



**Phoenix Strategies, Inc.**

**3730 Sinton Road Suite 105  
Colorado Springs, CO 80907  
Office (719) 266-8181  
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**Approved and Regulated by the Colorado Department of Higher Education,  
Private Occupational School Board**

I hereby certify that this catalogue is true and correct in content and policy *Monica Lichtenberger* 3/23/2020.

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## Introduction

The Phoenix Strategies Inc. (hereinafter referred to as the School) offers the finest technology and equipment for student training and is staffed with qualified, approved instructors.

The School is owned by Phoenix Strategies Inc. officers of the school: Monica Lichtenberger, President and Pat Lichtenberger is the Secretary.

## Faculty Members

Murray Bain, PCAM, Real Estate Broker  
Jean Church, M.A., Instructor  
Annie Cohen, M.A., Instructor  
Janis Doerr, M A., Instructor  
Julia A DeNicola, B.S., Instructor  
Peggy Evans, M.P.S., Instructor  
Monica Lichtenberger, M.A., Instructor  
Bridgitt L. Mitchell, PhD., Instructor

## Programs/Courses Offered

### Certificate Programs:

Students will receive a certificate of completion for each individual course. Students who pursue Collaborative Mediator® Certification must complete all requirements as described in the application for certification.

## Program: Collaborative Conflict Management

Occupational Objective: The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

COURSE 100	Basic Mediation (40 contact hours)
COURSE 110	Advanced Mediation (24 contact hours)
COURSE 120	Elder Care Mediation (24 contact hours)
COURSE 130	Workplace Mediation (24 contact hours)
COURSE 140	Integrated Conflict Management for Business (24 contact hours)
COURSE 150	Faith Conciliation (24 contact hours)
COURSE 160	Family (24 contact hours)
COURSE 170	Conflict Management (24 contact hours)
COURSE 180	Business Consumer Mediation (24 contact hours)
COURSE 190	Restorative Justice (24 contact hours)
COURSE 200	Integrated Conflict Management for Families (24 contact hours)
COURSE 210	Facilitation (24 contact hours)
COURSE 220	Conflict Coaching (24 contact hours)
COURSE 230	Divorce (Domestic) Mediation (24 contact hours)
COURSE 240	Homeowners Association for Conflict Managers and Mediators
COURSE 300	Coaching (40 contact hours)
Certification	Collaborative Mediator ® Certification (All awards of certification are subject to the review and approval by the School and its faculty).

## Program/Course Costs

	<u>Tuition</u>	<u>Materials/Enrollment Fee</u>	<u>Total</u>
100 Basic Mediation	\$1295	\$50	\$1295
110-210 and 240	\$620	\$30	\$650
220 Coaching	\$620	\$75	\$695
230 Divorce Mediation	\$620	\$30	\$650
300 Internship (40 hours):\$35/hour		\$30	\$1430
Certification:	\$695	\$30	\$725
Alumnus	\$525	\$30	\$555

All fees are Non-refundable & Subject to Cost Change

See Educational Services for more details on Programs/Courses offered.

### **Class Schedule**

Full time Students: Monday through Friday 8:15am – 4:45pm with a 45-minute lunch break

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible. Closures will be determined by PSI. Students are to call the phone number left on the office phone recording. Classes are not held on the following holidays:

New Year's Eve	Labor Day
New Year's Day	Thanksgiving Day & the Friday following
Memorial Day	Veterans Day
Independence Day	Christmas Eve and Christmas Day
Martin Luther King's Day	President's Day
Election Day	

### **Entrance Requirements**

The school does not discriminate based on race, sex, religion, ethnic origin, or disability.

Prospective students must have a high school diploma or equivalency diploma to be accepted for enrollment. For students who are seeking Collaborative Mediator® Certification (*School Form C*) must hold a bachelor's degree or the equivalent. If applicants are beyond the age of compulsory school attendance in Colorado and do not possess a diploma or equivalency diploma, they may complete an ability to benefit test approved by the Colorado Department of Education. The school does not administer the test, but will provide information on availability when requested.

