



# Catalog & Student Handbook

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The Travel Academy has made every effort to ensure the accuracy of the material contained within this handbook as of the publication date. The Travel Academy reserves the right to make changes to the content of this catalog and other school publications, policies, procedures, program information, fees, calendars, bulletins, or announcements without notice. Revisions to information contained in this publication will be posted to the official school website at: [www.TheTravelAcademy.com](http://www.TheTravelAcademy.com)

Each student is responsible for being familiar with the information appearing in this catalog. Failure to read the regulations will not be considered an excuse for noncompliance.

## 2018 School Calendar

Winter Session: 1/8/2018 - 3/16/2018	EVENT NAME
01/04/2018	Student Housing Check-In Begins
01/05/2018	Last Day of Student Housing Check-In
01/08/2018	First Day of Class
03/15/2018	Last Day of Class
03/16/2018	Winter Class of 2018 Graduation
03/16/2018	Student Housing Move Out Begins
03/18/2018	Last Day of Student Housing Move Out
Spring Session: 3/26/2018 - 6/1/2018	EVENT NAME
03/22/2018	Student Housing Check-In Begins
03/23/2018	Last Day of Student Housing Check-In
03/26/2018	First Day of Class
05/28/2018	Memorial Day - No Class
05/31/2018	Last Day of Class
06/01/2018	Spring Class of 2018 Graduation
06/01/2018	Student Housing Move Out Begins
06/03/2018	Last Day of Student Housing Move Out
Summer Session: 6/18/2018 – 8/24/2018	EVENT NAME
06/14/2018	Student Housing Check-In Begins
06/15/2018	Last Day of Student Housing Check-In
06/18/2018	First Day of Class
07/04/2018	Independence Day - No Class
08/23/2018	Last Day of Class
08/24/2018	Summer Class of 2018 Graduation
08/24/2018	Student Housing Move Out Begins
08/26/2018	Last Day of Student Housing Move Out
Fall Session: 9/10/2018 – 11/16/2018	EVENT NAME
09/06/2018	Student Housing Check-In Begins
09/07/2018	Last Day of Student Housing Check-In
09/10/2018	First Day of Class
11/15/2018	Last Day of Class
11/16/2018	Fall Class of 2018 Graduation
11/16/2018	Student Housing Move Out Begins
11/18/2018	Last Day of Student Housing Move Out

## 2019 School Calendar

Winter Session: 01/7/2019 - 3/15/2019	EVENT NAME
01/03/19	Student Housing Check-In Begins
01/04/19	Last Day of Student Housing Check-In
01/07/19	First Day of Class
03/14/19	Last Day of Class
03/15/19	Winter Class of 2019 Graduation
03/15/19	Student Housing Move Out Begins
03/17/19	Last Day of Student Housing Move Out
Spring Session: 03/25/2019 – 05/30/2019	EVENT NAME
03/21/19	Student Housing Check-In Begins
03/22/19	Last Day of Student Housing Check-In
03/25/19	First Day of Class
05/27/19	Memorial Day - No Class
05/30/19	Last Day of Class
05/31/19	Spring Class of 2019 Graduation
05/31/19	Student Housing Move Out Begins
06/02/19	Last Day of Student Housing Move Out
Summer Session: 06/17/2019 – 8/23/2019	EVENT NAME
06/13/19	Student Housing Check-In Begins
06/14/19	Last Day of Student Housing Check-In
06/17/19	First Day of Class
07/04/19	Independence Day - No Class
08/22/19	Last Day of Class
08/23/19	Summer Class of 2019 Graduation
08/23/19	Student Housing Move Out Begins
08/25/19	Last Day of Student Housing Move Out
Fall Session: 09/09/2019– 11/14/2019	EVENT NAME
09/05/19	Student Housing Check-In Begins
09/06/19	Last Day of Student Housing Check-In
09/09/19	First Day of Class
11/14/19	Last Day of Class
11/15/19	Fall Class of 2019 Graduation
11/15/19	Student Housing Move Out Begins
11/17/19	Last Day of Student Housing Move Out

# Who We Are

## Message from the CEO

Congratulations on embarking on your new travel career! Many of us at The Travel Academy have a high degree of gratitude toward the aviation and cruise industries for providing worldwide travel experiences and memories which last a lifetime.

