



FlowerSchool New York
Certificate in Event Planning
Program Catalog



Table of Contents

I.	School Information	p. 2
II.	Academic Calendar	p. 5
III.	School Policy of Enrollment & Entrance Requirements	p. 6
IV.	Attendance Policy	p. 7
V.	Standard of Progress	p. 8
VI.	Student Conduct	p. 9
VII.	Tuition & Materials, Methods of Payment & Schedule of Fees	p. 9
VIII.	Refund Policy	p. 11
IX.	Student Tuition Liability Chart	p. 11
X.	Description of Facilities	p. 12
XI.	Schedule of Classes	p. 12
XII.	Course Descriptions & Objectives	p. 13
XIII.	Previous Education Credit	p. 18
XIV.	Financial Assistance	p. 18
XV.	State License	p. 19
XVI.	College Credit - Disclaimer Statement	p. 19
XVII.	Complaint Procedure	p. 19
XVIII.	Disclosure Statement	p. 20
XIX.	Occupational Education Data Survey	p. 21
XX.	Student Disclosure Material	p. 21



I. **School Information:**

It is the mission FlowerSchool New York to celebrate great floral design and designers by offering classes taught by New York's most established floral designers.

FlowerSchool New York was founded by Eileen Johnson in 2003 and together with Executive Director Calvert Crary continues to strive for excellence in floral design. Executive Director Calvert Crary is charged with implementing and continuing the school's mission.

The School, the Director, and all school faculty are licensed by the New York State Department of Education's Bureau of Proprietary School Supervision (www.acces.nysed.gov/bpss/) in order to fulfill their duties to students in the program.

Administrative Staff



Calvert Crary is the NYSED licensed Executive Director of both FlowerSchool New York and FlowerSchool Los Angeles. Previously an award winning photographer, Calvert made the transition to floral entrepreneur, having opened and successfully run three flower shops in New York City. Calvert has trained and coached thousands of students on how to work in the floral industry by opening new businesses or reorganizing existing floral businesses into thriving careers.



Barbara Mele is a NYSED licensed Director, licensed agent and the Director of Operations for FlowerSchool. Barbara has worked as a professional floral designer for twenty years. Her work has been developed working in retail shops

in New York and Chicago. Most recently, Barbara spent the past five years strengthening her event design and management muscles at Starbright Floral Design in New York City. In the summer of 2016 Barbara opened her first storefront in Tudor City, Gatherings Floral Design. Barbara teaches the foundation courses for the Floral Design Program.



Jessi Owens is a NYSED licensed agent and Events Director for FlowerSchool. Jessi has been a part in the floral industry since the age of 17, where she started working at a floral shop in her hometown of Ridgefield, CT. While attending Savannah College of Art and Design for a BFA in Fashion Marketing and Management, she started her career in wedding planning. Her passion for events grew from there, inspiring her to work in the Savannah wedding industry and become a Certified Wedding Planner through The Bridal Society.



Liz Brown is the Marketing & PR Director for FlowerSchool. She has been working in visual arts communications here in New York City for almost 2 decades. Her background as a photographer, photo director and producer plays a unique role in handling the marketing and PR for FlowerSchool.



Brittany Lenig is a NYSED licensed Director, licensed agent and Director of Operations for FlowerSchool. Brittany graduated from Dickinson College with a BA in Art History and from Pratt Institute with her MPS in Arts Administration. With a passion for decorative arts, Brittany worked many years in the interior design business, which later led her to FlowerSchool New York. It is here that Brittany's love of design intertwines with a new passion for flowers as a NYSED licensed Director, Director of Operations and NYSED licensed agent.

Faculty



Calvert Cray is the Executive Director of FlowerSchool New York and NYSED licensed teacher. Calvert leads the foundation courses for the Floral Design Program including the Introductory, Intermediate and Advanced level classes. As a professional photographer for over 10 years, Calvert also teaches the Floral Photography course. Calvert's own photography work can be seen in Ski Magazine & Chase Bank.



Barbara Mele is Director of Operations of FlowerSchool New York and NYSED licensed teacher. Barbara leads the foundation courses for the Floral Design Program including the Introductory, Intermediate and Advanced level classes.

Barbara has worked as a professional floral designer for twenty years. Her work has been developed working in retail shops in New York and Chicago, beginning in a European style bouquet shop. Barbara teaches the foundation courses for the Floral Design Program.



