



PROFESSIONAL CAREER DEVELOPMENT CENTER

CATALOG

January 2018 - December 2018

420 Date Street
Montebello, California 90640
(562) 698-8301
Website: www.procareer.org
E-mail: PCDCemt@AOL.COM

CLASSES WILL BE HELD AT:

420 Date Street
Montebello, California 90640

Externships (**CNA, HHA**) and Ride-A-Longs (**EMT**) locations will be posted according to your class schedule

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General Information

Program Approvals

Professional Career Development Center is a private institution licensed by the State of California, Bureau for Private Postsecondary Education, pursuant to the California Private Postsecondary Education Act, to offer to the public and to provide postsecondary educational programs. License approval means the institution and its operations comply with the standards established under the law for occupational instruction by private postsecondary educational institutions. License approval must be renewed every five (5) years and is subject to continuing review by the Bureau. The Act is administered by the Bureau for Private Postsecondary Education. The Bureau can be reached at: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833. Phone (888) 370-7589, Fax (916) 263-1897.

The Certified Nurse Assistant and Home Health Aide programs are approved and monitored by:

California Department of Public Health
PO Box 997377, MS 0500
Sacramento, CA 95899-7377
(916) 558-1784
Web site: <https://www.cdph.ca.gov/>

The Emergency Medical Technician (EMT) program is approved and monitored by:

EMS Authority Agency
10100 Pioneer Blvd., Suite # 200
Santa Fe Springs, CA. 90670
(562) 378-1500
Web site: <http://dhs.lacounty.gov/wps/portal/dhs/ems/>

History

Professional Career Development Center was founded in Norwalk, California to serve the Allied Health Field in the year 2007. In 2012 the Center was relocated within 6.5 miles to the Whittier area to serve a larger community in the allied health industry. The move was made to offer a newer and more spacious and updated facility. In 2016 the Center added the Emergency Medical Technician (EMT) program to the offerings as a new and innovative program. In 2018 the Center moved to a larger facility in Montebello and added Information Technology programs to cater to the emerging needs of its student body.

Facilities Description

Professional Career Development Center, Montebello Campus, occupies approximately 3,000 square feet in a traditional campus facility located at 420 Date Street, Montebello, CA 90640. The center offers (3) classrooms, (1) large skills lab, (2) offices, and a lobby and reception area. The occupancy level of each classroom is 30 students.

The Center is equipped with Audio/Visual equipment, computers, supplies and equipment parallel to a patient room in the allied health field for lab hands-on practical skills for the Certified Nurse Assistant,

and equipment and simulators to allow the student practical hands-on in the skills area for EMT students. Classrooms are appropriately furnished with laboratory and instructional furniture, such as, beds, numerous types of mannequins and models, as well as with nursing kits and disposable supplies. Information Technology programs use personal computers with Intel Pentium Processor, 4GB RAM, DVD ROM, 200GB Hard Drive running Microsoft Windows software. External devices include Networking equipment, Printer and Scanner. The facilities are readily accessible for students requiring physical accommodations, and the campuses have convenient access to public transportation and freeway access.

Additional facilities include a Student Reference Library with reference texts and manuals and computers equipped with Internet and an online library. Library resources are available to students any time during regular business hours. Library resources may be checked-out but must be returned to the school prior to graduating in order to receive a Certificate of Completion. Distance students are responsible for all shipping costs of checking out library resources. Items may be checked out 3 weeks at a time. Late returns will result in a \$0.50/day late fee. In addition, all students are encouraged to explore the resources of their local county libraries as shown on this website: <http://www.publiclibraries.com/california.htm>

Institution Mission, Purpose and Objectives

Professional Career Development Center's mission is to offer individuals the highest quality of education and training in the Allied Health field. We are committed to preparing students with knowledge and skills to obtain employment in the fields of Allied Health and Information Technology. Our interest lies in the personal and professional growth and development of the individual in our multicultural society.

We seek to provide the students with a strong foundation necessary to continue the Allied Health career ladder through the implementation for our curriculum that embodies class participation, team building through group discussion, collaboration and return demonstration. The Center's course of study for Nurse Assistant, Home Health Aide, Emergency Medical Technicians and Information Technology are tailored to teach basic knowledge and demonstrative ability necessary for employment.

The target student population is primarily geared towards, but not limited to adult returning students in need of job training. Adult is defined as someone over the age of 18 years old.

Goals and Objectives:

- To provide educational opportunities to individuals seeking quality instruction and training.
- To create an environment conducive to the promotion of the individual's level through quality education and training.
- To acquire and retrain duly qualified faculty who are effective in the classroom and/or clinical setting.
- To assist students to develop professional attitudes and awareness of contemporary business practices.
- To assist graduates in finding satisfying job opportunities
- To empower students by preparing them for rewarding careers.

Administration Staff and Faculty

Campus Director

Anirudh Kumar Thakore, MS

Director of Admissions
Student Services/Placement Coordinator

Preeti Thakore, BS
Preeti Thakore, BS

Faculty

Certified Nurse Assistant

Tony Prudencio RN , Program Director
Pearl Weinrich LVN, Instructor

Home Health Aide

Tony Prudencio RN

CPR

Robert Williams EMT, Skills Instructor

Emergency Medical Technician

Chad Ricks, RN, Program Director/Clinical
Coordinator

Chad Ricks, RN, Instructor

EMT - Refresher Course

Robert Williams EMT, Skills Instructor

Information Technology

Wilfredo Lanz, BS

Teresa Miller, MBA

Henry Wang, MS, MBA

William Lee, BS

Svetlana Averbukh, MBA

Donald Tevault, BS

Brad Rudisail, MS

All Faculty members are selected according to their individual skills and academic background within specific areas of knowledge and experience. They are experienced instructors who are skilled at stimulating and developing a professional attitude with their students. All instructors have a minimum of three years of experience, education and training in the subject area they are teaching and participate in professional growth and development courses in their field. **All faculty members meet the qualifications determined by 5 CCR 71720.**

Disclosures

Professional Career Development Center is non-sectarian and does not discriminate with regard to race, creed, color, national origin, age, sex, disability or marital status in any of its academic program activities, employment practices, or admissions policies. This policy applies to hiring of all positions and admission of all students. Professional Career Development Center complies with the provisions of Title 1 of the Civil Rights Act of 1964 and 1974, the Rehabilitation Act of 1973, the Americans with Disabilities Act and all amendments therein.

As a prospective student, you are encouraged to review this catalog and the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates,

placement rates, license examination passage rates, and salaries or wages, prior to signing an enrollment agreement.

Prospective students are encouraged to visit the physical facilities of the Center and to discuss personal educational and occupational plans with Center personnel prior to enrolling or signing enrollment agreements.

Prospective students or the public may view the school catalog and the school performance fact sheet by going to our website at www.procareer.org. In the school website, you can also find the link to the BPPE's Internet web site. The school catalog is updated at least once a year or whenever changes to school policies, programs or procedures take place. Annual updates may be made by the use of supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying this catalog. It is the policy of the school to always provide a copy of the latest school catalog either in writing or electronically on the school's website to all prospective students.

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 at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov.

At this time, Professional Career Development Center does not have any articulation agreements or transfer agreements with other institutions or colleges. Professional Career Development Center does not recognize course work completed or accept credits earned at other institutions. Professional Career Development Center does not accept Challenge Credit. Professional Career Development Center does not recognize acquired life experience, prior experiential learning or advanced placement as a consideration for enrollment or granting credit towards any programs.

Professional Career Development Center is not accredited by an accrediting agency recognized by the United States Department of Education, and students are not eligible for Federal or State Student Aid programs. A student enrolled in an unaccredited institution is not eligible for federal financial aid. Professional Career Development Center is not approved to participate in the Federal or State Student Aid programs. Professional Career Development Center does not participate in any form of financial aid. Professional Career Development Center currently does not have assistance programs to provide the student the opportunity to finance their tuition and fees.

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

Professional Career Development Center does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, and/or 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.).

Professional Career Development Center does not have any dormitory or housing facilities under its control. Professional Career Development Center does not provide housing assistance services to the students. The institute has no responsibility to find or assist a student in finding housing. Residential living in the areas served by Professional Career Development Center may include room or apartment rental or private housing rental with costs ranging \$1000 and up per month.

This institution is not approved by the U.S. Immigration and Customs Enforcement (ICE) to participate in the Student and Exchange Visitor Program (SEVP), and is not authorized to issue an I-20 visa. Therefore, this institution cannot accept applications from students from abroad who are on an F-1 or M-1 visa. This institution does not offer any visa services and will not vouch for a student status.

Certain educational programs that are offered **do lead** to positions in a profession, occupation, trade or career field requiring licensure in California. See individual program description in this catalog under Academic Programs for a list of the requirements for eligibility for licensure.

California statute requires that a student, who successfully completes a course of study, be awarded an appropriate diploma or certificate verifying the fact. Professional Career Development Center awards its graduates a diploma/completion certificate as an acknowledgment of their accomplishment and graduation from Professional Career Development Center.

Student Tuition Recovery Fund

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 program, 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 the STRF assessment, and suffered an 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 cost.
4. There was a material failure to comply with the Act or this 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 a taxpayer identification number.

Notice concerning transferability of credits and credentials earned at our institution

The transferability of credits you earn at Professional Career Development Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in any of our programs is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) 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 will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Professional Career Development Center to determine if your (credits or degree, diploma or certificate) will transfer.

Institutional Policies

Admission Policy

Applicants must be 18 years of age and, at a minimum, possess a high school diploma or its equivalency (GED) or have the ability-to-benefit for the program offered. The Institute will accept a non-graduate with the ability to benefit from the program offered for the **Certified Nurse Assistant (CNA) OR Home Health Aide (HHA) programs only.**

Ability to Benefit (ATB) Policy

Students who do not have a high school diploma or GED, but are 18 years of age may be admitted after passing the Ability-to-Benefit test (ATBT conducted by Wonderlic and approved by the US Department of Education) administered by an approved proctor that determines the student's ability to benefit from his/her program of instruction. This test will also determine interest and most suitable level of training to assess test results, prior education, motivation, placement potential and general aptitude for the chosen career field.

The minimum score required on the Wonderlic ATB test is as follows:

For Certified Nurse Assistant (CNA) = 200

For Home Health Aide (HHA) =200

Admissions Procedure

Admissions Requirements are based upon the student's ability to meet the requirements of his/her chosen occupational goal. Strong motivations to learn and a desire to pursue a career are important considerations. The enrollment of applicants who have satisfied the admissions requirements, will be on a first come, first serve basis. Should there be more applicants than space available, the remaining applicants will be placed on a waiting list for the first available class

Prospective students should contact Professional Career Development Center to set up an appointment with an Admissions Representative to receive information about the Center, its curriculum, and admission policies. The representative will give a tour of the campus, provide detailed information of the Center's programs and policies, discuss the applicant's qualifications, and assist him/her in determining the best way to meet his/her career objectives. The applicant will complete an application that includes personal, educational, and employment history, and the area of occupational interest. The facility tour includes an explanation of what is presented in each classroom and review of course equipment and materials. Following the tour, the admission test is administered. The test is evaluated and graded; and results are discussed in detail with each applicant.

Each applicant is advised to determine his/her aptitude for the desired occupation. A recommendation is then made regarding the general and specific courses needed to achieve the desired goals. If a determination is made that the applicant is eligible for admission, the enrollment and application forms are completed.

As part of the admission procedure, applicants must:

- Complete and submit an Application Form
- Provide copies of social security card and valid driver's license

- Submit an original high school diploma or GED
- If a non-high school graduate, take an ability to benefit test (only for CNA and HHA)
- Attend a New Student Orientation.
- Complete, sign, an Enrollment Agreement and Performance Fact Sheet.
- Sign documents acknowledging receipt of disclosure forms.
- Pay a Registration Fee of \$100.00.
- Meet the required health status (Physical Exam, Negative Chest X-Ray, Negative TB Test and other program specific requirements) as validated by a physician before acceptance into the program.
- The student must be free of communicable diseases to be considered for the Allied Health programs.

Student Parking

Student parking is available. Professional Career Development Center is not responsible for parking violations, property theft, and property damage. The school has access to a parking lot with 60 spaces and 2 handicapped parking spaces at the building.

Advising Services

The staff of Professional Career Development center makes every effort to maintain close communication with its students. Students have access to faculty and administrative staff for vocational and academic advising. Students experiencing personal problems, which require professional counseling and is requested by the student, will be referred to the appropriate agencies.

Placement Services

Professional Career Development Center does not guarantee employment for its graduates. The student services staff assists students in their job searches after they have successfully completed their studies, by offering information on job opportunities and guidance in resume preparation and interviewing techniques. Career-planning concepts are also integrated into the curriculum in all programs. Students participate in specific sessions that cover interviewing techniques, networking, resume writing, and professional dress and conduct.

Professional Career Development Center's Placement Assistance Department provides assistance as students near their completion date and beyond graduation. Delays in course completion may result in delaying employment assistance activity. **Professional Career Development Center cannot and does not guarantee employment.**

Language of instruction Policy

Professional Career Development Center does not offer an English as a Second Language course. For programs taught in English, English language proficiency is documented during the admission interview and receipt of prior-education documentation, or the successful completion of the Ability to Benefit test as stated in the admission process. Students taking programs taught in English are required to speak in

English. For programs taught in Spanish, Spanish language proficiency requirement is met by achieving a passing score on the Spanish Proficiency Test at <https://www.transparent.com/learn-spanish/proficiency-test.html>.