The Travel Academy will train you for skills that travel employers need. We know from over 30 years of experience that students who are willing to learn, follow directions, and achieve high academic performance will set themselves up to receive the best job offers. Therefore, attendance, respect, hard work, and kindness are highly valued and expected.

I sincerely wish that you enjoy your travel career as much as I enjoyed mine.

Randy Juen  
Chief Executive Officer

## **Mission Statement**

To provide the highest quality education for personal, professional, and technical skills, leading to a new career or career advancement.

## **Educational Philosophy**

With a high proportion of small group work, supervised labs, and hands-on practice, our program emphasizes practical skills and knowledge. Our experienced instructors prepare students for the real challenges in today's travel industry. Students are expected to participate fully in the classroom and assist in creating a positive learning environment.

## **Facilities**

The Travel Academy is approximately 13,700 square feet and is located at 1230 Eagan Industrial Blvd. Suite 115, Eagan, MN 55121. The facility includes: 2 executive offices, 1 financial services office, 1 career services office, 9 employee offices, 1 employee breakroom, 1 conference room, 2 classrooms, 3 computer labs, 1 auditorium that is also utilized as a student break room, 1 IT office, 1 storage room, 1 visitor reception, and 4 lavatory facilities. The classrooms have modern technology including:

- 96 computers with high-speed internet access and installed software for designated coursework
- 6 LCD projection units
- 8 HP laser printers

# Admissions

## Admission Requirements

In order to be considered for admission to The Travel Academy, the prospective student must meet the following criteria:

- Must be a U.S. Citizen or Permanent Resident (Green Card)\*
- Must submit a completed online admission application (found on the website)
- Must provide a copy of a high school diploma, GED, or college transcripts (submitted and verified before the start of class)
- Must submit a signed enrollment agreement
- Must be able to demonstrate adequate command of spoken and written English

Prospective students must submit an official test score from the Test of English as a Foreign Language (TOEFL) if:

- Is not a natural born United States citizen
- Does not speak English as their primary/first language

### TOEFL TESTING INSTRUCTIONS:

1. Review information about the test at <https://www.ets.org/toefl/ibt/about>.
2. Review the FAQs at <https://www.ets.org/toefl/ibt/faq/>.
3. Register for the test online at <https://www.ets.org/toefl/ibt/register/>, by phone, or by mail.
4. Continue to review the TOEFL website to prepare for the test.
5. Ensure all necessary components of testing have been completed prior to test day.
6. Take test.
7. Submit TOEFL score as part of the admissions process. A minimum TOEFL score of 82 is required to attend the program. The TOEFL results must be submitted to The Travel Academy before the prospective student can be considered for admission.

ETS Institution School Code: C014 Travel Academy

### TRANSCRIPT REQUEST:

If prospective students have a high school transcript from another country, they must submit their transcript to the World Education Services (WES) at [www.wes.org](http://www.wes.org) for evaluation. Evaluations must be submitted to TTA before the prospective students can be considered for admission.

### OTHER TRANSCRIPT REQUIREMENTS:

- Before sending any documents to WES, students must apply to WES to receive their WES Reference Number, which must be included on any documentation sent for evaluation <https://www.wes.org/about-wes-credential-evaluation/>
- Transcripts must be sent to WES in a sealed envelope with academic institution's name on it.
- Envelopes containing transcripts must also have a seal, stamp, or signature of an official officer of the institution overlapping the closure flap.
- Documents will not be accepted if the envelope is opened or the seal is broken.

Prospective students work with TTA's Admission Recruiters to complete the application process. Once applicants have submitted all their materials and their file is complete, the file is turned over to the Education Director for an admissions decision. Admissions decisions typically take 2-4 business days.