### **Enrollment (*School Form A*)**

Prospective students may enroll prior to the prescribed course start date and late enrollees will not be admitted. Pre-registration is required. Registration closes 72 hours prior to the class start date.

### **Prerequisite Waiver**

Course prerequisites are generally in place because a certain skill or body of knowledge is needed prior to taking the course in question. If the student has acquired that skill or knowledge from some other source or experience, the Waiver of Prerequisite Request (*School Form B*) may be appropriate. Waiver approval is done on a case by case basis and subject to review by PSI administration.

### **Postponement of Start Date**

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

### **Placement Assistance**

Phoenix Strategies Inc. offers career assistance for a certified Collaborative Mediator®, consisting of career and professional development. While assisting in your professional development, we make no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

### **Attendance Requirements**

Students are expected to arrive on time for class with proper materials. An overall attendance rate of at least 90% is required. Instructors may request your withdrawal from a course or program in the event of absenteeism and may withhold the certificate of completion.

Students who are unable to continue classes for medical reasons or severe personal problems will be offered the opportunity to attend the next scheduled class or a refund for the equivalent of the class sessions not attended. If a student desires individual make-up time with an instructor, the student will arrange the time with PSI and pay PSI for this additional time. Proper documentation will be required to substantiate a student's withdrawal.

### **Progress Policy**

Students must maintain 90% completion rate in all classes. Classes will be evaluated on a Pass (P) or Fail (F) basis. Those who are unable to attend a class because of medical reasons or severe personal problems will be considered to be withdrawn (W) and will automatically be enrolled in the next scheduled class. If students do not attend the next scheduled class, students will be required to re-enroll and pay all related fees and tuition if they wish to receive a certificate of completion for that course.

### **Grading System**

100% - 90% Completion	Pass
89% – below Completion	Fail
Non-Completion	Withdrawal

Certificates of completion will be issued to students who complete the prescribed requirements of each short-term course.

### **Conduct Policy**

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, illegal drugs, and alcohol of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school.

### **Dismissal**

Any student may be dismissed for violations of rules and regulations of the school, as set forth in school publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The director, after investigation, with all parties involved, makes the final decision.

## Probation

The School may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. The director will review each case and decide upon re-admittance. If the student is to be re-admitted the director and student will meet to create a plan for re-admittance.

## Facilities

The school is located at 3730 Sinton Road Suite 105, Colorado Springs, Colorado 80907. Our classrooms are furnished with modern equipment. Computer programs, charts, diagrams, and videos to enhance classroom activities are available.

## Educational Services

**Program:** Collaborative Conflict Management

**Course:** 100 Basic Mediation **Tuition:** \$1245 plus \$50 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 40 contact hours/5 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 110 Advanced Mediation **Tuition:** \$620 plus \$30 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 120 Elder Care Mediation **Tuition:** \$620 plus \$30 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 130 Workplace **Tuition:** \$620 plus \$30 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 140 Integrated Conflict Management for Business **Tuition:** \$620 plus \$30 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 150 Faith Conciliation **Tuition:** \$620 plus \$30 for materials/enrollment fees  
**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.  
**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days  
**Number of lessons or units of instruction (Distance Ed):** N/A  
**Type of Instruction:** Residential (Classroom)

**Course:** 160 Family **Tuition:** \$620 plus \$30 for materials/enrollment fees  
**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.  
**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days  
**Number of lessons or units of instruction (Distance Ed):** N/A  
**Type of Instruction:** Residential

**Course:** 170 Conflict Management **Tuition:** \$620 plus \$30 for materials/enrollment fees  
**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.  
**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days  
**Number of lessons or units of instruction (Distance Ed):** N/A  
**Type of Instruction:** Residential (Classroom)