Distance Education Policy

Orientation & Enrollment Procedure for Distance Students

Once a start date has been set, the school will:

- a. Assist the student to download the Catalog, Annual Report and School Performance Fact Sheet from the school website and deliver the enrollment agreement by email.
- b. Answer any and all questions on the program, Catalog and School Performance Fact Sheet. Instruct the student to initial, sign and date the Catalog receipt form and the School Performance Fact Sheet and return it by email. Place the received signed forms in the Student file.
- c. Answer any and all questions on the enrollment agreement. Instruct the student to sign and return the enrollment agreement by email. School Director will sign the enrollment agreement received from the student, email a copy of the counter-signed enrollment agreement back to the student and place it in the Student file.
- d. Send the student all books/material/courseware and any necessary software licenses. A phone conference will be conducted to answer any questions regarding the course content and the student will also be taught how to use online tools to communicate with their instructor.

Assignments and Grading

For the Distance programs offered by Professional Career Development Center, the institution will provide its response or evaluation within five business days of receipt of student assignments, lessons, or projects.

Standards for Student Achievement

Students are required to achieve a level of competence in all coursework, which includes classroom, didactic, laboratory, and in the clinical environment, that is consistent with the level of expertise required to perform the job or pass the licensing exams for their chosen vocation. In order for students to be considered in a good academic standing, they must be making Satisfactory Progress.

Satisfactory Progress measurements consist of both a Qualitative Measurement and a Quantitative Measurement. Both the Qualitative Measurement and Quantitative Measurement are measured at the point when the student has attended the scheduled clock hours for each required module of the program in which they are enrolled.

In addition to completion of time frames, to be making satisfactory academic progress, each student must maintain a cumulative minimum grade point average of B (80%) or better. For determining satisfactory progress, a progress report is given to the student at the end of each module or course. A student achieving

a cumulative grade point average below a grade of B or 80% at the time of evaluation will be placed on academic probation. The Academic Probation will be removed upon the successful completion of the deficiencies that lead to it. Any student dismissed for failure to meet the academic requirements of the Center, may appeal the dismissal by following the student appeals procedure outlined in this catalog.

Grading Format

A = Excellent	90% - 100%
B = Good	80% - 89%
C = Satisfactory	70% - 79%
D = Poor	65% - 69%
F = Failing	00% - 64%
I = Incomplete	00%
W=Withdrawal from Module	No Grade Assigned

In the EMT course, the student must complete the course on the Final examination of B 80% or better to certify to test and maintain a signed pass status on the skills examinations assessed by the instructor.

Retention of Education Records

Students have the right to inspect, review, and challenge information contained in their education records. Education records are defined as files, materials, and documents, which contain information directly, related to the student and are maintained by the Center. Written consent is required before education records may be disclosed to third parties with the exception of regulatory education agencies. Students wishing to review their file must make an appointment with the student service department. All appointments must be made during regular business hours. At no time may the student and or parent remove, destroy and or damage any documents contents in the file.

Student records are to be kept for up to five years. Transcripts will be available for students permanently. Students must submit a written request to the institution for an official copy of the transcript.

Procedure to address student grievances

A student complaint procedure is available to any student who believes his/her questions/concerns regarding the school have not been resolved. The purpose of this procedure is to provide a prompt and equitable process of resolving student complaints.

Students seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the Director. If a student is concerned with instruction, grades received, services, and/or the conduct of staff, Professional Career Development Center recommends that the matter be informally discussed between parties involved in order to find a resolution without formally filing a grievance document.

If a student finds that the issue still has not been resolved to his or her satisfaction, he or she should then submit the grievance in writing within five (5) working days of the formal resolution to the Center Director. The written grievance must clearly state the student's name, the nature of the complaint, the name(s) of all parties directly involved in the complaint, and any appropriate documentary evidence. Based upon the information presented in the grievance, steps toward resolution shall begin with informal

discussions headed by the Center Director. The Center Director will evaluate the appeal and respond within five (5) working days.

If the Center Director's response is not satisfactory to the student, he or she may appeal the decision in writing within three (3) working days. If a satisfactory solution cannot be reached within a reasonable period, the grievance shall be scheduled for presentation to the Grievance Committee for hearing and appropriate action. Informal discussion between persons directly involved in a grievance is essential in the early stages of dispute reconciliation and shall be encouraged at all stages of the grievance procedure. If informal recourse fails to resolve the grievance within 30 days after filing, the Center Director will schedule a Grievance Committee meeting. The Grievance Committee shall consist of two members.

The Committee will review and consider documentary records, which relate to the case, including the grievance and its supporting documentation and any documentary evidence or statement by the person(s) against whom the complaint was filed. The committee and the Center Director will arrive at a fair and equitable decision.

If a student exhausts the internal grievance and appeal process, he or she may contact:

Bureau for Private Postsecondary Education (BPPE)
2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
Telephone 916 431-6959 Fax 916. 263-1897. Toll Free: (888) 370-7589

Full Time Student Status

Certain programs offered by Professional Career Development Center are considered as full time programs. Students attending class 20 hours per week are considered full time students.

Academic Year Definition

The academic year for programs less than 24 semester credit hours is 32 weeks. The academic year for programs with at least 24 semester credit hours is 36 weeks (48 if beyond 2 semesters).

Classes Schedule

Monday thru Friday	Morning Class	9:00 – 5:00 P.M.
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Monday thru Friday	Evening class	6:00 - 10:00 P.M.
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Check the available schedule for your program, prior to enrolling.

Cancellation, Withdrawal and Refund Policy

Student's right to cancel (Residential Programs)

You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled hours in the current payment period in your program through the last day of attendance.

Cancellation may occur when the student provides a written notice of cancellation at the following address: 420 Date Street, Montebello, CA 90640. This can be done by mail or by hand delivery.

The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.

If the Enrollment Agreement is cancelled the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$100.00, less any STRF fee and less any deduction for books, equipment and uniforms not returned in good condition, within 45 days after the notice of cancellation is received.

Student's right to cancel (Distance Programs)

This institution offers distance educational programs where the instruction is not offered in real time. The Institution shall transmit the first lesson and any materials to any student within seven days after the institution accepts the student for admission.

The student has the right to cancel the agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date the written notice of cancellation is sent to: 420 Date Street, Montebello, CA 90640. If the institution sent the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials.

This Institution shall transmit all of the lessons and other materials to the student if the student (a) has fully paid for the educational program; and (b) after having received the first lesson and initial materials, requests in writing that all of the material be sent. If the Institution transmits the balance of the material as the student requests, the Institution shall remain obligated to provide the other educational services it agreed to provide, such as responses to student inquiries, student and faculty interaction, and evaluation and comment on lessons submitted by the student, but shall not be obligated to pay any refund after all of the lessons are material are transmitted.

Withdrawal from the program (Residential Programs)

You may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the scheduled hours in the current payment period in your program through the last day of attendance. After the end of the cancellation period, you have a right to terminate your studies at the school at any time, and you have the right to receive a refund for the part of the course or program you have paid for and did not receive. You are obligated to pay only for educational services rendered and for unreturned books, uniforms or equipment. The refund will be less a registration or administration fee not to exceed \$100.00, less any STRF fee and less any deduction for books, equipment and uniforms not returned in good condition, within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.

☐ The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the school.

☐ The student has failed to attend class for three (3) consecutive weeks.

☐ The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the hourly charge for the program (total institutional charge, minus non-refundable fees, divided by the number of hours in the program), multiplied by the number of hours scheduled to attend, prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of three (3) consecutive weeks. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

Withdrawal from the program (Distance Programs)

You may withdraw from the school at any time and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$100.00, and less any deduction for books and materials not returned in new condition as stated as refundable on the enrollment agreement. A refund will be made within 45 days of withdrawal.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

☐ The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.

☐ The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; and/or failure to meet financial obligations to the School.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program),

multiplied by the number of days scheduled to attend, prior to withdrawal. For distance education students scheduled days is based on a five day week, which does not include Saturday or Sunday, or any defined holiday as enumerated in Section 6700 of the California Government Code (specific holidays published in the catalog).

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

Refund Policy

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

☐ The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.

☐ The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the school.

☐ The student has failed to attend class for three (3) consecutive weeks.

☐ The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the hourly charge for the program (total institutional charge, minus non-refundable fees, divided by the number of hours in the program), multiplied by the number of hours scheduled to attend, prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of three (3) consecutive weeks. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

Books, Equipment and Uniforms return policy

If you obtain books/equipment/uniforms, as specified on the first page of this agreement, you shall return the items within 30 days of the date you signed a cancellation/withdrawal notice. Uniforms must be in original packing and unused for a full refund. Worn uniforms are non refundable. If you return the items

in good condition within 30 days following the date of your withdrawal, the school shall refund the amount paid by you for the equipment. If you fail to return the items in good condition within 30 days, the school may deduct the documented cost of the listed equipment from any refund that may be due to you. Once you pay for the equipment, it is yours to keep without further obligation. You are liable for the amount, if any, by which the pro rata or documented cost of the equipment exceeds the refund amount.

Refund Calculation Explanation

You are obligated to pay only for educational services rendered and unreturned equipment. The refunds shall be the amount you paid for the course tuition multiplied by fraction, the numerator of which is the number of hours of instruction, which has not been received but for which you have paid, the denominator of which is the total number of hours of instruction for which you have paid.

Hypothetical Refund Example

Assume you enrolled in a 200 hour course, which costs \$2,000.00 for tuition, \$100.00 for registration and STRF fee, and \$150.00 for books and equipment. Assume you made a payment of \$1,000.00 (\$835.00 towards tuition, \$65.00 for a book, and the \$100.00 registration fee and STRF fee). Assume you withdrew after completing 42 hours, which represents 21% of the 200 hours. The cost of 42 hours of education is \$420. The total refund you are entitled to is \$480.00. If you do not return the \$65 book in “as new” condition, then the refund will be \$415.00.

Holiday Schedule

Professional Career Development Center observes the following holidays

New Year’s Day and Day after	January 1 and 2, 2018
Martin Luther King’s Day	January 17, 2018
President’s Day	February 18, 2018
Memorial Day	May 30, 2018
Independence Day	July 4, 2018
Labor Day	September 2, 2018
Veterans Day	November 28, 2018
Thanksgiving Day	November 29, 2018
Day after Thanksgiving	November 30, 2018
Christmas Day	December 25, 2018

Students will be on Winter Break beginning Friday, December 23, 2018 through Friday, January 3, 2019. Classes resume on Monday, January 7, 2019. Professional Career Development Center reserves the right to modify this schedule with reasonable advance notice to students.

Dress Policy

Professional dress is recommended at all times. Professional Career Development Center’s Professional Dress Policy was established in order to enable our students to become comfortable with the type of apparel expected by the majority of employers who hire our graduates. This policy is part of Professional Career Development Center's expectations for graduation.

The standard of dress is designed to ensure maximum comfort and uniformity in appearance. Apparel worn should be clean, neat and appropriate to classroom and clinical setting. Students in attire that is

unbecoming of the standards of dress for healthcare professionals will be dismissed from class and will not be allowed remain for clinical practice. Normal standards of professional attire apply to all students and unconventional clothing is not permitted at the Center. The dress code is as follows:

- Students will wear the school-designated uniform/scrubs to campus, clinical sites and externship sites.
- Students will use white, non-skid nursing or sport shoes. White shoes with color logos or color emblems are not acceptable.
- Hair should be tied and clear off the face.
- No facial or body piercings, studs, rings or jewelry (with the exception of a wedding band).
- Tattoos on arms must be covered by long-sleeved white thermals worn under scrubs
- Fingernails should be clean, short (fingertips should be visible when hands are held up, palms out) and without nail polish (clear nail polish is acceptable).

Professional Career Development Center reserves the right to its interpretation of this policy and its enforcement based upon the professional expectations of staff and of the employers who hire our graduates.

Standard of Conduct

An important part of the training at Professional Career Development Center includes the development of professional conduct. Students are expected to conduct themselves in a business-like manner. Students are expected to comply with institute policy regarding curriculum, testing, absences, tardiness and makeup work while displaying courtesy and consideration towards instructors, staff and other students.

Professional Career Development Center defines improper conduct as follows: cursing and/or yelling at fellow students or staff; fighting on campus; destruction, abuse or theft of property; the use or sale of alcohol or illegal drugs on campus or at a clinical or externship site; sexual misconduct; and disregard for institute policy. Improper conduct is cause for termination.

Grounds for Disciplinary Action

1. Unsatisfactory academic performance and/or clinical standards
2. Unsatisfactory attendance. Failure to meet school's attendance policy or standards.
3. Unprofessional conduct that reflects unfavorably upon the Center and/or its students.
4. Use of Drugs, Narcotics, Alcohol (or under the influence), Gambling, Profanity on or adjacent to institute property or at clinical externship sites
5. Inappropriate professional clothing worn during training.
6. Failure to abide by the Rules and Regulations of the Center.
7. Failure to pay tuition (or any other charges) when due.
8. Breach of Institution enrollment agreement.
9. Cheating.
10. Falsifying Institute records.
11. Carrying a concealed or potentially dangerous weapon.