*\* Limited English proficiency, tattoos, and/or past felonies/misdemeanors will not preclude prospects from attending TTA. However, employment opportunities for people in such situations may be limited due to employer hiring restrictions.*

## U.S Department of Veteran Affairs- Enrollment Process

Prospective students that are eligible for VA Education benefits and are interested in attending our program must contact our VA liaison Richard Umberhandt at 651-242-3648 to initiate the admission process. Once the admission process has been initiated, the prospective student will need to contact the VA directly at 1-888-442-4551 or on the web at [www.vets.gov](http://www.vets.gov) and request a Letter of Eligibility (LOE). If the applicant is a current student in another school, the applicant must complete form 1995 (change of school form).

## Return after Dismissal

If a student would like to return after an **Administrative Dismissal**, the minimum waiting period is one year from the date of dismissal. The student must complete the admissions process again, as if they were a new student. They must also submit a letter addressing the reasons why they were dismissed, and how they will manage their work, their grades, or their conduct so that they can be successful upon enrollment. Admissions Recruiters will make a decision in conjunction with faculty and the Education Director. The student must retake any unfinished course in its entirety to be eligible to graduate and receive a certificate of completion. Returning students must pay all tuition and associated fees for any unfinished courses.

If a student would like to return after an **Academic Dismissal**, there is no defined waiting period. Re-admittance, is based on classroom capacity. The student must repeat any classes in which they did not receive a grade of 70% passing or better. The student must also submit a letter addressing the reasons why they were dismissed, and how they will manage their work, grades, or their conduct to be successful upon enrollment. The student must retake and pass any unfinished course in its entirety to be eligible to graduate and receive a certificate of completion. Returning students must pay all tuition and associated fees for any unfinished courses.

# Tuition, Fees, & Financial Aid

## Tuition and Fees

Tuition for The Travel Academy is \$265.39 per quarter credit. The entire certificate program is \$6,900.00, which includes tuition and fees.

Optional: CPR Certification fees- \$25.00

*\*Cost of Attendance worksheet will be provided to each student prior to start of class*

## Crew Quarters (Housing)

The Travel Academy does not provide housing accommodations. Student Housing Services LLC (SHS) can provide accommodations. Students are not required to obtain housing through SHS to attend TTA. It is strongly suggested that students first seek their own housing prior to contacting SHS.

## Payment Terms & Financial Aid

Students are responsible for all tuition, fees, and other charges pertaining to the program. Tuition may be paid via check or major credit card (MasterCard, Visa, and American Express). Eligible students may also pay for these items with funds from Workforce Innovation and Opportunity Act (WIOA), GI Bill, or SELF Loans—subject to the terms and conditions of these financial assistance programs. The Travel Academy does not participate in federal financial aid programs. Questions about tuition and payment should be addressed with Admissions Recruiters.

## Buyer's Right to Cancel

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give notice that you are cancelling your contract within five business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to be effective on the date that the institute ion notifies you that you have been accepted into the institution and you have signed the contract or enrollment agreement. If the notification of acceptance into the institution is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than five days after you signed the contract, but before the start of the program (or the first lesson for an online distance education program), you will receive a refund of all tuition, fees,

and other charges minus 15%, up to \$50, of the total cost of the program. You will be provided a prorated tuition, fees, and other charges refund minus 25%, up to \$100 administrative fee, if you provide notice of your withdrawal after your program has begun, but before 75% of the program has completed. If you withdraw from your program after 75% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Written notice is effective on the date of the postmark if sent by mail or the day it has been hand-delivered to the institution. If you do not withdraw in writing or contact the institution about your absence, and you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

You may be entitled to a refund of your equipment and supplies costs if you return your equipment and supplies within 10 days of withdrawing if your supplies are in a condition suitable for resale. If you do not return your equipment and supplies or the supplies are not in a condition suitable for resale, this cost will be deducted from your tuition, fee, and other charge refund that you may be eligible for.

