



Student Handbook 2026

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www.hollywoodeducation.org

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Hollywood Education Institute | 2026

The *Hollywood Education Institute Student Handbook* is the document of authority for all students. The information provided in the Hollywood Education Institute Student Handbook supersedes any information that may be contained in any bulletin, newsletter, or other written form of communication. The Institute reserves the right to change its policies, rules, regulations, requirements for graduation, course offerings, and any other contents of this catalog at any time.

Student Handbook Update Policy

Hollywood Education Institute updates its catalog annually. Hollywood Education Institute reserves the right to change the catalog information when necessary.

This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

As a prospective student, you are encouraged to review the Catalog and Student Handbook prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Our location address:

Hollywood Education Institute

3470 Wilshire Blvd. Suite # 350, Los Angeles, CA 90010

T. (213) 386-3800 | F. (213) 402-5533 | info@hollywoodeducation.org

Monday-Friday: 8:30 AM – 5:00 PM

Disclosures:

- Hollywood Education Institute is accredited by the Distance Education Accrediting Commission (DEAC).
- This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education (BPPE).
- Hollywood Education Institute is certified by the Student and Exchange Visitor Program (SEVP) under the U.S. Department of Homeland Security.
- Hollywood Education Institute currently hold Applicant Status with the Transnational Association of Christian Colleges and Schools (TRACS).
- Hollywood Education Institute does not offer any licensure programs, and as such, students who enroll in any of Hollywood Education Institute's programs are not eligible to sit for licensure examinations in California and/or any other states.
- Hollywood Education Institute does not offer job placement.
- None of the lessons will occur in a language other than English.
- Hollywood Education Institute does not discriminate on the basis of race, color, age, sex, physical condition, or national origin.

Overview

Mission Statement

The Hollywood Education Institute is a Christ-centered institution dedicated to fostering academic excellence and spiritual growth. We provide a comprehensive education that integrates biblical principles, equipping students to excel in their chosen fields and make a meaningful impact on society.

Goals

1. Deliver rigorous instruction grounded in biblical truth to equip students for academic and spiritual growth.
2. Empower students to apply knowledge and biblical principles to real-world challenges with integrity and purpose.
3. Integrate digital tools in hybrid and distance learning while maintaining a faith-informed educational experience.
4. Use data and spiritual discernment to strengthen effectiveness and uphold accountability in all operations.
5. Offer programs that reflect Christian values, academic quality, and convenience to attract like-minded students.
6. Steward resources wisely to support the long-term mission of Christ-centered education.

Institutional Objectives

The Hollywood Education Institute has established a set of Institutional Objectives that align closely with its mission. The Board of Directors periodically reviews and approves these objectives to ensure their continued relevance and effectiveness.

1. **Academic Excellence.** Students will demonstrate, apply, and analyze academic knowledge and skills through performance on examinations, assignments, and projects.
2. **Faith and Learning Integration.** Every instructor will integrate, illustrate, and evaluate biblical principles into education.
3. **Student Success.** To empower students to formulate, pursue, and achieve their academic aspirations through engagement and student counseling.
4. **Faculty Excellence.** To ensure instructors design, deliver, and refine impactful and relevant instruction, all faculty have appropriate qualifications as well as continuing professional development.
5. **Innovation and Adaptation.** To ensure the institution analyzes, develops, and implements responsive improvements.

Institutional Learning Outcomes

Upon completion of studies at HEI, students will be able to:

1. **Demonstrate Academic Excellence** - Apply and analyze academic knowledge and skills with measurable achievement.
2. **Integrate Faith and Learning** - Apply biblical principles to academic, professional, and personal contexts, demonstrating ethical reasoning and decision-making
3. **Exhibit Servant Leadership and Christian Ethics** - Lead with humility, compassion, and accountability in service to others.
4. **Communicate Effectively Across Cultures** - Demonstrate ethical and professional communication skills informed by biblical values of clarity, honesty, and respect.
5. **Pursue Lifelong Growth in Faith and Service** - Engage in personal spiritual formation and service opportunities that contribute to the church, community, and society.

Statement of Faith

Hollywood Education Institute is a Christ-centered institution firmly grounded in the Christian faith. We affirm the following core beliefs:

1. **The Bible** is the inspired, infallible, and authoritative Word of God, and is the final authority in all matters of faith and practice.
2. **There is one God**, eternally existent in three persons: Father, Son, and Holy Spirit.
3. **Jesus Christ** is fully God and fully man. We believe in His virgin birth, sinless life, miracles, atoning death on the cross, bodily resurrection, ascension to the right hand of the Father, and His return in power and glory.
4. **All people** are sinful and in need of salvation, which is a gift from God by grace through faith in Jesus Christ alone.
5. **The Holy Spirit** indwells and empowers believers for Christian living, growth, and service.
6. **The Church** is the body of Christ, called to proclaim the Gospel and make disciples of all nations.
7. **Jesus Christ** will return, and there will be a resurrection of both the saved and the lost— the saved to eternal life and the lost to eternal separation from God.

Philosophy of Education

Hollywood Education Institute is founded on Christian principles and is committed to preparing students with both biblical and academic knowledge. Consistent with the Catalog, HEI emphasizes that true growth emerges when Scripture is integrated into academic instruction and real-world application. Our philosophy is to foster academic excellence, spiritual formation, and professional readiness by equipping students to apply biblical principles in every sphere of life. In this way, HEI develops servant leaders who embody integrity, humility, and purpose in their personal, professional, and spiritual journeys.

Satisfactory Academic Progress Policy

To ensure timely program completion and academic achievement, all students are expected to maintain Satisfactory Academic Progress (SAP) according to the following guidelines:

All students are required to maintain a cumulative GPA of 70% (equivalent to a letter grade of "C" or better) at the end of each quarter. This metric ensures consistent academic progress towards program completion.

HEI understands that unforeseen circumstances may arise that could impact a student's ability to meet these SAP standards. Students facing challenges are encouraged to reach out to Hollywood Education Institute for guidance and support options.

Grading Format:

Grade		Scale	Definition
Excellent	A	90 - 100	Students consistently demonstrate a thorough understanding and skill application in the content area.
Good	B	80 - 89	Students demonstrate a high degree of understanding and skill application in the content area.
Satisfactory	C	70 - 79	Students demonstrate satisfactory understanding and skill application in the content area.
Poor	D	60 - 69	Students need significant practice and instructional experiences to acquire the knowledge of basic content and skills specific content areas.
Failure	F	Below 60	Students have not demonstrated the basic knowledge of content and/or skills specified and require additional practice and instructional experiences to succeed.
Incomplete	I		Students do not complete the course due to circumstances.

