



THE ALTERNATIVE  
DISPUTE RESOLUTION  
ACADEMY (ADRA)



# ADRA Academic Catalog

2020 – 2021

[www.adraceu.com](http://www.adraceu.com)



THE ALTERNATIVE  
DISPUTE RESOLUTION  
ACADEMY (ADRA)

A Division of Resolute Mediation & Arbitration Inc.

Welcome to the Dispute Resolution Academy(ADRA)!

Whether you are seeking an affordable start toward a successful career transition, professional development or the technical skills to advance your career, ADRA stands ready to help you achieve your goals and enrich your life. I invite you to explore this catalog to learn more about the many ways in which ADRA can meet your needs. We have a program of study for everyone. Take specialized Fast Forward training that leads to industry-recognized credentials and professional certifications. Best of all, you can pursue your studies at a time that suits you.

Listed below are just a few of the many programs and services we offer to help you succeed:

- Multiple courses that allow an opportunity for professional development in career transfer or advancement. In addition, ADRA is in the process of signing agreements with colleges and universities that will allow ADRA certificate program graduates take advantage of these agreements and save thousands of dollars while working toward a bachelor's degree.
- Course creators and instructors are screened for subject matter experts to deliver programmed courses. ADRA follows the IACET rigorous training standard. Standard requires ADRA to review and update courses yearly or as soon as regulation or laws changes affects the related courses.
- Specialization, career certificates, and short-term training programs that provide you with credentials for entry or further advancement in the workplace. Our career and technical education programs provide cutting-edge training for regional employment needs.
- Transition services and programs for Military Service Members and Veterans, allowing service members and veterans and spouses to take advantage of educational benefits.

What may not be apparent is the most distinctive feature of ADRA: a community of caring faculty, staff, and administrators who dedicate themselves to helping every student succeed. For that reason, I invite you to call or visit us to learn more about our outstanding programs.

We are ADRA. We are here for you.

We are ***WHERE YOUR FUTURE BEGINS!***

Sincerely,

**Guno Ritfeld**  
President



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## 2020 – 2021 Academic Catalog

2020 – 2021 Academic Catalog	
Part 1	General Information
Part 2	Enrollments & Tuition Information
Part 3	Educational Services
Part 4	Academic Information
Part 5	Curricula of Study
Part 6	Course Descriptions
Part 7	Faculty & Staff; Index

*ADRA Academic Catalog updated January 2021*



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Virginia 8000 Tower Crescent Drive, Suite 1350,  
Vienna, Virginia 22180

Phone 407-284-1925, (866) 384-4563  
[www.adraceu.com](http://www.adraceu.com)



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The Alternative Dispute Resolution Academy does not discriminate based on race, gender, national origin, sex, religion, age, or disability in employment or in the provision of any program or activity. The Alternative Dispute Resolution Academy is an Equal Opportunity/Affirmative Action institution and complies with the requirements of the Americans with Disabilities Act.



## Table of Content

<b>The Dispute Resolution Academy</b>	<b>8</b>
<b>2020 – 2021 Academic Calendar</b>	<b>9</b>
Pre-programmed courses .....	9
Dispute Resolution Certificate Programs.....	<b>Error! Bookmark not defined.</b>
Block Chain- Specializations .....	<b>Error! Bookmark not defined.</b>
Professional Development .....	9
<b>General Information</b>	<b>11</b>
The Alternative Dispute Resolution Academy (ADRA) .....	11
Locations: .....	11
Mission of the Alternative Dispute Resolution Academy (ADRA).....	11
Web-based/Internet .....	12
Statement of Values.....	12
Accreditation .....	12
Enrollments and Tuition Information.....	13
<b>Enrollment Requirements</b>	<b>15</b>
General Enrollment to the Academy.....	15
General Enrollment Denials .....	15
Procedures for Enrollment Denials:.....	16
Applicant with enrollment .....	17
Appeal process for enrolled student: .....	17
<b>Tuition and Fees</b>	<b>19</b>
Credit Tuition .....	19
Bills .....	19
Payments.....	19
Tuition/fee payments can be made by the following methods:.....	19
Refunds .....	20
Registration Cancellation by Participant.....	20
Books and Materials .....	20
<b>Services for Students with Documented Disabilities</b>	<b>22</b>
Educational Access.....	22
Procedure for Requesting Accommodations .....	22
Temporary Disabilities.....	23
<b>Veterans Services</b>	<b>23</b>
Montgomery GI Bill — Active Duty (Chapter 30) .....	23