12. Disorderly conduct, which interferes with the learning process of any other student, instructor, or the general progress of the class.
13. Instigation and/or participation in rebellious activities against the Center and/or its student(s).
14. Solicitation, which reflects unfavorably upon the Center and/or its students.
15. Vandalism of Center property.
16. Any form of gang related activity including but not limited to: flashing of gang signs, wearing of gang colors/attire, etc.
17. Fighting (physical or verbal)
18. Verbal confrontation with any employee and or student and/or violent behavior
19. Failure to comply with federal software piracy statutes forbidding the copying of licensed computer programs

Disciplinary action may include, but not limited to, a verbal or written warning, probation, suspension, or dismissal. A student dismissed for unsatisfactory or unprofessional conduct may request re-admittance into his or her program by following the procedure set forth under reinstatement as noted in this catalog.

Eating in Classrooms

Eating and/or drinking are not permitted in classrooms. Unfortunately, due to the necessity of maintain a professional learning environment that respects the rights of all students, children are not permitted on the school premises.

Attendance Policy

Students are expected to attend all classes and clinical/ ride a-longs learning experiences. The student must adhere to Attendance Policy; specifically policies related to Make-Up Theory and/or clinical hours, ride-a-longs and must abide by the mandatory ratio of 95% theory/clinical hours completed, as compared to the theory/clinical hours offered in each evaluation period of the education program, in order to earn a satisfactory grade.

Punctual attendance is required at all class sessions and clinical/ ride- a-long experiences.

The Faculty believes that attendance at scheduled classes, examinations, assigned clinical experiences, is crucial to meeting course and program objectives. All scheduled time missed by the student will be considered an **absence**. When serious illnesses and unexpected life events occur, the Instructor may grant limited excused absences on an individual basis. After an extended illness, the student is required to present written clearance from the physician to return to school. If for any reason, a student is not able to attend a scheduled class, examination or clinical experience, the student should:

- Call the business office at least one hour prior to the scheduled clinical/ ride a-long or class time.
- If calling to report an absence for a clinical/ride-a-long experience, the student must also report to the assigned clinical Instructor/clinical coordinator at least one hour prior to the scheduled clinical time. Students rotating to affiliating clinical agencies will follow reporting off procedures as directed by the clinical Instructor.
- Failure to follow the procedure for reporting off from a clinical /ride-a-long experience will result in a notation on the clinical performance evaluation. A second failure to follow the procedure for

reporting off from a clinical experience in a single semester will result in termination from the program.

UNEXCUSED ABSENTEEISM MAY BE CONSIDERED REASON FOR TERMINATION FROM THE PROGRAM.

Make-up Policy for Missed Time

Students who have missed time from theory class or clinical experience will be required to complete make-up as determined and scheduled by the Instructor.

Acceptable Methods for make-up include:

Theory: View a computer based video of the actual theory class.

Case studies, independent study, written examination, and research reports

Clinical: Performance evaluation in skills laboratory or additional time in the clinical area performing skills

- **Documentation of Missed Experiences** — The Program Director and the Instructor must be notified by the student of absences from clinical experiences and examinations as they occur during the term. Absences from and makeup for clinical experience will be documented on the student's clinical evaluation form.
- **Punctuality vs. Tardiness** — Faculty recognizes that punctuality is a desirable professional nursing trait. Tardiness for either class or clinical/ride –a long experience is defined as “the student arriving late or leaving early from the assigned experiences.” The student will be sent off clinical for tardiness and be required to do make-up for clinical experiences missed. If the tardiness is habitual, the student will be terminated.

Make-up Procedure for Missed Class or Examination

- **Class Content Makeup** — Students are responsible for all class content presented. If they are not present, a makeup will be to view the actual video of the theory class held on that particular day
- **Class Examination** — Students are expected to attend an examination on the day and time it is scheduled. Students who miss an examination due to an excused absence will be given an alternate exam. The alternate examination will be valued 5% less than the original examination. It is the responsibility of the student to contact the Instructor within 24 hours of return to school to arrange a time for make-up of the missed examination (or quiz). All examinations and quizzes must be made up within one week (5 working days) after return to school. Examinations or quizzes not made up within this time period will be assigned a grade of 0%.

Clinical Experience Makeup Policy/Procedure:

- A student who is absent from a clinical/ ride-a-long experience is responsible for contacting the clinical Instructor/Clinical coordinator on the day of return from the absence

to discuss a makeup experience. A second failure to contact the clinical teacher within 24 hours of return will result in termination from the program.

- Clinical Makeup — Clinical and laboratory make-up will be permitted at the discretion of the Instructor. Learning objectives not achieved will be identified and a plan for correction will be shared with the student. The Instructor may give additional assignments to assist the student in meeting the course objectives (i.e., materials, reviewing selected audio-visual materials, and/or writing a paper relevant to the clinical experience missed). All assigned makeup hours must be completed before the next course begins.

Canceled Clinical Experience – If a scheduled clinical experience is canceled for unforeseen circumstances (labor disputes, inclement weather, etc.) an alternate clinical experience will be provided.

Written Tests

- A student who misses a regularly scheduled quiz/test must make arrangements for a make-up test. The grading policy on make-up tests is as follows:
- The student must contact the instructor on the student's first day returning to school to request a make-up test. The instructor will schedule the time for the test to be made up. If the student does not keep the make-up appointment as scheduled, the student will receive a zero score and failing grade for the test. If the student does not contact the instructor on the first day returning to school, the test may not be made up and the student will receive a zero (failing grade) on the test.
- Any student who does not take a test in accordance with the terms of this policy shall receive a score of zero (failing grade) on the test.

STUDENTS CANNOT PROGRESS TO THE NEXT MODULE UNTIL ALL MAKE-UP IS COMPLETE

Attendance

A sign-in sheet will be provided by the instructor of every course on a daily basis. It is the student's responsibility to sign the sheet daily. Specific hours of attendance are part of graduation requirements. Failure to meet the required hours of training will result in denial of graduation status.

Students are expected to be on time to class every day. When students must be absent from class, they need to call the Center prior to the start of class, noting the class they are in, an explanation of why they will not be in class that day, and when can we expect their return.

Recurring absences could result in disciplinary action, including dismissal.

Students must maintain an 80% attendance record or better to maintain "Satisfactory Attendance Progress." Unsatisfactory attendance may lead to Probation status. Excused absences are not automatic; your instructor monitors and provides all attendance to the Student Services Department.

THE NURSE ASSISTANT/HOME HEALTH AIDE PROGRAMS ARE ON A SCHEDULED START AND END DATE AND SPECIFIC ATTENDANCE POLICIES.

THE EMT PROGRAM IS ON A SCHEDULED START AND END DATE AND SPECIFIC

ATTENDANCE POLICIES

Certified Nurse Assistant/Home Health Aide Students: Due to the required specific hours of theory and clinical training by the California Department of Health Services for certification as a Nurse Assistant or Home Health Aide, each student must complete the minimum required hours of training. It must meet or exceed the California Department of Health services minimum standards. **Excessive absences may result in probation, suspension, or termination.**

Emergency Medical Technician Students: Due to the required specific hours of theory and clinical training by the EMS Agency for certification as an EMT, each student must complete the minimum required hours of training. It must meet or exceed the Ems Agencies minimum standards. **Excessive absences may result in probation, suspension, or termination.**

Excused Absence

Excused absences are not automatic. Your instructor monitors and provides all attendance to the Student Services department. Vacations are not considered excused. The Center will not tolerate abuse with this policy. It was implemented for that student who has unusual or unforeseen problems. However, you must still maintain the minimum cumulative grade point average.

Tardiness

The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to be on time for each class session. A student is considered tardy for class if he/she ARRIVES LATER THAN 15 MINUTES AFTER THE SCHEDULED START OF CLASS. A tardy student will be marked daily as being tardy. Any combination of three (3) documented tardies will be considered as one (1) absence.

Leaving Early

The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to remain in class for the entire session. A student is considered leaving early from class if he/she LEAVES EARLIER THAN 15 MINUTES PRIOR TO THE CLOSE OF CLASS. The Instructor should be notified prior to being dismissed early from class. A student leaving early from class will be marked daily as leaving early. Any combination of three (3) documented early departures will be considered as one (1) absence.

Cutting Classes

Cutting of classes will be considered unexcused absences

Leave of Absence Policy

If a "Leave of Absence" is required, a student must submit in writing to the Student Service Department, the basis of the request, expected return date and the initial date of request with the student's signature. This does not automatically reflect the Center's approval. A Leave of Absence may be limited to a specified amount of days (NOT TO EXCEED 60 DAYS). Only one Leave of Absence will be granted for a student during any 12-month enrollment period. If the student's leave of absence is NOT approved, the

student will be considered to have withdrawn from the Center.

If the Leave of Absence is approved, the student may return prior to or at the end of the Leave of Absence and resume training without paying additional tuition. Students requesting Leave of Absences must understand that upon return, a revised course completion date will be established, which will delay their graduation date.

Attendance Probation Policy

Any student failing to maintain a minimum 80% of the maximum time frame of the program hours shall be, at a minimum, placed on "Attendance Probation" (unless extenuating circumstances are established). The length of probation shall be for the period of time required for the student to reach a minimum of 80% of the scheduled class hours however, in no event shall exceed one evaluation period (unless extenuating circumstances are established). The probation period may be lengthened to provide assurance that the student achieves and maintains satisfactory attendance progress. The student will be allowed to make up hours, assignments and or exams if space is available, and be removed from probation. No more than two terms on probation will be permitted

Make-up Time/Work Accountability

Make-up hours, assignments and/or tests are available and encouraged. Make-up time/work must schedule with your Instructor to assure proper credit. Students must make up time/ work for proper credit towards graduation. Make-up classroom time must be completed on the Institution premises. Make-up assignments and/or test will be given for those who need to make up for academic grade/ semester credit hours. Any test that is not taken during the scheduled test time will be automatically dropped one full grade. All make-up hours must be accounted for and signed on a missed day make-up sheet also signed by the Instructor.

THE NURSE ASSISTANT and HOME HEALTH AIDE PROGRAM HAVE SPECIFIC MAKE-UP POLICIES

Disciplinary Action and Termination

It is the policy of Professional Career Development Center to engage all of its representatives in the process of monitoring student conduct. This combined effort is designed to provide continuous, consistent and supportive services that are intended to inform and guide the student in all aspects of educational requirements.

Through well-established professional standards of conduct for its representatives, Professional Career Development Center holds equally high expectations of its students. Procedures regarding Disciplinary Action and Termination are uniformly administered based on the degree of seriousness and nature of the misconduct.

In all cases, the Center Director will participate in the review and decision making process of all incidents of unacceptable conduct.

It is the policy of Professional Career Development Center to have a procedure and operational plan for handling student complaints, including decisions regarding suspension and termination. As part of this

procedure, if the student feels that Professional Career Development Center has not adequately addressed a complaint, concern or grievance, the student may consider contacting the Bureau for Private Postsecondary Education. Refer to the Grievance Procedure in this catalog.

Withdrawal / Dropout Policy & Procedure

Students who wish to withdraw from their training program should contact the Center Director.

All students who withdraw or dropout (failed to attend classes for a three-week period without prior arrangement) are required to meet with the Business office.

Regardless of the circumstances of withdrawal or the date of notification to the Center, the official withdrawal date is the last date a student attended classes. Both refunds and final grade determinations are based upon last date of class attendance.

Re-enrollment

Any student who wishes to re-enroll in the same program should first submit a letter to the Center Director explaining the reason for initial withdrawal and reasons to re-enroll.

Any student who re-enrolls must sign a new enrollment agreement at the prevailing tuition.

This procedure is for a “Seven Day Cancellation” as well as program cancellations or terminations.

All outstanding balance due to program cancellations/terminations must be paid in full.

Any credit given for prior training will be determined on a case-by-case basis by the Center Director. Institute payments received will be credited to the applicable program. The remaining credit balances will be transferred to the new program. The Center at its sole discretion will determine the student’s re-enrollment. A change from one program to another is not considered re-enrolled additional information on course changes can be found in this catalog under Changes in Program. based on each individual’s financial assistance packaging, it is important that all financial obligations are discussed prior to re enrolling.

Suspension and Dismissal

Professional Career Development Center reserves the right to suspend or dismiss any student whose attendance, professional conduct, or academic performance which does not meet the Center’s standards and/or who fails to abide by the rules and regulations. Any student who has been suspended or dismissed may appeal the action by following the student appeal procedures outlined in this catalog.

Satisfactory Academic Progress Policy

In addition to completion of time frames, to be making satisfactory academic progress, each student must maintain a cumulative minimum grade point average of B 80% or better. For determining satisfactory progress, a progress report is given to the student at the end of each module or course. A student achieving a cumulative grade point average below a grade of “B or 80%” at the time of evaluation will be placed on academic probation. The Academic Probation will be removed upon the successful completion of the deficiencies that lead to it. Any student dismissed for failure to meet the academic requirements of the institute, may appeal the dismissal by following the student appeals procedure outlined in this catalog.

Grading Format

A = Excellent	90% - 100%
B = Good	80% - 89%
C = Satisfactory	70% - 79%
P/F= Pass/Fail	Credit/No Credit Assigned
D = Poor	65% - 69%
F = Failing	00% - 64%
I = Incomplete	00%
W=Withdrawal from Module	No Grade Assigned

If a student withdraws from a course before the completion of a module, the student will receive a W for that module. If the student returns to the Institute all course work graded "I" (Incomplete) may be successfully completed within a 30-day period or training may be interrupted. If the student returns to the Institute, all course work graded "W" Should be completed.

