



# SCHOOL CATALOG

***2018 - 2019***

American Heritage College

Main Campus

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

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# GENERAL INFORMATION

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## APPROVAL DISCLOSURE STATEMENT

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American Heritage College was granted approval to operate by the Bureau for Private Postsecondary Education (BPPE). The approval to operate means that the college complies with the state standards set forth in California Education Code (CEC) §94897 (1). American Heritage College obtained its initial approval in Jan 2006 and renewal to operate until 2022.

Program	Clock Hours
Certificate in Business Management	200
Agile Management Professional	200
Project Management Training Program	200
HR Management	100
Certificate in Human Resources Technician	200
Medical Office Management	200
Virtualization and Cloud Computing	100
English as a Second Language	72
English as a Second Language (Beginning)	360
English as a Second Language ( Intermediate)	360
English as a Second Language (Advanced)	360

Instruction is both on-line and on-site. Classroom facilities are located at 765 The City Drive Unit 380 Orange, CA 92868. Each classroom facility can accommodate 15 students at one time. All our programs have open enrollment. Branch campuses are located at 11277 Garden Grove Blvd. Garden Grove CA 92840 and 815 Mission Ave. Ste.204 Oceanside CA 92054. Satellite campus is located 4201 Long Beach Blvd. Ste 209, Long Beach CA 90807.

Prospective students are encouraged to conduct physical or virtual tour of the school and discuss personal, educational, and occupational plans with school personnel prior to enrolling or signing enrollment agreements.

"As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement."

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education (BPPE) at 2535 Capitol Oaks Drive Suite 400, Sacramento CA 95833 or P.O. Box 980818, West Sacramento CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone no (888)370-7589 or by fax (916) 263-1897.

*This catalog is effective from January 1, 2019 - January 1, 2020*

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## MISSION STATEMENT

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To inspire and equip professionals through practicable, accessible skills-enhancing programs that promote career advancement and personal success.

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## HISTORY

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American Heritage College was founded in 2006 as a California Limited Liability Corporation.

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## NOTICE OF NON-BANKRUPTCY

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American Heritage College has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition of bankruptcy within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.)Law.

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## NON-DISCRIMINATION POLICY

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American Heritage College does not discriminate on the basis of sex, age, race, national origin, creed, religion or handicaps that would not preclude employment or enrollment within their selected program area or in Admissions, Counseling, Training, Placement and Employment, or any other services.

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## ARTICULATION AGREEMENT

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American Heritage College does not have any Articulation Agreement with any educational institution.

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## ADMISSIONS POLICY

American Heritage College is open to all individuals who possess a sincere desire to be trained for a career opportunity. This will be assessed during the prospective student's personal interview with the admissions representative. Applicants under the age of 18 wishing to attend our school may do so only upon parental permission. One parent of the applicant must be present during all admissions and financial interviews.

To apply, call for an interview appointment. Your appointment time and date will be confirmed by telephone. The school requires an interview with each applicant prior to acceptance into any program. The school encourages the parents or the spouse to participate in the interview as this gives both the applicant and the family an opportunity to ask specific questions relating to the school, the curriculum and the career training being considered. The personal interview also gives the school the opportunity to meet prospective students and to evaluate their qualifications and aptitude.

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## ENTRANCE REQUIREMENTS

American Heritage College admits as regular students only those having a certificate of graduation/diploma from a school providing secondary education or recognized equivalent of such a certificate (a 12th grade/G.E.D.) or those showing the ability to benefit from the training offered. Students who do not have high school diploma or GED must pass the Ability to Benefit Test (Wonderlic Basic Skills Test Verbal 200 Quantitative 210).

Project Management Training Program, Agile Management Professional and Virtualization and Cloud Computing and Medical Office Management recommend that students have previous work experience. Please see individual programs.

English Proficiency: Students who are not English proficient are required to take ESL programs. (page 21) or submit TOEFL score of 450 paper based, 133 computer based and 45 internet based.

AHC does not award credit for prior experiential learning.

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## INTERNATIONAL STUDENTS POLICY AND OTHER SERVICES

American Heritage College does not provide visa services to International Students. It does not vouch for student status.

International students and student applicants who are unable to understand the terms and conditions of the enrollment agreement due to English not being their primary language may request for language interpreters. American Heritage College shall avail of the services of its employees if available or engage the services of outside agencies solely for the interpretation of the enrollment agreement in the client's primary language. In addition, American Heritage College does provide classes for English as a Second Language.

# PROGRAM DESCRIPTION

## **CERTIFICATE IN BUSINESS MANAGEMENT**

200 clock hours

The Business Management course is designed to offer the individual training necessary to move confidently into the office environment. This course provides basic computer, marketing, management skills and business techniques required to get jobs ranging from Administrative Assistant to Business Managers.

Module	Subject	Clock Hours
BIZ 222	Principles of Management	40
BIZ225	Marketing Principles and Practices	40
BIZ 250	Internet Technologies for Business	40
BIZ 300	Interpersonal Communication Skills	40
BIZ310	Leadership and Management	40
	Total Clock Hours	200

**CERTIFICATE OF COMPLETION:** American Heritage College awards the Certificate in Business Management to students who successfully complete all required courses.

### PROGRAM PREREQUISITES

High School Diploma/GED/ATB. English Proficiency.

### CERTIFICATE IN BUSINESS MANAGEMENT COURSE DESCRIPTIONS

#### REQUIRED COURSES

**BIZ 222 Principles of Management and Organization:** New managers and supervisors benefit from a thorough understanding of the management concepts, processes, and techniques practiced today in business, industry, and government. This course examines the basic structure of an organization, its essential managerial functions—planning, organizing, motivating, directing, controlling, leading—and how they relate to one another. Learn how effective managers orchestrate human resources along with their own energies to contribute to an organization’s achievement of its mission and bottom-line goals.

**BIZ 225 Marketing Principles and Practices:** Study the fundamental marketing concepts at work in today’s business environment. Explore the most relevant areas of consumer marketing, including situation analysis, the development of marketing objectives and strategies, the marketing mix, research, target marketing and segmentation, product development, as well as forecasting and budgeting. Discuss marketing language, retailing, wholesaling, promotion, and advertising functions, examine their interplay and timing, and learn how they propel a business. Consider the

role of the consumer, changing lifestyles, current developments in the global market, and laws that affect marketing. This course features case studies and guest speakers.

