Start Your Journey with Us

• Airline/Travel Specialist
• Wind Turbine Technician
• Railroad Operations
• Culinary Arts

2020 - 2021 Academic Catalog
International Air and Hospitality Academy

Administrative Offices and 
Main Campus
Northwest Culinary 
Institute
Northwest Railroad 
Institute

2901 E Mill Plain Boulevard 
Vancouver, WA 98661
Culinary Satellite Facility 
21 Barnes St 
Vancouver, WA 98661
Satellite Facility 
3000 Hidden Way Bldg. 40 
Vancouver, WA 98661


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This school is licensed under Chapter 28C.10 RCW. 
Inquiries or complaints regarding this private 
vocational school may be made to:

Workforce Board
128 10th Ave SW wtb.wa.gov
Box 43105 (360) 753-5662
Olympia, WA 98504 wtecb@wtb.wa.gov
From the President

Dear Future Students,

On behalf of the administration, faculty, and board of directors, it is my sincere pleasure to thank you for your interest in our training programs offered here at International Air and Hospitality Academy (IAHA). For 40 years, IAHA has had the privilege of providing superior career training to thousands of successful professionals in the airline, travel, hospitality, culinary, railroad, and renewable energy industries.

We are consistently recognized as one of the finest career and technical training centers in the nation. Our actions and decisions are guided by a genuine concern for our students and dedication to helping them achieve their career goals. Your training and the responsibility of preparing you for your future is our priority.

IAHA and our subsidiary schools, Northwest Culinary Institute, Northwest Renewable Energy Institute, and Northwest Railroad Institute, are dynamic institutions teeming with innovation and discovery. Our students are exposed to the latest technologies and learn the state of the industry practices to ensure they are prepared and highly qualified for positions in their fields.

As you look through this catalog, talk with our staff, and learn about our programs, I believe that you will quickly realize that we are a dedicated, close-knit, and supportive family comprised of remarkably caring people. All are here to make a difference in the lives of our students. We are excited and honored that you are considering attending one of our programs and wish you tremendous success in your every endeavor.

Sincerely,

Colleen Piller,
President
Our Mission and Teaching Philosophy

The mission of the International Air and Hospitality Academy and our subsidiary schools is to provide technical training, coaching, mentoring, and encouragement for our students to be safe and successful in their chosen careers.

Our teaching philosophy is based on the belief that students succeed when their career training:

• Focuses on current industry best practices and skill building.
• Is delivered by instructors who are engaging and supportive.
• Develops safe and productive work habits.
• Emphasizes the importance of soft skills and professionalism.
• Includes theory supported by ample hands-on practice.

Accreditation and Approvals

International Air and Hospitality Academy and our campuses are accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). ACCSC is listed by the U.S. Department of Education as a nationally recognized accrediting agency under the provisions of Chapter 33, Title 38, U.S. Code and subsequent legislation. Our programs are approved for the training of veterans and veteran beneficiaries. Those who qualify for educational benefits through the Bureau of Indian Affairs may also have certain student costs paid through its agencies.

Interested parties may review International Air and Hospitality Academy’s credentials and accreditation, approvals, and licenses by contacting the school’s President.

Selected programs of study at IAHA are approved by the Workforce Training and Education Coordinating Board’s State Approving Agency (WTECB/SAA) for enrollment of those eligible to receive benefits under Title 38 and Title 10, USC.

Northwest Culinary Institute is recognized by the Accrediting Commission of Career Schools and Colleges (ACCSC) as satellite locations of International Air and Hospitality Academy, 2901 E. Mill Plain Blvd., Vancouver, WA 98661.

IAHA does not and will not provide any commission, bonus or other incentive payment based directly or indirectly on success in securing enrollment or financial aid to any persons or entities engaged in any student recruiting or admissions activities or in making decisions regarding the award of student financial assistance.
Our History

Our school opened its doors as International Air Academy in 1979 by our founder, Arch Miller. Miller began his career by attending a travel school. He got his first job as a ramp agent and later moved on to reservations. Miller worked his way up to Staff Vice President at Hughes Airwest, now part of Delta Air Lines.

In 2004, Miller decided to expand on the school’s success with new training programs in the Culinary Arts and Hospitality Management. The campus expanded to the beautiful Fort Vancouver National Site, where culinary students gain hands-on experience in the kitchen of the historic mess hall. During this year, we also changed our name to International Air and Hospitality Academy, which remains the name of our parent company.

In July of 2009, the Academy expanded into training for the Renewable Energy industry which evolved to include Telecom Technician training. July 2013 marked the start of Rail Operations Training program.

Now, more students with a greater range of interests can launch their careers at International Air and Hospitality Academy, Northwest Culinary Institute, Northwest Renewable Energy Institute and Northwest Railroad Institute, all highly regarded schools with a national reputation as leaders in the industry.

Today, Arch Miller still owns the school.

BOARD OF DIRECTORS

Arch Miller, Nancy Miller, Colleen Piller, Larry Paulson

OUR CAMPUSES

International Air and Hospitality Academy’s main school and corporate headquarters are located in a quiet residential neighborhood in Vancouver, Washington, just 12 minutes from Portland International Airport (Portland, Oregon). The 15,000 square-foot facility can accommodate up to 120 new students each month, with a maximum enrollment capacity of 420 students. The building contains seven classrooms with audio/visual equipment and a computer lab featuring the latest industry software and applications.

The Culinary satellite campus is located within the beautiful, 366-acre Fort Vancouver National Site. Culinary Arts courses are taught in a fully equipped kitchen in the Mess Hall building. This facility has been designed to accommodate up to 20 new students each quarter with a maximum enrollment of 90 students and includes professional culinary equipment such as convection ovens, flat tops, gas stoves, char broilers, steam jacketed kettles, Rational Self-Cooking Center and other kitchen equipment.

To give our Rail Operations Training Program students a hands-on experience, The Northwest Railroad Institute has a satellite campus located at 3000 SE Hidden Way for the use of rail space for the school’s locomotive. This remote and safe environment is located approximately one mile from the campus. For the majority of their last month of the program, students practice with live trains and equipment at this location.
STUDENT DORMITORIES

IAHA partners with Academy Properties, LLC, to provide dormitories in a safe, quiet neighborhood for the use of our resident students. These dorms are fully furnished and include kitchen utensils, dishes, silverware, small kitchen appliances and laundry facilities. Rent is $450 per month plus a one-time $100 housing application fee which is fully refundable up until move-in day. Students must be 18 years old to live in student housing.

Student housing is a quick drive from the main campus. Please contact the school for detailed information about these accommodations, and an application for student housing.

Approximately one month before classes start, our student coordinator will contact students who have indicated an interest in student housing. Students must complete a housing application which will help match students with similar interests and backgrounds. Roommate preferences are honored whenever possible. New students are met upon arrival by air, rail or bus and escorted to student housing.

PEOPLE WHO KNOW THEIR BUSINESS

We know the best training comes from people who have had successful careers themselves. Our experienced instructors share their skills and coach the professionalism that is required to succeed in this industry.

Administration
Colleen Piller, President
Cary Craig, Director of Marketing and Career Services
Kandis Nordstrom, Director of Financial Aid
Admir Sabic, Director of Education
Valeria Sosa-Jacobson, Housing Manager

INSTRUCTIONAL STAFF
Admir Sabic, Director of Education: Lufthansa Airlines, Deputy Station Management (7 yrs), Lufthansa Airlines, Head of Surveillance & Operations Supervisor (2 yrs)

Airline Instructors and Hospitality Instructors
Kim Dugger, Lead Instructor: Westair Airlines, Customer Service (1 yr); Mesa Airlines, Customer Service (4 yrs); Sky West Airlines, Customer Service (4 yrs)

Kraig Hubbs: Pan Am World Air, Flight Attendant (2 yrs); Sierra Pacific Airlines, Flight Attendant/Instructor (1 yr); Morris Air, Training Staff (2 yrs); Win Air, Customer Service Agent (1 yr); Western River Expeditions, Tour Guide (1 yr)

Kristi Eads: United Airlines, Flight Attendant (10 yrs)

Michelle Kesterson: BCD Travel, Travel Agent (8 yrs); Horizon Airlines Inc., Passenger Service Agent (3 yrs)
Northwest Culinary Institute Instructors
J.D. Thomas, CEC, Lead Instructor/Manager, Catering & Event Manager: Food Services of America, District Sales Rep (5 yrs); Harry’s Fresh Foods, Corporate Sous Chef (4 yrs); Western Culinary Institute, Instructor (6 yrs)

Erol Kanmaz, CEC, WCE, ACE: Timberline Lodge, Executive Sous Chef (10 yrs)

Jared Bassett: De La Salle High School, Kitchen Manager (3 yrs); Columbia Edgewater Country Club, Lead Line Cook (6 yrs); Jake’s Famous Crawfish, Sous Chef (1 yr); Ringside West, Sous Chef (2 yrs); Newport Bay/Stanford’s, Sous Chef (8 yrs)

Teressa Biggerstaff: Sodexo North America, Site Manager (4 yrs); Compass Group, Executive Chef (1 yr); Tera’s Treats, Owner/Operator (15 yrs); Ruth’s Chris Steak House, Sous Chef/Culinary Manager (3 yrs); Compass Group, Executive Chef (2 yrs); United States Army, Dining Facilities Manager (7 yrs); United States Marine Corp, Food Service Specialist (4 yrs)

NW Renewable Energy Institute Instructors
Thomas Bauras, Lead Instructor: U.S. Marine Corps, Amphibious Assault Vehicle Crewman, Developmental Test Engineer for prototype military vehicles with hydraulic based systems (8 yrs)

Eugene B. Ferstman: Siemens Energy Inc., Advanced troubleshooting wind turbine technician (5.5 yrs); Miles Fiberglass Composites, Wind turbine blade technician (6 mo); Park forest LLC, HVAC technician (6 yrs)

Richard Parrott: General Electric, Repair, Maintenance, and Operations of 1.5MW Wind Turbines (6 yrs)

NW Railroad Institute Instructors
Gina Marshall, Lead Instructor: Safetec Software, Director of Fulfillment Services (4.5 yrs); Dolphin Software, Senior Manager of Production Operations (1 yr); BNSF Railway, Switchman, Foreman, Conductor (7 yrs)

Brad Johnson: Pacific Rail Services, Intermodel Hostler (1 yr); BNSF, Conductor (2 yrs); ABM, Dispatcher (5 yrs)

Tony Pierce: Union Pacific Railroad, Conductor, Switchman, Brakeman (21 yrs); Union Pacific Railroad, Locomotive Engineer (19 yrs); Union Pacific Railroad, Yard Master (1 yr); Union Pacific Railroad, Manager of Operating Practices (5 yrs)

Scott Marshall: BNSF Railroad, Yard Master, Conductor, Engineer, Train Master (29 yrs)
ADMISSIONS

International Air and Hospitality Academy looks for individuals with the desire and potential to succeed in the airline, travel, hotel, restaurant, event, culinary, railroad, renewable energy and telecom industries. Our intention is for every individual we accept to complete his or her program, find employment, and thrive in their career by being well-prepared and knowledgeable to they can satisfy the needs of their employer.