Jessi Owens is a NYSED licensed agent and Events Director for FlowerSchool. Jessi has been a part in the floral industry since the age of 17, where she started working at a floral shop in her hometown of Ridgefield, CT.

While attending Savannah College of Art and Design for a BFA in Fashion Marketing and Management, she started her career in wedding planning. Her passion for events grew from there, inspiring her to work in the Savannah wedding industry and become a Certified Wedding Planner through The Bridal Society. Jessi teaches the Certificate in Event Planning Program.



Samantha Jambor is a NYSED licensed instructor for FlowerSchool teaches the foundation courses for the Floral Design Program including the Introductory, Intermediate and Advanced level classes. After graduating from FlowerSchool in 2012, Sam interned at Opalia Flowers in Brooklyn where she was quickly hired and eventually

promoted to Shop Manager. In 2013 Samantha relocated to Colorado where she continued to hone her skills in floral design working at Fiori Flowers in Boulder as well the Production Manager, and later Floral Manager for The Perfect Petal, a large floral company in Denver. Samantha is currently lives in upstate New York and teaches Floristry Skills and Open Studio classes at FlowerSchool.



Jamie Jamison is a NYSED licensed instructor and teaches the Floral Photography and Content Marketing course for the Floral Design Program. Jamie is a natural light and still-life photographer with a passion for flowers. Jamie is a social media content manager and provides Instagram coaching, photography and styling for businesses as well

works as a brand partner with several national companies. Jamie is a communication Instructor at Youngstown State University and was awarded the 2019 Part-Time Teaching Excellence Award. She was a featured speaker at DOYO Live, YSU Brown Bag Series and the Youngstown Incubator Women Entrepreneur Program. Her work has appeared in Somerset Life, Bella Grace Magazine, Somerset Digital Studio, Somerset Memories, Artful Blogging, Somerset Studio Gallery, Somerset Apprentice, and the Torpedo Factory Target Gallery.



II. Academic Calendar

FlowerSchool New York offers the Certificate in Event Planning Program six times a year.

Winter I Session: November, 18th, 25th & December 2, 2019
Certificate Ceremony: December 2, 2019 (4:30pm - 5:00pm)

Winter II Session: January 20, 22th & 24 2020
Certificate Ceremony: January 24, 2020 (4:30pm - 5:00pm)

Spring Session: April 6, 20, & 27, 2020
Certificate Ceremony: April 27, 2020 (4:30pm - 5:00pm)

Summer Session: June 15, 17 & 19, 2020
Certificate Ceremony: June 19, 2020 (4:30pm - 5:00pm)

Summer II Session: August 3, 5 & 7, 2020
Certificate Ceremony: August 7, 2020 (4:30pm - 5:00pm)

Fall Session: November 16, 23, 30, 2020
Certificate Ceremony: November 30, 2020 (4:30pm - 5:00pm)

The School regularly observes the following holidays: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas

III. School Policy of Enrollment & Entrance Requirements

Registration for all classes is limited. Students are advised to register as soon as possible to ensure their enrollment in the Certificate in Event Planning Program. Registrations are processed upon receipt and a letter of confirmation is e-mailed by the Registration Office. Students without access to e-mail will receive a confirmation letter in the mail within a week of registration. If the letter is not received within a week, students should call the School at 212.661.8074 to confirm registration.

Course dates, times, and classrooms are subject to change—students with questions should check with the Registration Office. Students must notify the Registration Office of changes in their student information. Changes can be submitted at any time via phone, fax, e-mail, U.S. mail, or in person.

Entrance Requirements:

Must be provide a high school diploma, or GED, and be at least 18 years of age at the time of entrance in the School.

Enrollment Deadlines:

Winter Session '20: November 1

Winter II Session '20: January 1

Spring Session '20: March 1

Summer Session '20: June 1

Summer II Session '20: July 1

Fall Session '20: November 1



IV. Attendance Policy

On-time attendance is required at all classes. Unexcused tardiness and absences are not accepted and will be evaluated on a case-by case basis.

Attendance is required at all classes, homework assignments and internships. Unexcused tardiness and absences are not accepted; excused tardiness and absences will be evaluated on a case-by-case basis. The Certificate Program is a hands-on, in-person course, class cuts and tardiness will directly reflect in student's grade.