**BIZ 250 Internet Technologies for Business:** Online technologies provide opportunities to manage businesses more cost effectively and solve business problems more efficiently. This course introduces managers to the full range of Internet technologies and their impact on business. Understand how to conduct commerce, provide content, create communities, work collaboratively, train employees, and manage workers remotely—all online. Become familiar with online security issues and learn to analyze the costs and benefits of implementing online solutions.

**BIZ 300 Interpersonal Communication Skills:** Learn specific strategies and techniques to improve your effectiveness when communicating with others. Develop an awareness of your own communication patterns and those around you. These methods can enhance your ability to build and strengthen both professional and personal relationships. Examine how to create a rapport with anyone, gain trust quickly, apply key nonverbal communication concepts and strategies that empower others to make decisions on their own, and achieve a peak mental and emotional state.

**BIZ 310 Leadership and Management:** Managers who excel are not only skilled at managing others; they are also exceptional leaders. Examine the difference between management and leadership skills and learn to recognize which to use in different situations. In this interactive seminar, participants compare and contrast management and leadership, examine five fundamental practices of exemplary leadership, and discover a natural approach to leadership that works for them. Develop a personal action plan based on your strengths, and explore techniques to develop leadership skills in others. Benefit from a combination of lectures, learning assessment exercises, small-group interaction, and case studies.

#### CLASS SCHEDULE

MONDAY – THURSDAY            9:00 AM – 2:00 PM

MONDAY- FRIDAY            6:00PM – 10:00 PM

ONLINE



## **AGILE MANAGEMENT PROFESSIONAL**

200 clock hours

The Agile Management Professional program provides management professionals and students a deeper understanding of the Agile project management methodologies, estimating and planning, project execution, soft skills negotiation and problem solving strategies. Students learn how to apply agile principles to projects which are customer and business-value driven with focus on team building and diversity.

Module	Subject	Clock Hours
AP101	Agile Project Communications	40
AP102	Agile Estimation	40
AP103	Overview Soft Skills Negotiation	40
AP104	Agile Knowledge and Skills	40
AP 105	Agile Problem Solving Strategies	40
	Total	200

**CERTIFICATE OF COMPLETION:** American Heritage College awards The Certificate in Agile Management Professional to students who successfully complete all required courses.

### **PROGRAM PREREQUISITES**

High School Diploma/GED/ATB. English Proficiency. Program recommends at least two years of demonstrable project management experience or completion of the Business Management program.

### **AGILE MANAGEMENT PROFESSIONAL COURSE DESCRIPTION**

#### **AP 101: Agile Project Communications**

Agile Management discusses the communication objectives and protocols focusing on how each function and how individual is expected to interact as well as to communicate outputs to the team and the wider business. The student learns a number of communication protocols that agile project teams use to provide ample opportunity for insight into the team and individual progress.

#### **AP 102: Agile Estimation**

Agile estimation is different from traditional estimation methods. Businesses need estimates to influence project selection, resource allocation, and to understand what will be delivered, when and at what cost. The course focuses on how to create meaningful estimates even for complex, long-term projects. The module includes discussions on sizing/story points, affinity estimating, ideal time, process tailoring, analysis and design, and product roadmap.

### AP 103: Overview Soft skills negotiation

Soft Skills are important for Agile project success owing to the emphasis of the face to face communication. The module deals with emotional intelligence and factors that affect the success and failure of a project. Discussions also focus on emotional intelligence, collaboration, adaptive leadership, negotiation, conflict resolution, leadership, ROI, net present value (NPV), internal rate of return (IRR), compliance, and customer-valued prioritization. A short discussion on risk management is included.

### AP 104: Agile Knowledge and Skills

The module deals with Agile values and principles, framework and terminologies, methods and approaches, facilitation methods and sharing of knowledge, leadership, motivation and diversity. Topics include self-assessment tools and techniques and participatory decision models. Discussion on active listening, brainstorming techniques, team buildings, coaching and mentoring within teams, feedback techniques for product, and knowledge sharing.

### AP 105: Problem Solving Strategies

This module deals with problem-solving strategies, tools, and techniques, project and quality standards, stakeholder management, time, business case development, collocation distributed teams and continuous improvement processes.

### CLASS SCHEDULE

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

# PROJECT MANAGEMENT TRAINING PROGRAM

200 clock hours

This course is a comprehensive study of Project Management principles and the body of knowledge. Students will learn about the five Process Groups and ten Knowledge Areas. The program will introduce participants to practical insights and techniques that can be applied in managing projects, introduction of total quality management, continuous improvement programs and the drive to radically redesign business processes, integrated view of project management, effective business communication skills, strategic or organization project management skills, recruitment and staffing concepts and techniques. Although certification is not required, completion of this program and meeting other academic and experiential requirements prepare the professionals who would like to obtain the Project Management (PMP) Professional certification.

Module	Subject	Clock Hours
PMP1	Project Management Introductions	40
PMP2	Scope, Time and Cost Management	40
PMP3	Quality and Human Resources Management	40
PMP4	Communications and Risk Management	40
PMP5	Procurement and Stakeholder Management	40
	Total	200

CERTIFICATE OF COMPLETION: American Heritage College awards The Certificate in Project Management Professional to students who successfully complete all required courses.

## PROGRAM PREREQUISITES

High School Diploma/GED/ATB. English Proficiency. Program recommends at least two years of demonstrable management experience or completion of the Business Management program.

## PROJECT MANAGEMENT PROFESSIONAL COURSE DESCRIPTION

### PMP1 Project Management Introductions

This module discusses project management processes, professional/social responsibilities, project context, Inputs/Outputs, Tools/Techniques, and interpersonal skills required for a project manager and describes how a project management framework assures successful project completion. The student also learns what the stages involved and major parts of the framework. Project integration management touches all phases of a project.