Admission Requirements

Admission to International Air and Hospitality Academy requires graduation from high school or the equivalent, evidence of sufficient maturity, and the ability to succeed in International Air and Hospitality Academy’s programs. Additionally, applications must meet the minimum employment criteria of their program’s industry. Each industry also has specific physical requirements to perform safely on the job. Your Admissions Representative will review these requirements with you in your interview.

Applicants must be at least 18 years old by the midpoint of their education program. Students must be 18 years old to live in student housing. As initialed by all prospective students on the Career Screening Profile and under the school’s published drug policy, current students will be required to submit to random drug testing. There is a $75 application fee applicable to all programs. Waivers for application fee are not offered.

Admissions Procedures

Applicants must conduct a personal or telephone interview with a member of our admissions staff to determine his or her ability to meet industry employment standards. Proof of the applicant’s graduation from high school or the equivalent of a high school diploma is required before acceptance.

Seniors in high school may apply without their High School Diploma. Upon graduation from high school, they must submit proof of graduation before the start of the program. Please refer to the High School Completion Verification Guideline on the Admissions page of www.aha.edu for a list of all acceptable proofs of documentation.

At the time of enrollment, the candidate will apply for a specific program and start date with the assistance of an admissions representative. Registration is permitted on a space-available basis and may be completed up to the first day of class. However, students who apply early in the school year are at a definite advantage in completing all the arrangements necessary to make the transition to school and on to their new career.

The enrollment process may be conducted online, in person at International Air and Hospitality Academy, or by telephone, e-mail or regular mail.

The period in which acceptance or denial into a program is determined is dependent upon the applicant and the completeness of the file and will not exceed six months. Students who are denied admission may reapply for admission at any time.
Graduate Employment

It is our intention for every one of our students to complete our program and begin a new career. We also strive to satisfy the needs of the employers in the industries who value the skills our educational programs teach. The International Air and Hospitality Academy and our other training divisions are recognized as excellent sources of trained and qualified candidates.

Our Career Services department maintains an excellent working relationship with key employers and recruiting professionals across the United States. We regularly receive inquiries from industry representatives seeking an introduction and an opportunity to interview our students and graduates for a variety of relevant positions.

Many students begin interviewing in the weeks before graduation. All students and graduates, in good standing with the school, are eligible to meet with these employers while pursuing opportunities in their desired industry and can come back to us at any time in the future to receive access to Career Services resources.

Our students and graduates meet with these employers in one of the several ways depending on the employer’s hiring needs and interviewing process. These include recruiters visiting our campus to conduct interviews as well as students traveling to potential employer’s workplaces or hiring events for on-site interviews. In some cases, telephone calls or Skype may be used to facilitate the interviewing and selection process.

No matter how the interview occurs, we work closely with each student to prepare them well for the process. This preparation includes:

- Assisting students with goal setting by developing an action plan to achieve their short- and long-term goals
- Introducing students to the industry expectations with an emphasis on soft and hard skills required
- Supporting and guiding the completion of comprehensive applications
- Helping students write a personal résumé and assemble a professional portfolio
- Providing up-to-date advice on appropriate interview attire
- Practicing individual and group interview techniques
- Teaching confidence and helping students make positive first impressions
- Providing students with the tools and resources to conduct a productive job search that will meet their individual career goals

While no school can guarantee its students employment, the Career Services department at IAHA and our subsidiary schools make every effort to secure access to the right employment opportunities for students to utilize their newly developed skills.

Some students may have specific employment objectives that may not be available directly through International Air and Hospitality Academy at the time they are eligible to interview. To help these students develop their new careers along lines suited to their personal objectives, International Air and Hospitality Academy provides instruction in proven techniques for effective self-marketing.

Students hired before completion of the training program are required to complete all classes to meet graduation requirements and receive a diploma. Most employers understand this requirement and agree in advance to allow for course completion. International Air and Hospitality Academy also provides continuing employment assistance to students in good standing following graduation.
Program and Course Descriptions

Airline/Travel Specialist

The objective of the Airline Travel Specialist program is to provide students with the professional, technical and customer service skills as well as the knowledge of the world and travel industry operations necessary to gain employment in the field. Graduates will be qualified to work in a variety of positions including travel agents, ticket agents, flight attendants, and guest service agents for other travel venues such as cruise lines, railways and car rental agencies.

Certified Instruction

IAHA relies on a Program Advisory Committee (PAC) that reviews and recommends changes to our curriculum confirming what we teach is aligned with current industry best-practices.

The PAC is comprised of senior-level leaders in the airline and travel industries who are renowned experts in their fields. They meet at least twice per year to inspect the facility, meet with instructors, and to ensure our training meets the needs of employers, customers, regulatory agencies, and other stakeholders.

Length of Program: 20 Weeks

Clock Hours: 602  Credit Hours: 33

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Opportunities
Customer Service Skills
The airline industry is among the most highly competitive industries in the world. Most airlines offer the same flight schedules, modern aircraft, food, and amenities. The greatest edge an airline may have over the competition is its quality of customer service. Identify and learn the differences between outstanding and poor customer service. Learn to resolve problems and handle difficult customers with self-confidence and professionalism. These skills will continue to help you advance in your career, where professionalism and job performance are valued and rewarded.

Flight Attendant Services
Study the major flight attendant duties and responsibilities. Develop an understanding of the terminology important to flight attendants. Read and present the major flight attendant announcements used aboard aircraft as well as different types of FAA and public-address announcements. Identify the function of the flight attendant emergency equipment and comprehend fatigue awareness and personal protection methods. Understand the meaning of flight attendant wages and bidding, flight attendant reports and Federal Aviation Administration regulations.

Airport Operations
Develop skills to succeed in the industry through hands-on experience. Some of the subjects taught in this section include ticketing, ramp operations, oversold/canceled/delayed flights, public address announcements, and procedures related to international travel. Additionally, students will learn about Dangerous Goods Awareness. This particular component is a vital piece of training for ground and in-flight crew members.

Cruises, Railways, Hotels, and Tours
Learn to plan both domestic and foreign leisure itineraries that involve air, sea and land transportation, lodging, meals, guided tours and a variety of other activities. Become familiar with industry travel guides, such as the CLIA Cruise Manual, tour brochures, official cruise guides and other resources.

Employment Preparation
The ultimate objective of this 20-week program is to start and grow a career in the airline and travel industries. This section includes learning about the various positions available in the industry along with the hiring criteria and responsibilities. This training also includes how to write an effective cover letter, résumé, and learn how to complete an employment application that increases the chances of obtaining an interview. Receive active coaching from our Career Services Department on how to prepare for and shine through the interview process by showcasing the skills and experience relevant to your new field.

Fare Construction and Ticketing
Learn how to calculate prices for domestic itineraries and discounted fares, as well as how and when to apply penalties. Develop a thorough understanding of tariff rules and their application. Become familiar with domestic ticketing and related ticketing forms, 4-flight tickets, miscellaneous charge orders, the universal credit card charge form, refund/exchange notices, special service tickets and excess baggage forms. This section includes an introduction to the principles of international airfare construction and required passenger documentation forms and procedures.

Geography and Destinations
A well-developed understanding of destination geography is critical to the work of travel professionals. Matching the right destination, climate, and accommodations to each client are critical to the success of any trip. Study and research the world’s countries and major cities, their main attractions, and what the
leisure or business traveler should take into consideration when traveling to each.

**Travel Planning**
Learn the many intricacies of effective itinerary planning.

**Reservations**
The reservations system is at the heart of most airline and travel activities. Learn about Apollo FocalPoint Computer Reservations System (similar to most reservations systems) and use the same information airline personnel around the world are using. Learn to display and interpret flight schedules, sell seats and create, modify and retrieve reservations. Learn to reserve automobiles, request services such as special meals and wheelchairs, read and interpret domestic and international tariff displays, quote fares and corresponding rules for domestic and international itineraries, and interpret flight information.

**Ticket Sales**
The majority of travel industry positions require professional customer service skills. As you practice a spectrum of simple to complex circumstances, you will develop the ability to handle various situations you may encounter on the job. You will also have the opportunity to gain practical experience through a series of scripted situations requiring you to utilize professional customer service.

**Travel Industry Overview**
Explore the many facets of the travel industry, including travel agency operations, ramp operations, the Transportation Security Administration, how aircraft fly and the economics of the airline industry. Learn about the jobs of flight attendants and customer service agents. Study the relationships between travel agencies, airlines, cruise lines, car rental agencies, hotels, resorts, tour companies and their employees.

At the end of the 20-week program, there will be a comprehensive, final exam.
Culinary Arts

The Culinary program is designed to give students the specialized cooking techniques, presentation skills and culinary knowledge they will need to succeed as a chef. Students will learn the flexibility and versatility that will allow them to make life-long careers in a wide variety of venues including five-star restaurants, food trucks, butcher shops, catering, cruise liners and assisted living homes.

Length of Program: 36 Weeks
Clock Hours: 1,062 Credit Hours: 57

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Á La Carte / Line Cooking
Explore the basic brigade system. Learn how to work on a line through hands-on experience at various stations. Develop skills in speed, portion control, timing, teamwork, and communication. Learn the techniques for perfect plate presentations.

Baking
Learn the basic principles of baking including ingredient functions, yeast dough production, quick bread, rubbed dough and laminated dough. Learn dessert sauces and basic cake preparations. Explore the different mixing methods used in a commercial bakery.

Banquet Service
Study banquet and buffet preparation with an emphasis on guests’ needs. Participate in event setup and breakdown. Learn to interpret and write Banquet Event Orders, forecast food needs and design details for banquet service.
**Beverage Management**
Survey all facets of the beverage side of the culinary industry. Gain basic working knowledge of the structure of wine and spirits and their relationship to dining.

**Culinary Math**
Learn and apply the mathematical equations used in food service. Build all-important skills in restaurant management, food forecasting and menu and labor costing. Learn to build par sheets and understand the inventory process.

**Dining Room Service**
Study the proper service techniques within the culinary industry. Explore American, French and Russian service. Learn table settings and service styles. Learn the importance of communication and quality customer service.

**Ethics and Responsibility**
Consider many of the ethical issues that restaurant managers are facing in today’s ever-changing world. Examine how our decisions affect others. Learn about strategic planning, and why it is important to consider ethical issues in the process.

**First Aid and Safety**
The skills you learn in this course may help you save a life. Learn the techniques of adult CPR, including when to start and stop, and how to help a choking victim. Identify the signs and symptoms of a heart attack or stroke. Learn about disease transmission and legalities. Learn the regulations regarding the use of chemicals in the workplace, as well as employees’ rights.