Vocational Rehabilitation and Employment Service (Chapter 31).....	23
Post 9/11 GI Bill (Chapter 33) .....	23
Survivors' and Dependents' Educational Assistance Program (Chapter 35).....	23
Montgomery GI Bill — Selected Reserve (Chapter 1606) .....	23
Montgomery GI Bill — Reserve Educational Assistance Program (Chapter 1607) .....	24
<b>Academic Information</b> .....	<b>26</b>
Academic Diplomas, and Certificates .....	26
Swapping a Course.....	26
Class Attendance.....	26
Administrative Drops.....	26
Administrative Withdrawals .....	26
Computer Competency .....	26
Final Examinations.....	27
Grading System .....	27
Enrollment/Registration.....	27
Enrollment Schedule Changes.....	27
<b>Student Information Release</b> .....	<b>28</b>
Student Records Retention Policy.....	28
Student Status .....	28
Complaint Resolution.....	28
<b>Workplace Conflict Mediator Certificate Course</b> .....	<b>32</b>
<b>Employment Labor And Dispute Mediation Certificate Course 40 Clock hours</b> .....	<b>32</b>
<b>Legal Secretary Certificate Course</b> .....	<b>32</b>
<b>Executive Blockchain Consultant</b> .....	Error! Bookmark not defined.
<b>Administrative Faculty, Faculty &amp; Staff</b> .....	<b>34</b>
Whom to Contact About Important Things.....	35



# The Dispute Resolution Academy

## Administration

<b>President</b>	<b>Guno Ritfeld, eJD</b>
Vice President of Academic and Student Affairs	<b>Guno Ritfeld, eJD (Temp)</b>
Coordinator of Enrollments and Records/Academy Registrar	Guno Ritfeld, eJD
Academic Advisor	Dr. Sara Hoefler

The Alternative Dispute Resolution Academy, Inc. is a division of Resolute Mediation & Arbitration Inc, established in 2007 in the State of Florida and with Offices in the State of Virginia.

The Academy was established in 2011 with a mission to provide Professional Development and Continuing education to Private Industry, Government Organization and career professionals looking for professional growth, career advancement and career change.





## 2020 – 2021 Academic Calendar

Web-based Continuing Education and Professional Development Certificate Programs and Courses:

### Pre-programmed courses

Open enrollment – registration is web based and accessed immediately after enrollment. See course listing at: Course listings: <https://www.adraceu.com/course>.

### Professional Development

The Alternative Dispute Resolution Academy provides continuing education and online distance learning to meet in a variety of certification, credentialing and training needs for professionals and organizations. The Division is able to quickly develop and coordinate programming to meet the continuing education needs of any group.

Mediation & Legal Courses: <https://www.adraceu.com/mediation-training-near-me/>

Human Resource Professional Development: <https://www.adraceu.com/hr-development/>

Teachers | Educators Professional Development: <https://www.adraceu.com/teacherseducation/>

Child Care Staff Professional Development: <https://www.adraceu.com/florida-dcf-child-development-continuing-education/>

Medical Legal Professional Development: <https://www.adraceu.com/medical-legal-continuing-education-and-professional-development/>

### Academic Courses

Program	Term	Start Date
Intentionally Left Blank	Spring / Summer/ Winter	TBD
Intentionally Left Blank	Spring / Summer/ Winter	TBD
Intentionally Left Blank	Spring / Summer/ Winter	TBD

# Part 1

## General Information





## General Information

### The Alternative Dispute Resolution Academy (ADRA)

Alternative Dispute Resolution Academy, a division of Resolute Mediation & Arbitration Inc, a Florida based corporation and offices in Vienna Virginia. The Academy has served more than 1335,000 career professionals from various industries and backgrounds.

With academic excellence its aim in all areas, the Academy offers various programs to meet the diverse needs. The Academy, in seeking to accomplish its purposes, operates in accordance with the policies established by the standards of Accreditation Agencies and Associations with advice and support.

### Locations:

The Alternative Dispute Resolution Academy has:

- **Florida:** 121 South Orange Avenue Suite 1500, Orlando, Florida 32801
- **Virginia:** 8000 Tower Crescent Drive, Suite 1350, Vienna, Virginia 22180

### Mission of the Alternative Dispute Resolution Academy (ADRA)

We give everyone the opportunity to learn and develop the right skills so lives and communities are strengthened.