### PMP2 Scope, Time and Cost Management:

This module teaches scope, time and cost management. Scope Management refers to the set of processes that ensure a project's scope is defined and mapped accurately. Discussions on Collect Requirements, creation of WBS and Scope validation. Time management refers to the discipline of management that looks at controlling the amount of time it takes to do the work. Discussions on Activities/Schedule, Sequence and Critical Path Method. Cost management deals with the process of planning and controlling the budget of a project. Discussions on Estimate Costs, Determine Budget, Control Costs and Calculate Earned Value.

### PMP 3 Quality and Human Resources Management:

This subject teaches the process for ensuring that all project activities necessary to design, plan and implement a project are effective and efficient with respect to the purpose of the objective and its performance. Discussions on Definition of Quality, Plan Quality and Quality Assurance. HR Management identifies all the project roles and responsibilities which are keys in the planning process. Discussions on Human Resource Management, Project Team, Manage Project Team.

### PMP 4 Communications and Risk Management:

This subject teaches how to ensure that stakeholders are kept regularly informed. Discussions on Project Manager's Role in Communications, Plan and Control Communications. Risk Management focuses on project risk, defined by PMI as, "an uncertain event or condition that, if it occurs, has a positive or negative effect on a project's objectives.

### PMP5 Procurement and Stakeholder Management:

This module teaches procurement and stakeholder management. Procurement Management teaches the creation of relationships with outside vendors and suppliers for goods and services needed to complete a project. Stakeholder Management teaches how to create positive relationships with stakeholders through the appropriate management of their expectations and agreed objectives improving the efficiency and effectiveness of all project-related communications, from initial planning through closure. It also examines best practices for identifying and engaging stakeholders, a critical component for successful project.

### CLASS SCHEDULE

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

## **MEDICAL OFFICE MANAGEMENT**

200 clock hours

The Medical Office Management program provides students training in all areas necessary for medical office management, including terminology, records management, and ethical issues.

Students enrolled in this course will gain knowledge of Medical Terminology and understand the language of medicine as it relates to the primary body systems, principles and procedures used in Records Management including paper and EMR (Electronic Medical Record) and EHR (Electronic Health Record) in addition to hands-on applications and various software programs; legal and ethical issues in healthcare will be covered including HIPAA Compliance and Privacy Rules, Fraud and Abuse. Concepts relating to effective communications will be included.

Instruction includes insurance coverage types (government programs including Medicare, Medicaid, HMO, PPO, Workers' Compensation and private payers), insurance vocabulary, claim processing and the revenue cycle. Physician documentation guidelines and medical record content will be discussed and the correlation to procedure (CPT/HCPCS) and diagnostic (ICD-10) code selection required for reimbursement.

Module	Subject	Clock Hours
MED1	Medical Terminology	40
MED2	Records Management, EMR/EHR	40
MED3	Medical Insurance Billing and Coding	40
MED4	Healthcare Software Applications	40
MED5	Office Procedures	40
	Total	200

**CERTIFICATE OF COMPLETION:** American Heritage College awards the Certificate in Medical Office Management to students who successfully complete all required courses.

### **PRE-REQUISITES**

High School Diploma/GED/ATB. English Proficiency. Program recommends students to have basic computer skills.

### **MEDICAL OFFICE MANAGEMENT COURSE DESCRIPTIONS**

#### **MED1 Medical Terminology:**

Students learn the structure of medical terminology, word parts, primary body system and structures, clinical and diagnostic procedures, pathological conditions, surgical procedures, and medical abbreviations.

#### **MED2 Records Management, EMR/EHR**

Students learn HIPAA Compliance/Privacy Rule, Electronic Medical Records, Electronic Health Records, Protected Health Information(PHI), notice of privacy practices (NPP), Ethics and Legality.

### MED3 Medical Insurance Billing and Coding

Students learn the types of medical insurance billing, insurance terminologies, types of health insurance plans, payments/reimbursement methods, practice management programs, medical coding, ICD, CPT, HCPCS.

### MED4 Healthcare Software Applications

Students learn to identify and compare different software programs commonly used for EMR/E HR. HIPAA, PHI, technical safeguards, insurance claims processing, CMS1500, generating reports and revenue cycle, analysis reports/statement, collection process and related correspondence.

### MED5 Office Procedures

Students learn routine medical office procedures, effective communications, correspondence, records management and medical documentation and guidelines.

### CLASS SCHEDULE

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

## HR MANAGEMENT

100 clock hours

The HR (Human Resources) Management program is a comprehensive study of human resources management which equips students with management concepts and strategic applications, workplace health and safety regulations, and workforce planning. Students will learn the historical perspective of the profession, management concepts and strategic applications, workplace health and safety regulations and workforce planning. Although certification is not required, with additional academic preparation and experience, the program provides training to professionals seeking to obtain a Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification.

Module	Subject	Clock Hours
HRM101	Strategic Role of Human Resources in Organizations	20
HRM102	Workforce Planning and HR Development	20
HRM103	Compensation and Benefits	20
HRM104	Employee and Labor Relations	20
HRM105	Risk Management	20
	Total	100

**CERTIFICATE OF COMPLETION:** American Heritage College awards The Certificate in Human Resources Management to students who successfully complete all required courses.

### PREREQUISITES

High School Diploma/GED/ATB. Program recommends at least two years of professional work experience or completion of HR Technician program.

### HUMAN RESOURCES MANAGEMENT COURSE DESCRIPTION

**HRM 101: Introduction to the Strategic Role of Human Resources in Organizations**

Strengthening the employer-employee relationship is the strategic role of a human resources manager. The HR Managers formulate workforce strategy and determine the functional processes necessary to meet organizational goals. Discussions on the evolving role of the Human Resources Professional, Human Resources Business Management Skills and Strategic Planning Process.

**HRM 102: Workforce Planning and HR Development**

Workforce planning contributes to organizational performance as it provides management with a way to align the workforce with the business and address current and future workforce issues. Workforce planning helps employers for better project planning and respond to organization-wide staffing needs and influence development of job classes, rules, and collective bargaining agreements

and manage organizational culture. Discussions on the Key Legislation affecting employee rights, Gender discrimination and harassment in the workplace and organizational staffing requirements.

HRM is involved with the development of knowledge and skills needed for productive and satisfying work. HR Development provides a vital service for today's employees, employers, corporations and society. The focus of this module is on learning within the context of the individual-organization relationship. Discussions on Human Resource development and the organization, Key Legislation affecting Human Resource Development and Training and Development Programs.