Certificate Program	Quarter Credit Hours
English Communication and Management	48

Time Limits For Completion

Students are usually expected to complete each program within the following time frame: the Certificate program in 1 year. The maximum time frame allowed for students to complete a program is 150% of all program's length. An extension may be granted for special circumstances.

The Certificate program requires the successful completion of 16 courses totaling 48 credit units. Each course carries 3 credit units. Students must successfully complete all 9 core courses and 17 elective courses to graduate from the program.

Attendance Procedure

Attendance is critical to students' success in meeting the requirements of the Hollywood Education Institute program. The instructor is responsible for documenting student attendance. The instructor monitors and documents students' attendance during class time and online.

1. Students must log in to the Hollywood Education Institute's learning management system and attend the in-person class. Students who join the in-person class must log-in and show up at the classroom.
2. Students must participate in the class and complete the assignments, classwork, quizzes, and examination according to the instructor's instruction,
3. Instructors must monitor students' attendance in each class.

There are 3 options to give student attendance:

(P) Present (100%): Students log in, attend class on time, actively participate in class, and complete assignments and examinations within a given time from the instructor.

(D) Deduction (70%): Students who are more than 5 minutes late to a class receive a deduction. Students who leave class early or do not remain in their assigned classroom until the class has been dismissed receive a deduction. Students who do not actively participate in the class receive a deduction. Students who do not complete the assignments and examinations within the given timeframe set by the instructor receive a deduction.

(A) Absence (0%): Students who do not attend the class are considered absent. All Hollywood Education Institute's students are required to maintain a minimum of 80% attendance.

What does it mean to "attend" a class?

Attendance is critical to students' success in the English Communication and Management Certificate and ESL programs offered. Taking attendance allows the institution to make clear determinations of when a student last attended class. When it comes to attendance in a course, it may seem a little unclear how attendance is defined. Listed below is very specific information that can help guide our decision-making when designing courses for a distance environment.

What is an acceptable indication of attendance?

The acceptable indications of attendance in a course can include:

- Students' submission of an academic assignment(s)
- Students' submission of an exam
- Documented students' participation in an interactive tutorial or computer-assisted instruction
- The students participate in an in-person/distance study group that is assigned by the institution.
- The students participate in a discussion forum in an in-person/distance discussion about academic matters.

What does not sufficiently indicate attendance?

In a distance education context, documenting that a student has logged into a distance class is not sufficient, by itself, to demonstrate academic attendance by the student. Students must complete an instructional activity to meet attendance requirements in a distance course. Students who attend class and do not participate during in-class activities do not meet attendance requirements.

Assessment Policy and Procedure

At Hollywood Education Institute, assessment holds the clear and distinct purposes of supporting teaching and learning by identifying what students are capable of doing and their level of informational knowledge and assuring satisfactory progress.

Prior to enrollment, students are expected to complete a placement examination in order to determine their level of placement. Once enrolled, students are assessed three times during an eleven-week period via course-related module tests, midterm, and final examinations.

Post contract completion, students are asked to complete an achievement examination in order to measure their level of improvement, while enrolled at Hollywood Education Institute. The grading scale is as follows: A (90-100%), B (80-89%), C (70-79%), D (60-69%), and F (59% and below).

Class Participation, Discussion/ Assignment and Homework	Midterm Exam	Final Exam	Total
30%	35%	35%	100%

Instructors develop midterms, final exams, and other assessments tailored to their course content and learning goals. The Academic Director and faculty review these assessments to ensure alignment with program outcomes and suggest modifications if needed.

Beside homework and participation assignments that are graded using a standardized rubric to ensure consistency, the certificate program also incorporates midterms and final exams. The exams are typically held during week 5 and week 10. The weighting of these exams in the overall grade varies depending on the subject matter.

The institute recognizes that the approach to a fixed weighting system for exams may not be optimal and may fail to adequately represent the diverse learning styles of students. Therefore, a thoughtful weighting system is implemented, considering several factors:

- **Course Type:** Courses emphasizing memorization and factual recall may have a higher exam weight. Conversely, courses focused on practical skills or complex problem-solving might benefit from a more balanced approach with diverse assessments.
- **Assessment Type:** The type of exam can also influence the weight. A final exam covering the entire course might carry more weight than a midterm focused on a specific unit.
- **Learning Objectives:** Ultimately, the weighting ensures all learning objectives are adequately assessed. For example, a course emphasizing critical thinking might incorporate a research paper or debate with a higher weighting than a multiple-choice exam.

By considering these factors, Hollywood Education Institute tailors' assessments to effectively measure student learning and foster deeper understanding in diverse learning styles.

After instructors grade all assessments, they are submitted to the institution's administration. Grades and assessments are then collected and maintained electronically by the administrative staff. Both instructors and administrative staff collaborate to manage the grading process and generate Satisfactory Progress Reports.

Academic Integrity and Honesty Policy and Procedure

The purpose of this policy is to ensure that students enrolled in Hollywood Education Institute maintain the highest standards of academic integrity and honesty. Academic integrity is essential to the learning process and is a cornerstone of academic achievement. We strive to create a learning environment that is built on trust, respect, and integrity, and we expect all students to uphold these values. The consequences for plagiarism, cheating, unauthorized collaboration, and other forms of academic dishonesty can be very serious, possibly including expulsion, suspension, or given a less-severe disciplinary action.

All students are expected to adhere to the following principles of academic integrity and honesty:

- **Plagiarism:** the use of someone else's ideas, words, or work without proper attribution. Students are not allowed to copy text from a source without quotation marks or a citation; summarize or paraphrase someone else's work without giving credit; submit someone else's work as your own.
- **Cheating:** the act of using unauthorized materials, information, or assistance intentionally during any examinations. Students must not engage in any form of cheating when taking proctor exams, cheating including using the external assistance (e.g. notes, textbooks, or electronic devices) unless specifically authorized by the instructor; giving answers to another student or receiving help from others during the exams.
- **Fabrication:** the act of falsifying or inventing information or data in academic assignments or research papers. Students must not falsify or fabricate data, research, or sources. (i.e. making up sources, data, or evidence to support a claim, or misrepresenting the extent of one's research or knowledge on a particular topic.)