**Course:** 180 Business Consumer Mediation **Tuition:** \$620 plus \$30 for materials/enrollment fees  
**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.  
**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days  
**Number of lessons or units of instruction (Distance Ed):** N/A  
**Type of Instruction:** Residential (Classroom)

**Course:** 190 Restorative Justice **Tuition:** \$620 plus \$30 for materials/enrollment fees  
**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.  
**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days  
**Number of lessons or units of instruction (Distance Ed):** N/A  
**Type of Instruction:** Residential (Classroom)

**Course:** 200 Integrated Conflict Management for Families **Tuition:** \$620 plus \$30 for materials/enrollment fees  
**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.  
**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days  
**Number of lessons or units of instruction (Distance Ed):** N/A  
**Type of Instruction:** Residential (Classroom)

**Course:** 210 Facilitation **Tuition:** \$620 plus \$30 for materials/enrollment fees  
**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days  
**Number of lessons or units of instruction (Distance Ed):** N/A  
**Type of Instruction:** Residential (Classroom)

**Course:** 220 Coaching **Tuition:** \$620 plus \$75 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 230 Divorce Mediation **Tuition:** \$620 plus \$30 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 240 Homeowners Association for Conflict Managers and Mediators **Tuition:** \$620 plus \$30 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 24 contact hours/3 days

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

**Course:** 300 Coaching-Internship **Tuition:** \$1400 (\$35 per/hour) plus \$30 for materials/enrollment fees

**Occupational Objective:** The graduate should be able to acquire an entry-level position in mediation, conflict resolution discipline, or related field.

**Length of Program(s) and/or Stand-Alone Course(s):** 40 contact hours

**Number of lessons or units of instruction (Distance Ed):** N/A

**Type of Instruction:** Residential (Classroom)

### **Collaborative Mediator® Certification**

This certification acknowledges that students have been evaluated and demonstrated knowledge and skills regarding the mediator role in the collaborative, facilitative and interested-based mediation process.

Prerequisite requirements are a bachelor's degree from an accredited college or a minimum of 1800 clock hours of training and experience in alternative dispute resolution, communication, problem solving, conflict management, mediation, facilitation, negotiation, coaching or the combination and; a minimum of 100 hours of mediation related experience to include 30 mediations of actual mediator experience.

Certification applications (*School Form C*) must include a 60-minute video that is an unedited and unscripted (Interest-based, Facilitative) mediation role play ending in a written memorandum of understanding (MOU)/agreement; two-page essay of the video analysis; and interview with an evaluator.

All awards of certification are subject to the review and approval by the School and its faculty.

### **Previous Credits**



Credits from another institution will be evaluated on a case-by-case basis. Phoenix Strategies Inc. does not guarantee transferability of our credits to another institution unless there is a written agreement with another institution.

### **Student Grievance/Complaints Procedure**

Student complaints must be submitted in writing to the School within 48 hours of the incident and/or issue via certified mail. After receipt the School will provide a written response within 5 business days. If satisfactory resolution cannot be reached, the School and the student will enlist the services of a mutually agreed upon mediator. If the mediation does not resolve the situation, then the School and students will enlist the services of a mutually agreed upon arbitrator. Attempting to resolve any issue with the School first is strongly encouraged. Complaints may be filed at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance at <http://higherred.colorado.gov/dpos>, 303-862-3001.

### **Refund Policy**

Students not accepted to the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three days of signing this contract or making an initial payment are entitled to a full refund of all tuition and fees paid. Students, who withdraw after three days of signing this contract or date of payment, but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of \$150.00 or 25% of the contract price, whichever is less. Students, who request a transfer to the same class with a different date 72 hours prior to the class start pay a \$50 transfer fee. If the transfer notice is less than 72 hours prior to the class start, the cancellation charge and percentage applies. In the case of students withdrawing after commencement of classes, the school will retain a cancellation charge plus a percentage of tuition and fees, which is based on the percentage of contact hours attended as described in the table below. The refund is time-based on the last date of recorded attendance.

