To be eligible to apply, a student must have completed at least three weeks of a session. Extensions are the equivalent of the number of weeks of work that have not been completed during the session, up to seven weeks long. A student whose studies are going to be disrupted for longer than seven weeks should apply for a voluntary withdrawal from the session and re-enroll for the following session. (See voluntary withdrawal information below.) At the close of the session, instructors will submit to the Program Director a detailed interim evaluation stating what work has been completed and what needs to be completed by the student. From this information, the Program Director will design for the student an extension study plan, detailing the coursework the student needs to complete, with updated submission deadlines for their work. If approved, the extenuating circumstances session extension begins on the first day of the following session, unless otherwise arranged by the Program Director.

A student may not begin a new session of study until the extension session until the work of the extension session has been successfully completed. For the period of the extension, the student continues to work with their instructors and to fulfill their extension study plan. During the extension, students are expected to complete and submit their work according to their individualized extension study plan. Once the extension is over, students are considered to be on a leave of absence for any remaining time in the current session should they complete their work in advance of their extension study plan end date. Students will receive their course grade(s) within ten business days after the completion of their extension study plan. Students will be able to enroll in the next new session after their successful completion of their extension study plan.

Please note the following:

- Students who are in their internship are not eligible for this option and need to consider applying for a voluntary withdrawal (see voluntary withdrawal information below.)
- Students who have had prior unsuccessful sessions that make their continued good academic standing contingent upon completion of the unfinished session are not eligible for this option
- If the student is unable to submit the unfinished work within their extension study plan timeframe due to the extenuating circumstances for which they have received an extension, the student must notify the Program Director in writing of their inability to complete the work within the specified time frame no later than one week prior to the stated end date of their extension study plan. The Program Director, in consultation with the student's instructor(s), will review the student's information. The Program Director will make a decision whether or not to place the student on leave of absence status until the work has been completed and submitted based on the written information provided by the student and information provided by the student's instructor(s).

Withdrawals

A student who withdraws or is administratively withdrawn from CELA may make no use of CELA resources after the withdrawal, except those that are open to the public. Sessions in

which a student is withdrawn will be considered academically unsuccessful. If a student voluntarily withdraws, the session will not be considered academically unsuccessful.

Voluntary Student Withdrawal

Once a session is underway, enrolled students may decide that they are unable to complete their studies and choose to withdraw from the session. Students may do so up to the third week of the session. Students wishing to enroll for the session following the withdrawal may do so by indicating their intent to enroll in the session and by doing so by the appropriate deadline. If a student withdraws after the third week of a session, that session is considered unsuccessful. If the preceding session was unsuccessful or if the withdrawal results in the student having three (not necessarily consecutive) unsuccessful sessions, the student will be academically withdrawn from the CELA certification program in which they are enrolled. To return as a fully enrolled student, the student must re-apply through Admissions. Acceptance is not automatic.

A student who does not enroll for the session following their withdrawal will be administratively withdrawn from the CELA certification program in which they are enrolled. The withdrawal is retroactively understood as the date the student withdrew from the previous semester. A student who is administratively withdrawn must apply for readmission through CELA Admissions if, and when, the student wishes to return. Acceptance is not automatic.

How to Voluntarily Withdraw from a Session:

Students may voluntarily withdraw from a session at any time up to 11:59 PM (ET) of the last day of the third week of the session. To voluntarily withdraw from a session a student must submit notification of their intent to voluntarily withdraw from the session in writing. Written notification can be emailed to CELA at admin@celaonline.com. Email notifications are accepted only if they are received from the student's email account that CELA has on record for the student. The date of the withdrawal is two business days after CELA's receipt of the written notification from the student. Students may request, in their written notification of voluntary withdrawal from a session, a later date than two the business days after CELA's receipt of the student's written notification.

Students who are requesting a later date may do so only if they are certain to remain academically engaged up until the time of withdrawal. Voluntary withdrawal early in a session will reduce the percentage of the fees paid to CELA as well as recalculate any financial assistance the student receives. Refer to CELA's refund policy in this Student Guide for further refund details. [Contact CELA](#) for further assistance.