#### HRM 103: Compensation and Benefits

The principal responsibilities of a compensation and benefits manager is establishing and maintaining an organization's pay structure and benefits packages. This course will deliver the specialized knowledge and skills in the field which you need to develop compensation and benefits programs effectively including the discussions on key compensation legislation, objectives of a compensation and benefits system and compensation structures.

#### HRM 104: Employee and Labor Relations

Employee and Labor Relations is the functional area of HR Management whose primary focus is developing and maintaining effective working relationships with employees. It is the task of managers and HR professionals to have the knowledge and ability to adhere to organizational policy and state and federal labor law and laws affecting employee and labor relations, organizational culture and employee relations and employee involvement strategies.

#### HRM 105: Risk Management

This module will examine the way in which business and society make an assessment of, control and transfer risk and prepare the students to function in a business environment, developing an awareness of the challenges, the tools, and the process of designing and implementing a risk management program. This course focuses on the ways in which businesses and society assess, control, and transfer risk. This process, known as the risk management process, is becoming an increasingly important tool in the management of business and personal financial health. Discussion on Organizational risk and management and Occupational Safety and Health Act.

#### CLASS SCHEDULE

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open



# **CERTIFICATE IN HUMAN RESOURCES TECHNICIAN**

200 clock hours

The Certificate in Human Resources is designed for individuals interested in maintaining or pursuing a career in the human resources area. The certificate provides updating and/or broadening the knowledge of employees in the field of human resources and for individuals desiring to enter the field. This course will provide a general survey of the theories and contemporary practices in the process of public and private administration. In addition to traditional topics in the field of personnel management, such as recruitment and placement, training and development, compensation and performance appraisals, the course will also focus on techniques for motivation, productivity and creativity associated with individual and organizational effectiveness.

Module	Subject	Clock Hours
HRT1	Introduction to Human Resources	40
HRT2	Introduction to Human Resources 2	40
HRT3	Wage, Salary & Benefits Admin	40
HRT4	Labor Relations	40
HRT5	Employment Law	40
	Total Hours	200

**CERTIFICATE OF COMPLETION:** American Heritage College awards the Certificate in Human Resources Technician to those who complete all the required courses for the program.

## **PROGRAM PREREQUISITES**

High School Diploma/GED/ATB. English proficiency.

## **CERTIFICATE IN HUMAN RESOURCES TECHNICIAN COURSE DESCRIPTIONS**

### **HRT 1 Introduction to Human Resources**

The module provides a general overview of the concepts and applications of the many parts of human resources. Topics include: the nature of human management, strategic human resource planning, and issues in human resources, planning, and equal employment opportunity, analyzing and staffing jobs, training and developing human resources.

### **HRT 2: Introduction to Human Resources 2:**

Standards, values, morals and ethics have become increasingly complex which affect HR managers in where decisions will affect people's jobs and their future employment. This module focuses on the ethical dilemmas encountered in the workplace, including legal considerations and values that relate to HR.

### **HRT 3: Wage, Salary & Benefits Admin.**

The principal responsibilities of a compensation and benefits manager is establishing and maintaining an organization's pay structure and benefits packages. This course will deliver the specialized knowledge and skills in the field which you need to develop compensation and benefits programs effectively including the discussions on key compensation legislation, objectives of a compensation and benefits system and compensation structures. Topics include: Basic systems and plans of compensating employees, incentives and executive compensation, principles and techniques in the administration of employee benefit programs.

#### HRT 4 Labor Relations

Employee and Labor Relations is the functional area of HR professional whose primary focus is developing and maintaining effective working relationships with employees. It is the task of managers to have the knowledge and ability to adhere to organizational policy and state and federal labor law and laws affecting employee and labor relations, organizational culture and employee relations and employee involvement strategies. Topics include employee rights and discipline; union-management relations; collective bargaining and grievance management; and assessment systems.

#### HRT 5 Employment Law

The module focuses on the study of law governing the employment relationship, including the establishment and termination of that relationship. Topics include unemployment compensation laws; workers' compensation laws; hiring and firing practices; sexual harassment in the workplace; the Americans with Disabilities Act; and labor law basics under the National Labor Relations Act. Course examines current "black letter law" together with case decisions. Content is appropriate for persons whose career plans involve employee management.

#### CLASS SCHEDULE

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

# VIRTUALIZATION & CLOUD COMPUTING

100 clock hours

The Virtualization & Cloud Computing program targets professionals from all fields who want to update their skills to include rapidly developing technology. This is a specially designed, hands-on training course. It explores installation, configuration, and management of VMware® vSphere™, which consists of VMware ESX™/ESXi and VMware vCenter™ Server. The program is geared toward professionals from all fields who are generally familiar with IT environments and are interested in learning a rapidly developing technology, analyze cloud principles used in cloud computing and evaluate cloud-based services, analyze techniques and methods of cloud deployment; install and configure the virtualization server platform and install, configure and manage virtualized clients, storage technologies and storage configuration. The program intends to provide training for proficiency in network optimization using network protocols, ports, and topologies.

Module	Subject	Clock Hours
VCC1	VMware Virtualization, Installing VMware ESX and ESXi, Networking	20
VCC2	VMware Clustering and High Availability, DRS Configuration and Patch Management	20
VCC3	VMware vCenter Converter and vCenter Server	20
VCC4	Access Control, Resource Management and Storage	20
VCC5	Virtual Machines, vSphere Command-Line Interface, Data Protection	20
	Total Hours	100

**CERTIFICATE OF COMPLETION:** American Heritage College awards the Certificate in Virtualization & Cloud Computing to those who complete all the required courses for the program.

## PRE-REQUISITIES

High School Diploma/GED/ATB. English proficiency. Program recommends some professional work experience in Computer Technology.

## VIRTUALIZATION & CLOUD COMPUTING COURSE DESCRIPTION

### VCC1: VMware Virtualization, Installing VMware ESX and ESXi, Networking

This module provides an overview of the program and an introduction to the VMware technologies in the software-defined data center. Discussions include introductions, course logistics, and course objectives. Discussion on virtualization, virtual machines, and vSphere components. This module also introduces Psychology of Success, the topics of which will be part of subsequent modules.