ADRA's mission is to meet the Professional development of career-oriented individuals and employer's requirement by delivering engaging, live and web-based, interactive courses designed to recall critical information for execution. Courses are uniquely designed meet career requirements or to target problematic areas that create tensions in the workplace, reduce productivity, and potentially lead to financial and other kinds of devastation.

Alternative Dispute Resolution Academy is an accessible, comprehensive, Professional Development and Career enhancement higher education institution that is dedicated to:

1. Providing open, flexible, affordable, quality learning opportunities for personal growth and the acquisition of knowledge and skills necessary for productive and meaningful life,
2. Providing general education, transfer, applied science, certificate and diploma programs,
3. Determining and addressing the training needs of business, industry, and government to benefit the service area,
4. Supporting workforce and economic development through participation in regional organizations and training for new and/or expanding businesses,
5. Providing support services for education, training, technology infrastructures, and workforce development.



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## Web-based/Internet

ADRA' courses are 90% web-based. The courses allow students the flexibility of completing their coursework online. Students enrolled in these courses have an ADRA-LMS account to access the course materials and communicate with and sends assignments to their instructors. Some courses may require attendance for on-campus or proctored testing which are noted in the course at our website.

## Statement of Values

The shared values concerning teaching and learning at Alternative Dispute Resolution Academy listed below are among the beliefs which guide the institution in the development of its mission, goals, philosophy, and operational procedures. Each value is followed by a series of supporting statements illustrating ADRA's support:

1. The Professional Development and Continuing Education values learning which prepares the graduate to work at levels expected by the community.
2. Provides academic programs, which prepares for opportunities for personal development; allocates resources for teaching and learning and employs qualified persons to facilitate learning.
3. The Academy values access to educational opportunities and promotes its educational services; advocates keeping educational expenses affordable; provides equal opportunity in education and employment.
4. The Academy values diversity and provides comprehensive educational programs; promotes understanding of cultural diversity; respects individuals from a variety of cultural backgrounds; teaches students about the cultural, economic, political and social environments in which they live; respects and responds to students' different learning styles; respects and accepts different teaching styles; and recognizes the importance of prior learning and experiences.
5. The Academy values excellence in performance and establishes criteria of performance; expects students, faculty and staff to meet defined criteria.

## Accreditation

1. The International Continuing Education and Training (IACET) visit <https://www.iacet.org/>;
2. Florida Bar Approved Continuing Education visit <https://www.floridabar.org/>;
3. Approved Florida Department of Children and Family Training Provider visit <http://www.myflorida.com/accessflorida/>;
4. Florida Department of Financial Regulations, visit <https://www.myfloridacfo.com/Division/Agents/Licensure/Education/default.htm>; and



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5. Texas Bar Approved Continuing Education Provider
6. Texas Department of Education Continuing Education Provider
7. Florida Supreme Court recognized Continuing Mediators Education Provider.

### **Enrollments and Tuition Information**

It is the policy of the Academy to promote and maintain educational opportunity without regard to race, color, sex, ethnicity, religion, gender, age (except when age is a bona fide occupational qualification), disability, national origin, or other non-merit factors. This institution prohibits sexual harassment including sexual violence.

# Part 2

## Enrollments & Tuition Information





## Enrollment Requirements

### General Enrollment to the Academy

Any person who has a high school diploma or the equivalent, or who is at least 18 years of age may be admitted to the Academy. In order to be enrolled, students must create an account on the website, [www.adraceu.com](http://www.adraceu.com). The registrar reviews course enrollments.

### General Enrollment Denials

The Alternative Dispute Resolution Academy reserves the right to evaluate and document special cases and to refuse or revoke enrollment if the ADRA determines that the applicant or student poses a threat, is a potential danger, is significantly disruptive to the Academy community, or if such refusal or revocation is considered to be in the best interest of the Academy.

The Academy also reserves the right to refuse enrollment for applicants that have been expelled or suspended from, or determined to be a threat, potential danger or significantly disruptive, by another Academy. Students whose enrollment is revoked after enrollment must be given due process.

This provision applies to individuals who are in applicant status or those who are enrolled for a future program. In extreme cases, the Academy has the right to apply these provisions to disenrollment to currently enrolled students during a given term session (examples are convicted sex offenders and highly dangerous or disruptive students).

Behaviors that present a threat or a potential danger to the Academy community or other behaviors where it is considered to be in the best interest of the Academy to refuse enrollment or revoke enrollment are defined as, but not limited to:

#### **Threatening Behavior** (including but not limited to):

- a. Oral or written threats to harm people or their property (i.e., "you better watch your back" or "I'll get you"), including the use of any electronic means of communication
- b. Implicit threats (i.e. "you'll be sorry" or "this isn't over yet.")