Any Incomplete and Withdrawal will be counted as a 0 in the overall cumulative grade point average. It is important that the student makes up the Incompletes or Withdrawal as soon as possible.

Students will be allowed to repeat a module once at no additional charge. The time needed to repeat the module must be within the maximum time frame for that course. The student will be given an opportunity, at the discretion of the Center Director and subject to the availability of space, to repeat, remediate or make up work.

This work shall be given full standing and credit with respect to the evaluation of the student's maintaining of Satisfactory Progress.

Students that have been dismissed for lack of satisfactory academic progress from any program may apply to the Center Director to be re-admitted by following the reinstatement procedures outlined in this catalog.

A student may appeal the determination of unsatisfactory academic progress and/or their dismissal based upon extenuating circumstances by following the Student Appeals Procedure outlined in this catalog.

Permanent transcripts of the student's progress record are maintained by the Center and are available upon written request by the student. Under State Regulations, the Center is only required to maintain a students file for 5 years from the students last date of attendance. Transcripts are kept indefinitely.

Academic Probation Policy

As indicated under the section pertaining to Academic Policy, if a student fails to achieve a cumulative grade point average of 80% or "B", the student will be placed on academic probation until such time as their cumulative grade point average reaches 80% or "B". During that probationary period, the student must maintain a cumulative grade point average of 80% or "B" of the program.

If a student maintains a grade point average of 80% or "B" and/or achieves a cumulative grade point average of 80% or "B", probation will be removed. However, if the student fails to maintain an 80% or "B" grade point average and/or is unable to achieve a cumulative grade point average within one evaluation period, the student will be dismissed from their program (unless extenuating circumstances are established).

Student Appeal Procedures

A student, who wishes to appeal any disciplinary action and/or decision made by an Instructor, must submit a letter to the Center Director to be reviewed by an Appeals Board. Students must provide supportive documentation along with their letter in order to support his/her position and any mitigating circumstances that may have existed. This Appeals Board shall consist of three (2) attending members. The student will be notified of the Appeal Board decision within 30 days following the receipt of the student's appeal. The decision of the Center Director shall be final.

Reinstatement

A student requesting to be reinstated as an active student, based on whatever reasons or circumstances, should do so in writing. Supportive documentation and/or information concerning any mitigating circumstances should be noted in the request. The Center appeals board shall consist of (2) two Center administrators. The requesting prior student shall be notified of the Reinstatement Review within 30 days following the decision of the Center Director.

Graduation Requirements

Students will receive the appropriate completion certificate or Diploma if the following requirements have been met:

- 1 All required courses in the student's program have been satisfactorily completed and the final examination has been passed.
- 2 A minimum grade of 80% has been earned in all theory and clinical/ Ride longs coursework, and a Passing grade in clinical/ Ride longs coursework of 80% or better.
- 3 An overall attendance of 80% has been attained
- 4 Financial obligations due Professional Career Development Center have been satisfied in full for the tuition and fees.
- 5 Requirements for administrative departments (financial obligations, and placement information) have been completed satisfactorily.

Changing Programs

At times, a student may wish to change his chosen career goal. The Center reserves the right to allow or disallow a transfer from one program to another offered at this Center. For this transfer, the student will sign an addendum to the original contract. The student will be charged for the appropriate time used for the prior program and be charged the additional fees for the new program as the published regulations allow.

The process for this program change will be as follows: Notify the Admission Office, Business Office and Student Services prior to the change. Instructors will not make the decision to transfer a student as this effect the student's financial status.

Final Exam and License

Students are required to pass the final exam/ skills tests with a minimum of 75%. In the EMT course, the student will be given an alternate final exam if the first examination has been failed. The skills testing can

be taken only two times with a result of passing on the second try.

A course Diploma will be issued to successful examinees upon passing the National Registry EMT Examination.

Once the student has passed the final examination and final skills examination successfully, the student can schedule a test with the National Registry to sit for the examination to acquire the EMT license.

Nurse Assistant and Home Health Aide students, upon completion of the course, and completing the final exam with a grade of 80% on the final examination will be eligible to apply for the certification test given by the American Red Cross. After taking the certification test and passing to receive a certification as a Certified Nurse Assistant with the American Red Cross testing site, the student will be issued a transcript, and diploma, If tuition is paid in full to the Institute. **The certification test is not given by the Center, but by the Regional Testing Center. This Center cannot guarantee the certification.**

Certified Nurse Assistant Students, upon completion of the course, When the student has completed the Certified Nurse Assistant program she /he can take the American Red Cross Exam. As the student passes the American Red Cross Exam the California Department of Health Services will issue a Certified Nurse Assistant certification. The Certification is mandatory to work in a long term care facility. The Center will then issue the student a Diploma for completion. When the student has received the Certification for the Nurse Assistant, they student can proceed to the Home Health Aide certification with the added theory and clinical for that program.

Rationale for the Percentages used for the different major areas

Theory Performance Evaluation

Major Areas and Rationale:

40% Tests:

Emphasis placed on various instructional objectives to indicate the degree the students' theoretical achievement. Validates theory and clinical correlation through written test

40% Clinical Project

Validates theoretical knowledge through clinical applications, and case presentations.

Clinical Performance Evaluation

The following grading system is used: Pass or Fail

A student who fails to achieve a passing grade in the clinical portion of a course, cannot progress to the next module.

Clinical Performance is evaluated as:

- **Satisfactory**

The student has met the clinical objectives based on course requirements

- **Unsatisfactory**

The student has not met clinical objectives based on course requirements

Students must demonstrate overall satisfactory performance during the clinical assignments for each content area. Failure to improve performance to Satisfactory, results in an unsatisfactory evaluation.

CERTIFIED NURSE ASSISTANT STUDENTS

A student who receives an overall unsatisfactory evaluation in clinical performance in any module will be dismissed from the program.

Students are evaluated in the domains of cognitive, psychomotor and affective behaviors. Clinical performance evaluations are based on evidence of student achievement of the course's clinical objectives. Clinical objectives will be measured through direct observation (at least 75% of the grade) of actual performance

The Clinical Evaluation Tool used in assessment of student achievement of the course's clinical objectives evaluates a composite of skills and must be satisfactorily demonstrated in order for the student to receive credit. At the modules end and completion of each clinical rotation, written clinical performance evaluations are prepared and reviewed with the individual students.

Achievement of clinical objectives is reviewed with the student at the end of each clinical rotation day at post conference. Clinical performance pre and post conferences are held by the clinical instructor with the student throughout the rotation. Problem areas are written in anecdotal form, clearly identifying areas requiring improvement. A plan for the right to add any written comments to the original form and copy, dated and signed by both parties, is given to the student.

Certified Nurse Assistant Students, upon completion of the course, When the student has completed the Certified Nurse Assistant program she /he can take the American Red Cross Exam. As the student passes the American Red Cross Exam the California Department of Health Services will issue a Certified Nurse Assistant certification. The Certification is mandatory to work in a long term care facility. The Center will then issue the student a Diploma for completion. When the student has received the Certification for the Nurse Assistant, they student can proceed to the Home Health Aide certification with the added theory and clinical for that program.

Rationale for the Percentages used for the different major areas:

Theory Performance Evaluation

Major Areas and Rationale:

40% Tests:

Emphasis placed on various instructional objectives to indicate the degree the students' theoretical achievement. Validates theory and clinical correlation through written test

40% Clinical Project

Validates theoretical knowledge through clinical applications, and case presentations.

Clinical Performance Evaluation

The following grading system is used: Pass or Fail

A student who fails to achieve a passing grade in the clinical portion of a course, cannot progress to the next module.

Clinical Performance is evaluated as:

- **Satisfactory**

The student has met the clinical objectives based on course requirements

- **Unsatisfactory**

The student has not met clinical objectives based on course requirements

Students must demonstrate overall satisfactory performance during the clinical assignments for each content area. Failure to improve performance to Satisfactory, results in an unsatisfactory evaluation.

EMERGENCY MEDICAL TECHNICIAN

A student who receives an overall unsatisfactory evaluation in clinical performance in any module will be dismissed from the program.

Students are evaluated in the domains of cognitive, psychomotor and affective behaviors. Clinical performance evaluations are based on evidence of student achievement of the course's clinical objectives. Clinical objectives will be measured through direct observation (at least 95% of the grade) of actual performance

The Clinical Evaluation Tool used in assessment of student achievement of the course's clinical objectives evaluates a composite of skills and must be satisfactorily demonstrated in order for the student to receive credit. At the modules end and completion of each clinical rotation, written clinical performance evaluations are prepared and reviewed with the individual students.

Controlled Substance, Alcohol and Drug Abuse Policy

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance or alcohol within the premises of the Center is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or Center program. Following is a list of drug-free awareness programs that also provide detailed information regarding:

- Dangers of Drug and Alcohol Abuse
- Assistance with drug and Alcohol Abuse Counseling
- Penalties for the Abuse of Alcohol or Drugs
- Rehabilitation Programs

The following are local and national agencies that provide assistance to employees, students, and their families:

Drug Information Hot Lines:

National College on Drug Abuse	(800) 662-HELP (800) 843-4971
National Clearinghouse for Drug Information	(800) 729-6686

As stated above, students and employees are subject to immediate termination for violation of this rule. In addition, persons distributing drugs to employees or students will be referred to the authorities and charges of drug distribution will be pressed by the Center. Each student is required to read and sign a statement concerning this policy.

Penalty for possession and/or use of controlled substances and alcohol abuse vary with specific jurisdictions and are at the discretion of the judge in specific cases. For first time convictions of the use of a controlled substance or alcohol abuse, offenders will be referred to a rehabilitation/education program. However, state and/or federal law provide penalty guidelines for drug trafficking or selling/providing alcohol to anyone under 21.

General Terms and Conditions

No applicant shall be rejected from admission to the School the basis of age, race, color, sex, disability or national origin nor be subjected to discrimination of any kind base on the above. For information regarding non-discrimination issues or to resolve complaints, contact the School Director of designee.

The School does not and cannot guarantee employment nor level of income or wage rate to any student or graduate. However, placement assistance will be provided in the form of referrals to potential employers, resume preparation, training on job seeking skills and interview techniques.

All instructional equipment for the course selected will be furnished by the School. There are, however, required books and materials that are to be paid by you. The cost of medical or other examinations, if required, is to be paid by the student.

Diplomas, certificates signifying satisfactory completion will be issued after the completion of the entire program. Students will be tested/evaluated on classroom (lecture). The student must achieve the cumulative grade point average (GPA) as stated in the catalog in order to graduate and receive the Diploma or certificate.

The School reserves the right to postpone training in the event of Acts of God, labor disputes, equipment failure, etc. for a maximum of 30 days. Students will be duly notified by phone, e-mail, or letter. All course schedules are subject to change in starting and completion dates. Students will be duly notified. Students will be offered the opportunity to consent`` as provided by law.

In cases where such changes would cause an undue hardship, a refund will be offered. The maximum postponement of class is 90 days.

The School reserves the right to withdraw a scheduled course if the registration is insufficient to make up a class. All student charges paid will be refunded.

The School reserves the right to change or modify the program content, equipment, staff, or materials and organization as necessary. Such changes may be required to keep pace with technological advances and to improve teaching any program or result in tuition changes for current attending students.

The School reserves the right to reject an applicant from admission not meeting the requirements for the course selected. The student's enrollment may be terminated at the discretion of the School Director if the student's academic progress, behavior, absences, lateness, dress, etc. does not conform to the attendance requirements, rules and regulations of the School, as stated in the catalog; in which event, the extent of the student's tuition obligation will be in accordance with the School's refund policy.

In any particular provision of this agreement shall be deemed invalid if unenforceable, it shall not affect the other provisions hereof, and this agreement shall be construed in all respects as if such invalid of unenforceable provisions were omitted.

This Agreement constitutes the complete contract between the School and the student, and no verbal statements or promises will be recognized.

Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education by at

2535 Capitol Oaks Drive Ste 400
Sacramento, CA 95833
(916) 431-6959, (888) 370-7589. Fax (916) 263-1897

Maximum Time Frame for Course Completion

A student must satisfactorily complete his/her program of training within a maximum time frame, defined as one and one half times the regular scheduled program length, as illustrated below. Leave of Absences, holidays, non-attendance, winter break, in-service days, and Center closed due to extenuating circumstances and terminations are not computed in the maximum time frame. If the student does not complete his/her program of study within the maximum time frame, the student must be dropped from their training program.