This module also explores the installation, configuration, and management of VMware Infrastructure and of VMware ESXi/ESX Server. Focuses on the architecture of ESX and ESXi; and manually configure ESX/ESXi.

Students also learn to create, configure, and manage vNetwork standard switches, network connections, and port groups. Students learn to configure ESX/ESXi with iSCSI, NFS, and Fibre Channel storage and to create and manage vSphere datastores.

#### VCC2: VMware Clustering and High Availability, DRS Configuration and Patch Management

Students learn to Configure and manage a VMware High Availability cluster, Configure fault-tolerant virtual machines using VMware Fault Tolerance.

Students also learn to configure and manage components of VMware Distributed Resource Scheduler (DRS) cluster, and Clustering with the use of HA and DRS. Students learn to manage patching and patch compliance using vCenter Update Manager.

#### VCC3: VMware vCenter Converter and vCenter Server

This module teaches how servers migrate over to a new environment. Discussions on overview of VMware Converter, Installing VMware Converter and Converter Plug-in, Converting/Importing a Physical Machine to Virtual Machine. Students learn to install and configure vCenter Server components and manage vCenter Server inventory objects.

#### VCC4: Access Control and Resource Management

This module teaches students learn to Create/Manage user/groups, privilege, and Integration with Windows Active Directory. Discussions include Introduction of Access Control system in VMware vSphere, Virtual CPU and Memory Concepts, managing Resource Pool, monitoring resources, and using Performance Graphs and Alarms. Students learn to configure ESX/ESXi with iSCSI, NFS, and Fibre Channel storage and to create and manage vSphere datastores.

#### VCC5: Virtual Machines, vSphere Command-Line Interface, Data Protection

Students learn to deploy virtual machines with Create New Virtual Machine wizard and VMware vCenter Converter, modify and manage virtual machines, and perform storage vMotion migrations.

Students also learn command set to run common system administration commands from any machine with network access. Discussions include Introduction/Installation of vCLI and Introduction to VMware Command Line Tools and interface.

Students learn to install and configure VMware Data Recovery (vDR) for Backup humongous , Backup/Restore Virtual Machine using VMware vDR, Backup/Restore Virtual Machine using third party Tools/Virtual Appliance.

### CLASS SCHEDULE

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

## **CERTIFICATE IN ENGLISH AS A SECOND LANGUAGE**

72 hours

This is a specialty program.

This program is designed to assist the student applicant achieve a TOEFL score showing a level of proficiency in preparation for academic life in an American college or university in the U.S and those who may entry into higher level of education and providing them with language proficiency as well as prepare the student to use the language in a variety of situations and circumstances including entering jobs that require language proficiency.

**CERTIFICATE OF COMPLETION:** American Heritage College awards the Certificate in English as a Second Language to those who complete all the required courses for the program.

### **PRE-REQUISITIES**

None.

### **CLASS SCHEDULE**

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

## **ENGLISH AS A SECOND LANGUAGE Beginning**

360 hours

The language orientation of the program is toward International English and is designed to prepare students to use the language in a variety of situations and circumstances. Some units feature English speakers with different accents, both regional and global. This program is designed to teach English to adult learners who wish to study independently or with an English-speaking friend. The course focuses on general topics and students' literacy providing students lessons to develop their use of the four major language skills (listening, speaking, reading and writing).

Level 1: The first level designed for beginners or so-called "False Beginners" will teach basic conversation skills utilizing Book 1

Level 2: This is the second level for beginners utilizing Book 2.

Level 3: High Beginners level will teach more complex sentence patterns utilizing Book 3.

Level 4: This is the second level of High Beginners utilizing Book 4.

**CERTIFICATE OF COMPLETION:** American Heritage College awards the Certificate in English as a Second Language Beginning to those who complete all the required courses for the program.

### PRE-REQUISITIES

None.

### CLASS SCHEDULE

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

## **ENGLISH AS A SECOND LANGUAGE Intermediate**

ESL Intermediate is for students who have completed the Beginner's Lessons. Course is divided into 2 levels and focuses on general topics and literacy enabling students to develop their use of the four major language skills: listening, speaking, reading and writing at the level beyond the beginners.

The language orientation of the program is toward International English and is designed to prepare students to use the language in a variety of situations and circumstances. Some units feature English speakers with different accents, both regional and global. This program is designed to teach English to adult learners who wish to study independently or with an English-speaking friend.

Level 1: This Level will teach advanced conversation skills utilizing Book 5.

Level 2: This Level will teach advanced conversation skills utilizing Book 6.

**CERTIFICATE OF COMPLETION:** American Heritage College awards the Certificate in English as a Second Language Intermediate to students who successfully complete all the required courses for the program.

### **PRE-REQUISITIES**

ESL Beginning or its equivalent.

### **CLASS SCHEDULE**

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open

## **ENGLISH AS A SECOND LANGUAGE Advanced**

ESL Advanced is for students beyond the beginners and intermediate levels focusing on general topics and literacy. Students are provided lessons to develop their use of the four major language skills: listening, speaking, reading and writing. At this level, students learn English both in terms of accuracy and fluency. The language orientation of the program is toward International English and is designed to prepare students to use the language in a variety of situations and circumstances. Some units feature English speakers with different accents, both regional and global. This program is designed to teach English to adult learners who wish to study independently or with an English-speaking friend.

Level 1: The Advanced Level will teach more advanced skills to initiate, conclude conversations in daily social situations utilizing Book 7.

Level 2: The Advanced Level will teach more advanced skills to prepare speeches and speak with fluency utilizing Book 8 .

CERTIFICATE OF COMPLETION: American Heritage College awards the Certificate in English as a Second Language Advanced to students who successfully complete all the required courses for the program.

### **PRE-REQUISITIES**

ESL Intermediate or its equivalent.

### **CLASS SCHEDULE**

Monday – Thursday	9:00 am – 2:00 pm; 6:00 pm – 9:00 pm
Monday – Friday	9:00 am – 2:00 pm
Saturday & Sunday	To be announced
Online	Open



# ACADEMIC POLICIES

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## CHANGE OF PROGRAM

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American Heritage College reserves the right to make program changes and/or adjustments including curriculum, equipment, teaching materials and books, as necessary, to remain current with industry standards and advancements in technology. Any changes in tuition will not affect those students already enrolled.