#### **Violent Behavior** (including but not limited to):

- a) Intentionally acting in a manner that in any way endangers the safety of others
- b) Any physical assault, with or without weapons
- c) Behavior that a reasonable person would interpret as being physically aggressive (i.e. destruction of property, pounding on a desk or door or throwing objects in a threatening manner)
- d) Specific threats to inflict harm (e.g. a threat to shoot a named individual)
- e) Use of any object to attack or intimidate another person
- f) Interfering with an individual's legal rights of movement or expression



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**Intimidating Behavior** (including but not limited to):

- a) Intimidation of any kind that results in an individual's fear for his/her personal safety
- b) Engaging in stalking behavior
- c) Behavior that is reasonably perceived to be frightening, coercing, or inducing distress to any member of the Academy community.

**Disruptive Behavior** (including but not limited to):

- a) Verbally intimidating, threatening, or abusing any person or persons in the Academy environment.
- b) Physically intimidating, threatening, abusing, or assaulting others.
- c) Disorderly or abusive behavior that interferes with the rights of others or obstructs the teaching or learning environment or business of the Academy.
- d) Making inappropriate and incessant demands for time and attention from Academy employees or students
- e) Inappropriate use of Academy facilities or resources
- f) Theft or damage to Academy property

These procedures may also apply when ADRA has received documentation that the applicant/enrolled student has been expelled, suspended, banned from or determined to be a threat, potential danger or significantly disruptive at another schools.

**Procedures for Enrollment Denials:**

Upon notification to the President or designee that the applicant/enrolled student has exhibited threatening, violent, intimidating or disruptive behavior as defined above or that the applicant/enrolled student has been expelled, suspended, banned from or determined to be a threat, potential danger or significantly disruptive at another school, the President or designee will conduct an investigation to evaluate the circumstances. After the investigation, if the Academy determines that the applicant is a threat or potential danger to the Academy community or if such refusal is considered to be in the best interest to the Academy, the student will be notified as follows:

Applicant with no enrollment: After the investigation, the applicant will receive written notification at the home address listed in the student information system stating that enrollment to the Academy has been denied. The notification will state the denial is based on the Academy's determination that the applicant represents a threat or potential danger to the Academy or that the refusal of enrollment is considered to be in the best interest of the Academy. A service indicator will be placed on the applicant's record, which will prevent the applicant from registering for classes.





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### **Applicant with enrollment**

An applicant who becomes an enrolled student will receive written notification at the home address listed in the student information system stating that enrollment to the Academy is revoked and enrollment for the current or future program is withdrawn.

The notification will state the decision is based on the Academy's determination that the applicant represents a threat or potential danger to the Academy and/or their revoked enrollment and withdrawn enrollment is considered to be in the best interest of the Academy. The written notification will detail the procedures for due process and will provide the individual with explicit instructions on the appeal process. The Academy will reserve the class enrollment until the appeal process is complete, but the individual will not be allowed to attend class during the appeal process.

The individual is required to initiate the appeal process in writing within ten (10) calendar days of the notification by the Academy (as indicated by the date of the written notification from the Academy) in order to receive consideration to remain enrolled.

Absent extreme extenuating circumstances, if the enrolled student fails to follow the appeal process within ten (10) calendar days of notification from the Academy he/she will forfeit the right to appeal, which will result in the Academy sending to the student written notification of administrative withdrawal of all current and future classes at the Academy, and revocation of enrollment for future programs. The Academy will make every effort to expedite the hearing timeline. The Academy will notify the student of its investigation if a hold is placed on the student registering for classes or taking advantage of any other student benefit.

### **Appeal process for enrolled student:**

1. The enrolled student will receive a letter from the President or designee detailing the denied status of the student, withdrawn enrollment and appeal procedure within ten (10) calendar days of the Academy's decision to deny or revoke enrollment and to withdraw the student from current or future enrollments. The enrolled student will be advised of the right to due process and request for appeal.
2. Upon receipt of a request for appeal from the student within the required ten (10) calendar days of notification, the President will convene an Ad Hoc Committee. In addition to the President, the committee membership and appointment will be at the discretion of the President of the Academy. The purpose of the hearing is to provide the student notice of the basis for the Academy's decision and the right to provide his/her explanation of the facts, as well as for the Ad Hoc Committee to evaluate the facts of the case. If, after the hearing the Committee determines that the applicant or enrolled student represents a threat or potential danger to the Academy and/or the revoked enrollment and withdrawn enrollment is considered to be in the best interest of the Academy, the student's enrollment to the Academy will be revoked; the student will be administratively withdrawn from