Maximum Time Frames Allowed

<u>Program</u>	<u>Session</u>	<u>Length</u>	<u>Maximum Time Frame</u>
Nursing Assistant	Day/Eve	17 weeks	25 weeks
Home Health Aide	Day/Eve	2 weeks	3 weeks
Emergency Medical Technician	Day/Eve	18 weeks	27 weeks
Nursing Informatics	Day/Eve	6 weeks	9 weeks
Computer Technician (Classroom)	Day/Eve	10 weeks	15 weeks
Computer Technician (Distance)	Day/Eve	10 weeks	15 weeks
Técnico en Computación (Distance)	Day/Eve	10 weeks	15 weeks
Computer Office Automation (Classroom)	Day/Eve	10 weeks	15 weeks
Computer Office Automation (Distance)	Day/Eve	10 weeks	15 weeks
Automatización de oficina de computadora (Distance)	Day/Eve	10 weeks	15 weeks
CompTia Network+	Day/Eve	5 weeks	8 weeks
CompTia Server+	Day/Eve	5 weeks	8 weeks
CompTia Security+	Day/Eve	5 weeks	8 weeks
Microsoft Windows Server Administration	Day/Eve	5 weeks	8 weeks
Microsoft SQL Server Database Administration	Day/Eve	5 weeks	8 weeks
Java Programming	Day/Eve	5 weeks	8 weeks
Python Programming	Day/Eve	5 weeks	8 weeks
Cisco Certified Network Associate	Day/Eve	10 weeks	15 weeks
Project Management	Day/Eve	5 weeks	8 weeks

Semester Credit Hour Measure

A Semester Credit Hour (Unit) equals one or any combination of 15 hours of lecture/theory equals 1 semester unit, 30 hours of laboratory/demonstration equals 1 semester unit and 45 hours clinical/externship/ work based activity equals 1 semester unit.

A clock hour is defined as “A period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction and 10 minutes allowed for student break. This formula complies with the Federal 34 CFR.

Program Title	Number of Clock Hours	Semester Credit Units
Certified Nurse Assistant	150	4.6
Home Health Aide	40	1.3
Emergency Medical Technician (EMT)	254	22.0

Nursing Informatics	48	1.56
Computer Technician (Classroom)	200	6.5
Computer Technician (Distance)	200	6.5
Técnico en Computación (Distance)	200	6.5
Computer Office Automation (Classroom)	200	6.5
Computer Office Automation (Distance)	200	6.5
Automatización de oficina de computadora (Distance)	200	6.5
CompTia Network+	40	1.3
CompTia Server+	40	1.3
CompTia Security+	40	1.3
Microsoft Windows Server Administration	40	1.3
Microsoft SQL Server Database Administration	40	1.3
Java Programming	40	1.3
Python Programming	40	1.3
Cisco Certified Network Associate	80	2.6
Project Management	40	1.3

ACADEMIC PROGRAMS

Certified Nurse Assistant (CNA)

Classes are conducted: 4 Hours a day, 3 days a week Saturday and Sunday 8 Hours / 17 Weeks for 182 Total Clock Hours

Program Description:

This 9.33 Semester Credit Hour Allied Health program requires 17 weeks of training. The required hours of training includes hours specified by the California Department of Health Services / Licensing and Certification Section. This program exceeds the minimum requirements to prepare a student for a wider scope of medical situations which may arise in the health industry. The additional 80-hours are a pre-requisite introduction course, for the student with no prior medical exposure.

Program Objectives:

This program is designed to provide a student with extensive instruction in allied Health Aide, career development as well as preparing the student for the Nurse Assistant Certification testing by the American Red Cross or Regional Testing Center for Certification.

Occupational Objectives:

Graduates will be qualified for entry -level positions in the Allied Health Industry, with Hospitals, Long-term care, Clinics, Doctors Offices, and specifically to care for patients confined to nursing facilities or the patient's home.

DOT # 354.377-014, 66011, 355.674-014

MODULES	CONTENTS	Theory Hours	Clinical Hours
Module A	Vital Signs	16	0
Module B	Weights and Measures	16	0
Module C	Medical Terminology	16	0
Module D	Anatomy	16	0
Module E	Documentation	16	0
		80	0

MODULES	CONTENTS	Theory Hours	Clinical Hours
Module 1	Introduction	2	0
Module 2	Patients' Rights	2	1
Module 3	Communication/Interpersonal Skills	2	0
Module 4	Prevention and Management of Catastrophe and Unusual Occurrences	1	1
Module 5	Body Mechanics	2	4
Module 6	Medical and Surgical Asepsis	2	8
Module 7	Weights and Measures	1	1
Module 8	Patient Care Skills	14	44

Module 9	Patient Care Procedures	7	20
Module 10	Vital Signs	3	6
Module 11	Nutrition	2	6
Module 12	Emergency Procedures	2	1
Module 13	Long-Term Care Resident	2	0
Module 14	Rehabilitative/Restorative Care Nursing	2	4
Module 15	Observation and Charting	4	4
Module 16	Death and Dying	2	0
		50	100
Total Hours		82	

PREPARATION MODULES

Module A: Medical Terminology

In this prep module the student will be introduced to the basic concepts of medical terminology. Word elements, prefix, suffix and root words, combining forms will be the focal point. This terminology will be integrated into all modules.

Module B: Anatomy

The student will be introduced to the basic concepts of anatomy. The primary structure and functions of the human body will be discussed. This anatomy module will be integrated into all modules.

Module C: Documentation

The student will have a clear direction of writing, reading, abbreviations and documentation requirements for charting correctly and accurately for patient care plan, patient care documentation for Patient responsibilities.

Module D: Vital Signs:

The student will have a strong sense of performing / reading vital signs and their importance in health care and patient safety. This module will not take the place of the required vital signs module included in the DHS required program, however, will give the student an added edge to be prepared with the vital signs necessary in day-to-day skills.

PROGRAM REQUIRED PER DHS REGULATIONS

Module 1: Introductions to Health Care

During this module, the student learns of the role and responsibility of the Certified Nurse Assistant. An overview of Title 22, division 5, California Code of Regulations. The requirements for nurse assistant certification, professionalism, ethics and confidentiality are reviewed.

Module 2: Patient Rights

In this module, the student learns communications, defense mechanisms, social cultural factors, attitudes

toward illness and health care and family interaction. The student is instructed in the patients' right as specified in Title 22, California Code of Regulations section 72527 and in sections 1599.1, 1599.2, and 1599.3 of the Health and Safety Code and in Title 42 Code of Federal Regulations Part 483, Sections 483.10, 483.12, 483.13, and 483.15.

Module 3: Communication/Interpersonal Skills

The student will learn communication and defense mechanism skills when working with the Patient and the health care team. The student will be introduced to socio cultural factors, attitudes of illness and health care in the community and family interactions.

Module 4: Prevention/Management of Catastrophic & Unusual Occurrence

During this module, the student will learn emergency procedures, general safety rules, fire and disaster plans, the roles and procedures for Nurse Assistants, and patient safety.

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Module 5: Body Mechanics

In this module, the student learns of the basic rules of body mechanics, proper transfer techniques, ambulation, the proper use of body mechanics and positioning techniques.

Module 6: Medical & Surgical Asepsis

The student will learn about Micro-organisms, the procedure of universal precautions used for infection control including methods to handle patients, and all materials that are soiled with body fluids from patients. The principles of asepsis and methods prescribed shall be designed to reduce risk of transmission of potentially infectious etiologic agents from patient to patient and between patients and health care workers.

Module 7: Weights and Measures

The student will use the metric system in measuring accurately the intake and output and fluid balance, fluid intake, fluid output, forcing and restricting fluids. Measuring resident's height and weight in the bed or upright scale. The student will learn to understand the Metric system, by weight, length and liquid volume. The student will also learn military time i.e. a twenty-four (24) hour clock.

Module 8: Patient Care Skills

During this module, the student learns the proper procedure for bathing patients and medicinal baths, dressing and undressing oral hygiene with their own teeth, dentures or to unconscious residents, hair care combing and shampooing nail care, shaving. The assistance with prosthetic devices, skin care including Decubitus ulcers, elimination needs, bowel and bladder retraining, weights and measuring the patient.

Module 9: Patient Care Procedures

During this module, the student learns how to collect specimens, including stool, urine and sputum. Students learn to care for patients with tubing to include but not limited to gastric, oxygen, urinary, and intravenous (IV). (This care does not include inserting, suctioning or changing the tubes). Student also

learns meaning of intake and output (I&O), bed making, cleansing enemas, laxative suppositories, admission, transfer and discharge, bandages and non-sterile dry dressings, application of non-legend topical ointments to intact skin surfaces.

Module 10: Vital Signs

The student will learn the purpose of Vital factors affecting the vital signs, Normal ranges, methods of measuring the temperature, pulse and respiration and blood pressure... Learn abnormalities of vital sign and, recording the pr proper documentation.

Module 11 Nutrition

The student learns the Principles of Basic Nutrition, Basic Four Food Groups, Religious Dietary Restrictions, The Four Major Types of Nutrients, The Importance of Water, Nutrient and Calorie Needs, Assessing Nutrition, Good vs Poor, Regular and Special (Therapeutic) Diets, Therapeutic Diets that Eliminate, Restrict, or Change the Proportion of Foods or Nutrients, Therapeutic Diet that are Served in 4 Particular Forms, Supplemental Food and Fluids, Principles of Fluid Balance, Nursing Assistant's Responsibility Relating to Client's Diet, Planning a Menu and Shopping List, Purchasing Food Wisely, Storing Food Properly, Feeding techniques for the patient, Food Preparation and diet therapy.

Module 12: Emergency Procedure

During this module, the student will learn signs and symptoms of distress, immediate and temporary intervention and emergency codes and procedures, general safety rules, fire and disaster plans, the roles and procedures for Certified Nurse Assistants, and patient safety and emergency including overview of CPR and first aid for choking resident.

Module 13: Long Term Care

During this module, the student learns the needs of persons with retardation, Alzheimer's, cerebral palsy, epilepsy, dementia, and mental illness. General anatomy and terminology, physical and behavioral needs and changes, community resources available, psychological, social, and recreational needs, common disease/disorders including signs and symptoms.

Module 14: Rehabilitative Nursing

During this module, the student learns the importance of promoting patient potential, devices and equipment used in patient care, ADLs, Family interactions, complications of inactivity, ambulation and range of motion exercises, assistive devices to assist the resident to assist with their activities of daily living.

Module 15: Observation and Charting

The student learns observation of patients and reporting responsibilities, patient care plans, patient care documentation, legal issues of charting, in depth medical terminology for observation and charting. Introduction to medical terminologies.

Module 16: Death & Dying

During this module, the student learns the stages of grief, the emotional and spiritual needs of the patient and family, rights of the dying patient, signs of approaching death, monitoring of the patient, and post mortem care.

*** FINAL EXAM AND LICENSE

Nurse Assistant/students, upon completion of the course, and completing the final exam with a grade of 80% on the final examination will be eligible to apply for the certification test given by the American Red Cross or Regional Testing Center.

After taking the certification test and passing to receive a certification as a Certified Nurse Assistant with the American Red Cross or Regional Testing Center test site, the student will be issued a transcript, and diploma, if tuition is paid in full to the Center. **The certification test is not given by the Center, but by the American Red Cross or Regional Testing Center. This Center cannot guarantee the certification.**

THE COURSE INCLUDES:

(1) Sets of Scrubs- set of Navy Blue scrubs for theory and (1) sets of White scrubs for clinical
Cost to student if refund is due \$ _____

Book: Mosby's Textbook for Nursing Assistants

Cost to student if refund is due \$ _____

Stethoscope

Cost to student if refund is due \$ _____

All supplies for lab and clinical use.

All students will be expected to wear the scrubs given to you by the Center and you **MUST** have a Textbook, also given to you by the Center.

Requirements for renewal of CNA license/certification:

1. Forty eight hours (48 hrs) Certificate of Education Units (CEU) Per year (24) hrs.
2. In service training in a facility or hospital with one (1) day paid salary

Note: 24 units CEU – on line courses/classes: earn 12 units each
Year. Other CEU Trainings can be taken from accredited
training facilities and schools.

Important: Renewal of license/certification shall be four (4) months before expiration date.

Certified Home Health Aide (CHHA)

Classes are conducted: 4 Hours a day, 3 days a week Saturday and Sunday 8 Hours / 4 Weeks for 40 Total Clock Hours

Program Description:

The Home Health Aide program, a 40-clock hour 2.0 Semester Credit Hour 4 Week program, is designed to expand the role of a Nursing Assistant to provide quality care to a client in a home care setting under the supervision of a Case Manager or a Registered Nurse.

Program Objectives:

The applicant must be a Certified Nursing Assistant (C.N.A.) to take this 40-clock hour, California Department of Health Department approved course, which will train to provide quality care to clients in their homes. The applicant will learn: (1) how to work well with clients and their families, and help them feel better about themselves; and (2) how to assist clients in taking care of their daily needs. Upon successfully completing of this course the applicant will be issued a diploma which will lead to an occupation as a Home Health Aide.

This program is designed to provide a student with extensive instruction in Home Health Aide requirements. There is no additional testing for this certification. **THE STUDENT MUST BE A CERTIFIED NURSE ASSISTANT TO ENROLL IN THIS COURSE.**

Occupational Objectives:

The course syllabus was developed following the California Department of Health Services guidelines for the training of C.N.A.'s to become certified home health aide. Section 484.36 of the Health Care Financing Administration regulations (Omnibus Budget Reconciliation Act), OBRA for short, and Title 22 were used to develop the appropriate units of the curriculum. The following course content required by Title 22 was included in the 40 hour curriculum:

Dot # 354.377-014, 66011, 355.674-014

Syllabus for Home Health Aide Training Program:

CONTENT	THEORY HOURS	CLINICAL HOURS
Introduction to Aide and Agency Role	2	0
Interpretation of Medical and Social Needs of Clients	5	0
Personal Care Services	5	15
Nutrition	5	3
Cleaning and Care Tasks in the Homes	3	2
Total Hours:	20	20

CERTIFIED HOME HEALTH AIDES (CHHA) are paraprofessionals who are employed by private health care and non-profit community agencies. According to the physician's plan of treatment,

Home Health Aides work under the supervision of a registered nurse/ physical therapist to provide personal and homemaking services to the aged and disabled. They also care for children whose parent is ill or incapacitated.