Deficiency in any required work resulting from absence from class must be made up at the student's own expense to satisfy the instructor. A student who is absent from a class without adequate reason may be assigned a failing grade. A pattern of excessive absence or lateness will result in disciplinary action and may result in suspension. Any absence must be fully explained to the Director and will be excused only for sufficient cause. Absences due to serious illness or death within a student's family are recognized as excused absences. To validate such absences, the student should present evidence to the Director, who will then provide a letter of verification to all of the student's instructors for the term.

In accordance with the N.Y. State Education Department's Bureau of Proprietary School Supervision, section 126.4(e)(2): Any student who is absent more than 15 percent of the total number of instructional hours offered during each marking period of the student's program, excluding approved leaves of absence, and who has not maintained satisfactory

academic progress, shall be dismissed or placed on academic probation. Any student who fails to meet satisfactory academic progress at the end of any marking period, regardless of attendance, shall be dismissed or placed on academic probation. A student who misses 14 or more calendar days from the School without any explanation is subject to immediate dismissal.

a. Tardiness Policy

Students are expected to be in class, field trips, and internships on time and ready to perform the duties of that position. Education relies on the dependability of students being at work on time and prepared to perform the duties of their position. Any student who is tardy more than three times shall be subject to progressive discipline. Tardiness is defined as a student failing to report for any event at the time scheduled and/or failing to return to duty promptly at any point during his/her normal schedule.

b. Leave of Absence Policy

In the case of a prolonged illness or accident, death in the family, or other special circumstances that make attendance impossible or impractical, a leave of absence may be granted to the student if requested in writing by the student with the specific reason for the leave request. It should include the approximate length of the requested leave. The approval of such leaves of absence shall be in writing by the School Director. No monetary charges or accumulated absences may be assessed to the student during a leave of absence. When a student returns from an approved leave of absence, the student shall be placed in the instructional program at the point commensurate with the skill level retained by the student at the time of his/her return in accordance with the following:

1. for leaves of absence less than 30 calendar days, the School shall assess the student's retention level either through a counseling session with the student or by employing a written or oral evaluation instrument designed to measure a student's level of retention in the instructional program; or
2. for leaves of absence 30 calendar days or longer, the School shall assess a student's retention level either through a written or oral evaluation instrument designed to measure a student's level of retention in the curriculum; and documentation that such evaluation took place.
3. the leave of absence is limited to 180 calendar days in one calendar year, or one-half the program length, whichever is shorter. Multiple leaves of absences may be permitted provided the total of the leaves does not exceed this limit

V. Standard of Progress

The School Director formulates policy in matters pertaining to quality of work and standards of performance in the School. It deals with the awarding of Certificates, rules of conduct, and student appeals. Student progress is measured by course evaluations and attendance record.

Each course in the Floral Design Program is evaluated in ten different criteria on a scale of 1-10. A passing grade of 70% will allow the student to continue in the program. A student must repeat a course and earn a passing grade in order to fulfill the Certificate requirements; additional course materials will be charged at cost. Some courses require additional written work or presentations, which will be taken into consideration for the final grade. See **Amendment A** for example Course Evaluation Form.



VI. Student Conduct

Students are expected to conduct themselves as mature and law-abiding members of both the FlowerSchool New York community and the general community, and to comply with requests of the administrative authorities. Any behavior that jeopardizes the health or safety of the school community, or disrupts the educational activities of the school, is subject to review and possible penalty in accordance with the procedures and policies of the

school.

VII. Tuition & Materials, Methods of Payment & Schedule of Fees

Program	<input type="checkbox"/> Certificate in Event Planning
Hours:	15
Tuition:	\$1,095
Materials:	
Provided Lunch:	\$40
Tools:	\$40
Textbook:	\$25
Total	\$1,200

The Certificate in Event Planning Program requires a total of 15 hours.

Methods of Payment

Total paid in full via check or Credit Card

OR

Initial Down Payment of 50% by registration deadline. Remaining 50% balance due by Day One of program

OR

custom Payment Plan; see **Amendment C** for example

Schedule of Fees

Winter Session '20:

Full Payment

OR 50% of balance due by Nov. 1, 2019 and remaining balance due by Nov.18th

OR custom Payment Plan

Winter II Session '20:

Full Payment

OR 50% of balance due by January 1 and remaining balance due by Jan. 20th

OR custom Payment Plan

Spring Session '20:

Full Payment

OR 50% of balance due by March 1 and remaining balance due by April 27th

OR custom Payment Plan

Summer Session '20:

Full Payment

OR 50% of balance due by June 1 and remaining balance due by June 15th

OR custom Payment Plan

Summer II Session '20:

Full Payment

OR 50% of balance due by July 1 and remaining balance due by August 3rd

OR custom Payment Plan

Fall Session '20:

Full Payment

OR 50% of balance due by Nov. 1 and remaining balance due by Nov. 16th

OR custom Payment Plan

VIII. Refund Policy

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement. Read and understand the school's policy regarding tuition refund and cancellation before you sign an enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign.