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3. classes and the student will receive a tuition refund. The individual will be denied future enrollment/enrollment to the Academy.
4. The Ad Hoc Committee will review the proceedings of the hearing and make a decision by a simple majority vote within fourteen (14) calendar days of receiving the written request for the appeal. The Academy's President will inform the enrolled student by written correspondence of the Committee's decision. The decision of this Committee will be final.



## Tuition and Fees

### Credit Tuition

The Academy Board has established tuition rates for all credit courses; however, tuition rates are subject to change.

Rates are dependent upon course length, level, and the student's status (ex: military, etc.). Status is determined by the Enrollments and Records office.

### Bills

At this time, ADRA does not currently send out billing statements. Contacting the Registrar Office at 407-284-1925. It is the student's responsibility to ensure that their account is paid in full.

### Payments

Students are expected to pay tuition in full prior to the beginning of classes unless other arrangements are made. Students are also expected to pay for any damaged or lost Academy property (such as laboratory or shop equipment, supplies, library books and materials). Students enrolling at two or more community Academy's simultaneously will need to pay tuition at each Academy separately; if paying online, please verify you are paying charges at the Academy for which you are intending to pay.

### Tuition/fee payments can be made by the following methods:

We currently accept: Cash, check, money orders, Visa, MasterCard, and Discover.

- By U.S. mail (check or money order only) to: Accounting Office 8000 Tower Crescent Drive Suite 1350; Vienna, Virginia 22180. Please include your student ID number with your check as well as an address to send your receipt. Payments sent in this manner could take several days to post depending upon the swiftness of the mail service.
- By telephone by calling 407-284-1925. Only Visa, MasterCard, or Discover can be used for telephone payments. If you are unable to reach a person when you call this number, leave a message stating that you wish to make a payment and a return call back phone number (do NOT include payment information in the message). Someone will return your call by the end of the business day, and your payment will be applied immediately to your account.
- Online through Quick Pay accessed through the myADRA web portal. When you log into your myADRA account it is found under "Finances". Through this site, you can make a payment to your account by e-check or by credit card. There is a fee of 2.5% for payments made by credit card. Note: Pop-up blockers will need to be turned off on the computer when visiting this site. Payments made through Quick Pay generally post the next business day.



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- Failure to pay tuition or to make satisfactory payment arrangements by the tuition due date will result in the student being dropped from course balances that exceed any posted tuition payment(s). If classes are dropped for non-payment, the student will need to re-enroll in available courses and submit payment at the time of registration. Please refer to the program's Official Academic Calendar for tuition payment due dates

## Refunds

Refunds are processed after the drop/add period is complete. Students are eligible for refunds if they drop course(s) 10 days of the course start date. Refunds can take 2-4 weeks to be processed. Student may choose one of two payment methods:

- Credit Card - The credit card used to make payment during enrollment,
- Paper check (delivered by U.S. mail 7-10 business days after processing)

If no refund method has been selected prior to the processing date, a paper check will be mailed to the student at address on file with Enrollments and Records. It is the student's responsibility to make sure mailing address is correct with the Enrollments and Records Office.

## Registration Cancellation by Participant

Registration cancellations received prior to the course start date may be eligible to receive a full refund. Registration cancellations received after the course, workshop or web-conferencing workshop start date will not be eligible for a refund. Students may request to move to a course with a different start date. Requests to reschedule the start date for a workshop/course must be received prior to the start date of the session.

## Books and Materials

Students are expected to obtain their own books, supplies, and consumable materials as needed in their studies. Students may purchase their items from any source they choose. However, ADRA staff or Instructors may recommend sources for course material.

# Part 3

## Educational Services





## Services for Students with Documented Disabilities

Consistent with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, (ADA), the Academy guarantees that no qualified individual shall because of disability be denied access to, participation in, or the benefits of Academy. Each qualified person shall receive appropriate, reasonable accommodations upon request to insure full and equal access to educational opportunities, programs, and activities.

