



The Educational Enrichment Initiative Policies & Procedures

Complaint & Disclosure Policies

TEEI Certificates must be displayed in prominent areas with high visibility in each accredited center. TEEI Accreditation Certificates will have information as to how to file a complaint with TEEI. Parents may file a complaint with TEEI directly through e-mail, phone, or post. All attempts will be made to keep complaints anonymous if requested.

Complaint Procedure

1. A complaint is filed
2. TEEI informs center/franchisee/franchisor/owner of complaint
3. TEEI interviews all parties involved
4. TEEI seeks to resolve
if unresolved. . .
5. TEEI visits center to further investigate complaint issue
6. Full accreditation review will be mandated if visiting team deems necessary
7. Center will be placed on interim certificate during a complaint investigation
8. Accreditation may be revoked if more than 3 repeated, unresolved, and legitimate complaints of similar nature persist

Informing the Department of Education

TEEI will send an annual report summarizing resolved complaints that have been filed. The Department will be informed immediately when a center is placed on interim certificate due to a complaint investigation as a result of an unresolved issue. The Department will be immediately notified of any emergency situations or child abuse accusations involving a TEEI accredited center. TEEI agrees to all reporting as defined and outline by state mandate.

Evaluation & Assessment Policy

All students will be evaluated and assessed upon enrollment. A student progress plan will be projected. All plans must be individualized according to each student's needs. Plans must be individualized and periodically monitored. Student assessment is explained to both student and parent. Achievable goals are set and the manner in which they are to be achieved is explained to the student.

Staffing Expectations

The center owner/director, along with qualified staff share the responsibility of creating unity for and affirming commitment to each individual child by striving to achieve their educational goals. Staff has required credentials, education, experience, and clearances.



Curriculum Policy

The structure of the curriculum should focus on individual student objectives as it pertains to literacy, communication, problem solving, number skills, language arts (including reading, speaking, writing, and listening skills), mathematics, science, social studies, foreign languages, study skills, test-taking skills, college preparatory skills and/or other school-defined subject area. The core of basic subject skills and learning should be flexible enough to provide for individual differences and student needs while setting achievable goals within a timeframe.

Site Requirements

The center, consisting of the site, building(s), equipment, provide a safe, well-maintained physical environment that supports optimal student development and achievement. The centers are appropriate to implement the stated philosophy, mission, beliefs, and/or objectives of the center while achieving student-defined objectives. All sites must adhere to local, state, and federal safety requirements.

Community Involvement

The center should serve as a resource for the community where those who require its services feel welcome. The center, owner/director and staff will be expected to establish positive relationships with local school administrators, teachers, and parents to provide optimum support for the student.

TEEI will act as a resource for the whole educational community through service and expertise. TEEI's information will be posted on the internet for those interested to contact. TEEI will strive to be a leader in the supplemental educational field, acting as a body of professionals interested in and providing quality programs.



Fees

TEEI has a detailed Fee schedule which is updated annually. TEEI makes every effort to offer reasonable rates while achieving excellence in education and abiding by PA Department of Education mandates.

Candidate fees are broken down into 4 payments of \$387.50 every 3 months once the candidate completes the workbooks. If the candidate does not complete the workbooks within the 3 month period, there will be a re-activation fee of \$150. A candidate can apply/pay for an extension at \$50 per month. The candidate can cancel out of the accreditation procedure at any time but will not be refunded prior payments. The candidate may pay the full amount and receive a \$50 discount at the time of application (\$1500). This is not refundable.

Program Member fees are based on previous year's enrollment at beginning of June to end of May. Members may pay fees either on line or through mail. Program Members will be charged \$100 every month up to 3 months, at which time their accreditation status will be revoked and they must re-apply as a Candidate and are subject to candidate fees and workbooks.

Center Visit Fees

ONE **Candidate Visit Fee** is included in the first years' fees of \$1550 with the exception of expenses. Candidates are responsible for the visiting team expenses which are calculated at the federal suggested mileage rate, per diem rate, and overnight rate. At all times, expenses are kept at minimum. A candidate can request a visit prior to the accrediting visit for an additional fee.

Program Member Visit Fees

Third year and fifth year visitation fees are based on enrollment, see fee schedule. If a visit is required due to a legitimate complaint, the center is responsible for a visit at the enrollment rate plus expenses (mileage, per diem, overnight). At all times, expenses are kept at minimum.

Cancellation Fee

Cancellation, or rescheduling, of a confirmed TEEI visit results in a \$250 cancellation/rescheduling fee. Cancellations can be made with 3 business days' notice.

Numbers are based on students enrolled at the center within a 12 months period, regardless of length of stay.