**Food Identification**
Explore methods of purchasing, processing and preparing food products. Discover various local and international foods through instruction, tasting and field trips. Examine safety in the food chain and the sources of health risks.

**Food Preparation**
Study the basic concepts of cooking, including the differences between dry heat and moist heat cooking methods, convection, conduction, radiant heat, and microwave. Learn standard culinary cuts for fruits and vegetables, how to reduce waste in preparation, how to prevent cross-contamination of food products, cooking temperatures, time management for delivery of hot foods and proper temperatures for meats, poultry and fish.

**Garde-Manger**
Learn how to prepare basic house salads, entrée salads, pâtés, galantines, hors d’oeuvres, canapes, and terrines. Learn knife-cutting skills for a variety of vegetable and fruit presentations.

**International Cuisines**
This course will explore many cuisines of the world through taste, touch, smell and sight. Students will experience the variety of spices, herbs, meats and vegetables that make a cuisine unique.

**Internship**
Work at a local business during the last four weeks of the program. Northwest Culinary Institute staff will help you arrange an internship where you will work full time, learning hands-on skills invaluable to your career. An instructor acts as your mentor to coach you through real life experiences.
Kitchen Equipment and Tools
Develop knife and hand tool skills and learn equipment operation with an emphasis on proper safety. Identify and use utensils, pots and pans. Learn safety practices for using stoves, mixers and ovens.

Kitchen Management
Explore facets of Back of the House operations, discuss factors that determine kitchen equipment and staffing needs for any food production operation. Learn the concept of the “flow of food” through a kitchen.

Meat Fabrication and Charcuterie
Learn meat identification as well as types of poultry and fish. Study the process of raising meat, poultry, and fish to agricultural standards, as well as the processing of these products. Develop skills in meat fabrication for beef, pork, lamb, and poultry.

Menu Development
Learn the basics of menu design. Compare menus from many restaurants, learn their similarities and differences and what makes them valuable sales tools or not so valuable tools. Create menus for a variety of events. Build on knowledge of math and forecasting to price your menus for profit.

Nutrition
Explore a variety of areas in nutrition. Learn the characteristics, functions and food sources of major nutrients. Maximize nutrient retention in food preparation and storage, and apply the principles of nutrition to menu planning and food preparation.

Personnel Development
The ultimate objective of this 36-week program is to start and grow a career in the culinary industry. This section includes learning about the various positions available in the industry along with hiring criteria and responsibilities. This training also includes how to write an effective cover letter and résumé and preparation on how to complete an employment application that increases the chances of obtaining the interview. Receive active coaching from our Career Services Department on how to prepare and shine through the interview process by showcasing the skills and experience relevant to your new field.

Purchasing and Receiving
Develop the vocabulary and skills you will need to order products, including specifying can, pack and case sizes. Learn about the legal implications of purchasing non-regulated foods, and about how to evaluate, choose or change a purveyor.

Regional Cuisines
Explore a variety of American regional cuisines through taste, touch, smell, and sight. Experience the spices, herbs, meats and vegetables that make a cuisine unique.

Sanitation
Study proper sanitation as prescribed by law, harmful bacteria and proper storage of potentially hazardous foods. Learn proper equipment- cleaning procedures and how to correctly wash dishes. Identify and use Material Safety Data Sheets and the “first in/first out” rotation system. Learn about food-borne illness, effective sanitation techniques, and sanitary work conditions. Identify critical control points of food flow.
Soups, Stocks, and Sauces
Develop the fundamental skills of preparing soups, stocks, and sauces. Create all of the mother/leading sauces (foundational sauces), along with their small sauces. Review the history surrounding the development of these products.
WIND TURBINE AND TELECOM TECHNICIAN

The renewable energy and telecom industries are rapidly expanding and in need of qualified technicians to maintain wind turbines and towers across the globe.

The objective of the Wind Turbine and Telecom Technician Program is to provide students with the wide variety of skills and knowledge they will need to gain employment in the renewable energy, telecom or other related industries.

Students will study rigging, multimeters, electrical systems, hydraulics, metallurgy and computerized data collection with a mixture of classroom, computer-based and hands-on training.

Length of Program: 24 Weeks
Clock Hours: 720 Credit Hours 42

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<td>Phase One: Introduction to Wind</td>
<td>120</td>
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<td>Phase Four: Electronics/Machine Controllers</td>
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<tr>
<td>Phase Two: Mechanical</td>
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<td>7</td>
<td>Phase Five: Hydraulics</td>
<td>120</td>
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<tr>
<td>Phase Three: Electrical</td>
<td>120</td>
<td>7</td>
<td>Phase Six: Metals, High-Strength Bolting, and Rigging</td>
<td>120</td>
</tr>
</tbody>
</table>

Phase One: Introduction to Wind and Telecom

This course focuses on safety in the workplace, including legal requirements as well as best practice. Students will examine various aspects of the renewable energy and telecom industries, providing a foundation for future courses. Students will be introduced to common language and communication for industry technicians. Upon successful completion of training, applicable testing and relevant practical demonstration, you may receive a First Aid/CPR/AED card; an OSHA 10 for General Industry card; and an ENSA Safe Access and Rescue Certification.

ORIENTATION AND INTRODUCTION

You will receive an overview of the program as a whole, including the policies in place at NW-REI that you will be expected to know. Topics include, but are not limited to safety, teamwork, attendance, student services, conduct, dress and grooming guidelines, and employment assistance.

TECHNICIAN SAFETY PRACTICES

Focusing on safety is essential to work as a wind or telecom technician and will be incorporated throughout this phase. Developing an understanding of the day-to-day potential hazards and industry practices is paramount. Important elements may include driving and vehicle safety, proper tools and equipment, and necessary documentation requirements. You will receive First Aid/CPR/AED training, attend and prepare daily safety meetings, learn safe practices while climbing and working at heights, as well as learning about general safety best practices.

WIND AND TELECOM INDUSTRY OVERVIEW

You will become familiar with the system design of a wind turbine, including turbine types, main
components, key internal components, and their functions. You will learn the many factors associated
with wind power plant development such as financial costs and obligations, land suitability, site design,
planning, and wind farm construction. You will gain an understanding of the operation of a wind farm,
including site safety, operations monitoring, maintenance activities and the importance of
troubleshooting. You will gain an understanding of current installed capacity as well as growth trends and
goals of the industry. You will also learn about telecom, additional renewable energy sources and energy
conservation.

TECHNICAL COMMUNICATION
As a technician, working with technical documentation is a daily occurrence. Whether conducting
scheduled maintenance, major component replacement/repair or system retrofits, understanding
and demonstrating basic technical writing knowledge, skills, and abilities is essential to the daily
job functions of a technician. You will review several types of technical correspondence and their
functionality. Focus is given to maintaining professional written communication, which includes
proper spelling, punctuation, and grammar.

ENSA NORTH AMERICA - SAFE ACCESS AND RESCUE CERTIFICATION
Designed around the specific requirements of the renewable energy and telecom industries; this course
deals with access to a turbine using personal safety and rescue equipment. During this course you will
be taught the dangers of working at heights; how to use lanyards and fall arrest harnesses; positioning
equipment; and the correct method of dealing with emergencies including suspension trauma and
rescue. All students will be expected to rescue and be rescued; have a comprehensive understanding of
issued Personal Protective Equipment (PPE), possess a basic knowledge of the cause, effect, symptoms,
and how to deal with suspension trauma.

OSHA – 10-HOUR FOR GENERAL INDUSTRY
OSHA 10 for General Industry is a two-day hazard awareness training designed for anyone in the
renewable energy and telecom industry. You will learn the history of OSHA, worker rights under
OSHA, inspection priorities, and violation types. Additional topics include Focus Four, crane safety,
hand and power tool safety, lockout Tagout and confined space, among other topics.

DRUG AND ALCOHOL AWARENESS
This industry enforces strict drug and alcohol policies. Learn about these policies and procedures with
classroom and industry discussion.

EMPLOYMENT PREPARATION AND THE INTERNET
The ultimate objective of this course is to achieve employment as a technician in the renewable energy
or telecom industry. Learn how to write an effective cover letter and resume, learn interviewing
practices and techniques, and complete employment applications. Focus on career goals to help
advance and move beyond entry level positions. Use the internet to explore career opportunities, find
housing and research potential employers in the renewable energy or telecom field.

INTRODUCTION TO COMPUTERS
Study and review the basics of computer technology. Special attention will be paid to the applications
used in the renewable energy and telecom industries. Major topics include basic computer networking,
software relevant to the industry, operating systems, basic Windows skills, multi-tasking computer
operations, and file management. Students will become familiar with the basic tools of word
processing, including spreadsheet designs, presentation skills, use of graphics, the internet and internet
communication skills and concepts.
Phase Two: Mechanical

MACHINE SAFETY
You will learn common safe practices necessary when working on or around a wind turbine generator. This course will emphasize safe lockout practices, machine operation, testing procedures and protocols, emergency stop procedures, and emergency evacuation when necessary. You will also be trained in safe and proper tool usage and storage when performing maintenance on wind turbines, industrial equipment or other power generation equipment.

INTRODUCTION TO MECHANICAL DRIVE SYSTEMS
You will learn how to select, install, adjust, troubleshoot, and repair a range of mechanical systems which are commonly found in both wind turbine power plants and other electro-mechanical systems in many industries around the world. You will learn about general safety practices for mechanical systems and how to mount and level an electric motor. You will also develop the basic skills required to install, operate, analyze performance and design basic mechanical transmission systems.

ADVANCED MECHANICAL DRIVES
Apply the knowledge acquired in Introduction to Mechanical Drives with this comprehensive course material to complete the study of mechanical devices. Critical to the reliability of the turbine is the proper selection and maintenance of bearings and gears. You will learn to distinguish between many different types of bearings. As well as learning about advanced gear drives, gaskets, and seals. You will also learn in-depth about the care, maintenance, and lubrication of all mechanical systems.

INVENTORY AND SUPPLY CHAIN
Maintaining proper tool inventory and personal protective equipment in an industrial environment is an important responsibility of any technician. An efficient wind or telecom technician works in a unique environment where maintaining a proper inventory is paramount. You will be provided with lab tools, equipment, and personal protective equipment and will be expected to demonstrate the purpose, importance, and procedures of maintaining a proper inventory.

POWER TRANSMISSION SYSTEMS
You will couple the motor shaft to an independently mounted drive shaft which requires precise alignment with the motor shaft. Alignment is one of the factors that most affects the life of rotating machinery. If done incorrectly, the components can wear out quickly. You will also learn about two important power transmission components: bearings and couplings. Every transmission machine you will work with will have bearings and couplings of some kind.

LASER ALIGNMENT
Maintaining proper alignment of major components is vital to the efficient operation of any industrial equipment. This course will enable you to demonstrate the practical application and understanding of all aspects of laser alignments. Emphasis will be on proper setup and measurement using the applicable alignment tools relevant to the renewable energy and telecom industries based on best field practices.