- A. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee.
- B. Thereafter, a student will be liable for
 - 1. the non-refundable registration fee plus
 - 2. the cost of any textbooks, supplies accepted plus
 - 3. tuition liability as of the student's last date of physical attendance. Tuition liability is determined by the percentage of the program offered to the student.

If termination occurs school may keep:

0 - 15% of the program 35%

16 - 35% of the program 66%

36 - 50% of the program 80%

After 51% of the program 100%

IX. Student Tuition Liability Chart

Percentage Completed	Completed Portion of Program	Total Amount the School May Keep
0 – 15%	2.5hrs	\$420
16 – 35%	2.5hrs – 5.5hrs	\$792
36% - 50%	5.5hrs – 8hrs	\$960

After 51%	8hrs – End of Program	\$1,200
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X. Description of Facilities

FlowerSchool New York is situated in the Chelsea district of Manhattan at 213 West 14th Street. It is a ground level storefront building with a handicap entrance. All classes are held in classroom/practical Room 101.

XI. Schedule of Classes:

Three-Day Program	Areas Accomplished	# of instructional hrs. per day
Day One Event Industry 101	Review Course Syllabus Basics of Event Industry Event Planning Services Consultation Skills Event Planning Checklist Billing for Services Homework (1.5hr)	5.5
Day Two Event Deliverables	Event Budgets Evaluating Vendors Preferred Vendor Lists Event Weekend Timelines Vision Boards Homework (1.5hr)	5.5
Day Three Layouts & Presentations	Table Seating Layouts All-Seated Software Technical Needs and Regulations Vendor Presentations Project Presentations	4

Schedule of Program

Day One: 12:00pm – 4:00pm or 5:30pm – 9:30pm
Homework (1.5hr)

Day Two: 12:00pm – 4:00pm or 5:30pm – 9:30pm
Homework (1.5hr)

Day Three: 11:0am – 4:00pm



XII. Course Descriptions & Objectives

This three-day Event Planning Program is for florists, caterers, event planners or anyone planning an event. Students will learn the workflow, fundamentals and best way to realize a fully planned event. In this simulated project management course, students will learn how to plan an event from start to finish. You will meet your Client, and learn how to create layouts, timelines, and budgets, as well as the elements of design. Students will also learn about vendor relations and meet real industry professionals.

Students will demonstrate their understanding of the material in a multiple ways. First, students will demonstrate their understanding of the material

through several homework assignments including Client Intake, Billing for Services/Payment Schedule, Budget Management, Vendor Evaluations, Timeline Exercise and Vision Boards.

At the end of this program each student must present their hypothetical wedding or event as per the client profiles to industry professionals for critique. The goal for the program is to learn all the aspects of event planning and to create the best event possible as per the client's interests while staying within budget.

Day One "Event Industry 101": 5.5 Instructional Hours

1. Review *Event Planning Program Syllabus*
 - a. Introductions & Expectations
 - b. Meet the Teacher & Qualifications
2. Basics of Event Industry
 - a. Basic Elements of an Event
 - b. What Type of Jobs
3. Event Planning Services:
 - a. *Planning Services Packages*
 - i. Day of Wedding
 - ii. Week of Wedding
 - iii. Month of Wedding
 - iv. Full Service Wedding Planning
 - b. How to Price Services:
 - i. Day of Wedding
 - ii. Week of Wedding
 - iii. Month of Wedding
 - iv. Full Service Wedding Planning
 - c. *Package Payment Schedule*
 - i. Timeline & breakdown for billing your services
 - d. *Additional Services for Packages*
4. Review & Select Client Profile:
 - a. Students will have four hypothetical clients to choose from to plan an event or wedding for a final presentation on Day Three.
 - b. The selected *Client Profiles* will dictate the decisions as per the client's needs and budget for the rest of the course.
 - i. CreativeTime Fundraising Event
 - ii. Hanger & Bash Holiday Party
 - iii. 'Fabulous Foodies' New York City Wedding
 - iv. 'Love at First Brunch' New York City Wedding