Academic Withdrawal

The CELA Program Director, in consultation with a student's instructor(s), can recommend a student for academic withdrawal for the following, but not limited to, grounds:

1. A student is judged to have made insufficient academic progress toward their certification for either two consecutive sessions or a total of three enrolled sessions. Withdrawal is from CELA.
2. A student is judged to have unsatisfactorily completed a session and there is no substantial promise for satisfactorily completed study in future sessions. Withdrawal is from CELA.
3. A student is judged not to be participating in the session based on confirmation by the student's instructor(s) that no or insufficient work has been submitted by the student. Withdrawal is from the session, if the previously enrolled session was successfully completed. Withdrawal is from CELA if the previous session was a Leave of Absence, the student quit or was withdrawn from the session, or the session was not otherwise successfully completed.
4. A student is judged not to have completed their internship experience within the agreed upon internship time frame. Withdrawal is from CELA.
5. A violation of CELA's academic integrity policy as set out in this guidebook.
6. Other instances of academic withdrawal as provided for in this guidebook, including based on a student's length of enrollment.

The CELA Program Director, in consultation with the student's instructor(s) and/or the Registrar, determines whether the student is to be academically withdrawn and then notifies, in writing, both the student and CELA Registration of a decision to withdraw a student. Upon receipt of notification from the CELA Program Director, CELA Registration

officially withdraws the student from CELA. Academic withdrawal will be noted on the transcript.

Administrative Withdrawal

CELA Registration may withdraw a student from CELA upon written notification from the following administrative offices:

CELA Registration will withdraw a student for the following reasons:

- A student does not register for a sequential session and does not request an approved Leave of Absence
- A student does not register for the session following an approved Leave of Absence

The business office may initiate withdrawal of a student for non-payment of bills. If, within fourteen (14) days of the withdrawal date, the financial standing with CELA is rectified, the student will be reinstated according to the student's academic standing at the time of the withdrawal for non-payment.

The Executive Director and senior administrative officials may initiate withdrawal of a student (notifying the student, Program Director, and CELA Admissions in writing) for grievous misconduct or infraction of CELA policy or procedures. Administrative withdrawal is noted as such on a transcript, but the reason for it is not stated. A student who has been administratively withdrawn may later apply for readmission through CELA Admissions. Acceptance is not guaranteed. While a student's previous history with CELA will be taken into account, the application must demonstrate the student's ability to fulfill certification guidelines and program-specific criteria at the time the student reapplies.

Readmission after Academic Withdrawal

Prior to the internship: any student who has been academically withdrawn for lack of academic progress must sit out for one full session before being eligible to apply for readmission. An applicant's personal statement for readmission should document the activities while away from CELA that resulted in progress or change that will enable the

student to succeed. This statement for readmission must be submitted to CELA Admissions. Readmission is not guaranteed. If readmitted, students are enrolled on a probationary basis for a minimum of two sessions unless they are returning after an absence greater than three sessions in which case they can enroll in full academic standing. If readmitted students have an unsuccessful session during the probationary period, an academic withdrawal will be issued. Students who complete their probationary period successfully will have a "clean slate" and their former unsuccessful session(s) will not affect their eligibility for enrollment. Unsuccessful sessions are noted on the student's official transcript. Students who strongly feel that they are in a sound position to have an academically successful session and want to apply for readmission after a one session hiatus should petition—in writing—CELA's Executive Director and the student's Program Director to be allowed to apply for early readmission. CELA's Executive Director and the Program Director jointly review these petitions to determine whether the exception is warranted. If an exception is granted, the student must re-apply through CELA Admissions. Such early readmission is not guaranteed. If readmitted, the student is enrolled on the probationary basis detailed above.

Readmission after Voluntary Withdrawal

Any student who has voluntarily withdrawn from CELA in good academic standing may re-apply through CELA Admissions. Acceptance is not automatic.

Prior to the internship: While a student's previous history with CELA will be taken into account, the application must demonstrate the student's ability to fulfill certification guide-lines and program-specific criteria at the time the student re-applies.

Leave of Absence

One approved Leave of Absence, of no longer than six months in duration, is permitted within any twelve-month period. Students must notify CELA of their intention to take a Leave of Absence in writing via a signed request to CELA prior to the start of the session in which the leave will occur. While on Leave of Absence, students are responsible for keeping up with developments in the field of study relevant to their certification and arts area work. A student who does not enroll in the session following a Leave of Absence will be administratively withdrawn from CELA. The date of last attendance prior to the Leave of

Absence becomes the official withdrawal date. A student administratively withdrawn following the expiration of a Leave of Absence must apply for readmission through CELA Admissions if the student wishes to return. There is no guarantee of readmission.