VIBRATION ANALYSIS
Learn how sound vibrations are measured and discover how vibration can be used to determine the condition of the various components and efficient operations of a wind turbine. The presence of component imbalances enhances component failures, thus increasing wind turbine failures and downtimes. As a technician, understanding basic vibration data and vibration analysis adds value to the successful operation of wind turbines.
Phase Three: Electrical

BASIC ELECTRICITY AND DIGITAL MULTIMETER
Students will learn to understand the relationship between current, voltage, and resistance in different configurations of electrical circuits. Define Alternating Current (AC) and Direct Current (DC) and understand the application and limitations of both. Understand the symbol, function, and uses of common electrical components and what readings a Digital Multimeter (DMM) can measure. Students will demonstrate the safety checks required before using a Digital Multimeter (DMM) and how to use a Digital Multimeter (DMM) to measure resistance, voltage, continuity, and capacitance. Students will also learn how to use a non-contact current meter (AmpClamp) to measure current.

ELECTROMAGNETISM, TRANSFORMERS AND POWER ELEMENTS
Students will learn the relationship between Electromagnetism and Induction and their applications in industrial environments. They will be able to identify common inductive devices and discuss their function in electrical circuits. Students will be able to identify types and functions of Transformers. They will understand the difference and relationship between Inductive Reactance and Capacitive Reactance and why it is important in the energy production and distribution and the difference and relationship between Reactive Power, True Power, and Apparent Power.

RELAY MOTOR CONTROL AND LADDER DIAGRAMS
This section will identify six logic elements and understand how they can be used to control electrical systems. Students will learn to identify the elements and symbols of a Ladder Diagram. They will also learn how to correctly draw and label a ladder diagram to accomplish given criteria. They must demonstrate how to accurately wire a circuit based on a Ladder Diagram and to accurately draw a Ladder Diagram representing a wired circuit.

MOTORS AND GENERATORS
Learn to be able to identify the components of different types of motors and their function. Students will learn to understand the principles behind induction motors, AC power generation, and 3 phase power systems. By the end of this section, students will demonstrate how to perform insulation tests on an AC generator.

NFPA 70E
Electrical safety is very important in the industry. The school teaches students to be able to identify the hazards associated with Arc Flash and Arc Blast. All students wanting to join the renewable energy industry must understand how to protect you from Arc Flash hazards. They must be able to identify the different safety boundaries for Arc Flash and Electrical Shock Hazards and understand the requirements for making a system electrically safe maintenance and repair operations.

Phase Four: Electronics /Machine Controllers

ELECTRIC MACHINES
Explore the world of electric machines. These machines are commonly utilized or found on industrial devices such as wind turbines. In this course, an emphasis will be placed on the study of single-phase AC motors, three-phase AC electric motors, and DC electric motors.

INTRODUCTION TO PROGRAMMABLE LOGIC CONTROLLERS (PLC)
Learn the importance of PLC’s as the fundamental building block for automated systems such as those used on wind turbines. Topics include basic programming, motor control, discrete I/O interfacing, timer, instructions, counter instructions, troubleshooting, event sequencing, application development,
process control instruction, and math and database instruction.

SCHEMATICS
Learn the importance of reading, writing, and troubleshooting wind turbines and industrial electrical machines using schematics and hands-on equipment. Students will be introduced to transformer cabinet schematics, top box schematics, voltage measurements using schematics, wind turbine schematics, and other industrial electrical schematics.

TROUBLESHOOTING
Once you learn the use of schematics, you will discover the importance of troubleshooting various faults in industrial electrical components. Learn to troubleshoot systems, components, power supply circuits, and much more. Learn different methods of troubleshooting, different faults, I/O troubleshooting, and three-phased power troubleshooting. Learn how to troubleshoot using training equipment that simulates conditions in the field.

Phase Five: Hydraulics

THEORY AND INPUT
You will receive an overview of how hydraulics work and why it is used to do work. Topics will include but are not limited to, safety, schematics, and pumps.

CONTROLS
You will become familiar with valves used in hydraulic systems. You will gain an understanding of the operation of the valves and their functions. Topics will include speed, pressure, and directional control.

OUTPUT AND ACCESSORIES
In this section discussion about power out and various other important components that aren’t valves will follow. Topics will include actuators, filters, and accumulators.

HYDRAULIC SYSTEMS
This section will cover hydraulic and electric pitch, as well as brake systems.

TROUBLESHOOTING AND MAINTENANCE
The final section will cover the last parts of the hydraulic system, oil and heat exchangers. Discussion about system maintenance and possible problems to troubleshoot will follow.

BASIC ANTENNA INSTALLATION AND WEATHERPROOFING
Learn the basics of installing cell tower antennas. In this course, we will discuss safety, necessary tools, components of the installation, written documentation, and photo documentation. Learn correct antenna labeling, azimuth, mechanical and electrical tilt and, compass measurements. Identify the importance of a Radio Frequency Data sheet. Learn to correctly support all cables, fiber and ground. Students will then have an opportunity to install antennas to an “H” frame that is attached to our lattice climbing tower. We will also discuss the correct practices of weatherproofing and the difference between the major methods used today.
Phase Six: Rigging, Torque & Tensioning

METALLURGY
Gain a well-developed understanding of the most important commercial metals. Their origins, properties, and uses will be described and shown in illustrations. You will also become familiar with other important metals and their properties, uses and applications in wind turbines.

TORQUE & TENSIONING
The power generation industry demands high-quality joint integrity. Whether the bolting is on the reactor pressure vessel head of a nuclear power plant or holding the blades to the bearing on a wind turbine, there is no room for failure. The renewable energy and telecom industries offer unique challenges for bolting and tensioning. You will learn the basics of torque and tensioning and demonstrate their applications.

RIGGING
Rigging skills are required in many industries and are used daily in the renewable energy and telecom industries. Learn rigging concepts, load weight calculations, balancing, component inspections, hoists, slings and lifts, wire ropes, chain slings, fiber ropes, industrial cranes, special lifting applications, and safe load turning using a variety of methods. Move and lift loads while following required standard safety practices.

HYTORC CERTIFICATION
With the completion of a written exam and hands-on demonstration of proficiency, you will earn a “Hytorc” Torque and Tensioning Certification.
RAILROAD OPERATIONS TRAINING

The Rail Operations Training Program instructs students on how to maintain & operate the equipment that is responsible for the assembly and movement of trains.

The program trains freight conductors; these conductors are responsible for the safe movement of trains and all employees, brakemen, and switchmen in their care. Conductors are responsible for themselves, other crew members, and their company since they organize all the work activities along with a railroad route and ensure compliance with Federal railroad regulations.

The railroad operations program places a strong emphasis on classroom lecture in combination with hands-on training. These components are intertwined throughout the program so that students can implement their classroom knowledge with practical applications in railroad operations.

Length of Program: 24 Instructional Weeks

Clock Hours: 720 Credit Hours: 42

<table>
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<td>68</td>
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<td>Phase Two: Railroad Operations &amp; Safety Rules</td>
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<td>4</td>
<td>36</td>
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<td>Phase Five: Air Brakes and Train Handling Rules</td>
<td>108</td>
<td>7</td>
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</table>

Phase One: Introduction to Railroading

HISTORY OF THE RAILROAD INDUSTRY

Students will survey the development and evolution of the railroad industry in North America. The focus of this course will be on the geographic expansion, technical advances, social influences, government involvement and economic impact of railroads in North America.

CAREER OPPORTUNITIES IN THE RAILROAD INDUSTRY

In this introductory unit, students will be introduced to information about the technical careers in railroading. Students will be able to describe the basic technical jobs and their functions, requirements and characteristics.

RAILROAD OPERATIONS

This unit includes information about the railroad industry with discussion placed on its major assets, organization and typical operations. The unit will examine the major characteristics of the North...
American rail industry, its basic operations, its components and processes and its administrative structure.

DRUG AND ALCOHOL AWARENESS
The railroad industry enforces strict drug and alcohol policies. The student will learn about these policies and procedures through guest speakers, handouts, and classroom discussion.

EMPLOYMENT PREPARATION AND THE INTERNET
The objective of this unit is to achieve employment in the railroad industry. The student will learn how to write an effective cover letter and résumé, interviewing practices and techniques, and how to complete employment applications. Students will learn how to use a computer to explore career opportunities, find housing, and research potential employers in the railroad industry.

INTRODUCTION TO COMPUTERS
Study and review the basics of computer technology. Special attention will be paid to the employment applications used in the rail industry. Major topics include basic computer networking, software relevant to the rail industry, operating systems, basic Windows® skills, multi-tasking computer operations and file management. Students will become familiar with the basic tools of word processing including spreadsheet designs, presentation skills, use of graphics and Internet skills & concepts. Additional items include terminology and vocabulary important to computers, application of the computer to the railroad industry, data analysis, and data acquisition/assessment.

FIRST AID, AED AND CPR TRAINING
Learn how to handle emergency situations, take basic precautions to prevent disease transmission, care for injuries or sudden illness until advanced medical help arrives, help someone in breathing and cardiac emergencies, administer chest compressions and use an Automated External Defibrillator (AED). This unit also teaches you to care for life-threatening bleeding, sudden illness, shock, and injury.

Phase Two: Railroad Operations & Safety Rules
In order to work productively and safely, personnel must be knowledgeable of and obey the rules, general order and special instructions governing safe train practices and operations within the railroad industry. The railroad industry emphasizes the importance of safety, personal health, and environmental awareness. The industry also emphasizes important techniques for improving safety operations and conditions. This course is designed to give students the tools to define and explain the continual need to improve safety and environmental health. The topics discussed in this course include safety and general rules, operating rules, signal aspects, block signals, track warrants and bulletins, railroad radio rules, the conduct of personnel and safety and special rules for duty personnel.

Phase Three: General Code of Operating Rules
The General Code of Operating Rules (GCOR) is a set of operating rules used by railroads in the United States. The GCOR is used by Class I railroads west of the Mississippi River, most of the Class II railroads, and many short-line railroads. These operating rules are intended to promote the safe and efficient operation of the railroad. The student will learn the use and application of the railroad rules which are designed to cover employee responsibilities, timetables, signals, train movement, switching, signal systems, track warrants, track bulletins and other general responsibilities including a protocol for dealing with accidents and other topics related to the safe movement of trains. At the conclusion of this course, students should be able to apply the GCOR to the safe and efficient train movement and operations as well as be prepared for the GCOR standardized testing.
Phase Four: Yard Switching Operations
A lot of railroad operations is unseen because it takes place in industrial facilities and the railroad yards. These activities are essential to railroad operations since they are important to the railroads’ job of delivering freight on time to their proper destinations. After completing this course, you will know and understand how a yard or industrial facility operates from a rail freight perspective. You will be able to describe the operations involved in breaking up, spotting and making up trains and getting them ready to depart to their proper destination. You will also learn to identify the personnel who perform yard work and describe their assigned duties. The course will also cover the rules governing safety in rail operations and what special precautions need to be taken when working on or around heavy equipment and moving engines and cars.