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## CLOCK HOUR SYSTEM

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American Heritage College has adopted the Clock Hour System. A clock hour is defined as a period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction, recitation, laboratory or other academic related work.

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## NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED

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The transferability of credits you earn at American Heritage College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate/diploma you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or diploma that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution (American Heritage College) will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending American Heritage College to determine if your credits or diploma will transfer. Students are advised that American Heritage College has not entered into an articulation or transfer agreement with any other college or university for the purpose of accepting transfer of credit. Upon receipt of a student's written request to transfer out, American Heritage College will offer guidance regarding the transfer process. Assistance may include, but is not limited to, providing the student an official transcript, syllabi, and/or course outlines/descriptions.

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## FACILITIES

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American Heritage College is an onsite (on campus ) and online school located in the city of Orange. The campus has classrooms, conference facilities and administrative offices. The modern facilities are air- conditioned and fully carpeted and meet all applicable city occupancy and fire safety codes.

The facilities are designed to accommodate classes of 20-25 students per session. American Heritage College provides student parking and is accessible by public transportation.

American Heritage College has computers with internet access for students and staff. Students utilize the on-line American Heritage College library. Students may avail of the services at the City of Orange public library located close to the school which is open 6 days a week. It has computers and internet access, Microsoft office, web page on line, e-books and career collection.

AHC provides full training online for convenience and flexibility.

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## RESPONSE TIME

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Distance/On-line Learning: Students interact with the instructor via the Internet. The instructor conducts coursework via the internet through its learning management system. American Heritage College has 24-48 response times for student inquiries and advisement. The school has five (5) working days for the mailing of its response/s or evaluation after receipt of students' projects or assignments.

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## ATTENDANCE

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Students are expected to attend all classes at the scheduled starting time and for the duration of the program. All absence and attendance is recorded. It is the responsibility of the student to telephone the registrar in advance to advise if they will be absent or late, just as it is necessary to inform an employer.

A. Absence: Satisfactory attendance must be maintained at all times. It is the responsibility of the student to acquire any notes or class material that he/she has missed. The instructor will determine if the student will be allowed to make up any missed exams or class work. A student must not miss more than two (2) days per month in order to maintain satisfactory attendance. Written notification of probation is issued to the student in the event that he/she misses three or more days per month. (See Below). Cases where a student must miss more than three (3) days due to emergency must explore the possibility of obtaining a leave of absence. (See Leave Of Absence Below)

B. Tardiness: Tardiness is a disruption to a good learning environment and is discouraged. It is the responsibility of the student to gather any course work that the student has missed due to tardiness. Three (3) incidents of tardiness, or leaving school early without permission or notification, within one (1) month will be considered one (1) absence and subsequently, nine (9) tardies are equal to three absences and will be subject to probation (See Below).

C. Probation and Interruption for Unsatisfactory Attendance: Students with three (3) absences in a one (1) month period may receive written notification of probation for the duration of one (1) month; exceptions can be made with documented serious medical absences. Once on probation, the student must meet satisfactory attendance. If the student achieves satisfactory attendance after probationary period ends, the student will no longer be on probation. If the student violates satisfactory attendance, that is, if three (3) or more absences are acquired while on probation, the student may be placed on suspension or termination altogether. The executive

committee will decide the penalty after meeting with the student as to why satisfactory absences policy was violated.

D. Make-up work: Students must make arrangements to make-up course work with the instructor, however, absences will remain on record.

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## ONLINE ATTENDANCE

To be successful in the online programs, student must actively participate and be engaged in class and class activities. Students are required to attend class and participate just as if they were in a face-to-face course. This means that instructors set up guidelines for how much each topic, each lecture, reading assignment, discussion, project, presentation qualifies as a meeting during the course of a module/week. Students must demonstrate participation in class by contributing to an on-line discussion, submitting assignments, viewing and/or completing a tutorial. Projects, quizzes, homework and examinations must be completed at scheduled time to meet satisfactory attendance.

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## LEAVE OF ABSENCE

Students may apply for a Leave of Absence (LOA) only in case of serious illness, death in the family, or other emergency circumstances. Written request are reviewed on an individual basis and must be approved by the Executive committee. Only one written request for a leave of absence will be considered during any twelve (12) month period. A LOA not to exceed thirty (30) calendar days (or up to sixty (60) calendar days for verified medical leave) will be granted for verified emergencies. Students who fail to return to class as scheduled following a LOA, will be withdrawn from the program. Any Students making regularly scheduled tuition payments to the school remain under that obligation during a leave of absence.

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## STUDENT CONDUCT

Students attending American Heritage College are expected to treat all personnel, other students, and the premises with consideration. Graffiti on walls, equipment or furniture is not tolerated. Smoking, eating, visiting are not permitted in the classrooms. At the discretion of the Executive committee, students may be suspended or terminated from school for any of the following reasons: cheating; serious incident of an intoxicated or drugged state of behavior; possession of drugs, alcohol, or weapons on school premises; behavior creating a safety hazard to other persons at the school; disobedient or disrespectful behavior to another student, a staff, or faculty member; or any other determined infraction of conduct.

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## GRADING AND PROGRESS SYSTEM

Satisfactory academic progress is defined as meeting acceptable standards as defined by predetermined objectives of the institution. These objectives are directly correlated to the performance standards set by American Heritage College.

Students are graded by objective written tests based on materials presented in class lectures and required assignments, as well as on the acquisition of practical demonstrable skills. Any assignment not submitted timely or any test missed will be graded zero (0). Students will have one (1) week to make-up the required work or the zero (0) will be included on the student's permanent record. Students are permitted to make-up missed tests and/or assignments during the training program, however, part of the grade will be deducted. The final exam may be re-taken after one (1) week with part of the grade deducted.

American Heritage College utilizes the following grading system:

Grade	Performance	Grade Point Avg.	Percentile
A	Excellent	4.0	90-100%
B	Above Average	3.0	80-89%
C	Average	2.0	70-79%
D	Below Average	1.0	60-69%
F	Failure	0.0	0-59%

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## STATEMENT OF SATISFACTORY ACADEMIC PROGRESS

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Students are graded as they complete units of the curriculum. Grades are determined as a compilation of examination scores (written and laboratory/practical) and such other criteria and observations as the school deems appropriate in the training of technical personnel.