Payment Policy

CELA accepts the following types of tuition payment: cash, checks, debit, and credit card payments through PayPal. Please visit the website for more complete information (celanline.com) or [contact CELA](#). Individualized payment options are available for qualifying candidates who have been accepted into a CELA certificate or certification program. Visit the CELA website at celaonline.com for complete information.

Financial Aid

CELA offers financial aid services to help candidates meet their education, training, and certification goals. CELA does not accept federal financial aid at this time. All CELA financial aid is in the form of tuition remission. There are several scholarships available each academic year for new and returning students. All scholarships are in the form of tuition remission and cover partial to full tuition costs for several certificate and certification programs. Visit the website (celaonline.com) for complete financial aid information. financial assistance does not include the cost of books. CELA scholarships are need-based and applications for financial aid are evaluated on an individual basis. Candidates can apply online for financial aid through our website. All information and forms are available on our website at celaonline.com. Financial aid determinations are made after considering all of a candidate's admission information including but not limited to the personal statement, resume, work history and experience, the financial aid application, and the candidates demonstrated financial need. Visit the CELA website for complete financial aid information at celaonline.com.

Refund Policy

No refund of any tuition, fees, or other charges will be made in the event that a student withdraws from a CELA program at any time after enrollment except as herein specified. No refund is made in cases of suspension or expulsion. The application deposit is not refundable under any circumstances.

A student's withdrawal date is:

- The date the student begins CELA's withdrawal process and officially notifies CELA of their intent to withdraw; or
- The midpoint of the session for the student who leaves without notifying CELA; or
- At CELA's discretion the student's last date of attendance at a documented academically-related activity (which includes but is not limited to academic counseling, turning in assignments, or attending a study event that is assigned by CELA.)

If the withdrawal is official before the first day of the session, a full refund of all charges less the non-refundable application fee is given. If the official withdrawal occurs on or after the first day of the session, CELA will use the following scale for determination of refund:

Time of Withdrawal	Percent of Payment Refunded
● Prior to the 1st day of a session	100%
● 1st week of a session	75%
● 2nd week of a session	50%
● 3rd week of a session	25%
● After the 3rd week of a session	0%

Graduation Policy

Students are charged a graduation fee that covers administrative and processing costs. Graduation fee payments are due when the student submits all required documentation for certification at the successful conclusion of all certificate and/or certification requirements. Any final required documentation and the graduation fee are to be submitted to CELA no later than two weeks after the last day of the student's final class or internship. Current fees are posted on the CELA website at celaonline.com. Students who fail to submit all final session paperwork by the specified deadlines will be assessed a late graduation fee. If after one year a student has failed to submit all final paperwork, a certification can be revoked and require future additional enrollment depending upon the length of time since last enrolled, or an increased late submission fee can be assessed

depending on the circumstances. The CELA Executive Director reviews these cases and determines an academically and administratively appropriate course of action. A student's certification will be withheld if the student has any outstanding debts to CELA. This includes but is not limited to tuition bills, graduation fees, etc. Unless payment is made by cash, check, debit, credit, or as per an individualized payment plan and has successfully processed—usually two to three weeks--the diploma and/or letter of completion and/or transcripts requested will not be sent.

Transcripts

A transcript is issued by CELA at the written request of the student. Students may request a transcript be prepared at any time through the CELA website. Preparation of the transcript may take up to fifteen business days. There is a fee for each transcript requested. For completed transcript request information, go to the CELA website at celaonline.com. A student's transcript will be withheld if the student has: outstanding debt to CELA (which includes but is not limited to tuition bills, graduation fee, previous transcript request fees); outstanding paperwork. The student must have all required paperwork with appropriate approvals on file in CELA's system before a certification or transcript will be issued.

Student Rights

CELA's fundamental responsibility to students is to provide the student with the best possible resources for pursuing certification from CELA in a progressive educational context. If a student believes they are being disserved rather than served, they have the right and the responsibility to make this concern known to their instructor and then to the CELA Program Director, and if that doesn't resolve the issue, finally to the CELA Executive Director.

Other student rights include: appropriate and necessary access to CELA instructors and administrators; individual consideration of concerns and problems, including financial; the right to appeal decisions or grieve actions adversely affecting the student; privacy rights as established by FERPA; rights established by various applicable federal and state civil rights laws.