Phase Five: Air Brakes and Train Handling Rules
Modern trains rely upon a charged, failure-proof air brake system. An air brake is a conveyance braking system actuated by compressed air. The braking system must regularly be tested in order to verify that the systems are operating correctly. The inspection and testing of brake equipment on locomotives and cars are managed by each railroad using the rules provided by the Federal Railroad Administration (FRA). The mechanical integrity of all railroad cars at the starting location and cars added to the train en route to another location must be inspected using standards outlined in various operating rules. This course will examine the dynamics of air brakes and their operations and discuss problem scenarios, and outline solutions. Pertinent rules and regulations will be discussed. The course includes training in the inspection of all parts and components of the air brake system. This course will discuss defining the brake systems, mechanics of the brake system, major structural components of the brake system, problem-solving and scenarios concerning brake systems as well as the FRA rules and regulations.

Phase Six: Freight Car and Locomotive Daily Inspection
Each locomotive in service is inspected at least once during each calendar day it is used by a qualified inspector. A written report of the inspection is made on a locomotive daily inspection report. This unit explains the inspections of freight cars and locomotives and how to create the written report.

Phase Seven: Hazardous Materials: Practices and Handling
Hazardous materials are defined as “a substance or material that the Secretary of Transportation has determined to be capable of posing an unreasonable risk to health and safety when transported in commerce.” Railroads cannot offer, accept or transport a hazardous material in commerce unless that material is properly classed, described, packaged, marked, and labeled and is in proper condition for transportation according to the Department of Transportation and/or international regulations. As a rail worker, you are charged with the safe transport of these materials and may have to respond to an incident involving hazardous materials in the event of a derailment, spill or release in the yard.
Maintaining hazardous materials regulations require that a worker is trained for these situations when working on or inspecting rail cars.
Topics covered in this course include: an introduction to hazardous materials and the role of the first responder; federal regulatory agencies; the DOT’s Hazardous Materials Regulations; recognition and identification of hazardous materials in transportation; how to use the 2000 Emergency Response Guidebook; chemical properties; how to use online resources; NIOSH Pocket Guide; Hazardous Substances Fact Sheets and Material Safety Data Sheets; an introduction to toxicology and DOT-required security awareness training.
Phase Eight: Preparing for the Job Application and Interview
The ultimate objective of this course is to help you achieve employment in the railroad industry. Learn how to write an effective cover letter and résumé and how to complete an employment application. Practice interviewing protocol and techniques. Focus on career goals to advance and move beyond entry level positions. Use the Internet to explore career opportunities and research potential employers in the railroad industry.

Phase Nine: Railroad Field Operations—On the Job Training
This course is designed to give students the opportunity to apply railroad rules: General Code of Operating Rules (GCOR), timetables, special instructions as well as general orders, track bulletins and track warrants on a railroad system. Students will apply their classroom training in a working railroad environment where they will make up trains, switch and spot rail equipment. Additionally, students will receive practical experience by coupling and uncoupling rail cars and locomotives, troubleshooting air brake systems and lining track switches. Students will work in teams to inspect, repair and replace damaged or useless tracks.
TUITION AND FINANCIAL INFORMATION

AIRLINE/TRAVEL SPECIALIST
Application fee $ 75
Tuition $ 8,025
Housing $ 2,350

CULINARY ARTS
Application fee $ 75
Tuition $ 15,925
Housing for entire program* $ 4,150

WIND TURBINE AND TELECOM TECHNICIAN
Application fee $ 75
Tuition $ 13,425
Housing for entire program* $ 2,800

RAILROAD OPERATIONS
Application fee $ 75
Tuition $ 13,925
Housing for entire program* $ 2,800

*Student housing is optional and requires a $100 housing fee.
BOOKS, MATERIALS, AND OTHER COSTS

Tuition includes the cost of most learning supplies distributed by International Air and Hospitality Academy. Throughout the program, course materials are distributed in the form of copyrighted handouts and/or books. In the event a textbook is lost or destroyed, the student bears responsibility for replacement costs. Students purchase supplies such as pens and paper on their own. A list of required and suggested supplies will be provided upon registration.

FINANCIAL ASSISTANCE

International Air and Hospitality Academy’s Financial Aid Department will assist you with your financial aid application process and determine the financial aid package best suited to your individual situation. We are recognized as an eligible institution by the United States Department of Education for participation in the Federal Family Education Loan Program, Federal Direct Loan Program, and the Federal Pell Grant Program. Contact the Financial Aid Department for further information on these and other forms of student financial aid.

To see all Consumer Information regarding Financial Aid, please visit the Financial Aid page at www.aha.edu or request a printed copy from the Financial Aid office.

Gainful Employment information can be found at Collegescorecard.ed.gov -each program is listed under school name- International Air and Hospitality Academy.

Information on scholarships can be found at www.aha.edu/scholarships.

Payment of Tuition

Arrangements regarding the payment of tuition must be made prior to the first day of class.

VETERAN EDUCATIONAL BENEFITS

International Air and Hospitality Academy is approved for G.I. Bill ® Education Benefits under Chapters 30, 31, 32, 33, 35, 1606, 1607, TA (Tuition Assistance) and other VA Agency programs. Eligible veterans and dependents are granted for certification per the Department of Veterans Affairs (VA) approval and enrollment periods for all of our non-degree certificate programs. For more information, please visit our website or contact our VA School Certifying Official at 360-992-4329 or 360-992-4301.

In accordance with Title 38 US Code 3679 subsection €, this school adopts the following additional provisions for any students using the U.S. Department of Veteran’s Affairs (VA) Post 9/11 G.I. Bill ® (Ch.33) or Vocational Rehabilitation and Employment (Ch 31) benefits, while payment to the institution is pending from the VA. This school will not:

- Prevent the student’s enrollment;
- Assess a late penalty fee to;
- Require student secure alternative or additional funding;
- Deny their access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the Certificate of Eligibility by the first day of class;
• Provide written request to be certified;
• Provide additional information needed to properly certify the enrollment as described in other institutional policies.

STUDENT SERVICES

Student Lounge
The student lounge is equipped with vending machines, refrigerators and microwave ovens for student use during class breaks and mealtimes.

Health Services
First aid supplies for any minor injuries that may occur while students are in attendance are available. Students should carry proof of adequate medical insurance coverage in case of a medical emergency or related situation.

Disability Support Service
Campus facilities provide for access by the disabled. However, prospective students are advised that, due to the nature of the service industry and the demands of the positions for which we train, some restrictions may apply in acceptance of those with a disability. Please contact the Admissions Department for specific information.

English as a Second Language
Admission to International Air and Hospitality Academy is contingent on a demonstrated proficiency with spoken English. The Academy does not conduct ESL courses.

Special Support Services
The Student Services Department maintains information about area services not available directly through the school, such as local childcare facilities, public transportation, and public agencies.

Student Advising/Counseling
The Director of Education, administrative staff, and instructors are available for private advising sessions. In these sessions, a student is given the opportunity to discuss in an open manner, any problem of a personal nature, academic difficulties or concerns about the academy. It is our intent for these sessions to be brief and to the point and for students to focus on exploring solutions.

Campus Security Issues
International Air and Hospitality Academy maintains strict security on all school property, including student housing, for the safety of its staff and students. The academy also maintains a strict drug and alcohol policy, consistent with Federal and State Department of Education regulations and industry employment standards. Sexual harassment and assault are not tolerated at the academy, and all reasonable measures have been taken to prevent such occurrences. Detailed information about these issues is provided to all new students on the first day of classes.

Personal Property
International Air and Hospitality Academy assumes no responsibility for the loss of or damage to personal property through fire, theft or other causes.
Policies and Academic Performance

The policies and standards International Air and Hospitality Academy maintains mirror those found in industry. Their purpose is to assure that every student has an opportunity to learn and excel. They are also part of preparing students for their transition from the academy to the workplace.

Conduct

International Air and Hospitality Academy expects a high level of personal integrity and conduct from its students. Students are expected to conduct themselves with discretion and regard for their fellow students, instructors, staff and members of the airline, travel, hotel, restaurant, event, culinary, telecom, renewable energy or railroad industries.

The academy does not allow the use of alcoholic beverages, marijuana or illegal drugs in school buildings, on school property (including student housing) or at school-sponsored functions. Any student in possession or under the influence of alcohol or illegal drugs is in direct violation of this policy and is subject to immediate dismissal from school. All students are subject to random and intentional drug testing.

The academy reserves the right to suspend or dismiss any student who engages in unacceptable conduct, such as dishonesty, breach of school rules and regulations, destruction or theft of school property, or any other activity that infringes on the rights of others. Information about crime on campus, is available upon request.

Depending on the violation, students may receive immediately disciplinary actions without warnings in situations involving violence, drug and alcohol, harassment, or threats. Other infractions of school policy or the student code of conduct, may result in multiple verbal and written warnings. The process is verbal warnings are escalated to written warnings. If the behavior continues, the verbal warnings may result in suspension or expulsion based on the nature of the infraction, as outlined in the student handbook.

Unlawful Harassment Policy

All members of International Air and Hospitality Academy’s community, including the faculty, students and staff have the right to be free from sexual harassment by any other member of IAHA’s community. Should a student feel that he/she has been harassed, the student should immediately inform the Director of Education.

Sexual harassment refers to, among other things, sexual conduct that is unwelcome, offensive or undesirable to the recipient, including unwanted sexual advances.

All students and employees must be allowed to work and study in an environment free from unsolicited and unwelcome overtures and advances. Unlawful sexual harassment will not be tolerated.

Dress Code

Getting our graduates employed in the airline, hotel, restaurant, event, culinary, railroad, telecom or renewable energy industry is the ultimate objective of the academy’s training programs. Employers within the industry typically have rigid standards regarding grooming and dress. These professional standards are an intrinsic part of all academy program training. All students will be provided with a detailed set of dress and grooming guidelines upon acceptance to International Air and Hospitality Academy. Culinary Arts students will be required to purchase two chef coats and two culinary hats.

Transfer Credits

IAHA does not accept the transfer of credits from other schools or institutions.
The school maintains a written record of previous education and training of the veteran or eligible person which clearly indicates that appropriate credit has been given by the school for previous education and training, with the training period shortened proportionately, and the person and the Department of Veterans Affairs so notified. The record must be cumulative in that the results of each enrollment period (term, quarter or semester) must be included so that it shows each subject undertaken and the final result, i.e., passed, failed, incomplete or withdrawn.

GRADING POLICY AND SATISFACTORY PROGRESS

Academic performance is graded on a scale of 0 - 100% of the total possible points earned up to any stage in the program. A cumulative GPA of 2.0 or better is required for graduation. Each week, the instructional staff reviews every student’s accumulated performance. Student’s whose cumulative average falls below 2.0 will be advised by the Education Department. Students will receive suggestions on how to improve study skills. The instructor will document all advising sessions pertaining to academic performance. Students have access to their cumulative average at all times through the Student Portal.