**Refund Table**

<b>Student is entitled to upon withdrawal/termination</b>	<b>Refund</b>
Within first 10% of program (lessons 1-7)	90% less cancellation charge
After 10% but within first 25% of program (lessons 8-12)	75% less cancellation charge
After 25% but within first 50% of program (lessons 13-24)	50% less cancellation charge
After 50% but within first 75% of program (lessons 24-31)	25% less cancellation charge
After 75% [if paid in full, cancellation charge is not applicable (lessons 31-37)]	NO Refund

The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.

1. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
  - a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
  - b. The date on which the student violates published school policy, which provides for termination.
  - c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.
2. The student will receive a full refund of tuition and fees paid if the school discontinues a program/Stand Alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
3. The policy for granting credit for previous training shall not impact the refund policy.

## Veterans Only

"The school maintains a written record of the previous education and training of the veteran or eligible person and clearly indicates that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs so notified."

"VA students' records must be kept for 3 years following the ending date of the last period certified to VA. Records need to be kept longer than 3 years only if a written request to keep the records longer is received from the Department of Veterans Affairs or the General Accounting Office 30 or more days before the end of the 3-year period. This requirement is in the Code of Federal Regulations (38 CFR 21.4209(f))." Students must submit a written request to receive a copy of their records.

Veterans Refund Policy below replaces the above refund policy

Students not accepted by the school who cancels the contract by notifying the school within 3 business days are entitled to a full refund of all tuition and fees paid. If any student withdraws after 3 business days, but before commencement of classes, he/she is entitled to a full refund of all tuition and fees paid including the registration fee in excess of \$10.

In the case of students with drawing after commencement of classes, the school will retain a cancellation fee plus a percentage of tuition and fees, which is based on the percentage of contact hours attended, as described in the table below. The refund is based on the last date of the recorded attendance.

Refund table for Veteran Students

Student entitled upon withdrawal/termination	Refund
10% of program completed	90% Refunded
20% of program completed	80% Refunded
30% of program completed	70% Refunded
40% of program completed	60% Refunded
50% of program completed	50% Refunded
60% of program completed	40% Refunded
70% of program completed	30% Refunded
80% of program completed	20% Refunded
90% of program completed	10% Refunded

- The student may cancel this contract at any time prior to close of the 3<sup>rd</sup> business day after signing the enrollment agreement.
- The official date of termination for refund purposes is the last date of recorded attendance. All refund will be made within 30 days from the date of termination.
- The student will receive a full refund of tuition and fees paid if the school discontinues a course/program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
- Attempting to resolve any issue with the School first is strongly encouraged. Complaints may be filed at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance at <http://higherred.colorado.gov/dpos>, 303-862-3001.
- **End of Veterans only clauses.**

Phoenix Strategies, Inc. Enrollment Agreement  
3730 Sinton Road, Suite 105, Colorado Springs, CO 80907  
(719) 266-8181

*Approved and Regulated by the Colorado Department of Higher Education Private Occupational School Board*

### General Information

Student's Name \_\_\_\_\_ Date \_\_\_\_\_

(Please print your name clearly as you would like it to appear on your training Certificate)

Address \_\_\_\_\_  
Street City State Zip

Home Phone \_\_\_\_\_ Bus. Phone \_\_\_\_\_ Cell \_\_\_\_\_

Other Phone \_\_\_\_\_ E-mail Address \_\_\_\_\_

### Pre-requisite

For all classes: Do you have a high school diploma/equivalent? \_\_\_\_ yes \_\_\_\_ no

For all classes except Basic Mediation: Have you taken 40-hours Basic Mediation? \_\_\_\_ yes \_\_\_\_ no

**Collaborative Conflict Management Program:** ☐ Training ☐ Internship ☐ Collaborative Mediator®  
Certification

Course Name \_\_\_\_\_ Course # \_\_\_\_\_ # Contact Hours \_\_\_\_\_

Start Date \_\_\_\_\_ Completion Date \_\_\_\_\_ Days \_\_\_\_ or Evenings \_\_\_\_