Resolution of Student Learning Difficulties

Resolution of student learning difficulties should first be initiated by the student and negotiated with the course instructor. The student should assume responsibility with the course instructor in initiating and negotiating a resolution of the learning difficulty. If the student feels that resolution of the learning difficulty appears improbable, then the student should consult CELA at celacertification@gmail.com. It is suggested that after a conference with the CELA administrator, a three-way meeting of the student, the course instructor, and the CELA administrator take place for a speedy resolution of the learning difficulty. It is the intention of these guidelines that most student learning difficulties can be resolved at the course instructor level. However, if the student feels that the resolution of a learning difficulty is unsatisfactory, the student should then consult with the CELA administrator. If the situation results in the student not meeting the requirements for program completion and/or certification, the CELA administrator will refer the matter to an Academic Review Committee. The Academic Review Committee will: review identified academic difficulties including those from the internship that cannot be resolved through other specified channels with the parties involved; review concerns about student conduct which are contrary to the guidelines for professional conduct for all CELA students as specified in the CELA General Code for Conduct, and/or the various codes of ethics for the different certifications, and/or in the CELA Internship Handbook; recommend a course of action to the CELA administrator resulting from committee deliberations with the student.

Academic Review

Any CELA student who receives a failing grade for a course will be referred for an academic review. Any CELA faculty or staff, or any internship supervisor, may recommend a review for any student who is perceived to be experiencing academic difficulty regarding courses/coursework or at an internship site, or who appears to have engaged in inappropriate conduct in violation of the CELA General Code for Conduct and/or the CELA behavioral standards as set forth in the Internship Handbook. Specific concerns are presented in writing and are sent to the internship Director, who forwards the request to the Academic Review Committee chairperson. During the CELA academic year, the Academic Review Committee will be convened, if possible within two weeks after receiving the written request for review. The internship Director will send written

notification of the academic review meeting to the student. The notification will indicate the reason for the review, the parties involved and who are being asked to attend the review meeting, and the date, time, location of meeting (e.g., virtual, conference call, etc.) A copy of the notification will be placed in the student's permanent record.

The student may select a "support" person. The support person the student chooses can be another student. The chosen support person serves as an advisor or advocate for the student during the academic review. Students wishing to have and include a support person need to notify the CELA administrator no less than 24 hours in advance, prior to the scheduled academic review.

After discussing the expressed concerns, the discussion with the student may address possible remedies, if needed. The Committee will excuse the student and continue in closed session to formulate a recommendation for the CELA administrator. The Committee chairperson will write a report of the findings with a recommendation to the CELA administrator within one week of the review. The CELA administrator will notify the student, the Committee members, and the person who initiated the referral of any resulting decisions within one week of the Committee recommendation. CELA may choose to modify this process if the seriousness of the concern so indicates.

Academic Review Committee

The Academic Review Committee shall consist of a minimum of two (2) CELA assigned faculty/staff members and additional faculty/staff as needed who will convene on an ad hoc basis. The Academic Review Committee will appoint the Committee chairperson. Only persons who have been identified prior to the date of the proceedings to provide information may be included to present their information before the Academic Review Committee. These individuals must appear separately and are not to remain (whether virtual, conference call, etc.,) to hear information from other persons scheduled to appear.

Termination from Program

Failure to adhere to CELA's code of conduct, behavioral standards, and the applicable CELA program code of ethics may result in dismissal from a CELA certificate or certification program. Students will be notified in writing of the recommendation for termination. Students who are dismissed for academic or professional reasons have the right to a

hearing before the CELA Education Council for the purpose of presenting information in support of possible reinstatement.

Procedures for Reinstatement

A student whose performance has resulted in termination who believes there are extenuating circumstances that might justify reinstatement may request in writing that the CELA administrator consider these circumstances. Requests for reinstatement shall be made as soon as possible, but no later than one week after the first day of the next session immediately following the termination. Consideration by a Reinstatement Committee is at the discretion of the CELA administrator.

Students who do not request reinstatement within the time limits outlined above or who are not reinstated by the CELA administrator following termination who subsequently wish to be considered for readmission following termination, must follow regular procedures for admission to the certificate or certification program, but may not be readmitted for at least one year. If a student wishes to appeal a CELA recommendation, request for an appeal may be submitted to CELA in writing.

Student Grievance Process for Non-Academic Difficulties

Students have the right to appeal non-academic decisions made or actions taken by CELA administrators, instructors, supervisors, Program Director that have a significant adverse impact on a student's life. When filing a grievance, students should bear in mind that grievances take time and the time involved in carrying the process through to the end may impact a student's enrollment status and options. When possible, CELA will make reasonable accommodations to expedite the appeal process in time sensitive situations.