Grading System

IAHA uses the following grade breakdown:

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<th>Letter Grade</th>
<th>Percentage</th>
<th>GPA Points</th>
<th>Letter Grade</th>
<th>Percentage</th>
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<td>A</td>
<td>93–100</td>
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<td>C+</td>
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<tr>
<td>A-</td>
<td>90–92.9</td>
<td>3.7</td>
<td>C</td>
<td>73–76.9</td>
<td>2.0</td>
</tr>
<tr>
<td>B+</td>
<td>87–89.9</td>
<td>3.3</td>
<td>C-</td>
<td>70–72.9</td>
<td>1.7</td>
</tr>
<tr>
<td>B</td>
<td>83–86.9</td>
<td>3.0</td>
<td>D+</td>
<td>67–69.9</td>
<td>1.3</td>
</tr>
<tr>
<td>B-</td>
<td>80–82.9</td>
<td>2.7</td>
<td>D</td>
<td>65–66.9</td>
<td>1.0</td>
</tr>
<tr>
<td>F</td>
<td>0–64.9</td>
<td>0.0</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Students are able to continuously access their academic progress through the student grade portal which is posted online. The student portal is password protected and allows students to access all grades from assignments, quizzes, and exams. A grade is calculated for each learning module and the grades from all modules are merged into one percentage that corresponds to the school’s grade structure.

All student work is reviewed with the student and at any time students can requests corrections or clarifications to their work.

Academic Probation

If a student’s cumulative grade point average (GPA) falls below 2.0, they will be referred to the Education Department to be placed on Academic Probation not to exceed 14 calendar days. The advising session will be for the purpose of establishing the terms of the probation. These terms will be documented and maintained in the student’s file. If, during the probationary period, the student continues to fail quizzes and exams or fails to raise his/her average, the students will be dismissed for academic reasons prior to the end of the probationary period. The probationary period may be extended a maximum of 7 calendar days providing that they have progressively passed all tests since being placed on probation. If they again fall below 2.0 at any time during the course, they will return to a probationary status. They will be dismissed if it becomes apparent that they are unable to satisfactorily acquire the knowledge and skills required to achieve
Students must meet Satisfactory Academic Progress (SAP) to be eligible for financial aid. Students receiving financial aid must keep and maintain a 2.0 cumulative grade point average (GPA) by the end of the first payment period. The end of the first payment period is defined as when half of the credits of each program have been earned and at the midpoint of each program period.

If a student is not meeting the 2.0 cumulative GPA at the end of the first payment period, financial aid funds will not be disbursed. If at any time, a student is not making SAP, that student will be put on academic probation. Academic probation allows a student 10 school days to meet or show improvement toward the 2.0 GPA requirements. If the student meets the GPA requirement at the end of the ten-day period, financial aid funds will be disbursed. Failure to make satisfactory academic progress will result in the student being placed on academic probation. If the student is not meeting or showing improvement towards the 2.0 cumulative GPA, the student may be dismissed from the program and he/she is responsible for his/her tuition charges to the point of dismissal. It is the responsibility of the Education Department to inform the Office of Financial Aid and the Business Office of all students placed on academic probation who will update their academic progress.

If, due to extenuating circumstances, the student fails to meet the academic progress requirements during probation, he or she may appeal the dismissal to the Director of Education. Pending the appeal, the Office of Financial Aid can make allowable exceptions to the above-stated SAP policy. All such exceptions will be reviewed on an individual basis. Financial aid will not be disbursed until SAP is met.

Reinstatement of Aid: Students’ financial aid may be reinstated by remaining in school during the academic probation period and re-establishing compliance with the 2.0 cumulative GPA and attendance requirements posted in the school’s catalog.

State Need Grant (SNG) Requirements
A student who has been on probation and who fails to make satisfactory academic progress at the end of the first payment period will have his/her SNG terminated. Eligibility for SNG will be monitored every payment period.

Failure to complete 100% of attempted/required credits will result in termination from the academic program and therefore from any eligibility for state aid funds. Disbursements of state aid are predicated on 100% completion of the credits for which the state aid was calculated and disbursed. Should the student fail to complete 100% of attempted/required credits, they have an opportunity to correct that, via the ten-day academic probation period described above, which allows the student to improve his/her GPA. If the student does not improve their GPA or complete 100% of those credits, further state aid will be denied.

GRADUATION AND AWARDS
Students who achieve an overall GPA of 4.0 qualify for International Air Academy’s Dean’s List. The students with the highest cumulative weighted numeric average in each program will be nominated as the Class Valedictorian. The airline/travel student achieving the highest cumulative weighted numeric average on all computer exams (excluding the Class Valedictorian) will be nominated for the Computer Proficiency Award. In addition, all students, regardless of academic achievements are still required to maintain IAHA student conduct rules at all times in order to be eligible for any honors or awards.

International Air and Hospitality Academy, Northwest Culinary Institute, and Northwest Railroad Institute presents all graduates with a diploma at graduation. A certificate is awarded to Northwest Renewable Energy Institute graduates. During the graduation ceremony, qualified graduates are
recognized for perfect attendance and as members of the Dean’s List, as well as receiving the awards for Computer Proficiency and Class Valedictorian. An overall cumulative GPA of 2.0 or better must be maintained throughout academy programs and serves as a minimum standard for graduation. If a student is delinquent with his or her student account, the diploma and transcript will be held until the account is brought current.

TRANSCRIPTS, DIPLOMA, AND RECORDS
International Air and Hospitality Academy maintains a complete permanent record of every student. A copy of a student’s academic record is provided to prospective employers on the student’s behalf and one copy is given to each graduate. The academy will not release academic records for any student or graduate who at the time of the request is late in repaying any financial obligation to the academy or who has not completed the required Exit Class for Financial Aid. Students may review their academic record at any time upon request.

FAMILY EDUCATIONAL RIGHT TO PRIVACY ACT (FERPA)
In compliance with Public Law 93-380, “The Family Educational Right to Privacy Act” of 1974, and any applicable requirements of (FERPA) (20 U.S.C., 1232g; 34 CFR Part 99), the academy has adopted policies and procedures that permit students the opportunity to view and, upon written request, receive a complete copy of his or her academic records, files, documents and other material containing information directly related to the student. Academic records do not include working papers concerning the student, such as informal notes, interoffice correspondence or communications of a similar nature. These records are in the sole possession of the academy and are not made available to persons outside the employment of International Air and Hospitality Academy. The academy will not permit access to or release of academic records without the written consent of the student. A nominal charge of $10 will apply to all requests for such records.

International Air and Hospitality Academy’s enforcement of the FERPA’s provisions may be subject to override in the event a duly authorized law enforcement agency requests cooperation and/or access to student records.

To see all FERPA policies and provisions, please visit the Financial Aid page at http://www.aha.edu or request a printed copy from the Financial Aid office.
HOW CREDITS WORK

Quarter-Credit Hour Definition
Quarter credit hours (30 units per quarter credit) are used to measure academic progress and satisfactory completion of course requirements. One clock hour in a didactic learning environment (lecture) equals 2 units, one clock hour in a supervised laboratory setting of instruction equals 1.5 units, one hour of internship equals 1 unit. We evaluate each course in a program to determine how many lecture or laboratory clock hours are needed for students to cover the material, then round down to the nearest quarter-credit. Most courses require outside preparation in addition to classroom and/or laboratory work. The outside work clock hours are also used to determine the quarter credit hours. The amount of preparation time will vary among students and subjects. However, students should anticipate an average of 10 to 15 hours of homework per week.

Clock Hour Definition
One clock hour equals a 55-minute interval devoted to classroom or laboratory based educational activity. Please note that Clock Hours and quarter credit hours are the measures that we use for calculating courses. Credit Hours are used by some agencies, therefore included in the chart below for those purposes only. ACCSC approval is based on quarter credit hours.

<table>
<thead>
<tr>
<th>Program Codes</th>
<th>Programs</th>
<th>Quarter Credit Hours</th>
<th>Clock Hours</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>804</td>
<td>Airline/Travel Specialist</td>
<td>33</td>
<td>602</td>
<td>24.08</td>
</tr>
<tr>
<td>701</td>
<td>Rail Operations Training</td>
<td>42</td>
<td>720</td>
<td>28.80</td>
</tr>
<tr>
<td>601</td>
<td>Wind Turbine &amp; Telecom Technician</td>
<td>42</td>
<td>720</td>
<td>28.80</td>
</tr>
<tr>
<td>201</td>
<td>Culinary Arts</td>
<td>57</td>
<td>1062</td>
<td>42.48</td>
</tr>
</tbody>
</table>
Credit Transfer and Exemptions

Due to the technical nature of the training and the need for continuity of subject matter, credit for previous education, training or experience is generally not applicable.

Transfer of credits earned at International Air and Hospitality Academy to another postsecondary institution is at the sole discretion of that institution. International Air and Hospitality Academy makes no representation, written or implied, regarding transferability of credits earned in its programs.

The school maintains a written record of previous education and training of the veteran or eligible person which clearly indicates that appropriate credit has been given by the school for previous education and training, with the training period shortened proportionately, and the person and the Department of Veterans Affairs so notified. The record must be cumulative in that the results of each enrollment period (term, quarter or semester) must be included so that it shows each subject undertaken and the final result, i.e., passed, failed, incomplete or withdrawn.

CLASS SIZE AND RATIO

The number of students in an average class or laboratory situation is 25, with class enrollment averaging between 20 and 30. The staff to student ratio is: Airline - 1:18, Culinary - 1:8, Rail Operations - 1:15, and Wind Turbine - 1:18

ATTENDANCE

For purposes of the application of this policy in accord with federal regulations, a credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency that reasonably approximates: At least an equivalent amount of work that’s required for academic activities as established by the institution including laboratory work, internships, practical, and other academic work leading to the award of credit hours.

All students are required to report to class on time and must attend their regularly scheduled class. If you elect to attend another class (are assigned to an afternoon class, for example, and want to attend a morning class on a particular day), you will be marked absent for not attending your regularly scheduled class. Students who interview off campus are required to attend their regular scheduled class that day if time, distance, and available transportation allows. Unauthorized absences will be recorded. The Director of Education will determine if exceptions are warranted.

The only excused absences are as follows: (All must be approved by the Director of Education. An Excused Absence will still show on your academic record that you were absent from class. See Missed Exam section below for further information.)

- Up to (3) days for Industry related job interviews after you are eligible to interview. If the interview was not arranged by the school, the Career Services Department will verify the interview with the employer after the interview has taken place. If the interview cannot be verified, you will be marked absent.
- Written evidence of jury duty.
- Written evidence of a court subpoena or court order to appear as a witness, plaintiff, or defendant. Court appearances related to divorce cases, child custody hearings, and INS appointments are
excused if verified in writing. Traffic court appearances are not excused.