The consequences of academic dishonesty:

Violations of this policy will not be tolerated and will be subject to disciplinary action. If a student is found to have cheated on an exam, the instructor is required to notify the Academic Director to determine what action is appropriate to take, the following consequences may be imposed:

- Retaking the exam under appropriate supervision.
- the student retakes the exam in a proctored setting, with a supervisor present to monitor their behavior and ensure that they are not cheating.
- the student retakes the exam in a different format or using different questions, to ensure that they are not able to simply memorize the answers from their previous attempt.
- Receiving a course grade of 'F' or another grade penalty at the discretion of the course instructor.
- Other Additional disciplinary sanctions determined by the Academic Director may include disciplinary probation, suspension, or permanent expulsion from Hollywood Education Institute, administrative hold on the release of records, and withholding of a certificate. Disciplinary probation shall be noted on the student's formal academic record only for the duration of the probationary period.

Reporting Academic Dishonesty: If a student suspects or witnesses academic dishonesty by another student, they should report it to the instructor or Academic Director immediately. The report should include specific details about the incident, including the date, time, location, and nature of dishonesty. The instructor or Academic Director will investigate the report and take appropriate action based on the evidence presented.

Disciplinary Actions: If a student fails to abide by the aforementioned standards of conduct, disciplinary actions will be applied in the following sequential steps:

- 1) The student will receive a warning from the instructor
- 2) If the student fails to heed the instructor's verbal warning, his or her attendance will be deducted by the instructor
- 3) If the student continues to breach the standards of conduct, the student will be issued an initial warning letter by Academic Director
- 4) If the student's breaching of the code of conduct persists, the student will be issued a final warning letter by Academic Director
- 5) If after the four initial steps the student still does not abide by the aforementioned standards of conduct, the student will be terminated by the President.

Classroom Conduct Policy

The purpose of this policy is to establish a respectful and productive classroom environment at Hollywood Education Institute. Students are expected to behave in a manner that supports learning, maintains academic decorum, and shows respect for instructors and peers.

All students are required to adhere to the following standards of conduct in the classroom:

- **Electronic Devices:** The use of cell phones, laptops, tablets, and other electronic devices is prohibited during class unless expressly authorized by the instructor for academic purposes.
- **Class Participation:** Students are expected to actively engage in classroom discussions, activities, and assignments. A lack of participation, including refusal to contribute to discussions or group work, may negatively affect a student's grade or standing in the course.
- **Class Behavior:** Students must refrain from disruptive behaviors, including sleeping in class, side conversations, or any conduct that distracts from the learning environment, may negatively affect a student's attendance.

Consequences of Violating Classroom Conduct Policy

Violations of this policy will be subject to disciplinary action consistent with the Institute's standards of conduct.

The instructor may take the following actions:

1. Verbal warning issued to the student.
2. Written warning reported to the Academic Director or Administrative Manager.
3. Escalation to formal disciplinary action, including probation, suspension, or dismissal from Hollywood Education Institute.

Student Identity Verification Policy and Procedure

Policy:

This policy applies to all programs offered by Hollywood Education Institute, beginning with the application for admission and continuing through to a student's graduation, transfer, or withdrawal from study. Hollywood Education Institute is committed to ensuring the integrity of our academic programs and maintaining high standards of academic honesty. As such, Hollywood Education Institute reserves the right to request government-issued documentation of identity with other personal information from students for the purpose of ensuring that the person enrolled in the course is the person completing assignments, exams, and all other course requirements.

Procedures:

Initial Identity Verification Process:

During the admissions process, students are required to provide personal information, including their name, date of birth, government-issued identification (i.e. driver's license or passport), high school/college attended, and prior degrees received as well as other contact information (i.e. current home address and a valid email address). The administrative staff reviews and verifies the authenticity of the documents and confirms that they are valid and accurate prior to an admissions decision.

Once admitted, each student is assigned a unique username and password to log into the HEI's learning management system (currently Moodle). Students are responsible for providing their complete and true identity information in any identification verification process.

Ongoing Identity Verification Process:

Throughout the student's enrollment, Hollywood Education Institute uses a variety of methods to verify the student's identity, including secure logins and passwords, proctored exams, and other technologies to verify the identity of students:

- **Secure logins and passwords:** Hollywood Education Institute requires students to create unique usernames and passwords, which are used to authenticate the student's identity when they log in to Moodle (LMS), to ensure that only the student has access to their coursework and assessments.
- **Proctored exams:** Hollywood Education Institute verifies the student's identity by checking their ID to ensure that the person taking an in-person exam is the same person who was admitted.

Any student engaged in incidents of student identity fraud may face reprimand, disciplinary warning, a lowered or failing grade(s), and/or probation, suspension from the course, academic program, or expulsion from the Institution.

Confidentiality:

All identity verification documents will be handled in a confidential manner to the extent possible. Hollywood Education Institute protects the privacy of student information in accordance with the Family Educational Rights and Privacy Act (FERPA) and any other applicable laws or regulations regarding the confidentiality of personally identifiable information, and the Institute's Privacy Policy.

Leave of Absence Policy

A leave of absence is defined by Hollywood Education Institute as a temporary break in a student's attendance during which she/he is considered to be continuously enrolled. The student must sign and date the Leave of Absence Request Form together with the required documentation for the LOA request. No additional charges are assessed for applying or taking a Leave of Absence. Any Student enrolled under an F-1 visa, in addition to the institution's policy regarding leave of absence, needs to comply with the regulations of the Department of Homeland Security.

A leave of absence will be granted based on the following:

Medical Leave:

- a. medical letter from doctor
- b. the student remains in the United States for F-1 student
- c. written Leave of Absence Form

Vacation:

- a. completion of at a minimum of 6 months of enrollment
- b. the student remains in the United States for F-1 student
- c. no longer than 4 weeks of vacation
- d. written Leave of Absence Form

Personal Leave:

- a. only one Leave of Absence will be granted during any 12-month enrollment period
- b. must be out of the United States for F-1 student
- c. justifiable reasons for the leave
- d. no longer than 4 weeks of leave
- e. written Leave of Absence Form

Medical Leave Policy

Medical leave is a temporary break in the study for documented medical purposes during which time an international F-1 student remains in the United States and is considered to be continuously enrolled with a reduced course load, consistent with federal regulations.