### **Notice of Cancellation**

Student may provide notice of cancellation to TTA by: (i) contacting TTA via telephone at the number listed below and leaving a voicemail for the Education Director, (ii) speaking with the Education Director regarding your desire for cancellation and receiving confirmation from the Education Director of the cancellation, (iii) completing and sending the form attached hereto as Appendix A or, (iv) by sending a signed and dated copy of any similar cancellation notice to:

The Travel Academy  
Attention: Education Director  
1230 Eagan Industrial Road, Suite 115  
Eagan, MN 55121  
Phone: (952) 854-7161 | Fax: (651) 287-3756  
Email: [Lynn.VanOrt@TheTravelAcademy.com](mailto:Lynn.VanOrt@TheTravelAcademy.com)

### **Veteran Student Refund Policy**

This policy (38 CFR 21.4255) applies to all veterans or eligible persons applying for, or otherwise currently enrolled in, any program at The Travel Academy who may receive Veterans Educational Benefits. The Travel Academy has, and maintains, a policy for the refund of the unused portion of tuition, fees, and other charges in the event the veteran or eligible person fails to enter the course or withdraws, or is discontinued therefrom at any time prior to completion. The non-refundable portion of the registration fee is \$10. Further, the amount charged to the veteran or eligible person for tuition, fees, and other charges will not exceed the approximate pro rata portion of the total charges for tuition, fees, and other charges, that the length of the completed portion of the course should bear to its total length.

For each veteran or eligible person who applies to The Travel Academy, the school and such veteran or eligible person shall complete the Veteran Rule Policy.

# Student Services

## Americans with Disabilities Act

The Travel Academy is committed to providing equal access to education for all students. We work in partnership with faculty, staff and students to remove disability-related barriers to education through reasonable accommodation to qualified students. This could be in the form of allotting additional time for exams, previous awareness of quizzes, or providing an alternate method of completing assignments/exams. Students who have a disability or believe they may have a disability are invited to contact the Education Director promptly to determine eligibility and/or submit accommodation requests.

## Career Services

The Career Services Department aids students in preparing for success as well as achieving future career goals. In addition to providing professional on-site hiring events, students are equipped with essential tools to seek out other travel related opportunities. Career counseling is available to assist students in exploring the various avenues in the travel industry.

### Recruiter Interviews: Current Students

All students will meet with the Career Services Director during week 2 of the program. Students will have the opportunity to utilize this service or decline. Students who decline Career Services assistance are required to complete a Placement Waiver Form.

In order to interview with an airline recruiter, students must maintain a minimum of 80% in the Flight Attendant course, and a 75% in all other courses. In order to interview with a Cruise Ship recruiter, students must maintain a minimum of a 75% in all their courses. These minimums must be maintained from five days prior to the interview.

Students are required to interview with a travel industry recruiter at least twice while enrolled in the program to receive Career Services upon graduation. Even if the student is enrolled in the program for educational/experiential purposes, the interview process is part of the education provided in this program. Students should use the available interview opportunities with recruiters to enhance professional development skills.

Students must also be in compliance with current attendance policies. Students with an unexcused absence to a scheduled interview are no longer eligible for future interviews.

The Travel Academy has a right to deny Career Services assistance to any student who has provided false or misleading information on their school entrance application and/or to the Career Services Director.

#### Career Service Assistance: Past Graduates

In order to qualify for Career Service Assistance after graduation, the following must apply:

- The student, before graduation, must have interviewed at least twice in a travel-related field.
- Graduate must have completed TTA's entire 10-credit program successfully.
- Graduate must have no felonies or misdemeanors in the last 10 years.
- Graduate must complete a drug screening within the preceding 30 days with a testing company of The Travel Academy's choice.
- SELF Loan is in good standing (if applicable).
- Graduate must not have any outstanding balance at The Travel Academy.
- Graduate must not be fired from a travel-related position in the last 2 years.
- Graduate must not have voluntary or involuntary resigned from a travel-related position within a year post-graduation.
- Graduate must not have failed out of the initial training process.
- If the student interviewed with a recruiter and was offered a job, the graduate must have completed a minimum of six months with an employer before submitting a letter of resignation.
- Graduate must have a USA Passport or Foreign Passport with a Green Card (required documentation).
- If a graduate is signed up for an event and does not attend, he/she will not be allowed back for future events.
- If the graduate has been found to engage in behavior which has the potential (i.e. negative comments) of causing damage to The Travel Academy's reputation, the graduate will forfeit all Career Services assistance.