- Up to three (3) days for death or serious illness requiring overnight hospitalization of an immediate family member. A family member is defined as parent, stepparent, sister, stepsister, brother, stepbrother, spouse, child, stepchild, and grandparents.

GRADUATION AND PLACEMENT RATES

2018 - 2019

<table>
<thead>
<tr>
<th>Program</th>
<th>Graduation Rate</th>
<th>Employment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline/Travel Specialist</td>
<td>74% (254/345)</td>
<td>61% (152/249)</td>
</tr>
<tr>
<td>Culinary Arts</td>
<td>85% (57/67)</td>
<td>74% (42/57)</td>
</tr>
<tr>
<td>Railroad Operations</td>
<td>84% (69/81)</td>
<td>64% (43/67)</td>
</tr>
<tr>
<td>Wind Turbine Technician</td>
<td>83% (95/115)</td>
<td>70% (66/94)</td>
</tr>
</tbody>
</table>
• Up to three (3) days for overnight hospitalization and/or surgery. This is not to include non-emergency or elective surgeries or recovery time after discharge from the hospital. Should the recovery time (excluding the hospitalization) exceed the maximum allowable, a leave of absence will be considered retroactive to the last day of attendance, and you will resume your program of study with the next subsequent class.

• Traffic accident occurring when a student is ENROUTE TO CLASS. This needs to be documented with a police report or accident report within five (5) class days of the accident.

A tardy is defined as an incident fifteen (15) minutes or less of lateness. An absence is defined as an incident resulting in sixteen (16) minutes to six (6) hours (one full day) of missed class time. A maximum of four (4) incidents of absence are allowed for the 20-week program, and five (5) incidents of absences are allowed for the 24-week program. If you are enrolled in a 36-week program, a maximum of eight (8) incidents of absence is allowed. Should you exceed the number of allowed absences, as defined for your program, you will be dismissed. In the case of an extended illness, please contact the Director of Education and request a Medical Leave of Absence. Arrangements will be made for a class restart with the next appropriate class. If an absence or tardy has occurred, students are responsible for communicating to the instructors before or immediately upon return in order to make further arrangements.

Students are in class 32.5 hours per week.

QUizzes and Exams

Retake Because of A Failing Grade
If you are in a 24-week or 36-week program, and you score less than 75% on an exam or quiz, you may be allowed a retake depending on the instructor’s evaluation. Retaking a failed exam is not mandatory and students are required to consult with their instructor for further directions. Final exams may not be retaken. In a 24-week program, each student is entitled to two (2) retakes of their choice. All arrangements in terms of re-takes must be discussed with the original instructor of record immediately upon receiving your scores. All students enrolled in a 36-week program are entitled to three (3) retakes of their choice if prior arrangements are made with their instructor.

Missed Exam
If you miss an exam or quiz because of absence, you will not be given the opportunity to retake the exam/quiz unless your absence falls under the excused category:

• If an absence has occurred, students must notify their instructor in advance or on the day of absence in order to discuss further directions. Final decisions in terms of excused absences will be handled by the Director of Education.

• Students are expected to maintain communication with instructional staff or education department in order to receive further directions about any absences or tardiness.

• Failure to schedule or retake exams will result in a “0” score or the recording of the original failed score. The consequences of this are evident; it could cause your GPA to fall, resulting in an Academic Probation Status, and/or dismissal from the program.

• All missed quizzes and or exams MUST be made up the same day you return to school. Please consult your instructor for further directives concerning the time and place, i.e. before or after class.

• If you fail to schedule a make-up or retake with your instructor or fail to maintain the testing
appointment, you will NOT be rescheduled and the appropriate score will be entered as final.

Makeup test and exam retakes will not be scheduled during regular class time. The Lead Instructor or the Director of Education must approve any exceptions to the above policy.

Plagiarism
If it is determined that a student has cheated on a quiz or exam, a zero (0) will be recorded as the grade. No retake will be allowed. This may also be cause for immediate dismissal.

SCHOOL POLICIES

Leave of Absence
Students requesting a Leave of Absence must complete and sign a Leave of Absence Request form obtained from the Director of Education. You are allowed only one Leave of Absence in any one twelve-month period. It should not be less than two weeks and not exceed one hundred eighty (180) days.
When you return from a Leave of Absence, you will join a subsequent class. If you do not return or contact us before the approved return date you will be considered a drop. If you are entitled a refund, it will be made within thirty (30) calendar days from the end of the Leave of Absence. A subsequent Leave of Absence may be permissible under certain documented circumstances including jury duty, military service, and circumstances covered by the Family and Medical Leave Act of 1993, and subsequent amendments.

Withdraw/Drop Policy
Withdrawal is termination of enrollment from IAHA, NWCI, NW-REI, NW-RI, prior to program completion. Students who wish to officially drop/withdraw from the academy must consult with the Director of Education. The appropriate form(s) will be completed, signed and made a part of the student’s file. Students who subsequently wish to re-enter the academy must request readmission by written petition to the Director of Education. Readmission will be predicated upon an assessment of the petitioner’s commitment and the probability of successful course completion. Readmission will further be contingent upon available space. International Air and Hospitality Academy will reserve the right to deny any petition for readmission, at its sole discretion. Readmission may be limited to certain months at the discretion of the Director of Education.

Reinstatement Policy
In the event a student withdraws from school, they may be readmitted at the discretion of the Education Department. Readmission will be predicated upon an assessment of your commitment and probability of successful program completion. Readmission will further be contingent upon available space and may be limited to certain months at the discretion of the Director of Education.
Students dismissed for academic reasons must request readmission by written petition to the Director of Education. Readmission will be handled on a case by case basis. International Air Academy, Inc. will reserve the right to deny any petition for readmission at its sole discretion.

Completion Time
Under circumstances that require a student to withdraw from class and restart on a later date, the maximum additional class time allowable is one-half the scheduled length of the program as measured in weeks. Students who re-enter the program and complete training within 150% of the scheduled program length will not incur additional tuition expense; however other additional charges, such as student housing expenses, may be incurred. Students must contact the Education Department.
Termination of Training
International Air Academy, Inc. reserves the right to rescind the Enrollment Agreement, and terminate the enrollment of any student within the first ten (10) school days of that student’s attendance at its sole discretion. In such an event, the student shall be entitled to a refund of the registration and tuition fees previously paid. Under these circumstances, neither party shall have any further obligation under the Enrollment Agreement.

In the event that International Air Academy, Inc. determines that your admission to the school was gained in part as the result of inaccurate information provided by you, and in the event correct information would render you ineligible for admission, International Air Academy, Inc. reserves the right to rescind your Enrollment Agreement and terminate your enrollment. If such termination occurs after you have attended 10 school days or longer, a refund of any money paid will be subject to International Air Academy, Inc.’s published tuition refund policy.

Student Appeals
Students who have a specific complaint or grievance are encouraged to contact an appropriate member of the school’s administration. In the case of an academic problem, the student will be directed to the Director of Education on campus. If the complaint or grievance relates to student housing, the student will be directed to the Manager of Housing. In the case of all other complaints or grievances, the student will be directed to the President. All students are advised of the complaint procedure on the first day of classes. Students may appeal any ruling, in writing, to the President.

In the event that this appeal proves unsatisfactory to the student, the student should contact the Workforce Training and Education Coordinating Board, PO Box 43105, Olympia, Washington 98504-3105; (360) 753-5673.

Cancellation and Tuition Refund Policy
Should an applicant be rejected for admission, the academy will refund all money paid within 30 days from the date of the application. An applicant may cancel his or her enrollment at any time by contacting the student services office at the address on the front of the enrollment agreement and application. If a cancellation notice is received by the academy within five business days of the signing of the enrollment agreement, all money paid will be refunded. Applicants who cancel their enrollment prior to or up to five days after their class start date will be refunded all money, except the application fee. Refunds will be made within 30 days after receipt of notice that the applicant is canceling. Changing your start date may affect your tuition rate.

Upon withdrawal or termination after the commencement of classes, tuition will be refunded according to the tables on page 40.

The termination date for refund computation purposes is the last date of actual attendance (LDA) by the student. For purposes of the Return of Title IV Aid Formula, when a student officially withdraws from the school, the refund date will be determined by the date the Education Office signs off on the withdrawal form. All refunds will be made within 45 days of the date of determination. A student who fails to return from an approved leave of absence (LOA) is determined to have withdrawn. For refund calculation purposes the student’s LDA will be used as the withdrawal date and the date of determination shall be the scheduled date of return. The student’s LDA is determined from the daily classroom attendance roster.

In the case of prolonged illness or accident, death in the family, or other circumstances that make it impractical to complete the course, the academy may make a settlement that is reasonable and fair to both.
If the school discontinues instruction in any program after the student enters training, including circumstances where the school changes its location, students must be notified in writing of such events and are entitled to a pro rata refund of all tuition and fees paid unless comparable training is arranged for by the school and agreed upon, in writing, by the student. A written request for such a refund must be made within 90 days from the date the program was discontinued, and the refund shall be paid within 30 days after receipt of such a request. In the instance where applicable state law requires a more liberal refund to out-of-state students, such state law will prevail.

** The Veteran Affairs (VA) refund calculation may differ from the school refund policy. Therefore, students may owe an additional amount to the VA or school once the VA has completed their calculation.

Return to Title IV Funds Policy

The law specifies how International Air and Hospitality Academy must determine the amount of Title IV program assistance a student earns if he or she withdraws from school. The Title IV programs that are covered by this law at our school are the Federal Pell Grants, Direct Subsidized and Unsubsidized loans along with the Direct Parent PLUS Loans.

Withdrawal is termination of enrollment from a program prior to completion. Official notification from the student is any official notification that is provided in writing or orally to a designated campus official acting in his/her official capacity in the withdrawal process. The acceptable official notification includes notification by a student via telephone, through a designated website or orally in person. The responsibility for documenting oral notifications is the school.

The school’s Education Department requests students who wish to officially withdraw to secure an appointment with the Director of Education to fill out the necessary paperwork. This form must be completed, signed and submitted to the Director of Education. If you fail to officially withdraw, your status will be designated as an unofficial withdrawal or a “drop”. The Education Department collects and tracks student’s attendance (along with the student’s academic progress), and it is reported via the school’s software program as the LDA (Last Date of Attendance) this is the date used for the Return of Funds (R2T4) calculation.

Though your aid is posted to your account at the start of each period, you earn the funds as you complete the period. If you withdraw during your payment period or period of enrollment, the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula. There are some Title IV funds that you were scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct Loan funds that you would have received had you remained enrolled past the 30th day.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period. The return of Title IV Funds is as soon as possible but not later than 45 days after the school’s date of determination that the student withdrew. The order in which Title IV program funds must be returned is as follows: Unsubsidized loan funds, Subsidized loan funds, Parent PLUS loan funds then Pell grant funds.