The student learns an Introduction to Homemaking Tasks, Cleaning the Client's Home, Economical Cleaning Materials and How to Use Them, Specific Tasks, General Rules of Safety in the Home, Fire and Safety Prevention, Poisons, Oxygen Safety, Making Your Own Cleaning Equipment.

Home Health Aides provide essential services for clients who cannot live alone without assistance. They keep households functioning as normal as possible and enable the sick to remain at home instead of moving to a nursing home.

Typical tasks performed by Home Health Aides include assisting clients to bathe and use the toilet or bedpan and to move about.

They check pulse and respiration rates, change surgical dressings and assist the client with medications. They also do cleaning tasks relation to the safety and comfort of residents. Tasks include cleaning the client's room, kitchen and bathroom, doing laundry and changing bed linens. Home Health Aides also plan meals (including special diets), shop for food and prepare meals. In addition to regular duties.

THE COURSE INCLUDES:

All supplies for clinical use.

Emergency Medical Technician (EMT)

Classes are conducted: 4 Hours a day, 3 days a week (Saturday and Sunday skill practice) 18 Weeks for 254 Total Clock Hours / 22.0 Credit hours.

Program Description:

This 22.0 Semester Credit Hour Allied Health program requires 18 weeks of training and 40 hours of Ride along. The required hours of training includes hours specified by the EMS Agency. This program exceeds the minimum requirements to prepare a student for a wider scope of medical situations which may arise in the EMT field, using the EMS Education Standards and Los Angeles County Scope of Practice.

Program Objectives:

This program is designed to give the EMT student the skills and knowledge to function as a working EMT at the basic level and to facilitate passing the NREMT examination certification.

Occupational Objectives:

This program is designed for graduates who want to gain employment as a firefighter, law enforcement, EMT with an ambulance company, EMT in a Hospital ER.

This program is also designed for those who are planning to obtain a higher level of medical training as an enhancement for the application process for other professions.

Dot #

MODULES	CONTENTS	
Module 1	Preparatory	
Module 2	Anatomy and Physiology	Didactic & Skills = 214 Hours
Module 3	Medical Terminology	
Module 4	Pathophysiology	
Module 5	Life Span Development	Ride-A-Long = 40 Hours
Module 6	Public Health	
Module 7	Pharmacology	
Module 8	Airway Management	
Module 9	Assessment	Total 254 Hours
Module 10	Medicine	
Module 11	Shock and Resuscitation	
Module 12	Trauma	*** <u>FINAL EXAM AND LICENSE</u>
Module 13	Special Patient Populations	EMT students, upon completion of the course, and completing the final exam with a grade of 80% on the final examination will be eligible to apply for
Module 14	EMS Operations	
Module 15	Skills	
Module 16	Ride along	

the NREMT examination certification test.

After taking the certification test and passing to receive a certification as an EMT (Emergency Medical Technician), the student will be issued a transcript, and diploma, if tuition is paid in full to the Center.

The certification test is not given by the Center.

THE COURSE INCLUDES:

(1) Uniform Polo Shirt, Dickies for the classroom (1) Uniform - Dickies and White Shirt (1) for Ride along,

Cost to student if refund is Due \$ _____

Stethoscope.

Cost to student if refund is Due \$ _____

Book: AAOS 11th Edition, Emergency Care of the Sick and Injured

Cost to student if refund is Due \$ _____

All supplies for lab and skills lab/ride along use.

STUDENTS RESPONSIBILITY

1. A physical and TB skin test
2. Hepatitis B Vaccination or record w/i the last 6 months
3. BLS For Healthcare provider card (If you do not have this see the registrar) **NO ONLINE CPR WILL BE ACCEPTED**
4. (2) passport photos
5. Boots
6. Utility Belt
7. Watch with a second hand
8. Liability insurance (see registrar) The School carries general and Professional liability insurance however, the additional coverage, and uninsurable events including gross negligence, is the responsibility of the student. The student can purchase private supplemental insurance at their cost.

Important: Recertification: Certification as an EMT is valid for (2) two years throughout the State of California. Each certification card will indicate an expiration date. It is the responsibility of the practicing EMT to recertify before this two year period ends.

To recertify, the EMT must successfully complete a refresher course of continuing education (CE) units. Every (2) years the EMT must take a standardized State of California skills exam. If you fail to recertify before the expiration date your certification will become invalid, and an EMT cannot work as an EMT.

All students will be expected to wear the uniforms given to you by the Center and you **MUST** have a Textbook, also given to you by the Center.

The equipment in the course consist of Title 22 EMT Training guidelines.

I. Airway

- a. Oropharyngeal Airways (Infant, Child, and Adult sizes)
- b. Nasopharyngeal Airways (Infant, Child, and Adult sizes)
- c. Bag Valve Mask Resuscitators (Infant, Child, and Adult sizes)
- d. Oxygen Delivery Devices
 - i. High Concentration Mask (Adult and Pediatric)
 - ii. Nasal Cannula (Adult and Pediatric)
 - iii. Simple Mask (Adult and Pediatric)
 - iv. Venturi mask
 - v. Oxygen Supply Tubing
 - vi. Pocket Mask
 - vii. Portable Oxygen tank w/regulator
 - viii. Suction Unit
 - ix. Suction Catheters (Soft and Rigid) (Various Sizes)
 - x. Suction Tubing
- II. Cardiac
 - a. AED Trainer (With Pads)
- III. Bandages and Dressings
 - a. Abdominal Pad
 - b. Elastic Bandage (Various sizes)
 - c. Adhesive Bandage with a non – stick center
 - d. Elastic gauze
 - e. Burn Sheet (Sterile) or Clean Wrapped Sheets
 - f. Gauze Pads (Sterile and non - sterile) (4X4 and 2X2)
 - g. Multi - Trauma Dressing
 - h. Scissors
 - i. Sterile Eye Pads
 - j. Triangular Bandage
 - k. Petroleum Gauze
 - l. Adhesive Tape - Assorted sizes
- IV. Immobilization
 - a. Splints - Arm and leg (various types)
 - b. Cervical Collars - Assorted sizes or adjustable
 - c. Head Stabilization Devices
 - d. Long Spine Boards w/3 straps
 - e. Scoop Stretcher
 - f. Short Immobilization Device (Vest type)
 - g. Pediatric Immobilization Device 21
 - h. Traction Splint (Adult and Pediatric)
- V. Pharmacological
 - a. Poison Antidote Kit w/ Activated Charcoal)
 - b. Epi - Pen Trainer
- VI. Diagnostic
 - a. Blood Pressure Cuffs (Infant, Child, Adult, and Large Adult)
 - b. Stethoscope and Trainer Stethoscope
 - c. Glucose Monitoring Device w/strips
 - d. Pulse Oximeter
 - e. Penlight

VI I. Body Substance Isolation

- a. Gloves - Assorted sizes (latex and latex - free)
- b. Face and Eye Protection
- c. Hepa and N95 Masks
- d. Gowns - Assorted sizes

VIII. Mannequins/Simulators

- a. Airway Mannequins - (Infant, Child, and Adult sizes)
- b. CPR Mannequins (Infant, Child, and Adult sizes)
- c. OB Mannequin
- d. Defibrillation Mannequins
- e. Anatomical Charts and Models
- f. Moulage Kit

IX Weapons of Mass Destruction

- a. Mark I Auto - Injector Trainers
- b. Escape Hoods/PAPR's
- c. Disaster Tags

XI Miscellaneous

- a. Alcohol Prep Sponge
- b. Aluminum Foil
- c. Ambulance Patient Care Reports (PCR's)
- d. Bite Stick
- e. Blankets
- f. Blood Lancets
- g. Cold and Hot Chemical Packs
- h. Sharps Container
- i. Cotton Swabs
- j. Emesis Container
- k. Flashlight
- l. Water Based Lubricant
- m. Jump Kit
- n. Linen
- o. Positive Pressure Ventilation Device
- p. Motorcycle Helmet (Open and Closed)
- q. Multi - level Stretcher w/ straps to include shoulder harness and pediatric device
- r. OB Kit
- s. Pillow
- t. Pneumatic Anti - Shock Trousers
- u. Restraints - 1 set (Ankle and Wrist)
- v. Stair Chair
- w. Syringe (Bulb)
- x. Tongue Depressor
- y. Irrigation Fluid
- z. Mannequin for intubation

Nursing Informatics

Program length: 48 hours (4 hours a day, two days a week for 6 weeks)

Instruction method: In classroom

Program Description: Nursing informatics (NI) is the specialty that integrates nursing practice with the use of computers and information to identify, define, manage and communicate data, information, knowledge and wisdom in nursing practice to improve patient care outcomes. The course encompasses purpose, use and advantages of electronic health records (EHRs) in care facilities.

Learning Objectives:

Module 1: Nursing Science and the Foundation of Knowledge (4 hours)

Module 2: Introduction to Information Science and Systems (4 hours)

Module 3: Overview of Nursing Informatics (4 hours)

Module 4: Applications of Informatics in Nursing (4 hours)

Module 5: Standardized terminologies to support Nursing Practice (4 hours)

Module 6: Information and knowledge needs of Nursing Practice (4 hours)

Module 7: Privacy and Legislative aspects – HITECH and HIPAA (4 hours)

Module 8: Systems Development Lifecycle (4 hours)

Module 9: Information Copyright, Fair Use and Data Security (4 hours)

Module 10: Purpose and use of Electronic Health Records (4 hours)

Module 11: Informatics Tools to promote patient outcomes and safety (4 hours)

Module 12: Case studies and simulations (4 hours)

Textbook: Nursing Informatics: Scope and Standards of Practice, 2nd Edition, American Nurses Association. ISBN-13: 978-1558105799

Computer Technician (Classroom)

Program length: 200 hours (4 hours a day, five days a week for 10 weeks)

Instruction method: In classroom

Program Description: In this Certificate course, participants will learn all phases and techniques used to become proficient in diagnosing, troubleshooting and repairing the personal computer. CompTia A+ is the preferred qualifying credential for technical support and IT operational roles.

Learning Objectives:

At the completion of this program the student will be able to:

1. Diagnose and troubleshoot personal computer problems.
2. Understand a wide variety of issues ranging from networking and operating systems to mobile devices and security.
3. Connect users to the data they need to do their jobs regardless of the devices being used.
4. Solve network/printer connectivity problems in an office setting.

Occupational Objectives: Successful graduates will be employable as PC Technicians and Technical Support professionals. (DOT Codes 828.261-022, 031.262-014)

Detailed Syllabus:

Core Hardware (80 hours): The Student will learn about motherboards, memory, DVD ROM and hard drives. Trouble shooting fundamentals, supporting Input/Output (I/O) devices (keyboard, mouse, printer, scanner), multimedia technology, power supplies, communications, networking fundamentals, and printers. These skills include the installation, maintenance, and troubleshooting of common devices such as desktops, laptops, network and wireless devices, printers, and monitors. The students will master the installation and troubleshooting of common components such as CPUs, memory, disks, power supplies, and expansion cards, as well as gain valuable practical knowledge of security concepts, customer service, and business processes.

Operating Systems (80 hours): Introduction to Operating Systems, memory management, file and folder management, supporting Windows 7/10, Windows networking, Local Area Network (LAN), internet, printing, virus protection, support and troubleshooting. Students will learn to compare and install various operating systems, setup and use client-side virtualization and SOHO networks, and troubleshoot PC and mobile device operating systems. Students will learn the skills expected of an entry-level IT technician who will have a high level of interaction with clients.

CompTia A+ Test Preparation (40 hours): Study preparation for the CompTia A+ Certification Test

Textbook: CompTIA A+ Certification All-in-One Exam Guide; Mike Myers (ISBN-13: 978-1259589515)

Computer Technician (Distance)

Program length: 200 hours (4 hours a day, five days a week for 10 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn all phases and techniques used to become proficient in diagnosing, troubleshooting and repairing the personal computer. CompTia A+ is the preferred qualifying credential for technical support and IT operational roles.

Learning Objectives:

At the completion of this program the student will be able to:

1. Diagnose and troubleshoot personal computer problems.
2. Understand a wide variety of issues ranging from networking and operating systems to mobile devices and security.
3. Connect users to the data they need to do their jobs regardless of the devices being used.
4. Solve network/printer connectivity problems in an office setting.

Occupational Objectives: Successful graduates will be employable as PC Technicians and Technical Support professionals. (DOT Codes 828.261-022, 031.262-014)

Detailed Syllabus:

Core Hardware (80 hours): The Student will learn about motherboards, memory, DVD ROM and hard drives. Trouble shooting fundamentals, supporting Input/Output (I/O) devices (keyboard, mouse, printer, scanner), multimedia technology, power supplies, communications, networking fundamentals, and printers. These skills include the installation, maintenance, and troubleshooting of common devices such as desktops, laptops, network and wireless devices, printers, and monitors. The students will master the installation and troubleshooting of common components such as CPUs, memory, disks, power supplies, and expansion cards, as well as gain valuable practical knowledge of security concepts, customer service, and business processes.