To maintain Satisfactory Academic Progress, a student must achieve a percentage score of 70% or higher in every module of the course and must have a percentage score of 70% or higher for the overall course.

To maintain Satisfactory Academic Progress, a student attending classes on a full time basis has a maximum time frame of 1.5 times the original length of the course in which to complete all graduation requirements.

A student not maintaining Satisfactory Academic Progress at any time during the course period, may be placed on academic probation for one month. At the end of the probationary period, if the student has not corrected the progress deficiencies, the student shall be deemed ineligible to graduate and may be subject to termination at the discretion of the Executive committee.

In the case of deficiencies that the executive committee did not deem severe enough for termination, the student will then be obligated to extend his/her course of study according to the time frame described above. In the event that the student has not corrected any deficiencies or met all other requirements for graduation, by the end of the allowable time frame, the student shall be subject to expulsion at the discretion of the Executive committee.

In order to graduate, American Heritage College requires that all students complete 100% of all classroom and practical/laboratory instruction in a prescribed course, and discharged all financial obligations to the school. Students completing these requirements will receive a diploma in their program of study. California statute requires that a student who successfully completes a course of study be awarded a Diploma/Certificate of Completion.

# FINANCIAL INFORMATION

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## STUDENT'S RIGHT TO CANCEL

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A student has the right to cancel the enrollment agreement at the first class session, or the seventh day after enrollment, whichever is later. After the end of the cancellation period, he/she also have the right to stop school at any time and have the right to receive a refund in accordance with the School Refund Policy.

A withdrawal may be effectuated by the student's written notice or by the student's conduct including but not necessarily limited to, a student's lack of attendance. Enrollment shall not be cancelled unless cancellation is effectuated in accordance with the following: a) Signed and dated Notice of Cancellation Form obtained from the American Heritage College Administration Office OR b) Personally written Notice of Cancellation containing the following: student name, address, telephone number and the intent not to be bound by the enrollment agreement c) Delivery of the Notice of Cancellation to the American Heritage College Admissions Office.

The school shall refund 100 percent of the amount paid for institutional charges, less the registration fee of \$100.00 if notice of cancellation is made through attendance at the first class session, or the seventh class day after enrollment, whichever is later.

When a student withdraws after the 7-day period, all tuition fees shall be refunded on a pro-rata basis, less a registration fee not to exceed \$100. Students who have completed 60% or less of the program shall have a pro-rata refund.

If the school closes before the student graduates, he/she may be entitled to a refund. Contact the Bureau For Private Postsecondary Education at the address and telephone number printed below for information.

Bureau for Private Postsecondary Education (BPPE) at 2535 Capitol Oaks Drive Suite 400, Sacramento CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone no (888)370-7589

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## CANCELLATION/WITHDRAWAL PROCEDURE

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Student may cancel enrollment at the first class session, or the seventh class day after enrollment, whichever is later.

To cancel the contract for school, a student must mail or deliver a written notice of Cancellation utilizing the Notice of Cancellation Form or submitting a personally prepared/written Notice of

Cancellation containing the following information: Name of student, address, telephone numbers and the intent not to be bound by the enrollment agreement. The Notice and/or Letter must be duly signed and dated.

The Notice of cancellation or Cancellation letter shall be delivered or mailed to: Director of Admissions, American Heritage College, 765 The City Drive Unit 380, Orange CA 92868

The student after cancellation of enrollment may be entitled to a refund in accordance to the School Refund Policy. Student's Cancellation of Enrollment is effectuated ten (10) days after receipt of Notice.

If the student received any equipment, he/she must return the equipment within forty (30) days of the date in which the notice of cancellation was signed. If the equipment is not returned within the 30-day period, the school may keep an amount out of what the student paid that equals the cost of equipment. The total amount charged for each item of equipment shall not exceed the equipment's fair market value. The school is required to refund any amount over that as provided above and the student may keep the equipment. Once purchased, supplies become the property of the student.

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## REFUND POLICY

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The school shall refund 100 percent of the amount paid for institutional charges, less the registration fee of \$100.00 if notice of cancellation is made through attendance at the first class session, or the seventh class day after enrollment, whichever is later.

When a student withdraws after the 7-day period, all tuition fees shall be refunded on a pro-rata basis, less a registration fee not to exceed \$100. Students who have completed 60% or less of the program shall have a pro-rata refund. The school shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.

If a student withdraws after completion of 60% or more of the course, the school will retain 100% of the monies paid to the school.

Refunds due as result of withdrawal will be made within 45 days from the day of termination or withdrawal. If the student does not return from Leave of Absence period of 30 days (or up to 60 calendar days for verified medical leave), refunds will be made within 45 days from the end of the Leave of Absence period. Within 45 days of any refund, the student will receive a Notice of Refund stating the amount of the refund and to whom the refund will be made.

### PRO-RATA REFUND

No. of Program Hours Completed	10%	20%	40%	60%	70%	80%
% of Tuition Fees to be charged	10%	20%	40%	60%	100%	100%
% of Tuition Fees to be refunded	90%	80%	60%	0	0	0

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## TUITION AND FEE SCHEDULE

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All tuition and fees are due on and are payable no later than the first day of classes unless prior financial arrangements have been made with the Financial Planning Department. A variety of payment options is available for students. American Heritage College operates on clock-hour basis in all its programs. Below is the list of tuition and fees for each program. STRF and Registration are non-refundable fees.