If a Medical Leave is required, a student must submit in writing to the Administrative Staff the request, expected return date, and the initial date of request if unforeseen circumstances prevent the request prior to the leave date. The request must have the student's signature and have supporting medical documentation from hospitals, licensed doctors, and possibly medical records, business cards, and other related documents attached to the request. This request does not automatically reflect the approval.

If the Medical Leave is NOT approved, or the student does not return from an approved leave, the student will be considered to have withdrawn from the institution if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record, reporting the withdrawal to the Student Exchange Visitor's Program (SEVP).

If the leave is approved, the student may return prior to or at the end of the leave and resume training without paying additional tuition. Students requesting a Medical Leave must understand that upon return, a revised course completion date will be established, which will delay their graduation date. Remember, a Leave of Absence delays your graduation. Time taken on a Medical Leave does not count in the satisfactory academic and attendance formula. Upon return from a Medical Leave, Hollywood Education Institute will administer the placement test for ESL classes that is used as a guide for English-level placement if a student is absent for over 4 weeks.

No additional charges are assessed for applying or taking a Medical Leave.

Vacation Policy

An international F student may be granted a vacation, which is a temporary break in the student's attendance during which s/he is considered to be continuously enrolled. F-1 students must remain in the United States.

If a vacation is requested, a student must submit the basis of the request, the expected return date, and the initial date of request with the student's signature in writing to the Administrative Staff. This request does not automatically reflect the approval. A vacation request only be requested to begin at the completion of 6 months of enrollment. A vacation request can be submitted after completing a minimum of every 6 months of enrollment and cannot exceed a request of more than 4 weeks.

If the vacation request is NOT approved or the student does not return from vacation, the student will be considered to have withdrawn from the institution if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record, reporting it to the Student Exchange Visitor's Program (SEVP).

If the vacation is approved, the student must return prior to or at the end of the vacation and resume training without paying additional tuition.

At no time can the institution backdate a vacation request. Therefore, it is important that the vacation is approved prior to the requested start date. Time taken on a vacation does not count in the satisfactory academic and attendance formula.

No additional charges are assessed for applying or taking a vacation.

Personal Leave Policy

Leave of absence (LOA) is a temporary break in the study during which time an international F student must be out of the United States but considered to be continuously enrolled. If a Leave of Absence is required, a student must submit the basis of the request, expected return date, descriptive reason for leave of absence, and the initial date of request with the student's signature in writing to the Administrative Staff. This request does not automatically reflect the approval. A Leave of Absence is limited to a specified amount of days (no longer than 4 weeks). Only one Leave of Absence will be granted to a student during any 12-month enrollment period. No leave of absence is permitted for the 4-week program. Students must submit all required documents for leave of absence in order to get considered by the institution.

If the leave of absence is NOT approved, or the student does not return from an approved leave of absence, the student will be considered to have withdrawn from the institution if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record, reporting the withdrawal to the Student Exchange Visitor's Program (SEVP).

If the Leave of Absence is approved, the student returns prior to or at the end of the Leave of Absence and resumes study without paying additional tuition. Students requesting Leave of Absences must understand that upon return, a revised course completion date will be established, which will delay their graduation date. Remember, a Leave of Absence delays your graduation.

At no time can the institution backdate a leave of absence. Therefore, it is important that the leave of absence is approved prior to any absent days. Time taken on a leave of absence does not count in the satisfactory academic and attendance formula.

No additional charges are assessed for applying or taking a leave of absence.

Student Tuition Recovery Fund

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an Hollywood Education Institute educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as

required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

Student Services

At Hollywood Education Institute, we aim to provide quality student services and help our prospects and current students with any support for their study experience. Listed below is information you can use as you prepare to study at Hollywood Education Institute.

- New Student Orientation
- Academic Advising
- Technical Support
- Distance Education Service
- Housing
- Insurance
- Library and Learning Resources
- Parking
- Transportation

If you need any additional assistance or have any questions, please contact our Administrative Team.

We are here for you!

New Student Orientation

Hollywood Education Institute provides New Student Orientation for all incoming students, which will include information on the enrollment process, academics, student services, and much more.

Academic Advising

Students are provided assistance with gathering any necessary academic records from Hollywood Education Institute required as part of the university or vocational school's application process. Hollywood Education Institute also provides literature and informational material on some of the local universities and vocational schools but does not assist students in choosing any vocational or university programs. Students can make a request by email at info@hollywoodeducation.org or make an appointment for academic advising through our administrative staff at the location.

Technical Support

Hollywood Education Institute IT Support assists all students in accessing and successfully using Hollywood Education Institute technology. We are staffed with the knowledge to provide any guidance and support for Moodle, Wi-Fi Access, View Grades, and other technical issues.

Distance Education Services

Hollywood Education Institute provides comprehensive support for faculty and students in distance courses. Our services include:

- **For Faculty:** Assistance with various aspects of distance education, including course setup, technology integration, and student engagement strategies.
- **For Students:** Support with course orientation, such as how to register for distance courses, get started with coursework, and sign up for proctored exams.

The IT Support team is available Monday through Friday, from 9 a.m. – 5 p.m. via phone, email, and in person. Email support requests to: info@hollywoodeducation.org or call: (213) 386-3800.

Housing

Hollywood Education Institute does not have a dormitory, but it does provide housing literature and other informational material regarding housing to students (e.g., flyers, brochures, web links, and a list of student housing organizations), it does not provide any assistance with

housing arrangements; as such, Hollywood Education Institute does not secure, assess or evaluate student housing locations. The decision to use or not use student housing is the sole responsibility of the student. However, there are many apartment buildings and housing available in the area, and the cost ranges from \$1000 - \$1500 for a studio or a one-bedroom apartment.

Insurance

Hollywood Education Institute does not maintain formal agreements or partnerships with any insurance providers. However, the institution encourages all students to obtain appropriate health insurance coverage during their studies to ensure access to necessary medical care and financial protection in case of illness or emergency. General information about available health insurance options, including student and marketplace plans, is provided to assist students in making informed decisions regarding their personal health coverage.