# Student Policies & Procedures

## Grading

Each subject is graded in the following manner:

90–100% .....	A
80–89% .....	B
70–79% .....	C
60–69% .....	D
Below 60% .....	F

Breakdown of tests and assignments and the points offered are detailed in each course syllabus.

If a student disagrees with an instructor on a given grade, the student should first contact the instructor. If the student believes that the action of the instructor was unfair, they may appeal the grade to the Education Director. The Education Director will investigate the matter, and then render a decision. If the student would like to appeal further, they may appeal the grade to the Chief Operating Officer. No further appeal is possible.

## Satisfactory Academic Progress

A student must maintain a minimum of a 70% in all courses to be in satisfactory academic standing. If the student does not maintain the required 70%, the student’s progress will be reviewed by the instructor and the Education Director.

Satisfactory Academic Progress (SAP) is reviewed on a bi-weekly (Wednesdays) basis by the Education Director. If the student’s course grades fall below 70%, the student is placed on Academic Warning. The student will meet with the Education Director to determine a course of action to help the student achieve success. An Academic Warning gives the student 10 business days to raise the grade to 70% or better.

If the student on Academic Warning cannot raise their grades into compliance in that two-week period, the student is placed on Academic Probation. The student will meet with the Education Director to determine a course of action to regain compliance. The Academic Probation period gives the student an additional 10 business days to raise their grades.

If a student on Academic Probation is unable to raise their grades in that additional 10 days, the student may be academically dismissed from the failing course(s). Dismissal is at the discretion of the Education Director.

A student who has been academically dismissed from the failed course(s) may appeal the

dismissal to the Chief Operating Officer. The Chief Operating Officer will investigate the matter, and the student will have the opportunity to offer extenuating circumstances or context. The Chief Operating Officer will render the final decision on the appeal. No further appeals are possible.

## **Class Attendance**

Due to the practical, hands-on nature of the curriculum, there is a direct link between classroom attendance, grades, and employment. However, there are times that students may be late, or be unable to attend class, for example, due to illness. If a student will be late or cannot attend class, the student is required to call the attendance line at 651-242-5320.

### ID Cards:

Each student will be issued an ID card and expected to bring it each day to class. If the student fails to bring their ID cards, there will be a \$5.00 daily administrative fee for manually entering attendance. Replacement cards can be attained for a \$50.00 fee. This card can be only used by the student the card is assigned to. Any ID misrepresentation/misuse will result in disciplinary action and may lead to expulsion from the program.

### Attendance Requirements:

Students are expected to badge in electronically with their ID badge prior to start of each class. If student arrives late or does not have their ID badge, it will be considered an unexcused absence.

All attendance issues are subject for review by the Director of Education. Students are allowed up to 5 absences (90% attendance) per course in order to **pass the course successfully**.

All absences will count against perfect attendance awards at graduation.

## **Make-Up Work Policy**

Upon review and approval of an excused absence by the Education Director, a student will be allowed to make up missed assignments and/or tests on the next school day or as approved by the instructor.

It is the student's responsibility to immediately contact the instructors upon returning to class. The Education Director may require a doctor's note or other supporting documentation to approve an excused absence.

If the absence is unexcused, homework, quizzes, and tests for the missed day will automatically be recorded as a zero.

## **Cell Phones and Electronic Devices**

Cell phones, tablets, laptops, and other electronic devices should be turned off and kept in backpacks, purses, or bags, unless the instructor approves their use in class. If a student is accessing their phone or the phone rings out loud during class the student will be removed from class and receive an unexcused absence for that class. Cellular phone usage is only permitted in the Cairo Room.

## **Academic Dishonesty**

All students are expected to maintain the highest standards of integrity. Academic dishonesty comes in a variety of forms, including cheating and plagiarism.