If a recipient of Title IV grant and/or loan funds withdraws from school after beginning attendance, the amount of Title IV grant and/or loan assistance earned by the student must be determined. If the amount disbursed to the student is greater than the amount the student earned, the unearned funds
must be returned by the school and/or you the student. If the amount disbursed to the student is less than the amount the student earned, and for which the student is otherwise eligible, he or she is eligible to receive a post-withdrawal disbursement of the earned aid that was not received. Should this occur, the Business Office will request the student/parent to submit a written request stating they want the school to request these funds, the student may also choose to decline the loan funds.

Procedures for the calculation of the amount of the Title IV program funds that a student has earned upon withdrawal are completed by the school’s Business Office. The Return of Funds (R2T4) calculation takes into account the amount of Title IV Grant and Loan amounts that have been disbursed. Then the calculation looks at the start date of the program, the scheduled end date of the program and the date of withdrawal/Last Date of Attendance (LDA). The number of days completed are then divided by the total days in the program to determine the ratio of completion. This ratio then is used to determine the amount/percent of Title IV Aid earned by the student along with the percentage of Title IV aid that is unearned. The school’s Business Office uses a DOE (Department of Education) approved software program to complete these calculations. A printed copy of the Title IV Return of Funds (R2T4) calculation and the Refund Calculation Detail are kept in the student’s Financial Aid file. Any Title IV funds needing to be returned or credit balances that need to be resolved are completed within 14 days from the date of determination that the student is a withdrawal/drop. Should the student/parent qualify for a post-withdrawal disbursement of funds the Business Office will request a written request from the student/parent before requesting these funds.

If a student receives (or the Academy or the student’s parent receives on the student’s behalf) excess Title IV program funds that must be returned, International Air and Hospitality Academy must return all funds according to the Federal Return to Title IV Funds Policy.

Any loan funds a student must return must be repaid by the student or the student’s parent (in the case of a Direct PLUS Loan) in accordance with the terms of the promissory note. That is, the student makes scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You do not have to repay a grant overpayment if the original amount of the overpayment is $50 or less. You must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when a student withdraws may be separate from any refund policy that your school may have. Therefore, a student may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return. If you don’t already know your school’s refund policy, you should ask your school for a copy. You can also consult the chart below on our refund policy.

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-730-8913). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at www.studentaid.ed.gov.

STATE OF WASHINGTON REFUND POLICY APPLIES TO ALL STUDENTS EXCEPT STATE OF OREGON RESIDENTS

Return to Title IV Funds policy will always be applied first and may affect theses examples shown on the chart posted below.
<table>
<thead>
<tr>
<th>If you leave school</th>
<th>You are charged</th>
<th>Example (program 804)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the first week</td>
<td>0% of the tuition cost</td>
<td>$8,025 x 0% = $0</td>
</tr>
<tr>
<td>After the first week, but within the first 10% of the course length</td>
<td>10% of the tuition cost</td>
<td>$8,025 x 10% = $802.50</td>
</tr>
<tr>
<td>After 10% and through 25% of the course length</td>
<td>25% of the tuition cost</td>
<td>$8,025 x 25% = $2,006.25</td>
</tr>
<tr>
<td>After 25% and through 50% of the course length</td>
<td>50% of the tuition cost</td>
<td>$8,025 x 50% = $4,012.50</td>
</tr>
<tr>
<td>After completion of more than 50% of the course length</td>
<td>100% of the tuition cost</td>
<td>$8,025 x 100% = $8,025.00</td>
</tr>
</tbody>
</table>

**STATE OF OREGON REFUND POLICY APPLIES TO STATE OF OREGON RESIDENTS**

State of Oregon - Cancellation and Refund Policies Resident Instruction

A Student may cancel enrollment at any time. If notice occurs: (a) Within five business days of the date of enrollment, all monies paid shall be refunded; or (b) After five business days of the date of enrollment and prior to the commencement of classes, the School may retain only the published registration/enrollment fee. Such fee shall not exceed 15 percent of the total tuition cost, or $150, whichever is less. If the Student withdraws or the School dismisses the student after the start of classes, unless the School has discontinued the program of instruction, the Student is financially obligated to the School according to the following formulas or maximum charges:

- If a Student withdraws prior to completion of 50 percent of the contracted instructional program, the Student shall be entitled to a pro rata refund of the tuition charged and paid for such instructional program, less registration/enrollment fees, supply fees and other legitimate charges owed by the Student;
- If a Student withdraws upon completion of 50 percent or more of the contracted instructional program, the Student shall be obligated for the tuition charged for the entire instructional program and shall not be entitled to any refund;
- Pro rata refund means a refund of tuition paid for that portion of the program not offered to the Student prior to withdrawal. The date for determining that portion shall be the published course schedule and the last recorded date of attendance by the Student.

**STUDENT COMPLAINTS**

International Air and Hospitality Academy pledges to give every student an opportunity to express concerns and receive clarification from our administrative staff. We encourage students to discuss any problems with the school’s administrative staff. Details of our student complaint policy and procedures are made available to all students and published in the school’s student handbook, issued during orientation.

If a student is unable to receive a response or feels that his or her rights have been violated, the student may file a written complaint with the appropriate state agency. Addresses for the appropriate agency in a state not listed in this section can be obtained from the institution.

If the student is unable to resolve the situation through these procedures, the student may bring a court action against the school if he or she suffers damage as a result of the school’s or its representative’s violation of the law.

Oregon Residents: Students aggrieved by actions of the school should attempt to resolve these problems with appropriate school officials. Should this procedure fail, students may contact Oregon
Higher Education Coordinating Commission, Private Career Schools, 255 Capital St. NE, Salem, OR 97310. After consultation with appropriate department staff and if the complaint alleges a violation of Oregon Revised Statutes 345.010 to 345.470 or standards of the Oregon Administrative Rules 715-045-0001 through 715-05-0210, the Department will begin the complaint investigation process as defined in OAR 715-045-0023 Appeals and Complaints.

Additionally, any person unlawfully discriminated against, as described in ORS 345.240, may file a complaint under ORS 659A.820 with the Commissioner of the Bureau of Labor and Industries.

This school is licensed under chapter 28C.10 RCW; inquiries or complaints regarding this or any other private vocational school may be made to the:

Washington Workforce Training and Education Coordinating Board
128 Tenth Avenue SW, PO Box 43105, Olympia, WA 98504-3105
(360) 709-4600, email: wtecb@wtb.wa.gov, Web: www.wtb.wa.gov

Oregon Higher Education Coordinating Commission, Private Career Schools
255 Capital St. NE, Salem, OR 97310
(503) 947-5751

Student Complaint/Grievance Procedure
Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the commission must be in written form, with permission from the complainant(s) for the commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the commission.

PLEASE DIRECT ALL INQUIRIES TO:
Accrediting Commission of Career Schools and Colleges
2101 Wilson Blvd. / Suite 302
Arlington, VA 22201
(703) 247-4212, www.accsc.org

A copy of the Commission’s Complaint Form is available at the school and may be obtained by contacting the President.

IAHA’s Special Circumstances and Anti-Discrimination Policy can be found at www.aha.edu/special. Any person unlawfully discriminated against, as described in ORS 345.240, may file a complaint under ORS 659A.820 with the Commissioner of the Bureau of Labor and Industries.

Students aggrieved by action of the school should attempt to resolve these problems with appropriate school officials. Should this procedure fail students may contact: Higher Education Coordinating Commission, Private Career Schools, 255 Capitol St. NE Salem, OR 97310 after consolation with appropriate Commission staff and if the complaint alleges a violation of Oregon Revised Statutes 345.010 to 345.470 or standards of the Oregon Administrative Rules 715-045-0001 through 715-045-0210, the Commission will begin the complaint investigation process as defined in OAR 715-045-0023 Appeals and Complaints.

TRAINING HOURS
Students at International Air and Hospitality Academy, Northwest Culinary Institute, Northwest Renewable Energy Institute, and Northwest Railroad Institute are to attend class for 32.5 hours per week.

2020 Academic Catalog
## 2020 Class Start Dates

### Airline/Travel Specialist Program

<table>
<thead>
<tr>
<th>Class Number</th>
<th>Start Date</th>
<th>Graduation Date</th>
</tr>
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<tbody>
<tr>
<td>2001V</td>
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### Culinary Arts Program

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### Wind Turbine and Telecom Technician

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### Railroad Operations Program

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### Observed Holidays and Breaks

- **New Year’s Day**: January 1, 2020
- **Martin Luther King Day**: January 20, 2020
- **President’s Day**: February 17, 2020
- **In-Service Day**: April 17, 2020
- **Memorial Day**: May 25, 2020
- **Independence Day (observed)**: July 6, 2020
- **Labor Day**: September 7, 2020
- **In-Service Day**: September 11, 2020
- **Veteran’s Day**: November 11, 2020
- **Thanksgiving Break**: November 26 – 27, 2020
- **Winter Break**: December 21 – 25, 2020

*Rev: May 2, 2018*
## 2021 Class Start Dates

### Airline/Travel Specialist Program

<table>
<thead>
<tr>
<th>Class Number</th>
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### Culinary Arts Program

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### Wind Turbine and Telecom Technician

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### Observed Holidays and Breaks

- **New Year’s Day**: January 1, 2021
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- **President’s Day**: February 15, 2021
- **In-Service Day**: April 16, 2021
- **Memorial Day**: May 31, 2021
- **Independence Day (observed)**: July 5, 2021
- **Labor Day**: September 6, 2021
- **In-Service Day**: September 10, 2021
- **Columbus Day**: October 11, 2021
- **Veteran’s Day Thanksgiving Break**: November 11, 2021
- **Winter Break**: November 25 – 26, 2021
- **New Year’s Day (observed)**: December 31, 2021

*Rev: July 31, 2020*
January 2020, V25

Catalog certified as true and correct for content and policy

International Air and Hospitality Academy
Northwest Renewable Energy Institute
Northwest Railroad Institute
2901 East Mill Plain Boulevard • Vancouver, WA 98661

Northwest Culinary Institute
West Barracks Satellite Campus • 621 Barnes Street • Vancouver, WA 98661

Northwest Railroad Institute Satellite Campus • 3000 Hidden Way Bldg. 40 • Vancouver, WA 98661

**Hours of Operation**

**Main Campus**
Monday through Friday, 7:30 a.m. to 5:30 p.m.

**Northwest Culinary Institute Campus**
Monday through Friday, 7:30 a.m. to 5:30 p.m.

Phone: 360 695 2500 • 800 868 1816 • fax: 360 992 4340

The Accrediting Commission of Career Schools and Colleges will make available to interested parties comparable program information related to tuition, fees, and program length. They may be contacted at the address above.

International Air Academy, Inc., is incorporated in the State of Washington and is wholly owned by Arch Miller.