Library and Learning Resources

Hollywood Education Institute (HEI) provides access to a wide range of distance resources through the LIRN (**Library and Information Resources Network**) Portal. These resources include scholarly journals, e-books, encyclopedias, newspapers, magazines, and multimedia content. Hollywood Education Institute is also provided databases as following:

- **JSTOR** is a digital library that provides access to a vast collection of academic journals, books, and primary sources in a variety of disciplines, including history, economics, political science, and sociology. JSTOR's collection includes more than 2,000 journals and over 100,000 books, as well as millions of primary sources, such as manuscripts, letters, and images.
- **Open Access Digital Theological Library (OADTL)** is a digital library that provides free access to a wide range of high-quality theological resources, including books, journals, articles, and other types of scholarly literature. Its collection includes resources in multiple languages, covering topics such as biblical studies, church history, theology, pastoral ministry, and more.
- **B.C. Open Collection:** Curated selection of open educational resources (OER) accessible by educators in British Columbia and beyond.
- **Candid:** Nonprofit providing comprehensive data and insights about the social sector.
- **ERIC:** Large education database with over 1.5 million records of journal articles, research reports, conference papers, and books.
- **LibreTexts Business:** Collaborative venture to develop open-access textbooks for postsecondary education.
- **Management Library:** Free online information to help businesses and professionals grow.
- **MERLOT:** Provides access to curated online learning and support materials and content creation tools.
- **Open Textbook Library:** Offers 1525 open textbooks in various subjects licensed for free use and adaptation.
- **ProQuest:** Provides open access to the full text of theses and dissertations.
- **Los Angeles Public Library (LAPL)** <https://www.lapl.org/branches/central-library>
- **Pio Pico - Koreatown Branch Library** <https://www.lapl.org/branches/pio-pio>
- **Central Library** <https://www.lapl.org/branches/central-library>

Parking

Hollywood Education Institute provides validation to our students. Parking is available in a parking facility and/or area next to the building.

- **Central Plaza Parking Garage:** 3470 Wilshire Blvd, Los Angeles, CA 90010
- **Payment Validation:** 8 AM – 6 PM (Monday- Friday) = \$4.99
- **For any parking issues:**
 - Please see the parking attendant at the Pay Station
 - Parking Office: (213) 465-4847

Transportation

There are two public transportation options to go to Hollywood Education Institute, the Metro Purple line, located at Wilshire/Normandie station and, there are bus options, Bus 20, Bus 206 and Bus 720. Each of these transportation options costs \$1.75 per trip.

Facilities

The Hollywood Education Institute has a physical location at 3470 Wilshire Blvd., Suite 350, Los Angeles, CA 90010. This facility provides a variety of amenities to support students' academic and social needs. The facility has one large classroom and three medium-sized classrooms. It also has a laboratory/e-library and a student lounge. The student lounge is a space for students to relax, socialize, and enjoy meals.

Inside the facility, there is a front desk area where students and visitors can seek assistance and find information. Students also have access to a photocopy machine and printer for document reproduction and printing needs. Additionally, there are computer labs equipped with desktop computers and internet connectivity for students to complete their academic tasks.

Equipment

There are numerous computers with internet access in the computer lab (to which students have full access). Projection machines, speakers, digital and video cameras, radio, CD players, and whiteboards are all available for in class use. Printers, copy machines and additional computers are located in the reception area and the CEO's office. There are also numerous chairs in the computer lab. The lounge is equipped with countertops, tables, microwaves, mini- fridges and chairs for the students and instructors to use. Foldable desk/chairs are utilized by students during class time. All the classes are equipped with projectors, which are used for audio/video visual material for the students. Also, students have access to Wi-Fi for academic and non-academic purposes.

Complaint/Grievance Policy

The purpose of this policy is to establish clear procedures for addressing student complaints and confidential concerns at Hollywood Education Institute (HEI). It ensures that all students have the opportunity to raise issues in a safe, fair, and transparent manner while guaranteeing due process and institutional accountability.

Scope

This policy applies to all current and former students of HEI and includes two types of complaint processes:

1. Regular Complaint Process – for identifiable, non-confidential concerns.
2. Confidential Complaint Process – for anonymous or sensitive submissions where the complainant requests confidentiality.

Definitions

- **Complaint/Grievance:** A formal or informal expression of dissatisfaction regarding an aspect of the student's experience at HEI.
- **Confidential Complaint:** A report submitted anonymously or with a request for confidentiality, where the identity of the complainant is not disclosed unless legally required.
- **Due Process:** A structured approach ensuring fairness, the right to be heard, and timely resolution.

Process A: Regular Complaint Procedure

1. Informal Resolution

- Students are encouraged to address concerns informally:
 - Academic: With the instructor or Academic Director.
 - Non-academic: With the staff member or the Administrative Manager.
- If unresolved, students may proceed to formal complaint submission.
- If unresolved, students may proceed to formal complaint submission.

2. Formal Complaint Submission

- Submit a written complaint to:
 - **Email:** info@hollywoodeducation.org
 - **Mail:** 3470 Wilshire Blvd., Suite 350, Los Angeles, CA 90010

The complaint should include:

- Detailed description of the issue.
- Desired resolution.
- Any relevant documentation.

3. Investigation and Response

- The Administrative Manager or designated investigator reviews and investigates the complaint.
- A written response is issued within 14 business days.
- If more time is needed, the student is notified with an updated timeline.

4. Appeal

- If dissatisfied, a student may submit a written appeal to the President within 14 days of receiving the response.
- The President will review and respond in writing within a reasonable time.
- The President's decision is final.

5. Recordkeeping

- All records are securely maintained by the Administrative Manager in compliance with student privacy and data retention policies.

Process B: Confidential Complaint Procedure

1. Submission of Confidential Complaint

Students may submit confidential complaints through a secure online form on the HEI website: <https://www.hollywoodeducation.org/confidential-complaint/> This form is encrypted and accessible only to the Chief Academic Officer. Students are encouraged to include as much relevant information as possible, while retaining anonymity if desired. The complaint should include as much detail as possible to support the investigation, even if the complainant remains anonymous.

2. Review and Logging

- The Academic Director (CAO) logs the complaint (without identifying information) and initiates a confidential review within 10 business days.

3. Preservation of Confidentiality

- The identity of the complainant will remain confidential unless:
 - The student authorizes disclosure.
 - Disclosure is required by law (e.g., safety threats, Title IX compliance).
- The number of individuals aware of the complaint is limited to those with a need to know.

4. Investigation Planning

- An investigation plan is developed, including:
 - Investigator assignment
 - Key documents and questions
 - A resolution timeline (typically within 30–45 days)

5. Investigation

The investigator reviews documentation, interviews relevant individuals (if applicable) and reminds all parties of confidentiality expectations.

6. Findings and Determination

A confidential report is submitted to the President or designee summarizing findings, analysis, and recommendations.