Reconsideration

When appropriate, a student is strongly encouraged to first ask for a reconsideration of the contested decision/action from the person or group responsible. Reconsideration requests are presented in writing and include a rationale for why the decision or action should be over-turned. The request needs to be made within ten business days of the original decision and will be responded to within five business days. If the person or group who made the decision is not available to reconsider it and/or there are justifiable reasons for

bypassing a reconsideration request, the student may move immediately into an appeal. In such circumstances, the grievance must contain an explanation for why the reconsideration request was not undertaken.

Grounds for Filing a Grievance

A student may appeal a non-academic decision or action under the following conditions:

- If the student affected by the decision believes and can document that the decision was made by a substantial departure from CELA's articulated policy or procedure.
- If the student believes and can document that the decision was made based on their race, religion, color, national origin, marital/civil union status, age, gender, gender identity or expression, sexual orientation, disability, or other legally protected class.
- If the student believes and can document that the decision was made by unreasonable application of standards significantly different from the application of those for other similarly situated students

Where to Direct a Grievance

A grievance begins at the next level of authority level from that of the person or group making the contested decision/action:

- Instructor decisions/actions are grieved to their direct supervisor, the Program Director
- Section 504/Americans with Disabilities Act compliance complaints are grieved to the CELA Executive Director
- Senior administrative officials are grieved to the Executive Director. If the person named above is unavailable or unable to review an appeal, their supervisor will designate an alternative reviewer.

If a student needs assistance in directing an appeal, please [contact CELA](#) to request support.

Grievance Letter

A grievance must be presented in writing and include the following:

- A description of the decision or action that is being grieved and the circumstances involved;
- A detailed rationale of how the decision or action fits within the stated grounds for a grievance;
- Available evidence in support of the grievance; and
- The student's suggested resolution to the grievance

Grievance Timeline

Grievances must be submitted within ten business days of the decision or action being appealed. The grievance will be responded to within ten business days. In order to carefully consider an appeal, additional materials may be requested of all parties involved including the student. Timely submission of supporting materials expedites the review process. If additional time is necessary to respond appropriately, the review period will be extended by a reasonable period of time appropriate to the circumstances. The student will be notified of the additional time.

Grievance Decisions

The decision of the person responding to the appeal is final. If a student believes that the appeals process deviated substantially from what is outlined above, the student may bring a procedural grievance to the Executive Director. This is a grievance of the process, not the final decision and the student may not raise issues related to the substance of the previous decisions. The student must make this grievance in writing to the Executive Director within ten business days of the grievance decision. The Executive Director (or designee) will respond to the student within ten business days of receiving the complaint about the appeals procedure. The Executive Director's decision on such a procedural complaint is final. Procedural complaints against the Executive Director are made to the CELA Board of Directors following the process outlined above.

No Retaliation

Personally identifiable information and/or education records will not be released without the prior written consent of the student except as specified under the provisions of the Family Educational Rights and Privacy Act (FERPA). FERPA:

Any student who invokes the right to grieve or participate in these grievance procedures will not be retaliated against during or after the grievance process.

Academic Appeals:

Academic decisions may be appealed by following the academic appeal process as detailed in this Guide under the "Resolution of Student Learning Difficulties" section above.

Family Educational Rights and Privacy Act (FERPA) identifies specific individuals and organizations that may receive a student's education records under certain circumstances without prior written consent. Other than the circumstances specified in FERPA, no person or organization has a right to review a student's education records and/or personally identifiable information without the prior written consent of the student. Public or "directory information" can be released without prior written consent provided that students are given the opportunity to prohibit the disclosure of such information.

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

The right to inspect and review the student's education records within 45 days of the day the school receives a request for access. Students should submit a written request identifying the record(s) they wish to inspect to CELA Registration, Program Director, or Executive Director, or other appropriate official. The CELA official will make arrangements for access and notify the student of the time and place where the records may be inspected. If circumstances effectively prevent the student from inspecting and reviewing the student's education record, CELA shall provide the student with a copy of the records requested. The student will have access to their education records within 45 days of the date of their request for access. If the records are not maintained by the CELA official to whom the request is initially submitted, the student will be referred to the appropriate official.