**Type of Instruction:** \_\_\_\_ Online \_\_\_\_ Do you have a computer with good internet and printer access?  
\_\_\_\_ Classroom

### Tuition & Fees

Tuition \$ \_\_\_\_\_

Materials/Enrollment Fee \$ \_\_\_\_\_ (Non-refundable)

Total Cost of Program \$ \_\_\_\_\_ Method of Payment: \_\_\_\_\_

**Schedule of Payments** Deposit \$ \_\_\_\_\_ Date \_\_\_\_\_ BALANCE DUE \$ \_\_\_\_\_

1<sup>st</sup> Payment Date Due \_\_\_\_\_ Date Received \_\_\_\_\_ Amount Received \_\_\_\_\_

2<sup>nd</sup> Payment Date Due \_\_\_\_\_ Date Received \_\_\_\_\_ Amount Received \_\_\_\_\_

(The cost of credit is included in the price quoted for the goods and services).

By signing below, the student agrees to pay *Phoenix Strategies Inc.* the total stated tuition & fees. The school agrees to provide the occupational training in accordance with the provisions of the school's current Catalog Volume No. 14 Dated January 1, 2020. Payment of all monies due shall be a condition of continuing enrollment. Upon satisfactory completion of all academic and skill requirements and when all financial obligations to the school have been met, the school will award a PSI document of Course Completion which denotes the total number of contact hours and/or equivalent Continuing Education Credits (CEUs) to the student.

In the case of the Phoenix Strategies, Inc.'s. Collaborative Mediator ® Certification, students will be awarded a "PSI Certificate of Collaborative Mediation ®," upon documented successful completion of all academic, skill, internship/externship requirements and when all financial obligations to the school have been met.

The student and school understand that this Enrollment Agreement, WHICH INCLUDES THE REFUND POLICY, may not be amended except in writing and signed by both parties.

### Postponement of Start Date

Postponement of a starting date, due to class size or weather is at the discretion of the School. The School will attempt to notify students of cancellation 72 hours prior to the course start date. If the course is not commenced, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the original class start date, determined in accordance with the School's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981. Refunds include only fees and tuition and no other expenses to include but not limited to transportation and lodging. If postponement of

the start date is due to a student's medical or severe personal reasons, required documentation is necessary to substantiate the inability to attend the class. The school may offer the next available class or choose to refund fees and tuition.

### **Student Grievance/Complaints Procedure**

Student complaints must be submitted in writing to the School within 48 hours of the incident and/or issue via certified mail. After receipt the School will provide a written response within 5 business days. If satisfactory resolution cannot be reached, the School and the student will enlist the services of a mutually agreed upon mediator. If the mediation does not resolve the situation, then the School and students will enlist the services of a mutually agreed upon arbitrator. Attempting to resolve any issue with the School first is strongly encouraged. Complaints may be filed at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance at <http://higherred.colorado.gov/dpos>, 303-862-3001.

### **Refund Policy**

Students not accepted to the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three days of signing the contract or date of the initial payment are entitled to a full refund of all tuition and fees paid if the applicant has not commenced training. Students who withdraw after three days of signing this contract or date of the initial payment but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of \$150.00 or 25% of the contract price, whichever is less. Students, who request a transfer to the same class with a different date 72 hours prior to the class start pay a \$50 transfer fee. If the transfer notice is less than 72 hours prior to the class start, the cancellation charge and percentage applies. In the case of students withdrawing after commencement of classes, the school will retain the cancellation charge plus a percentage of tuition and fees, which is based on the percentage of contact hours attended as described in the table below. The refund is time-based on the last date of recorded attendance.