### Educational Access

- Students are responsible for self-identification to Student Accessibility Services (SAS)
- Documentation based on adult norms is required.
- An Individual Education Plan (IEP) is not accepted as the main source of documentation.
- Academic adjustments may include, but are not limited to:
  - Education auxiliary assistance
  - Assistive technology
  - American Sign Language Interpreters
  - Text materials

### Procedure for Requesting Accommodations

- The student will apply on-line by completing the Student Accessibility Services (SAS) Application for Services
- Please refer to the website for Guidelines for SAS Documentation and Services
- The student will schedule an appointment with SAS to review documentation provided and assist in determining appropriate Academy accommodations.
- Early consultation regarding accommodations is essential.
- Requests for Fall accommodations begin in February.
- Requests for Spring and Summer accommodations begin in October.
- Late requests will be honored to the best of our ability but could result in delay.
- Accommodation Letters for student-specific accommodations are prepared each program for the student to give to each of their faculty members/instructors.
- If there are concerns related to the process, the student is to contact SAS immediately.



## Temporary Disabilities A Division of Resolute Mediation & Arbitration Inc.

- Surgeries, hospitalization, and accidents may cause temporary disabilities. SAS works with individual students to find solutions to best suit their academic needs. Student contact is essential in planning or working with an emergency.
- Students who believe they have been discriminated against based on disability may seek relief through the ADA Grievance Procedure.

## Veterans Services

ADRA provides a Veterans Coordinator. The Veterans Coordinator provides information regarding educational benefits from the Department of Veterans Affairs (DVA), and will help you apply for our benefits. For more information, go to our web page at: <https://www.adraceu/transitionservices>

### Montgomery GI Bill — Active Duty (Chapter 30)

The MGIB-AD program provides up to 36 months of education benefits. This benefit may be used for degree and certificate programs. Benefits are payable for 10 years following your release from active duty.

### Vocational Rehabilitation and Employment Service (Chapter 31)

VR&E's primary benefit program is vocational rehabilitation services for veterans who have a service-connected disability. To receive services a veteran must be found both eligible and entitled.

### Post 9/11 GI Bill (Chapter 33)

The Post 9/11 GI Bill provides up to 36 months of educational benefits. These benefits may be used for degree and certificate programs. Benefits are payable for 15 years following your release from active duty. The Post 9/11 GI Bill may pay the following: full tuition and fees, a monthly housing allowance and an annual book stipend.

### Survivors' and Dependents' Educational Assistance Program (Chapter 35)

DEA provides education and training opportunities to eligible spouses and dependents of veterans who are permanently and totally disabled due to a service-related condition, or who died while on active duty or as a result of a service-related condition. The program offers up to 45 months of education benefits. These benefits may be used for degree and certificate programs.

### Montgomery GI Bill — Selected Reserve (Chapter 1606)

The MGIB-SR program may be available to you if you are a member of the Selected Reserve. The Selected Reserve includes the Army Reserve, Navy Reserve, Air Force Reserve, Marine Corps Reserve and Coast Guard Reserve, and the Army National Guard and the Air National Guard. This benefit may be used for degree and certificate programs. Eligibility for this program is determined by the Selected Reserve components.



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## **Montgomery GI Bill — Reserve Educational Assistance Program (Chapter 1607)**

REAP is a Department of Defense education benefit program designed to provide educational assistance to members of the Reserve components called or ordered to active duty in response to a war or national emergency. This program makes certain reservists who were activated for at least 90 days after September 11, 2001 either eligible for education benefits or eligible for increased benefits.





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# Part 4

## Academic Information





## Academic Information

### Academic Diplomas, and Certificates

The Academy offers the following approved programs.

1. A Certificate is a one-year program awarded to students who complete one of the approved certificate programs. Students who meet eligibility requirements are automatically awarded the General Education certificate.
2. A Career Studies Certificate is awarded to a student who completes one of the approved career studies programs designed as short-term programs for part-time working adults.

### Swapping a Course

Students may swap into a different section of the same course by the drop period as published in the Academic Calendar. The Enrollments and Records Office will honor instructor authorizations received within 24 hours.

### Class Attendance

Students are advised to attend all classes for each course in which they are enrolled. Occasionally, it is unavoidable that a student may miss a class; in this case the student should notify their instructor(s) prior to the absence, if possible. It is the responsibility of the student to find out what assignments were missed and ask the instructor how to make them up, if make-up is possible.