Operating Systems (80 hours): Introduction to Operating Systems, memory management, file and folder management, supporting Windows 7/10, Windows networking, Local Area Network (LAN), internet, printing, virus protection, support and troubleshooting. Students will learn to compare and install various operating systems, setup and use client-side virtualization and SOHO networks, and troubleshoot PC and mobile device operating systems. Students will learn the skills expected of an entry-level IT technician who will have a high level of interaction with clients.

CompTia A+ Test Preparation (40 hours): Study preparation for the CompTia A+ Certification Test

Textbook: CompTIA A+ Certification All-in-One Exam Guide; Mike Myers (ISBN-13: 978-1259589515)

Técnico en Computación (Distance)

Program length: 200 hours (4 hours a day, five days a week for 10 weeks)

Instruction method: Distance, in Spanish.

Program Description: In this Certificate course, participants will learn all phases and techniques used to become proficient in diagnosing, troubleshooting and repairing the personal computer. CompTia A+ is the preferred qualifying credential for technical support and IT operational roles.

Learning Objectives:

Al finalizar este programa, el alumno podrá:

1. Diagnosticar y solucionar problemas de la computadora personal.
2. Comprender una amplia variedad de problemas que van desde redes y sistemas operativos hasta dispositivos móviles y seguridad.
3. Conecte a los usuarios a los datos que necesitan para realizar su trabajo, independientemente de los dispositivos que se utilicen.
4. Resuelva problemas de conectividad de red / impresora en una oficina.

Occupational Objectives: Successful graduates will be employable as PC Technicians and Technical Support professionals. (DOT Codes 828.261-022, 031.262-014)

Detailed Syllabus:

Core Hardware (80 hours): El alumno aprenderá sobre placas base, memoria, DVD ROM y discos duros. Solución de problemas relacionados con los fundamentos, compatibilidad con dispositivos de entrada / salida (E / S) (teclado, mouse, impresora, escáner), tecnología multimedia, fuentes de alimentación, comunicaciones, fundamentos de redes e impresoras. Estas habilidades incluyen la instalación, el mantenimiento y la resolución de problemas de dispositivos comunes como computadoras de escritorio, computadoras portátiles, dispositivos de red e inalámbricos, impresoras y monitores. Los estudiantes dominarán la instalación y resolución de problemas de componentes comunes como CPU, memoria, discos, fuentes de alimentación y tarjetas de expansión, y obtendrán un valioso conocimiento práctico de conceptos de seguridad, servicio al cliente y procesos comerciales.

Operating Systems (80 hours): Introducción a los sistemas operativos, administración de memoria, administración de archivos y carpetas, compatibilidad con Windows 7/10, redes Windows, red de área local (LAN), internet, impresión, protección contra virus, soporte y resolución de problemas. Los estudiantes aprenderán a comparar e instalar varios sistemas operativos, configurar y usar la virtualización del lado del cliente y las redes SOHO, y solucionar problemas de los sistemas operativos de PC y dispositivos móviles. Los estudiantes aprenderán las habilidades que se esperan de un técnico de TI de nivel inicial que tendrá un alto nivel de interacción con los clientes.

CompTia A+ Test Preparation (40 hours): Preparación del estudio para la prueba de certificación CompTia A+

Textbook: Computadoras para todos: Quinta edición, revisada y actualizada (Edición española) – Jaime Restrepo (ISBN-13: 978-1101970737)

Computer Office Automation (Classroom)

Program length: 200 hours (4 hours a day, five days a week for 10 weeks)

Instruction method: In classroom

Program Description: In this Certificate course, participants will be exposed to and learn all phases and techniques used in working with Microsoft Office, including Word, Excel, PowerPoint and Outlook. Additionally, the student will be exposed to learning various office techniques and career development and will master the skills needed to successfully work in clerical occupations.

Learning Objectives:

At the completion of this program the student will be able to:

1. Use the computer, navigate and conduct Internet search
2. Create, edit and save Microsoft Word documents.
3. Create, edit and save Microsoft Excel spreadsheets, along with the ability to use formulae and display charts.
4. Create, edit and save Microsoft PowerPoint slide shows for Office presentations.
5. Use Microsoft Outlook for sending and receiving email, along with proper corporate email etiquette.

Occupational Objectives: Successful graduates will be employable as receptionists, office clerks, administrative assistants, information clerks, customer service clerks and data entry clerks. (DOT Codes 169.167-010, 169.167-014, 186.117-034, 203.362-010 and 203.582-054)

Detailed Syllabus:

Introduction to computers and Internet (20 hours): The Student will learn how to use the Windows Operating System. Creating, editing, printing and saving files. Using anti-virus software to safeguard the computer. Troubleshooting Internet connectivity, printer configuration and safeguarding against malware. Student will also learn best practices of Internet search and safe browsing practices to avoid malware.

Microsoft Word (40 hours): Assignments and production work include creation of and formatting of word processing documents as used in the business environment.

- Document creation, editing, and saving
- Formatting text and paragraphs
- Working with tables, columns, and other formatting features
- Graphics, WordArt, charts, and text flow
- Document templates
- Advanced features including mail merge, macros, document versioning, and proofing tools

Microsoft Excel (40 hours): Enter and edit data, create formulas and graphs in spreadsheet applications.

- Performing basic to advanced calculations using formulas
- Formatting and printing worksheets
- Creating powerful charts and graphs
- Building pivot tables and pivot charts
- Utilizing Excel data table features

Microsoft PowerPoint (40 hours): Learn PowerPoint basics to create, edit and format a slide show presentation.

- How to create engaging multimedia presentations with PowerPoint
- Formatting and organizing PowerPoint slides
- Working with graphics, tables and charts
- Adding multimedia and SmartArt presentations
- Integrating with Microsoft Office files

Microsoft Outlook (40 hours): Learn the basics of Outlook (email, collaboration and meeting tools) and how it benefits the work environment.

- Managing contacts
- Scheduling tasks
- Maintaining calendar
- Sorting and arranging all emails.
- Track and recall messages.
- Setup contact groups
- Schedule appointments and meetings
- Work with notes

Test Prep (20 hours): Microsoft Office Specialist (MOS) Certification exam preparation

Textbook: Learning Microsoft Office – Weixel and Wempen (ISBN-13: 978-0133390414)

Computer Office Automation (Distance)

Program length: 200 hours (4 hours a day, five days a week for 10 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will be exposed to and learn all phases and techniques used in working with Microsoft Office, including Word, Excel, PowerPoint and Outlook. Additionally, the student will be exposed to learning various office techniques and career development and will master the skills needed to successfully work in clerical occupations.

Learning Objectives:

At the completion of this program the student will be able to:

1. Use the computer, navigate and conduct Internet search
2. Create, edit and save Microsoft Word documents.
3. Create, edit and save Microsoft Excel spreadsheets, along with the ability to use formulae and display charts.
4. Create, edit and save Microsoft PowerPoint slide shows for Office presentations.
5. Use Microsoft Outlook for sending and receiving email, along with proper corporate email etiquette.

Occupational Objectives: Successful graduates will be employable as receptionists, office clerks, administrative assistants, information clerks, customer service clerks and data entry clerks. (DOT Codes 169.167-010, 169.167-014, 186.117-034, 203.362-010 and 203.582-054)

Detailed Syllabus:

Introduction to computers and Internet (20 hours): The Student will learn how to use the Windows Operating System. Creating, editing, printing and saving files. Using anti-virus software to safeguard the computer. Troubleshooting Internet connectivity, printer configuration and safeguarding against malware. Student will also learn best practices of Internet search and safe browsing practices to avoid malware.

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- Formatting and printing worksheets
- Creating powerful charts and graphs
- Building pivot tables and pivot charts
- Utilizing Excel data table features

Microsoft PowerPoint (40 hours): Learn PowerPoint basics to create, edit and format a slide show presentation.

- How to create engaging multimedia presentations with PowerPoint
- Formatting and organizing PowerPoint slides
- Working with graphics, tables and charts
- Adding multimedia and SmartArt presentations
- Integrating with Microsoft Office files

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- Scheduling tasks
- Maintaining calendar
- Sorting and arranging all emails.
- Track and recall messages.
- Setup contact groups
- Schedule appointments and meetings
- Work with notes

Test Prep (20 hours): Microsoft Office Specialist (MOS) Certification exam preparation

Textbook: Learning Microsoft Office – Weixel and Wempen (ISBN-13: 978-0133390414)

Automatización de oficina de computadora (Distance)

Program length: 200 hours (4 hours a day, five days a week for 10 weeks)

Instruction method: Distance, in Spanish

Program Description: In this Certificate course, participants will be exposed to and learn all phases and techniques used in working with Microsoft Office, including Word, Excel, PowerPoint and Outlook. Additionally, the student will be exposed to learning various office techniques and career development and will master the skills needed to successfully work in clerical occupations.

Learning Objectives:

Al finalizar este programa, el alumno podrá:

1. Usa la computadora, navega y realiza una búsqueda en Internet
2. Cree, edite y guarde documentos de Microsoft Word.
3. Cree, edite y guarde hojas de cálculo de Microsoft Excel, junto con la capacidad de usar fórmulas y mostrar gráficos.
4. Cree, edite y guarde presentaciones de diapositivas de Microsoft Powerpoint para presentaciones de Office.
5. Use Microsoft Outlook para enviar y recibir correos electrónicos, junto con la etiqueta adecuada de correo electrónico corporativo.

Occupational Objectives: Successful graduates will be employable as receptionists, office clerks, administrative assistants, information clerks, customer service clerks and data entry clerks. (DOT Codes 169.167-010, 169.167-014, 186.117-034, 203.362-010 and 203.582-054)

Detailed Syllabus:

Introduction to computers and Internet (20 hours): El alumno aprenderá a usar el sistema operativo de Windows. Crear, editar, imprimir y guardar archivos. Usando un software anti-virus para salvaguardar la computadora. Solución de problemas de conectividad a Internet, configuración de impresora y protección contra malware. El estudiante también aprenderá las mejores prácticas de búsqueda en Internet y prácticas de navegación segura para evitar el malware.

Microsoft Word (40 hours): Las asignaciones y el trabajo de producción incluyen la creación y el formateo de documentos de procesamiento de texto tal como se utilizan en el entorno empresarial.

- Creación, edición y guardado de documentos
- Formateo de texto y párrafos
- Trabajar con tablas, columnas y otras funciones de formato
- Gráficos, WordArt, gráficos y flujo de texto
- Plantillas de documentos
- Funciones avanzadas que incluyen combinación de correspondencia, macros, control de versiones de documentos y herramientas de revisión

Microsoft Excel (40 hours): Ingrese y edite datos, cree fórmulas y gráficos en aplicaciones de hojas de cálculo.

- Realizando cálculos básicos a avanzados usando fórmulas
- Formateo e impresión de hojas de trabajo
- Crea gráficos y gráficos potentes
- Construcción de tablas dinámicas y gráficos dinámicos
- Utilizando las características de la tabla de datos de Excel

Microsoft PowerPoint (40 hours): Aprenda los conceptos básicos de PowerPoint para crear, editar y formatear una presentación de diapositivas.

- Cómo crear presentaciones multimedia atractivas con PowerPoint
- Formateo y organización de diapositivas de PowerPoint
- Trabajando con gráficos, tablas y gráficos
- Agregar presentaciones multimedia y SmartArt
- Integración con archivos de Microsoft Office

Microsoft Outlook (40 hours): Aprenda los conceptos básicos de Outlook (herramientas de correo electrónico, colaboración y reunión) y cómo beneficia el entorno de trabajo.

- Gestionar contactos
- Tareas de programación
- Mantener el calendario
- Ordenar y organizar todos los correos electrónicos.
- Seguimiento y recuperación de mensajes.
- Configurar grupos de contacto
- Programar citas y reuniones
- Trabajar con notas

Test Prep (20 hours): Preparación para el examen de certificación de Microsoft Office Specialist (MOS)

Textbook: Microsoft Office 2016 (Spanish Edition) – Pena Millahaul Claudio Alejandro (ISBN-13: 978-9877340563)

CompTia Network+

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn how to support, troubleshoot, and configure, and manage both wired and wireless networks. This program also covers mobile, cloud, virtualization technologies, and critical security concepts needed for IT professionals who intend to work as Network Administrators.