7. Resolution

- Appropriate actions are taken (e.g., corrective measures, disciplinary action, policy changes)
- If the complainant is known and contactable, a general response may be issued (without breaching confidentiality).

8. Recordkeeping

- All records are stored in a secure and access-restricted location, maintained for a minimum of 5 years.

9. Monitoring and Follow-Up

- Retaliation checks or follow-up support may be conducted as needed.
- Any retaliation will result in disciplinary action.

Non-Retaliation Statement

HEI strictly prohibits retaliation against anyone who submits a complaint or confidential report in good faith. Retaliation should be reported immediately and will result in appropriate disciplinary action.

External Reporting Options

If a student has grievances which he or she cannot work out with the school, he or she may call or write to:

Bureau for Private Postsecondary Education (BPPE)

1747 North Market Blvd., Suite 225, Sacramento, CA 95834

Phone: (916) 574-8900 | Toll Free: (888) 370-7589 | Main Fax: (916) 263-1897

Website: www.bppe.ca.gov

The student may also submit complaints and grievances directly to

TRACS Office

P.O. Box 328

Forest, Virginia 24551

(804) 525-9539 Fax (804) 525-9538

Distance Education Accrediting Commission (DEAC),

Executive Director

DEAC, 1101 17th Street NW, Suite 808, Washington, DC 20036 ATTN: COMPLAINTS

Privacy Policy

Hollywood Education Institute (HEI) respects and upholds the privacy of all students, applicants, and staff, and is committed to safeguarding personal and educational information, both physical and digital. This policy outlines HEI's responsibilities and student rights in accordance with the Family Educational Rights and Privacy Act (FERPA) and those relevant to distance education.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records:

- 1)** The right to inspect and review the student's education records within 45 days of the day the Institution receives a request for access. Students should submit to the Registrar or other appropriate official written requests that identify the record(s) they wish to inspect. The Institution official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Institution official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
- 2)** The right to request an amendment of the student's education records that the student believes are inaccurate or misleading. They should write the Institution official responsible for the record, clearly identify the part of the record they want to be changed, and specify why it is inaccurate or misleading. If the Institution decides not to amend the record as requested by the student, the Institution will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
- 3)** The right to consent disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to institution officials with legitimate educational interests. An institution official is a person employed by the Institution in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the Institution has contracted (such as an attorney, auditor, or collection agent); or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another institution official in performing his or her tasks. An institution official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the Institution discloses education records without consent to officials of another institution in which a student seeks or intends to enroll.
- 4)** The right to file a complaint with the U.S. Department of Education concerning alleged failures by Hollywood Education Institute to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office

U.S. Department of Education 400 Maryland Avenue, SW Washington, DC 20202-4605

Digital Privacy and Distance Education

Hollywood Education Institute ensures the privacy of students enrolled in distance education programs by employing rigorous digital protections, responsible data stewardship, and platform specific protocols. This policy applies to all distance courses and instructional activities conducted through the Moodle Learning Management System (LMS) and associated technologies.

A. Platform Security and Access Control

HEI's distance instruction is delivered primarily through Moodle, a secure, open-source learning management platform. All student and faculty users are issued encrypted login credentials. Security features include:

- Password-protected and role-based access.
- Session expiration and login attempt restrictions.
- Regular security updates and patches on the Moodle server.

Only authorized personnel—such as instructors, academic advisors, and technical support—may access individual student records for educational purposes.

B. Educational Records and Moodle Data Privacy

Educational records maintained through Moodle include assignment submissions, grades, attendance, academic feedback, and peer discussion posts. The following data access limitations are in place:

- Student Profiles: Students may view only limited peer information (name, profile picture if provided) within enrolled courses.

- Discussion Forums: Posts are visible to instructors and enrolled classmates only.
- Private Messaging: Only the sender and the recipient can view messages.
- Peer Grading: Assignments assessed by fellow students are anonymized unless a student voluntarily discloses their identity.

Course access logs, grade histories, and feedback remain private between the student and the instructor. Administrative users monitor access patterns for integrity and support purposes.

C. Breach Response and Data Handling

Moodle activity is logged and monitored for security threats or unauthorized access. In the event of a privacy breach:

- A report is generated, and an investigation is initiated within 24 hours.
- Students are informed if their records were impacted.
- Disciplinary and corrective actions follow institutional and legal procedures.

Student data is stored on secure servers, backed up regularly, and retained for at least five years after the student's last activity, unless an earlier deletion request is approved.

D. Consent and Use of Data

By enrolling in HEI courses, students consent to the collection and use of digital information solely for:

- Educational instruction and assessment.
- Academic advising and student support.
- Institutional reporting, accreditation, and improvement purposes.

Student data is never sold or distributed to third parties without explicit written consent, except as required by law.

USCIS - F-1 Regulations Policies and Procedures

United States Citizenship and Immigration Service (USCIS) F-1 Regulations Policies and Procedures

Maintaining Student Status

A student admitted to the United States of America with an F-1 visa status must follow and comply with the policies and requirements of USCIS. The following guidelines are set by the USCIS:

- Maintain and keep a valid passport.
- Maintain and follow the attendance policy at the school listed on the form I-20.
- Maintain a full-course/full-time study, which requires a minimum of 18 clock hours a week.
- Maintain current enrollment at the school listed on the form I-20.
- Follow all the rules and regulations of the school listed on the form I-20.
- Limit engagement of any employment to either 20 hours a week on or off-campus and obtain the required authorization to work if employed off-campus.
- Report any change in address and/or telephone number to the school and USCIS within 10 days.
- Meet Satisfactory Academic Progress, including attendance policy and program completion.

Hollywood Education Institute will automatically administratively withdraw/terminate a student after s/he has been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution).

The student will be notified verbally and in writing, if he or she is being administratively withdrawn for unsatisfactory academic progress.

Hollywood Education Institute staff have sessions with international students at least once a quarter to communicate up-to-date information on maintaining nonimmigrant student status and institution rules and regulations.

Hollywood Education Institute records international student data electronically. The Administrative Manager reports data to PDSO/DSO, which monitors the up-to-date status of international students in SEVIS weekly.

Campus Disaster/Emergency Plan

Hollywood Education Institute is committed to the safety of all its staff and students and those who come into contact with our facility. The occurrence of disasters and emergencies may be beyond our control, but the impact is not. Well-planned procedures and well-trained staff, faculties, and students can effectively reduce the effects of a disaster/emergency at educational facilities. Hollywood Education Institute must be fully cognizant of the impact that natural and human-induced hazards may have on the safety of students, facility, and staff. In order for Hollywood Education Institute to achieve our goals, we have developed safety procedures that encompass disaster/emergency hazard responses.