5. Practicing Consultation Skills with *Client Intake Sheet*
 - a. What to ask a client and what you need to know to produce the event:
 - i. Basic Contact Info
 - ii. Bridal Party
 - iii. Style & Theme
 - iv. Color Palette
 - v. Inspiration
 - vi. Services Needed:
 1. Design
 2. Rehearsal/ Brunch
 3. Vendor Referrals
 4. Welcome Bags & Favors
 5. RSVP Tracking
 6. Additional Services
 7. Special Services
 - b. How best to approach budget from first meeting?
 - c. **Activity: In groups of two students will practice giving a consultation to a client filling out a Client Intake Sheet based on their selected Client Profile. Students must ask appropriate questions and gather the required information to create the event.**
6. Event Planning Checklist:
 - a. After the consultation, students will review the elements of a proper *Event Planning Checklist* to learn what tasks you and your client must complete and when.
 - b. An Event Planning Checklist is an essential element of producing an event creating organization and structure.
 - c. **Activity: Find Three Errors on *Event Planning Checklist Activity* and correct placements.**
7. Homework:
 - a. Students must complete the following for tomorrow's class:
 - i. Complete *Client Intake Sheet* based on selected Client Profile
 - ii. Select a *Planning Services Package* based on vision, budget and requirements of the Client Profile.

Day Two "Event Deliverables": 5.5 Instructional Hours & 1.5 Homework Hours (7 Hours Total)

1. Event Budgets:

- a. Review *Client Budget Breakdown: Wedding & Client Budget Breakdown: Corporate*
 - b. What goes into a budget and how much should a client spend in each category of total budget?
 - i. Venue & Catering (50%)
 - ii. Event Design (10%)
 - iii. Lighting (5 – 10%)
 - iv. Music & Entertainment (10%)
 - v. Photo & Video (10 – 15%)
 - vi. Stationery & Guest Details (5%)
 - vii. Ceremony Site and/or Misc. (5 – 10%)
 - c. Wedding Budgets vs. Corporate Budgets
 - d. How to help your client stay on track
 - i. Budget Management vs Budget Review
2. Meet the Vendors:
- a. Review Typical Event Vendors & *Vendor Examples*:
 - i. Bakery
 - ii. Catering
 - iii. Bands/DJ
 - iv. Lighting
 - v. Venues
 - vi. Stationary Designers
 - vii. Rental Companies
 - viii. Photographers
 - b. Vendor Evaluations:
 - i. What questions to ask when evaluating potential vendors in each category?
 - ii. Review *Vendor Evaluation Forms* for each Vendor Category
 - c. Preferred Vendor List:
 - i. How to create your professional list of preferred vendors.
 - ii. How to build relationships and create mutual benefits
 - d. Vendor Costs:
 - i. How each vendor determines price:
 - 1. Per head or fixed cost?
 - ii. Average vendor costs per category & what to expect
 - iii. Review *Vendor Logistics & Pricing Sheets* based on the individual vendor information.
 - e. **Activity: Complete *Vendor Evaluation Forms and Logistics & Pricing Sheets* as per your individual event.**
3. Event Weekend Timelines (Run of Show):
- a. Review different options for event weekend run of show
 - i. Discuss pros and cons on possibilities

- b. **Activity: Complete *Event Weekend Timeline* to create the best flow for the weekend.**
- 4. Style & Design:
 - a. Discuss various elements of design
 - b. How to describe genres of style and vision to client
 - c. **Activity: Create a Vision Board & Tablescape to present to your client.**
- 5. Homework:
 - a. Students must complete the following for tomorrow's class:
 - i. *Client Budget Breakdown* based on *Vendor Evaluation Forms and Logistics & Pricing Sheets*
 - ii. *Event Weekend Timeline* exercise
 - iii. *Vision Board* for client presentation