If an instructor believes that a student has been academically dishonest, the instructor should investigate the matter and discuss the issue with the Education Director. The student will have the opportunity to respond to the allegation of dishonesty. The Education Director, after the investigation is complete, will make a determination and administer any necessary consequences. Consequences may include failure of the test, the assignment, or the course. Infractions could result in the student's academic dismissal. The student may appeal the allegation of academic dishonesty to the Chief Operating Officer, who will investigate the matter and render a final decision. No further appeal is possible.

## **Conduct in the Classroom**

Students are expected to be engaged in classroom topics and discussions at all times. Students are expected to maintain respect for the instructor, other students, and the educational process at all times. Students can disagree with a person's ideas without being dismissive of the person holding those ideas. Creating a constructive dialog is part of the learning process, and encouraged in classroom discussion.

An instructor who feels a student is persistently disruptive in class will address the issue with the student and then discuss the matter with the Education Director.

Food is prohibited in all classroom settings and hallways unless approved by the instructor in advance. If a student is found with food in the classroom, the student will be removed from the class and receive an unexcused absence that class period.

All student concerns and infractions will be discussed with the Education Director. The student may be given different degrees of discipline including but not limited to verbal warning, written warning, to being expelled from the class or expulsion from the school. The Education Director renders final decision on all classroom (or hallway) misconduct.

## **Tobacco, Drugs, Alcohol, Weapons, and Controlled Substances**

The Travel Academy supports an environment in which the personal, social, and academic growth of students is free of mind-altering chemicals including drugs and alcohol. Potential travel employers consider most positions to be “safety sensitive.” These positions are highly monitored and managed at the highest level as required by the FAA, US Coast Guard, and Federal Government. To simulate and prepare students for this rigorous standard, all students are subjected to mandatory drug screenings prior to graduation.

Any student who refuses the mandatory drug screening will be immediately dismissed from the Flight Attendant Professional and Customer Service & Cruise Line Operations courses.

Students who undergo the mandatory drug screen and test positive for illegal substances will be allowed to retake the drug screen on the same day at Minnesota Occupational Health, 1400 Corporate Center Curve, #200, Eagan, MN 55121. In the event that the 2<sup>nd</sup> drug screen is confirmed positive for illegal substances, the student will be immediately dismissed from the Flight Attendant Professional and Customer Service & Cruise Line Operations courses.

If the student tests positive for illegal substances and chooses not to undergo an additional drug screen, the student will be immediately dismissed from the Flight Attendant Professional and Customer Service & Cruise Line Operations course.

Illegal drugs and controlled substances are prohibited on school grounds, or any school-sponsored event. Incidents of possession of illegal substances will be reported to the police or appropriate authorities. Any student who is under the influence, whether in school or out of school, is subject to expulsion. (*Refer to Buyer’s Right to Cancel Policy.*)

Smoking is prohibited on school grounds. Possession of alcohol is prohibited on school grounds or any school-sponsored event. Guns and other weapons are banned from the premises. Bringing a gun to school is grounds for immediate dismissal.

## **Dress Code**

The time at The Travel Academy is meant to simulate the travel industry experience. Students are expected to dress in business-casual attire. Staff will be evaluating dress attire prior to the start of each class daily. If the student is found to be inappropriately dressed, the student will be removed from class and sent home to change. The student will receive an unexcused absence for the entire class period.

Appropriate attire for women include: collared shirts or sweaters with dress pants, and dress shoes or boots. Conservative dresses or skirts are also acceptable. Appropriate attire for men include: polo shirts, collared shirts or sweaters, khakis or dress pants, and dress shoes. Neckties are optional.

Students are required to be professionally dressed for any recruiting or interview event. Non compliance will result in removal from the interviewing event scheduled for that day.

Inappropriate attire include: jeans, leggings, t-shirts, athletic wear, and sweatshirts. Hats are not allowed. Women should not wear sleeveless, open shoulder, or low-cut shirts. Inappropriate footwear includes tennis shoes, over-the-knee, or UGG boots.

All exposed tattoos will be required to be fully covered during all class and lab hours. If tattoos are found to be exposed, the student will be removed from class and receive an unexcused absence.