The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask CELA to amend a record that they believe is inaccurate or misleading, or otherwise violates a student's right to privacy. Students must contact the CELA official responsible for the record, clearly identify the part

of the record they want changed, and specify why they feel it is inaccurate or misleading. If CELA decides not to amend the record as requested, the student will be notified of CELA's decision in writing and informed of their right to grieve the decision. Information on the student grievance process will be provided when the student is notified of their right to grieve. If upon completion of the grievance process the student's disagreement with the content of their records has not been resolved, the student has the right to place a written statement in their records stating their specific disagreement. Each time the disputed record is released to a third party, CELA will also distribute the student's statement of disagreement.

The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by CELA in an administrative, supervisory, academic, research, or support staff position, members of the Board of Directors, a person or company with whom CELA has contracted (including but not limited to attorneys, auditors, or collection agents); volunteers as appointed by CELA administration or the CELA Board. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill the responsibilities of their position at CELA or to assist CELA in fulfilling its responsibilities.

FERPA specifies other instances in which CELA may release student record information without prior consent from the student, including the following:

- Parties in connection with the granting of financial aid to the student
- Accrediting agencies carrying out their accreditation function
- Persons conducting educational research studies about schools and students with the provision that only aggregate (not personally identifiable) data will be released
- Certain state and federal officials or their designees as mandated by law
- Parents of financially dependent students (as defined by the Internal Revenue Service)
- Officer of other educational institutions in which the student seeks or intends to enroll. CELA maintains a policy of forwarding records to officials at other

institutions (excluding transcripts) where a student seeks or intends to enroll upon the request of that institution

- When there exists a bona fide health or safety emergency

The right to withhold "directory information" – items generally considered to be public information. The following items may be made available at the institution's discretion without student authorization unless the student notifies CELA that they wish to have directory information withheld. The student must notify CELA of this in writing no later than ten days after the start of each session. Directory information includes: name; address and telephone number; email address; academic program in which enrolled; student enrollment status; dates of enrollment; area(s) of study; previous educational institutions attended; degrees received and dates conferred.

The right to file a complaint with the U.S. Department of Education concerning alleged failures by CELA to comply with the requirements of FERPA. Complaints may be directed to: Family Compliance Office, U.S. Department of Education, 400 Maryland Avenue SW, Washington, D.C. 20024

Harassment Policy

Harassment on the basis of race, religion, color, national origin, marital/civil union status, gender, gender identity and expression, sexual orientation, veteran/uniformed service status, disability, or other legally protected classification subverts the educational mission of CELA and threatens the well-being of students, faculty, and staff. It is a form of discrimination that is illegal under state and federal law. Such conduct, whether intentional or unintentional, will not be tolerated. This policy applies to CELA in its entirety and to the conduct of students, faculty, administrators, and staff members alike.

Harassment means an incident or incidents of verbal, written, visual, or physical conduct based on or motivated by a student's or a student's family member's actual or perceived race, religion, color, national origin, marital/civil union status, age, gender, gender identity and expression, sexual orientation, veteran/uniformed service status, disability or other legally protected classification that has the purpose or effect of objectively and substantially undermining and detracting from or interfering with a student's educational

performance or access to school resources or creating an objectively intimidating, hostile, or offensive environment. It does not result from reasonable social interaction or substantive discussion.

Harassment of members of protected categories meets the definition of harassment above and includes conduct directed at the characteristics of a student's or a student's family member's actual or perceived race, religion, color, national origin, marital/civil union status, age, gender, gender identity and expression, sexual orientation, veteran/uniformed service status, disability or other legally protected classification and typically includes the use of epithets, stereotypes, slurs, comments, insults, derogatory remarks, gestures, threats, graffiti, display or circulation of written or visual material, taunts on manner of speech, and negative references to customs related to any of these protected categories.

Sexual harassment may be described as unwelcome sexual advances, requests for sexual favors, and other physical or expressive behavior of a sexual nature. Sexual assault is when one person forces another person to engage in a sexual act without the person's consent. Date Rape, in which the assailant and the victim know one another and engage in a sexual act without the victim's consent is no less a serious crime. The key is consent. Without mutual consent, a sexual act can be a sexual assault under state or federal law. Unwanted sexual contact, within the CELA community, is a sexual assault even if the facts do not meet the exact definition of that crime under state or federal law.

Consent means words or actions by a person indicating a voluntary agreement to engage in a sexual act. Provocative behavior is rarely if ever consent. In the same way, there is no place an individual can go (e.g., to an apartment) that can be considered as implicit agreement to engage in a sexual act.

CELA Expectations

We are here to teach, assist, and support your learning. The most important expectation is your success!

Complete Program Information

Complete program information for CELA's certificate and certification programs can be found on the CELA website at celaonline.com.