The intent of Campus Disaster/Emergency Plan is to give students, faculties, and staff a guide to properly manage any natural or human-induced hazards that occur with an aim to minimize injury and other forms of loss. Minimum disruption to normal operations, the safety of students, faculties, and staff on the forefront at all times, will lead to an environment that is more helpful to respond. No plan can cover all situations or events that may arise during a disaster/emergency situation. It is important to consider that each situation is going to be different, and that a situation may not allow for the procedures to be implemented as outlined in each plan.

Calling 911

In all emergencies, someone should call 911. An emergency is any situation that requires immediate assistance from the police, fire department or ambulance. Examples include fire, crime especially if in progress, a car crash especially if someone is injured, a medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention. When you call 911, be prepared to answer the 911 dispatcher's questions in a clear, calm manner.

Procedure to call 911:

- 1) State your emergency. Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency.
- 2) Give the location of the emergency, including the street address. 3470 Wilshire Blvd., Suite 350, Los Angeles, CA 90010 (if you are on campus)
- 3) Give your Name and the phone number you are calling from.
- 4) Listen. Allow 911 dispatchers to direct conversation.
- 5) Remain on the phone: DO NOT hang up until the dispatcher says to do so.

Injury and Illness

It is important to take good care of yourself to have the very best experience while in school. Students are encouraged to maintain health insurance and visit their healthcare providers as needed to prevent severe illnesses and/or medical emergencies. If you become very ill while in school, you may miss classes or worsen due to healthcare costs. You might skip medical treatments or check ups due to cost, exposing yourself to more severe illness. Thousands of dollars in expensive medical bills and medical debt could impact your ability to focus on your studies and stay in school. Injury or illness emergencies can happen at any time including during the school day. First Aid Kit is available at the administrator's office to provide immediate assistance for minor injuries and illnesses.

Procedure to Serious Injuries and Medical Emergencies:

- 1) Do not move a seriously injured person if he or she has a head, neck, or back injury, or is having trouble breathing. If there is a clear danger of further injury, then move the student carefully to safety.
- 2) Call 911. Get Help. Notify school staff.
- 3) Keep the person as calm and comfortable as possible.
- 4) Remain with the person until the school staff and/or emergency personnel arrive.

Fire

If there is a fire, act quickly. Prepare for this emergency by becoming familiar with the exits and escape routes of the area you are in, and knowing the location of the extinguisher, as well as how to use it. If the fire is small, you may wish to fight it with a fire extinguisher.

Hollywood Education Institute participates in fire drills implemented by the building where our campus is located. Existing firefighting equipment is inspected by external agencies on an annual basis with the issuance of a recharge certificate.

Procedure (R.A.C.E. Response) to Fire:

- 1) **RESCUE/REMOVE:** Rescue anyone (including yourself) who is in immediate danger from the fire. Remove these people to the closest safe area.
- 2) **ALARM/ACTIVATE:** Immediately sound the building fire alarm and call 911.
- 3) **CONFINE:** Confine the fire by closing all doors and windows in and around the fire area. This will help prevent the spread of smoke and fire.
- 4) **EXTINGUISH/EVACUATE:** Extinguish the fire by using a portable fire extinguisher only if safe to do so. If the fire is large, very smoky, or rapidly spreading, evacuate the building immediately. Exit using stairs. Do not use elevators during a fire. Do not re-enter the building or work area until you have been instructed to do so by the emergency responders.

To use a fire extinguisher, remember P.A.S.S techniques:

- 1) **P** – PULL safety pin from handle.
- 2) **A** – AIM nozzle at base of fire.
- 3) **S** – SQUEEZE the trigger handle to release the extinguishing agent.
- 4) **S** – SWEEP from side to side until it appears to be out.

Earthquake

No one can predict when or where an earthquake will strike, but we can take action to prepare to survive it and minimize impact. Earthquake safety involves being prepared and knowing what to do before, during, and after an earthquake. When an earthquake or other disaster occurs, many people hesitate, trying to remember what they are. Frequent practice will help reinforce safe behavior. You may only have between 10-60 seconds to get ready for a major earthquake. Just enough time so you can Drop, Cover, and Hold On before the shaking begins. Responding quickly and automatically may help protect you from injury.

Procedure to Earthquake:

- 1) **If you are indoors, perform Drop, Cover, and Hold On.**
 - a. Drop to the ground, find cover under a sturdy desk, table or furniture, make the body as small as possible and hold on until the shaking stops. If there is not a table nearby, move to a corner or inside part of the building, away from windows, shelves, heavy objects or anything that can fall, and stay on the floor with your arms covering your head.
 - b. Wait in your safe place until the shaking stops, then check to see if you are hurt. You will be better able to help others if you take care of yourself first, and then check the people around you.
 - c. Do not rush for exits. Stairways may be broken, and walkways may be jammed with people. Move carefully and watch out for things that have fallen or broken, creating hazards. Do not use elevators, as the power may be off. Be on the lookout for fires. Fire is the most common earthquake-related hazard, due to broken gas lines, damaged electrical lines or appliances, and previously contained fires or sparks being released.
 - d. Once outside, move away from buildings to an open space.
- 2) **If you are outdoors, stay outside.**

Move away from buildings, trees, streetlights and overhead lines. Crouch down and cover your head. Many injuries occur within ten feet of the entrance to buildings. Bricks, roofing and other materials can fall from buildings, injuring people nearby. Trees, streetlights and overhead lines may also fall, causing damage or injury.
- 3) **Be ready for aftershocks.**

Hazardous Materials/Chemical Release

Hazardous materials are all around us. In our daily lives, we depend on hazardous materials for survival. This type of incident could be the result of spilled cleaning chemicals within the school building, or a broken gas main. When incidents occur that involve hazardous materials, many different outcomes may happen from explosions, fires or deadly gasses.

Procedure to Hazardous Materials/Chemical Release:

- 1) Call 911. Notify appropriate local authorities of the incident.
- 2) If there is any possible danger, evacuate the area immediately avoiding exposure to the chemical fumes.
- 3) If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water.
- 4) Do not re-enter until officials have given an all clear.

Criminal Act

Crime/Violence in school can occur in many forms; however, one of the most dangerous is the presence of an armed assailant on campus. Active shooters/intruders may cause panic/disrupt classes, school to engage in lockdown procedures, kill or injure students and school personnel, barricade themselves on campus, and engage in violence against first responders.