### Administrative Drops

Per ACADEMY Policy, **Students who do not attend a minimum of one class meeting** (or log into a web-based course and complete at least one assignment) **prior to the drop date must be administratively dropped from the course.**

***No refunds will be granted to students who enroll but fail to attend and drop themselves by the official drop date as published in the Academic Calendar.***

### Administrative Withdrawals

Students missing 20% or more of a class may be administratively withdrawn from the course by their instructor. Students who are withdrawn by the official withdraw date as published in the Academic Calendar will receive a non-penalty grade of "W". After the withdraw date, students who drop a course will receive a penalty grade of "F", except under mitigating circumstances.

### Computer Competency

Alternative Dispute Resolution Academy believes that all students should experience a teaching-learning environment that espouses computer and information literacy. The computer competency requirement is designated by specific courses within each curriculum. Students have the option of taking the required computer course, completing a challenge exam, or substituting



another approved computer course. Transfer credit may also be granted if a similar course was taken at another Academy, Absolute Mediation & Arbitration Inc.

## Final Examinations

All students are expected to take their examinations at the regularly scheduled times. No exceptions shall be made without the permission of the course instructor and the dean.

## Grading System

In order to receive a letter grade, a student must have attended a minimum of one class meeting or completed at least one assignment in the case of a distance learning web-based course.

The grades are based on a Pass or Fail. Students must earn a minimum 70% to receive a "Pass" grade and must meet all course requirement and attendance. Grades of F and U are failing grades. R and I are interim grades. Grades of W and X are final grades carrying no credit.

## Enrollment/ Retakes/Registration

Important dates pertaining to enrollment and tuition deadlines are published in the Academic Calendar for each term and can be viewed at ADRA's website. Students should be enrolled and have paid tuition or have financial aid in place prior to the start of the classes. Students should verify their enrollment status by logging into their My Account and viewing their class enrollment. Students who enrolled but failed to pay tuition will be dropped from the course and not permitted to attend. Student may enroll in course already taken. However, only a "Pass/Fail" grade will be assigned.

## Enrollment Schedule Changes

Students should follow the established add, drop and withdrawal deadlines as published in the Academic Calendar each term when making any change in their class schedule. Failure to do so could result in a penalty grade being given. Schedule adjustments are permitted during the first week of classes. During the second week of classes, students may swap to a different section of the same class with the new instructor's approval. Adding courses late is only permitted in extenuating circumstances.

To add, drop or withdraw from a course, students must contact the registrar office. This can be done via email; [registrar@adraceu.com](mailto:registrar@adraceu.com) and submit an Enrollment Change Form.

**Drop with Refund:** Students are eligible for a refund of the tuition paid if the student drops their course(s) by the drop date as listed in the Academic Calendar for that program. However, each request is reviewed on its own merits and circumstances. Contact [registrar@adraceu.com](mailto:registrar@adraceu.com)

**It is the student's responsibility to be aware of all deadlines and penalty dates listed in the Academic Calendar.**

**Mitigating Circumstance Withdrawals:** Mitigating circumstances must be reasons beyond the control of the student such as illness, death in the family or accidental injury, not poor performance in class. To be eligible students must be making satisfactory progress in the class(es) at the time of withdrawal. Students must consult with an Academic Counselor before submitting the Mitigating



Circumstance Withdrawal Form to determine if they are eligible. Students must be able to provide supporting documentation to justify the reason for withdrawal. All students will be notified if they are approved for the mitigating withdrawal or not.

## Student Information Release

The Alternative Dispute Resolution Academy does not release student's information to third parties. Student may access training activities via the students account. Questions on this policy can be directed to The Academy Registrar or Designee; [registrar@adraceu.com](mailto:registrar@adraceu.com)

1. The Office of Enrollments and Records will contact the student and request that the student go to the appropriate police agency to pick up the subpoena or summons.
2. The local, state, or federal officers may come to ADRA to serve the warrant, subpoena or summons. The President of Academic and Student Affairs will contact the student at the end of a class period and request that the student come to the Vice President of Academic and Student Affairs' Office where the warrant, subpoena, or summons will be served. These procedures do not apply to serious offenses or extenuating circumstances.

### Student Records Retention Policy

The records of a student are retained for 5 years and will be maintained either on paper copy or electronically by the Academy's record systems. Such records may includes, records of participation, dates and locations of attendance and certificates earned for accounting, auditing or tax program(s), the state of licensure, license number and status of license. Number of credits earned by participants, Results of program evaluations, Program descriptive materials (course announcement information). Student class assignments and course work are not retained.

### Student Status

The Academy updates a student's academic standing at the end of each term once grades are posted. Students must log into their MyADRA account and use the Student Information System to check their standing by viewing their grades or viewing an unofficial transcript.