## **Administrative Dismissal**

Administrative dismissal is when a student's enrollment at The Travel Academy is terminated for reasons unrelated to the student's grades. Examples of administrative dismissal may include persistent class disruption, drug use, academic dishonesty, and also student comments which may have a negative impact on the school's reputation is also grounds for administrative dismissal. Disparaging comments include but are not limited to the school, school personnel, policies or classroom content via either in spoken, through digital distribution, or any other communication medium.

Students will have the opportunity to request an appeal to an administrative dismissal. The Education Director, Chief Operating Officer, and Chief Executive Officer will collectively review and render a final decision on all academic dismissals.

## **Withdrawal from the Program**

Students who wish to voluntarily withdraw from the program after classes have begun must fill out the Student Withdrawal Form located on the website. It can be emailed, faxed, or physically given to the Education Director. Receipt of the withdrawal form will be acknowledged within ten working days. Refer to Buyer's Right to Cancel for information on tuition refunds.

## **Transfer of Credit**

The Travel Academy is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the Institution. Credits earned at the Institution may not transfer to all other schools.

Students who have completed coursework or graduated from a school similar in nature may request an evaluation for transfer credit. External coursework may be considered for transfer credit if all the conditions are met:

- The course is substantially similar to The Travel Academy courses
- The final grade posted for each potential transfer course is at least a C
- The course does not duplicate, overlap, or regress previous work

## **Course Incompletion for Active Military Duty**

The Travel Academy supports its students' military service. If a student is called to active military duty prior to the completion of a course, the student should alert the Education Director before they leave for duty. Two options are available to the student:

The student may request to voluntarily withdraw from the program. If the student chooses to withdraw, the student will receive a full refund on tuition, even if it is beyond 75% of the program. Copies of military orders or other supporting documentation is required to provide the student with a full tuition refund.

Instead of withdrawal, the student may request that they be allowed to finish classes when they return from active duty. The student would then receive an incomplete on the transcript, and the student would complete the remaining courses when returning to school.

## **Complaints**

Complaints or disputes concerning the policies of The Travel Academy's procedures, staff, or any other items should be brought to the Education Director for review. Upon review, the complaint will be dealt with in a timely manner, according to the Academy's policies and procedures.

## **Sexual Harassment**

Sexual harassment is the use of power by one person over another, using innuendo, favors, or coercion of a sexual nature. It is undesired and an often-repeated behavior. Examples of sexual harassment include leering, whistling, obscene gestures, sexual innuendo, suggestive comments, jokes about sexuality, sexual propositions or threats, touching, and sexual assault. The Travel Academy has a zero-tolerance policy toward sexual harassment. Allegations of harassment will be dealt with quickly. Students who believe they have been sexually harassed should contact one of the following:

- Any instructor
- Education Director
- Chief Operating Officer

# Graduation and Transcripts

## Certificate of Completion

Upon meeting all attendance requirements and successfully completing all coursework with a minimum of a 70% in each course, students will receive a Certificate of Completion for Travel and Customer Relations.

Students who have a 95% or higher in all of their courses will be considered honor students, and will be recognized at the graduation ceremony. Commencing in the ceremony is not required for graduation. Professional dress attire is required if participating in graduation ceremony. Students who do not participate in the graduation ceremony will have their Certificate of Completion mailed to them within 90 days.

## Transcripts

Official transcripts will be mailed within ninety days following graduation. If the student requests a replacement transcript, a \$20 replacement fee will be charged. Written requests for replacement transcripts must be sent to The Travel Academy. Transcripts may be withheld if the student has an outstanding balance.

# Program of Study

## Travel and Customer Relations (26 Quarter Credits)

### Program Objectives

1. Students will have the knowledge and professional demeanor to be successful in an entry level travel industry position (i.e. flight attendant, travel agent, cruise professional).
2. Students will be prepared to engage customers in all aspects of customer care/relations, including conflict resolution.
3. Students will have the ability to perform employer assigned duties/tasks individually or in a team setting.
4. Students will be able to present themselves in a professional manner in both written and verbal communication.
5. Students will be familiar with the various technologies used in the travel industry and customer relations.