Procedure to Criminal Act:

- 1) Call 911. Notify the police.
- 2) If an individual is armed with any type of weapon, USE EXTREME CAUTION. Do not attempt to remove the weapon from their possession, allow police to do so. Do not attempt to apprehend or interfere with the criminal except in the case of self-protection.
- 3) If there is a victim of the crime, care for the victim. Provide any medical attention that is needed.
- 4) Deny access to the crime scene until police arrive.
- 5) Identify all parties involved (if possible). Identify witnesses, if any.

If safe to do so, be attentive to obtain a good description of the criminal to be a "Good Witness. Note height, weight, sex, race, approximate age, clothing, method and direction of travel, and his/her name, if known. All this takes only a few seconds and is of the utmost help to the responding officers. If the criminal is entering a vehicle, note the license plate number, make and model, color and outstanding characteristics.

Protests/Riots/Civil Disorders

This incident could occur if the students gather in an unruly crowd. Calls for protests can start on social media platforms and quickly go viral among various demographics. Some protests may become violent or out of control if not handled appropriately. These emergencies are fluid and Quick decision-making is required to preserve the safety of students and personnel. Some protests may result in mass exodus from the school campus, vandalism and or destruction of school property, bodily harm or injury, and school lockdowns.

Procedure to Protests/Riots/Civil Disorders:

- 1) Do not interfere with those persons creating the disturbance or with authorities on the scene.

- a. If the students are engaging in civil disobedience on campus, keep the students confined to one room in the school building.
 - b. If the disturbance is outside, stay away from doors and windows.
 - c. If any students are outside, get them inside the school building.
 - d. If unable to do so, have students lie down and cover their heads. Once students are in the school building, lock the doors and secure the facility.
- 2) Call 911. Notify police for assistance if the incident becomes unlawful.
 - 3) Calmly alert all employees in the area to the situation.
 - 4) Cease operation and plan to evacuate the area if a threat to person or property is evident.
 - 5) Care for the injured, if any.
 - 6) Remain with students until all is clear.

Lockdown

To provide protection to faculties, staff, students and visitors at a school site in situations involving an active shooter, dangerous intruders or other incidents that may result in harm to persons inside or outside the school buildings. A lockout/lockdown will be initiated when it is safer to remain in a secured building than to be outdoors.

Lockdown is a procedure used when there is an immediate threat to the school such as in the case of an intruder. Lockdown minimizes access to the school and secures staff and students in rooms. As part of this procedure, everyone must remain in the room until the situation has been declared safe by an authorized person, such as a law enforcement official or school principal/CEO.

Procedure to Lockdown:

- 1) Announce "Lockdown" and repeat several times.
- 2) Call 911. Notify the police.
- 3) Bring people inside. All faculties, staff, students and visitors must immediately proceed to the nearest classroom or secure space.
- 4) Lock all exterior doors. Barricade the door with available objects if possible. Stay away from windows and doorways. Turn off all lights and electrical devices. Remain calm and quiet. Seek cover or concealment and lie on the floor or get as close as possible.
- 5) If you are unable to get to a secure place quickly, immediately run away to a safe place, away from the school, and hide.
- 6) All faculties, staff, students and visitors should remain in lock down until all clear is given by an authorized person.
- 7) After the incident, report any missing or injured persons to police.

Power Disruptions

The most common utility failures experienced at the school are electrical power disruptions that are usually brief and generally do not disrupt activities for more than a few moments at any given time. Most campus buildings are equipped with an emergency lighting system designed to provide enough illumination in corridors and stairs for safe exiting. Power disruptions, however, are not always short and could last days depending on the severity of the disaster or incident.

They can occur in many forms from localized outages, to rolling blackouts, or to entire counties and regions of the state without power. They can be caused by natural disasters such as wildfire or earthquakes, or human made causes such as downed power lines due to a car accident.

Power disruptions can affect fundamental services that are key to daily life such as communication and 9-1-1 services, transportation systems, medical services. They can result in a lack of heat and/or cooling systems, close retail businesses, grocery stores, gas stations, ATMs, banks, and other services.

Procedure to Power Disruptions:

- 1) Call facility/building management.
- 2) If evacuation orders are received, proceed cautiously to an area that has emergency lights or evacuate the building.
- 3) Provide assistance to students, visitors and staff in your immediate area.
- 4) In the event of a are not to leave the campus until authorized to do so by an authorized person. the institute will determine whether to suspend operations or initiate a full campus shutdown.

IT Backup And Disaster Recovery Policy

Policy Statement

The purpose of this policy is to set in place strategies to ensure the secure backup and recovery of important data that is stored at Hollywood Education Institute. The data to backup includes all management information systems data files, administration network user documents, staff documents, and other school documents. The strategies in place will be robust enough to ensure the recovery of data in any circumstance, including fire, catastrophic hardware or software failure, deletion, or virus attack. Data can be destroyed by system malfunction or accidental or intentional means. Adequate backups will allow data to be readily recovered as necessary.

The ongoing availability of important data is critical to the operation of the school. In order to minimize any potential loss or corruption of this data, the IT staff responsible for providing and operating the school networking infrastructure ensure that data is adequately backed up by establishing and following an appropriate and industry-standard systems backup procedure.

Statement of Authority & Scope

This document is intended to detail the accepted good practice policies in the backing up and restoring of data on networked computer systems. The IT Staff provides the framework, design, and implementation of backup strategies employed at Hollywood Education Institute. The IT staff is responsible for the operation of these strategies.

On-Site Backup

Hollywood Education Institute uses a NAS drive to store backups on-site. A full server backup is carried out twice every month on Friday of the first week to the system using Backup software. These cartridges are then stored in a locked cupboard and fire-proof safe until required for rotation. All backups are verified and kept for a minimum of 6 months before being deleted to re-use the media for further backup requirements until the end of hardware life.

Additionally, incremental backup processes are carried out every week on Friday for system state only. A full backup contains system state, bare metal recovery, user documents, pupil documents, staff documents, and shared documents.

Off-Site Backup

Hollywood Education Institute uses the recommended cloud backup system. The system uses Dropbox, Moodle Cloud, and QNAP software to perform overnight backups of staff documents directories and shared documents only. The cloud allocation of 1TB is currently sufficient to perform the required backups and can be increased as needed. The following data will be backed up every Friday on-site.