Program Title	Clock Hours	Tuition	Educational materials	STRF*	Registration*	Total
Business Management	200	\$5,200.00	\$600.00	\$0	\$100.00	\$5,900.00
Agile Management Professional	200	\$6,200.00	\$600.00	\$0	\$100.00	\$6,900.00
Project Management Training Program	200	\$6,200.00	\$600.00	\$0	\$100.00	\$6,900.00
HR Management	200	\$6,200.00	\$600.00	\$0	\$100.00	\$6,900.00
Human Resources Technician	200	\$5,200.00	\$600.00	\$0	\$100.00	\$5,900.00
Medical Office Management	200	\$7,200.00	\$600.00	\$0	\$100.00	\$7,900.00
Virtualization & Cloud Computing	200	\$6,200.00	\$600.00	\$0	\$100.00	\$6,900.00
English as a Second Language	72	\$4,900.00	\$900.00	\$0	\$100.00	\$5,900.00
ESL (Beginning)	360	\$4,000.00	\$800.00	\$0	\$100.00	\$4,900.00
ESL (Intermediate)	360	\$4,000.00	\$800.00	\$0	\$100.00	\$4,900.00
ESL (Advanced)	360	\$4,000.00	\$800.00	\$0	\$100.00	\$4,900.00

\* STRF and Registration Fees are non-refundable

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## STUDENT TUITION RECOVERY FUND (STRF)

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You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

- 1.) You are a student in an educational program who is a California resident or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and

2.) Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

- 1.) You are not a California resident, or are not enrolled in a residency program, or
- 2.) Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party. “

“The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school’s failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.”

However, no claim can be paid to any student without a social security number or taxpayer identification number.

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## FINANCIAL SERVICES

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American Heritage College administers its finance programs in accordance to prevailing federal and state laws and its own institutional policies. Students are responsible for providing all requested documentation in a timely manner. Failure to do so could jeopardize the student’s financial assistance eligibility. In order to remain eligible for financial assistance, a student must maintain satisfactory academic performance.

All tuition and fees are due on and are payable no later than the first day of classes unless prior financial arrangements have been made with the Finance Office. A variety of payment options is available to students.



American Heritage College does not participate in any federal financial aid programs.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

American Heritage College has financial options to assist you in financing the cost of your training. These include partial scholarships, government funds, and employer-reimbursements, private financing and in-house payment plans.

American Heritage College participates in government programs such as Workforce Innovations and Opportunity Act (WIOA), Employment Training Provider (ETP), Veterans Administration (VA) and various work source and one-stop agencies to help you find effective means of managing the cost of your education.

For private financing, employer reimbursements and payment plans, please see the College Finance Officer.

# STUDENT SERVICES

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## CERTIFICATION

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American Heritage College programs do not lead to any positions requiring any licensure; however, student graduates are encouraged to seek certification/licensure/registration in some fields of study should they become eligible. Information on certification is available at the Placement Office.

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## JOB PLACEMENT ASSISTANCE

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While the school provides placement assistance, no guarantee for either employment or income level can be made. Accordingly, American Heritage College offers extensive assistance through placement workshops as well as counseling to students seeking jobs at the completion of the programs. The Student Services offer assistance in resume portfolio development, techniques and strategies in the job search, interviewing skills development, and career planning guidance to determine optimum career path and to ensure students' ultimate success in their chosen disciplines. Agencies and companies contact the school for likely candidates for employment. Vacancies in the field will be posted on the bulletin board.

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## STUDENT RECORDS RETENTION AND RIGHT TO PRIVACY

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The Family Educational Rights and Privacy Act (FERPA) enable all students to review their academic records, including grades, attendance, and counseling reports. Student's records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student. State of California requires the school to maintain these records for a minimum of five years from the date the student graduates, withdraws or cease to be enrolled. Official transcripts of records are maintained by the school. Student may request a review of their records by writing to the Director of the School. All such reviews will be scheduled during regular school hours under appropriate supervision.

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## TRANSPORTATION

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Public transportation is available with stops located close to the campus.

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## HOUSING

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American Heritage College does not have any housing or dormitory facilities under its control and is not responsible for providing assistance on housing or accommodation to its students or staff, however, the College is close to several housing complexes and apartments with a monthly costs ranging from \$900-1200/studio to 1 bedroom.

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## COMPLAINT PROCESS

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Students wishing to discuss any problems or complaints that they may have are free to discuss them with their instructors. In cases where the instructors cannot help the student, he/she is encouraged to talk to the Director of Education. If the Director of Education is unable to assist the student then an appointment can be made with the School Director to discuss any complaint. The School Director will investigate the complaint thoroughly including interviewing of all people and review of all documents pertinent to the complaint. A record of the complaint will be kept in the student's file and in the complaint log. Resolution to the complaint will be completed within 10 days.

A student or a member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888)370-7589 or by completing a complaint form, which can be obtained on the bureau's internet website [www.bppe.ca.gov](http://www.bppe.ca.gov).

American Heritage College encourages any student or the public who has a grievance to give the institution the opportunity to resolve the issue(s).

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## ADMINISTRATION AND FACULTY

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Administrative staff and faculty have the educational qualifications and several years of work experience in their field of study.

Abdi Lajevardi, MS – CEO/School Director  
Sohayla Meknat, BSEE, PMP - Director of Admissions  
Mohammad Lajevardi BA– Director of Media and Marketing  
Bessie Paragas Valmores, BSP, BSMT, MA. - Director of Education

### **Faculty**

Edward Goold, DBA  
Jeanetta Ayala, BCJ, MBA, MHR Mgt  
Mohammad Lajevardi, BA  
William M. Vega III, MBA  
Sohayla Meknat, BSEE, PMP  
Jessie Medina, MBA  
William Vega, PhD  
Martin Yousef, EdD  
Uwe Gemba, MA. Language, Sports Sciences  
Michael Morris, MBA  
Vijay Pilly, BSEE  
Reza Tashroudi  
Tony Babaian, PE  
Bessie Paragas Valmores, BSP, BSMT, MA

DISCLAIMER: American Heritage College reserves the right to make changes to the content of the programs listed in this Catalog in order to reflect changes in current business environments.

AHC fees and tuition prices are subject to change according to each academic year.

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## SCHOOL CALENDAR

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American Heritage College holds classes on weekdays. Classes start weekly and a schedule of start dates for each program will be issued by the registrar upon request. Classes are not scheduled on the following holidays/breaks:

### 2018/2019

January 1/1	New Year's Day
January 16/15	Martin Luther King Jr. Day
February 20/19	President's Day
May 29/28	Memorial Day
July 4	Independence Day
September 4/3	Labor Day
November 11	Veterans Day
November 23-24/22-23	Thanksgiving
December 24-25	Winter Break

Enrollment: Open

Class starts: As scheduled. Please see Registrar.