**Refund Table**

<b>Student is entitled to upon withdrawal/termination</b>	<b>Refund</b>
Within first 10% of program (lessons 1-7)	90% less cancellation charge
After 10% but within first 25% of program (lessons 8-12)	75% less cancellation charge
After 25% but within first 50% of program (lessons 13-24)	50% less cancellation charge
After 50% but within first 75% of program (lessons 24-31)	25% less cancellation charge
After 75% [if paid in full, cancellation charge is not applicable (lessons 31-37)]	NO Refund

1. The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.
2. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
  - a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
  - b. The date on which the student violates published school policy, which provides for termination.
  - c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.
3. The student will receive a full refund of tuition and fees paid if the school discontinues a program/Stand Alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
4. The policy for granting credit for previous training shall not impact the refund policy.

## Veterans Only

"The school maintains a written record of the previous education and training of the veteran or eligible person and clearly indicates that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs so notified."

"VA students' records must be kept for 3 years following the ending date of the last period certified to VA. Records need to be kept longer than 3 years only if a written request to keep the records longer is received from the Department of Veterans Affairs or the General Accounting Office 30 or more days before the end of the 3-year period. This requirement is in the Code of Federal Regulations (38 CFR 21.4209(f))."

Veterans Refund Policy below replaces the above refund policy

Students not accepted by the school who cancels the contract by notifying the school within 3 business days are entitled to a full refund of all tuition and fees paid. If any student withdraws after 3 business days, but before commencement of classes, he/she is entitled to a full refund of all tuition and fees paid including the registration fee in excess of \$10.

In the case of students with drawing after commencement of classes, the school will retain a cancellation fee plus a percentage of tuition and fees, which is based on the percentage of contact hours attended, as described in the table below. The refund is based on the last date of the recorded attendance.

Refund table for Veteran Students

Student entitled upon withdrawal/termination	Refund
10% of program completed	90% Refunded
20% of program completed	80% Refunded
30% of program completed	70% Refunded
40% of program completed	60% Refunded
50% of program completed	50% Refunded
60% of program completed	40% Refunded
70% of program completed	30% Refunded
80% of program completed	20% Refunded
90% of program completed	10% Refunded

- The student may cancel this contract at any time prior to close of the 3<sup>rd</sup> business day after signing the enrollment agreement.
- The official date of termination for refund purposes is the last date of recorded attendance. All refund will be made within 30 days from the date of termination.
- The student will receive a full refund of tuition and fees paid if the school discontinues a course/program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
- Attempting to resolve any issue with the School first is strongly encouraged. Complaints may be filed at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance at <http://highered.colorado.gov/dpos>, 303-862-3001.
- **End of Veterans only clauses.**

***I have received a copy of this enrollment agreement and the current catalogue Volume 15, May 5, 2020. I understand and agree to the terms of this agreement.***

☐ ***By checking this box and printing my name on the signature line below, I acknowledge that I am signing this document.***

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
School's Approved In-state Agent

\_\_\_\_\_  
Date

Phoenix Strategies, Inc.  
**Waiver of Prerequisite Request**  
3730 Sinton Road, Suite 105, Colorado Springs, CO 80907  
(719) 266-8181

**Waiver of Prerequisite Request**

Note: Course prerequisites are generally in place because a certain skill or body of knowledge is needed prior to taking the course in question. If the student has acquired that skill or knowledge from some other source or experience, the waiver of prerequisite may be appropriate. Waiver approval is done on a case by case basis and subject to review by PSI administration. Please attach supporting documentation. Note that if you are taking a 24-hour course in mediation, that many if not most, organizations may require a minimum or a forty-hour basic mediation course to practice mediation. Thank You.

**Date:** \_\_\_\_\_

**Student Name:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Course(s) for which waiver is requested** \_\_\_\_\_

**Prerequisite(s) for which waiver is requested** \_\_\_\_\_

**Rationale (prior education and experiences) for this request**

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**PSI Recommendation**

\_\_\_\_\_ Request is approved. Prerequisite is waived.

\_\_\_\_\_ Request is disapproved. Prerequisite will not be waived.