Day Three "Layouts & Presentations": 4 Instructional Hours

1. Event Layouts:
 - a. How to space the layout of your event correctly and creatively
 - i. Technical needs & Regulations
 - ii. What NOT to do
 - b. All-Seated Software
 - i. Review of seven standard event layouts (Amendments
 1. Positives & Negatives
 - c. **Activity: Choose which layout would work best for your event. Explain Why?**
2. Vendor Lunch:
 - a. Opportunity to chat with industry professionals and ask in-depth questions about their field
 - b. Industry presentation by working professional/ guest speaker
3. Student Presentations:
 - a. Each student must present their event including the following element:
 - i. Selected *Planning Service Package*
 - ii. *Planning Services Payment Schedule*
 - iii. Selected *Client Profile*
 1. Who are they?
 2. What are they looking for?
 3. What is their overall budget?
 - iv. *Client Intake Sheet*
 - v. *Event Planning Checklist*
 - vi. *Client Budget Breakdown based on complete:*
 1. *Vendor Evaluation Forms*
 2. *Vendor Pricing Sheets*

- vii. *Event Weekend Timeline*
- viii. *Vision Board*



XIII. Previous Education Credit

FlowerSchool New York does not accept previous credit or transfer credits from any other schools. Floral Design Program students must take the entire program to graduate and receive a certificate in floral design.

XIV. Financial Assistance

FlowerSchool New York does not accept federal financial aid, however provides comprehensive Payment Plan options based on an individual's need. The FlowerSchool New York Payment Plan option will allow a student to extend the period of payment over a great denomination of time based on their schedule and finances. See Amendment C in Catalog.

To request a Payment Plan, please contact:
FlowerSchool New York
Operations Direction
flowerschool@flowerschoolny.com
212-661-8074

XV. State License

FlowerSchool New York is licensed by the new York State Education Department, Bureau of Proprietary School Supervision.

New York State Education
Department
Bureau of Proprietary School
Supervision
89 Washington, EBA 560
Albany, New York 12234
(518) 474-3969

New York State Education
Department
Bureau of Proprietary School
Supervision
116 West 32nd Street, 5th Floor
New York, New York 10001
(212) 643-4760



XVI. College Credit - Disclaimer Statement:

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e. school diplomas are issued to students who meet clock hour requirements. The granting of any college credit to students who participate in and/or completed a program at a

licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

XVII. Complaint Procedure

Students of Licensed Private Schools in the State of New York have the right to file a complaint with the New York State Education Department if they believe that the School or anyone representing the School has acted unlawfully. Students may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition, School license or registration, School and student records, private School agents and other charges.

To file a complaint, students should write to the New York State Education Department's Bureau of Proprietary School Supervision at 116 West 32nd St, 5th Floor, New York, NY 10001, or call the Department at 212-643-4760, requesting an interview for the purpose of filing a written complaint. All relevant documents must be brought to interview. If you cannot attend an interview, send a letter or call the Bureau to request a complaint form. You must complete and sign the form and mail it to the Bureau, including copies of all relevant documents. The Bureau cannot investigate any complaint made more than two years after the date of alleged occurrence.

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



XVIII. Disclosure Statement

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information

provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.



XIX. Occupational Education Data Survey (OEDS)
First Occupational Survey will be available April 2020.

XX. Student Disclosure Material

What is the purpose of this pamphlet?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their

curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the educational program being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial

aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.

2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.

The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement. Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

What should students know about "private school agents?"

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

What should students know about "grants and guaranteed student loans"? A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours--the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the insurance premiums charged on these loans.

Read and understand all the information and application for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?

Contact the New York State Education Department at:

New York State Education Department 116 West 32nd Street, 5th Floor New York, NY 10001 Attention: Bureau of Proprietary School Supervision (212) 643-4760

This pamphlet is provided to you by the New York State Education Department, (NYSED). The NYSED regulates the operation of Licensed Private Career Schools.

Amendment C



Payment Plan Contract

Student Name:
Address:
Phone:
Email:

I, the undersigned, agree to make payments to FlowerSchool New York on the specified dates and the agreed amounts stated on the payment schedule below.

A total cost of \$ will be paid by _____ as per the below schedule until the outstanding balance is paid in full.

Total amount owed (beginning balance): \$ 1,200

Payment Date	Payment Amount	Balance
___ / ___ / ___		
___ / ___ / ___		
___ / ___ / ___		
___ / ___ / ___		
___ / ___ / ___		
___ / ___ / ___		
___ / ___ / ___		
___ / ___ / ___		
___ / ___ / ___		

Declaration: I have read the payment agreement and agree with the above

schedule of payments and will remain current with this agreed upon payment plan.

Name _____

Signature _____

Date _____