### Complaint Resolution

**Informal Complaint Process:** Many issues can be resolved through open and honest communication between the involved parties. Any student who experiences a problem should first try to resolve the issue informally with the individual(s) or office(s) most directly connected with the issue at hand. Contact: [registrar@adraceu.com](mailto:registrar@adraceu.com) | Jennifer Barish | Telephone: (866) 384-4563 (Ext 102) |

**Formal Complaint Process:** If the problem is not resolved through the Informal Complaint Process, students may submit a formal using the [complained web-form](#) to the Academy's Director, Guno Ritfeld, J.D.



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# Part 5

## Curricula of Study





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## Continuing Education Courses

Open enrollment and self-pages. Courses designed for professional development for Mediators, Legal advisors, various professions as well as training for Government and Private Industry. See course list: <https://www.adraceu.com/courses/>

- Dispute Resolution Courses: <https://www.adraceu.com/courses/>.
- Accountancy CPE: <https://www.adraceu.com/accountancy-contiuning-education/>
- Corporate Program: <https://www.adraceu.com/product-category/leadership-hr-courses/>

## Certificate Programs- Career Professional Development and Continuing Education

### See listing:

- Workplace Conflict Mediator Certificate Course (40 Clock hours, 4 CEU IACET)
- Employment Labor and Dispute Mediation Certificate Course 40 Clock hours (4CEU)
- Human Resources Third Party Neutral - 10 Clock hours (1 CEU)
- Legal Secretary Certificate Course - 30 Clock hours (3 CEU)



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# Part 6

## Course Descriptions





### **Workplace Conflict Mediator Certificate Course**

This intensive six-week course is designed to train and develop participants in the Conflict Dispute Resolution, Mediation. It introduces students to Alternative Dispute Resolution (ADR) as a means of resolve disputes in the workplace. Participants will review the application of dispute resolution settlement options and standards of both traditional and non-traditional dispute resolution options. Successful graduates of this course will be awarded a Certificate of Completion with the International Association for Continuing Education and Training (IACET) Accreditation credits. The course follows selected chapters of the Nolan- Haley Alternative Dispute Resolution In a Nutshell as well as handpicked related course material considered essential by the Instructors. The course concludes with training in drafting a basic mediation Agreement and Practical Exercises, Roles plays.

### **Employment Labor and Dispute Mediation Certificate Course 40 Clock hours**

This course is eligible for IACET CEU credits. Successful graduates of this course will be awarded a Certificate of Completion with the International Association for Continuing Education and Training (IACET) accreditation credits. This intensive eight-week program is designed to develop qualified students as Employment/Labor Law Mediators armed with knowledge and skills essential for successful employment mediation. A comprehensive blend of substantive law and training in mediation skills prepares participants to become qualified mediators for employment disputes. The program has two main focus. The first three modules focus on substantive employment and labor laws. The remaining modules focus on meditation practices and related rules and policies. The course ends with practical exercises and a final quiz.

### **Legal Secretary Certificate Course**

This course is eligible for IACET CEU credits. Successful graduates of this course will be awarded a Certificate of Completion with the International Association for Continuing Education and Training (IACET) accreditation credits. This intensive program is designed for both beginning and experienced secretaries who are interested in improving their skills and working more efficiently within the law office. Students will study such topics as: legal terminology; legal process; jurisdiction and venue; ethics; written communications including letters, pleadings, discovery, notices and motions; filing procedures, billing and accounting; time management; records management; an overview of commonly used word and data processing programs; legal research; memoranda preparation, and citation format.





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ACADEMY (ADRA)

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# Part 7

## Faculty & Staff; Index





## Administrative Faculty, Faculty & Staff

Guno Ritfeld, J.D., ..... President  
Guno Ritfeld (interim)., ..... Registrar/Student Services  
Sara Hoefler, Ed.D..... Academic Advisor, Education Instructor  
Yolanda M. Drake, LL.B, CPCM, CFCM .....Contracting Manager  
Dr. Phuong Le Callaway, Ph.D. .... Vice President of Workforce Curriculum  
Development  
Tiffany Carty, MA, LSSGB, CSSBB.....ArmyIgnited Program Manager / Instructor

Instructors: found on the Academy staff page <https://www.adraceu.com/board-and-staff/>



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### Whom to Contact About Important Things

Type of Question	To be Consulted

**Note:** Please visit our website at [www.adraceu.com](http://www.adraceu.com)

Alternative Dispute Resolution Academy



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