**PSI Official** \_\_\_\_\_ **Date** \_\_\_\_\_

## **Addendum to Phoenix Strategies Catalogs**

### **Detailed Course Program Objectives and Outcomes**

#### **Educational Services**

**Program:** Collaborative Conflict Management

**Course:** 100 Basic Mediation

#### **COURSE OBJECTIVES**

Participant will learn...

- Conflict Origins
- Mediation Models History
- Mediator Roles
- Case Management and Forms
- Appreciative and Empowerment Strategies and Techniques
- Interest-Based and Position-Based Negotiation
- Communication "I" Messages, Active Listening and Non-verbals
- Problem-Solving, Interest-Based Mediation Process
- Memorandum of Understanding (MOU) Writing
- Ethics and Diversity
- Statutes that govern mediation practice
- Unauthorized Practice of Law
- Mediation Business and Career-Next Steps

**Course:** 110 Advanced Mediation

#### **COURSE OBJECTIVES**

Participant will learn...

- Assess and gain awareness into self collaborative, facilitative, interest-based (CFI) mediator behaviors
- Differentiate between collaborative/facilitative, interest-based and evaluation/directive position-based mediator practices
- Identify party behaviors and outcomes that tend to evolve when effective CFI techniques are used
- Practice CFI model standards for mediator behaviors
- Opt to mediate a role-play video recorded for certification application.

**Course:** 120 Elder Care Mediation

#### **COURSE OBJECTIVES**

Participant will learn...

- The biological, psychological, sociological, spiritual aspects of aging
- Demographics of the aging population
- Common needs, interests and issues of seniors and family members
- Biases and stereotypes associated with aging
- Dispute resolution roles and processes for elder care
- Elder rights and legal terminology and options
- Management of ethical dilemmas
- Community resources for aging

**Course:** 130 Workplace

#### **COURSE OBJECTIVES**

Participant will learn...

- The workplace setting and how it affects disputes
- Contributing factors that create emotional intensity
- Costs of conflict
- Internal organizational structures that impact workplace disputes
- Dispute resolution roles
- Case management of workplace conflicts
- How workplace mediation differs from other mediation specialties
- External agencies that affect workplace disputes
- State and Federal employment statutes and regulatory agencies.

- Assessment and strategic planning to manage a complex workplace case involving several persons
- Techniques that foster collaboration, empowerment and an interest-based process through participation in interactive role plays and workplace scenarios.

## **Course: 140 Integrated Conflict Management for Business**

### **COURSE OBJECTIVES**

Participant will learn...

- Benefits of a comprehensive system for conflict management
- Evolution of approaches to resolve organizational conflicts
- How to assess costs and organizational conflict origins
- Principles of integrated systems design
- Characteristics of effective systems

## **Course: 150 Faith Conciliation**

### **COURSE OBJECTIVES**

Participant will learn...

- Differentiate between mediation & conciliation
- Explore the nature and different levels of conflict
- Examine four faith-based principles that form the foundation for Faith Conciliation
- Discern how your beliefs may affect your role as a conciliator
- Identify collaborative, facilitative, interest-based strategies and techniques
- Clarify six conflict manager roles
- Gain insight into case management
- Experience coaching, conciliation, dialogue and appreciative inquiry processes
- Integrate Triple-Loop Learning into the coaching process
- Discover how to prepare participants for faith dispute resolution processes
- Identify support needed to address apologies and forgiveness and success indicators
- Recognize systemic church or organization's role in conflict
- Participate in interactive role-plays and scenarios relevant to faith-based situations
- Be familiar with different church governance models and decision authority

## **Course: 160 Family**

### **COURSE OBJECTIVES**

Participant will learn...

- Understanding the socio-political characteristics of the family.
- Examine protective and risk factors for families.
- Understanding Conflict Theories as they relate to family situations.
- Review overall development of children.
- Evaluate personal conflict style using Thomas Killman's self-assessment tool.
- Promote self-awareness through the Triple Loop Learning Model.
- Examine conflict within marriages.
- Learn skills and strategies for fostering and preserving relationships.
- Participate in interactive role plays and scenarios relevant to family situations.