### Career Development (4 Quarter Credits)

This course explores how to interview professionally. Emphasis is placed on résumé skills, job searching methods, using social media, networking, and interviewing skills. Students explore their strengths and take inventories for self-awareness.

- 50 hours (30 hours lecture, 20 hours supervised lab, 24 hours homework)

### Customer Relations (4 Quarter Credits)

Travel industry workers are often on the front line of meeting and dealing with customers. This course examines how to deal with customers, working with a wide variety of personalities, and how to determine customers' needs. Dealing with upset customers and conflict resolution strategies are also explored.

- 50 hours (30 hours lecture, 20 hours supervised lab, 24 hours homework)

### Flight Attendant Professional (6 Quarter Credits)

This course explores the many tasks and duties of the flight attendant. Students learn about Federal Aviation Regulations, airline terminology, aircraft configuration, and in-flight issues.

- 80 hours (40 hours lecture, 40 hours supervised lab, 32 hours homework)

### Customer Service & Reservation Systems (4 Quarter Credits)

This course explores how airline systems and other travel businesses book and manage traveler requests. Students will demonstrate both technical and conceptual skills which support the entire travel industry.

- 50 hours (30 hours lecture, 20 hours supervised lab, 24 hours homework)

### Customer Service & Cruise Line Operations (4 Quarter Credits)

This course provides an overview of the cruise ship industry. Particular focus on customer service, cruise destinations, and duties of cruise ship positions.

- 50 hours (30 hours lecture, 20 hours supervised lab, 24 hours homework)

### Professional Development (4 Quarter Credits)

This course focuses on the person in the travel career role. Coursework seeks to build personal and professional skills. Issues of financial management and stress management are covered, along with CPR, human trafficking, and de-escalation of conflicted situations.

- 50 hours (30 hours lecture, 20 hours supervised lab, 24 hours homework)

\*The Travel and Customer Relations program will be completed over 10 weeks.

# School Governing Body

## School Officials

**Randy Juen** - Chief Executive Officer

**Taren Klein** - Chief Operating Officer

## Management Team

**Lynn VanOrt** - Education & Career Services Director

**Jeff Bernett** - Admissions and Marketing Manager

**Richard Umberhandt** - Crew Quarters & Transportation Manager, Veteran's Association  
School Certifying Officer

## Education Support

**Jim Ollhoff** - Education Program Advisor

## Faculty

**Lynn V.** – Instructor

**Meghan M.** – Instructor

**Amy K.**– Instructor

## Administrative Support

**Angie S.**- Student Services Administrator, Minnesota SELF Loan Advisor

# Disclosures

## Confidentiality of Records

The Family Educational Records and Privacy Act (FERPA) gives students rights concerning their educational records. Students have the right to review their education records within forty-five days of when the school gets access. If the records are inaccurate, students may request that the records be changed. Students may request that information is not disclosed by speaking with the Education Director. In order for parents or guardians to receive information about their student's progress, the student must approve the disclosure. The office that administers FERPA is the Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C., 20202-4605.

## Definition of a Quarter Credit Hour

Ten clock hours in a lecture learning environment (led by a faculty member, such as a lecture) is the equivalent of 1 Quarter Credit. Twenty clock hours in a supervised laboratory setting (practical, hands on work) of instruction is the equivalent of 1 Quarter Credit. Two hours of homework for 1 Quarter Credit of lecture.

## Non-Discrimination Policy

The Travel Academy acknowledges its legal and moral responsibility to ensure equal employment and educational opportunities with no discrimination regarding race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, or membership or activity in a local commission, as defined by law.

## License

The Travel Academy is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the Institution. Credits earned at the Institution may not transfer to all other schools. Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, Saint Paul, Minnesota 55018.



**Please detach, sign, and return this form to The Travel Academy**

I, \_\_\_\_\_ (print name), verify that I have read, understand, and agree to follow and be held accountable to the rules, policies, procedures, and other information provided in The Travel Academy Catalog & Student Handbook.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date