## **Course: 170 Conflict Management**

### **COURSE OBJECTIVES**

Participant will learn...

- Learn Human Conflict theories.
- Evaluate personal conflict style using self-assessment tool.
- Distinguish facilitative vs. directive behaviors.
- Differentiate between positions and interests
- Define the collaborative problem-solving process.
- Participate in interactive role plays and scenarios relevant to conflict situations.

## **Course: 180 Business Consumer**

### **COURSE OBJECTIVES**

Participant will learn...

- Define Business Consumer Mediation



- Learn common business/consumer relational expectations
- Be familiar with the different alternatives to dispute resolution
- Compare and contrast: Arbitration, Conciliation and Mediation
- Explain mediation benefits, the mediation process and the mediator role
- Participate in interactive role plays and scenarios relevant to business consumer situations.

## **Course: 190 Restorative Justice**

### **COURSE OBJECTIVES**

Participant will learn...

- Gain insight into personal perspectives of victims and offenders
- Be familiar with the historical movement of Restorative Justice
- Understand victim rights
- Learn differences between the traditional legal process and restorative justice philosophies
- Realize the benefits for victims, offenders and the community
- Differentiate between guilt and shame
- Experience various restorative justice practices
- Identify case sources
- Learn case management
- Know critical indicators for determining appropriateness for conferencing
- Experience one-on-one sessions with victims and offenders through role-play
- Experience facilitating the conferencing process
- Use strategies and interventions to support appreciation and accountability
- Discuss common ethical dilemmas and approaches

## **Course: 200 Integrated Conflict Management for Families**

### **COURSE OBJECTIVES**

Participant will learn...

- Understand the socio-political characteristics of the family.
- Examine protective and risk factors for families.
- Understand Conflict Theories as they relate to family situations.
- Review overall development of children.
- Evaluate personal conflict style using Thomas Killman's self-assessment tool.
- Promote self-awareness through the Triple Loop Learning Model.
- Examine conflict within marriages.
- Learn skills and strategies for fostering and preserving relationships.
- Participate in interactive role plays and scenarios relevant to family situations.

## **Course: 210 Facilitation**

### **COURSE OBJECTIVES**

Participant will learn...

- Differences between facilitation and mediation
- Case management
- Large groups dynamics and decision making
- Consensus building

## **Course: 220 Coaching**

### **COURSE OBJECTIVES**

Participant will learn...

- Define conflict coaching
- Differentiate conflict coaching from other types of coaching
- Identify core competencies of a coach
- Understand the conflict coach role
- Experience directive and non-directive coaching approaches
- Demonstrate the collaborative, facilitative, interest-based coaching behaviors
- Learn case management
- Identify and practice the stages of coaching process
- Understand ethics related to coaching

- Discover three conflict management assessment tools
- Assess you own conflict management behaviors and hot buttons
- Learn how to integrate conflict management assessment tools and coaching
- Expand your concepts of marketing approaches and venues

**Course: 230 Divorce Mediation**

**COURSE OBJECTIVES**

Participant will learn...

- Legal process and forms for marriage dissolution and legal separation
- Issues related to the division of assets/liabilities
- Issues related to maintenance and child support
- Components of a separation agreement
- Components and crafting of a parenting plan
- Tax implications

**Course: 240 Homeowners Association for Conflict Managers and Mediators**

**Course OBJECTIVES**

Participant will learn...

- Discover the different roles, rights and responsibilities of boards, community leaders and homeowners
- Become familiar with statutes and regulations that impact Common Interest Communities
- Identify essential elements in governing documents
- Recognize issues and interests that are common and challenging
- Review formal and informal complaint and dispute resolution processes
- Expand information regarding organizations and resources that may be helpful
- Practice through role-plays to build skill and integrate content