Learning Objectives:

At the completion of this program the student will be able to:

- Design and implement functional networks
- Configure, manage, and maintain essential network devices
- Use devices such as switches and routers to segment network traffic and create resilient networks
- Identify benefits and drawbacks of existing network configurations
- Implement network security, standards, and protocols
- Troubleshoot network problems
- Support the creation of virtualized networks

Occupational Objectives: Successful graduates will be employable as Network Support professionals. (DOT codes 031.262-014 and 823.261-900)

Detailed Syllabus:

Topologies and Infrastructure (8 hours):

Topologies and the OSI Model

Ethernet

Hubs, Bridges, and Switches

Infrastructure and Design

Addressing and Routing (8 hours):

Internet Protocol

IPv4 Addressing

IPv6 Addressing

Routing

Troubleshooting and Management (8 hours):

Transport Protocols

Name Resolution

Troubleshooting

Applications and Services

Management and Monitoring

Cloud and Virtualization

Installation (8 hours):

Network Sites

Installing Cable

Installing Wireless Networks

WAN Technologies

Remote Access

Security (8 hours):

Vulnerabilities and Threats

Security Appliances

Authentication

Incident Response

Change and Configuration Management

Textbook: CompTIA Network+ Certification All-in-One Exam Guide – Mike Meyers (ISBN-13: 978-1260122381)

CompTia Server+

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn the skills to work as Server Administrators in data centers or cloud environments. Candidates will master the following concepts:

- Virtualization
- Storage
- Security
- Troubleshooting

Learning Objectives:

How to size server hardware components
How to operate a virtualization platform
How to install and configure operating systems
How to administer servers both locally and remotely
How to perform maintenance tasks
Hard disk specifications and interfaces
How to configure RAID
Storage capacity considerations
The differences and similarities of physical security methods and concepts
Techniques for applying server hardening
Network security systems and protocols
How to manage cabling
How to configure logical and physical network interfaces
Disaster recovery sites, continuity practices, and backup and recovery methods
How to troubleshoot hardware, software, network, and security issues

Occupational Objectives: Successful graduates will be employable as Network Support professionals. (DOT codes 031.262-014 and 823.261-900)

Detailed Syllabus:

Managing Server Hardware (4 hours):

Server Components
Server Power
Server Cooling
Asset Management

Installing a Server (4 hours):

Prepare an Installation Plan
Prepare the Server Hardware
Set Up the Server Hardware
Install an Operating System

Configuring Networking (4 hours):
Manage Network Cabling
Configure Network Interface Cards
Implement IP Addressing and Network Infrastructure Services

Creating a Virtual Environment (4 hours):
Create Virtual Servers
Create Virtual Switches

Performing Basic Server Configuration (4 hours):
Configure Local Server Properties
Configure Server Roles
Set Up IP Addressing Service Roles

Administering the Server (4 hours):
Update the Server
Server Administration Access and Control Methods
Create Service Level Agreements
Monitor Server Performance

Implementing Storage Solutions (4 hours):
Perform Capacity Planning
Deploy Primary Storage Devices
Storage Technologies
Configure RAID

Securing the Server (4 hours):
Configure Firewalls
Configure Security Protocols
Implement Intrusion Detection Systems
Implement Logical Access Control Methods
Implement Data Security Methods
Apply Server Hardening Techniques
Implement Physical Security
Create Virtual Networks

Planning and Testing Disaster Recovery (4 hours):
Implement Environmental Controls
Manage Documentation for the Server and the Network
Create A Disaster Recovery Plan
Perform Backup and Restoration

Troubleshooting Server Issues (4 hours):
Troubleshoot Theory and Methods
Troubleshoot Hardware Issues
Troubleshoot Software Issues
Troubleshoot Networking Issues

Troubleshoot Storage Issues
Troubleshoot Security Issues

Textbook: CompTIA Server+ Certification All-in-One Exam Guide – Daniel Lechance (ISBN-13: 978-1259838033)

CompTia Security+

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn the fundamental principles of installing and configuring cybersecurity controls and participating in incident response and risk mitigation. It will prepare the students to work as Security Administrators in the IT Industry and equip them to take the CompTIA Security+ certification exam.

Learning Objectives:

Identify strategies developed by cyber adversaries to attack networks and hosts and the countermeasures deployed to defend them.

Understand the principles of organizational security and the elements of effective security policies.

Know the technologies and uses of cryptographic standards and products.

Install and configure network- and host-based security technologies.

Describe how wireless and remote access security is enforced.

Describe the standards and products used to enforce security on web and communications technologies.

Identify strategies for ensuring business continuity, fault tolerance, and disaster recovery.

Summarize application and coding vulnerabilities and identify development and deployment methods designed to mitigate them.

Occupational Objectives: Successful graduates will be employable as Security Administration professionals. (DOT Codes: 031.262-014 and 823.261-900)

Detailed Syllabus:

Threats, Attacks, and Vulnerabilities (8 hours):

Indicators of Compromise

Critical Security Controls

Security Posture Assessment Tools

Incident Response

Identity and Access Management (8 hours):

Cryptography

Public Key Infrastructure

Identification and Authentication

Identity and Access Services

Account Management

Security Architecture (8 hours):

Secure Network Design

Firewalls and Load Balancers

IDS and SIEM

Secure Wireless Access

Physical Security Controls

Security Design (8 hours):

Secure Protocols and Services

Secure Remote Access

Secure Systems Design

Secure Mobile Device Services

Secure Virtualization and Cloud Services

Risk Management (8 hours):

Forensics

Disaster Recovery and Resiliency

Risk Management

Secure Application Development

Organizational Security

Textbook: CompTIA Security+ Certification All-in-One Exam Guide – Wm. Arthur Conklin et al (ISBN-13: 978-1260019322)

Microsoft Windows Server Administration

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn the fundamental principles of installing, configuring and administering Microsoft Windows Server in host and compute environments. It will prepare the students to work as System Administrators in the IT Industry and equip them to take the Microsoft 70-740 certification exam.

Learning Objectives:

Prepare and install Nano Server, a Server Core installation, and plan a server upgrade and migration strategy.

Describe the various storage options, including partition table formats, basic and dynamic disks, file systems, virtual hard disks, and drive hardware, and explain how to manage disks and volumes.

Describe enterprise storage solutions, and select the appropriate solution for a given situation.

Implement and manage Storage Spaces and Data Deduplication.

Install and configure Microsoft Hyper-V, and configure virtual machines.

Deploy, configure, and manage Windows and Hyper-V containers.

Describe the high availability and disaster recovery technologies in Windows Server 2016.

Plan, create, and manage a failover cluster.

Implement failover clustering for Hyper-V virtual machines.

Configure a Network Load Balancing (NLB) cluster, and plan for an NLB implementation.

Create and manage deployment images.

Manage, monitor, and maintain virtual machine installations.

Occupational Objectives: Successful graduates will be employable as System Administration professionals. (DOT Coded 031.262-014 and 823.261-900)

Detailed Syllabus:

Installing, upgrading, and migrating servers and workloads

Introducing Windows Server 2016

Preparing and installing Server Core

Preparing for upgrades and migrations

Migrating server roles and workloads

Windows Server activation models

Configuring local storage

Managing disks in Windows Server

Managing volumes in Windows Server

Implementing enterprise storage solutions

Overview of DAS, NAS, and SANs

Comparing Fibre Channel, iSCSI, and Fibre Channel over Ethernet

Understanding iSNS, DCB, and MPIO

Configuring sharing in Windows Server 2016

Implementing Storage Spaces and Data Deduplication

Implementing Storage Spaces

Managing Storage Spaces

Implementing Data Deduplication

Installing and configuring Hyper-V and virtual machines

Students will learn the following topics:

Overview of Hyper-V

Installing Hyper-V

Configuring storage on Hyper-V host servers

Configuring networking on Hyper-V host servers

Configuring Hyper-V virtual machines

Managing virtual machines

Deploying and managing Windows and Hyper-V containers

Overview of containers in Windows Server 2016

Deploying Windows Server and Hyper-V containers

Installing, configuring, and managing containers by using Docker

Overview of high availability and disaster recovery

Defining levels of availability

Planning high availability and disaster recovery solutions with Hyper-V virtual machines
Backing up and restoring by using Windows Server Backup

High availability with failover clustering in Windows Server 2016

Implementing failover clustering

Planning a failover cluster

Creating and configuring a new failover cluster

Maintaining a failover cluster

Troubleshooting a failover cluster

Implementing site high availability with stretch clustering

Implementing failover clustering with Windows Server 2016 Hyper-V

Overview of the integration of Hyper-V Server 2016 with failover clustering

Implementing Hyper-V VMs on failover clusters

Key features for VMs in a clustered environment

Implementing Network Load Balancing

Overview of NLB

Configuring an NLB cluster

Planning an NLB implementation

Creating and managing deployment images

Introduction to deployment images

Creating and managing deployment images by using MDT
Virtual machine environments for different workloads

Managing, monitoring, and maintaining virtual machine installations
WSUS overview and deployment options
Update management process with WSUS
Overview of Windows PowerShell DSC
Overview of Windows Server 2016 monitoring tools
Using Performance Monitor
Monitoring event logs

Textbook: MCSA Windows Server 2016 Study Guide: Exam 70-740 – William Panek (ISBN-13: 978-1119359340)

Microsoft SQL Server Database Administration

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn to administer and maintain SQL Server databases with the knowledge and skills to administer a SQL server database infrastructure. Additionally, they will learn to support applications that deliver content from SQL Server databases. It will prepare the students to work as Database Administrators in the IT Industry and equip them to take the Microsoft 70-764 certification exam.

Learning Objectives:

- After completing this course, students will be able to:
 - Authenticate and authorize users
 - Assign server and database roles
 - Authorize users to access resources
 - Protect data with encryption and auditing
 - Describe recovery models and backup strategies
 - Backup SQL Server databases
 - Restore SQL Server databases
 - Automate database management
 - Configure security for the SQL Server agent
 - Manage alerts and notifications
 - Managing SQL Server using PowerShell
 - Trace access to SQL Server
 - Monitor a SQL Server infrastructure
 - Troubleshoot a SQL Server infrastructure
 - Import and export data

Occupational Objectives: Successful graduates will be employable as Database Administration professionals. (DOT Code 039.162-010)

Detailed Syllabus:

SQL Server Security

Authenticating Connections to SQL Server

Authorizing Logins to Connect to databases

Authorization Across Servers

Partially Contained Databases

Assigning Server and Database Roles

Working with server roles

Working with Fixed Database Roles

Assigning User-Defined Database Roles

- Authorizing Users to Access Resources
- Authorizing User Access to Objects
- Authorizing Users to Execute Code
- Configuring Permissions at the Schema Level

- Protecting Data with Encryption and Auditing
- Options for auditing data access in SQL Server
- Implementing SQL Server Audit
- Managing SQL Server Audit
- Protecting Data with Encryption

- Recovery Models and Backup Strategies
- Understanding Backup Strategies
- SQL Server Transaction Logs
- Planning Backup Strategies

- Backing Up SQL Server Databases
- Backing Up Databases and Transaction Logs
- Managing Database Backups
- Advanced Database Options

- Restoring SQL Server Databases
- Understanding the Restore Process
- Restoring Databases
- Advanced Restore Scenarios
- Point-in-Time Recovery

- Automating SQL Server Management
- Automating SQL Server management
- Working with SQL Server Agent
- Managing SQL Server Agent Jobs
- Multi-server Management

- Configuring Security for SQL Server Agent
- Understanding SQL Server Agent Security
- Configuring Credentials
- Configuring Proxy Accounts

- Monitoring SQL Server with Alerts and Notifications
- Monitoring SQL Server Errors
- Configuring Database Mail
- Operators, Alerts, and Notifications
- Alerts in Azure SQL Database

- Introduction to Managing SQL Server by using PowerShell
- Getting Started with Windows PowerShell
- Configure SQL Server using PowerShell

Administer and Maintain SQL Server with PowerShell
Managing Azure SQL Databases using PowerShell

Monitoring SQL Server with Extended events
Extended Events Core Concepts
Working with Extended Events
Monitoring activity
Capturing and Managing Performance Data
Analyzing Collected Performance Data
SQL Server Utility

Troubleshooting SQL Server
A Trouble Shooting Methodology for SQL Server
Resolving Service Related Issues
Resolving Connectivity and Log-in issues

Importing and Exporting Data
Transferring Data to and from SQL Server
Importing and Exporting Table Data
Using bcp and BULK INSERT to Import Data
Deploying and Upgrading Data-Tier Application

Textbook: Administering a SQL Database Infrastructure: Exam 70-764 – Victor Isakov (ISBN-13: 978-1509303830)

Java Programming

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn the fundamental principles of Java programming, its concepts, language constructs, and data types. Additional topics include exception handling, lambda expressions, and modular programming.

Learning Objectives:

- Create simple Java classes and use object references to access fields and methods in a class
- Demonstrate polymorphism by implementing a Java interface
- Handle a checked exception in a Java application
- Use a Predicate Lambda expression as the argument to a method
- Define and implement a simple class hierarchy that supports application requirements
- Write Java code that uses variables, arrays, conditional and loop constructs of achieve program objectives
- Identify modular programming principles
- Access and create static fields and methods
- Encapsulate a class using access modifiers and overloaded constructors
- Manipulate numeric, text, and string data using appropriate Java operators
- Set environment variables to allow the Java compiler and runtime executables to function properly

Occupational Objectives: Successful graduates will be employable as Entry level Java Programmers. (DOT Code 030.162-010)

Detailed Syllabus:

Java Programs and Classes

- Key features of the Java language
- Java technology and development environment
- Running and testing a Java program
- Java classes
- The Main method
- Adding a Main method

Data Types

- Introducing variables
- Working with strings
- Working with numbers
- Manipulating numeric data

Managing Multiple Items

- Working with conditions
- Using IF statements
- Working with a list of items
- Processing a list of items

- Describing Objects and Classes
- Working with objects and classes
- Defining fields and methods
- Declaring, instantiating, and initializing objects
- Working with object references
- Doing more with arrays

- Manipulating and Formatting the Data in Your Program
- Using the String class
- Using the Java API docs
- Using the StringBuilder class
- More about primitive data types
- More numeric operators
- Promoting and casting variables

- Creating and Using Methods
- Using methods
- Method arguments and return values
- Static methods and variables
- How arguments are passed to a method
- Overloading a method

- Using Encapsulation
- Access control
- Encapsulation
- Overloading constructors

- More on Conditionals
- Relational and conditional operators
- More ways to use IF/ELSE constructs
- Using switch statements
- Using the Netbeans debugger

- More on Arrays and Loops
- Working with dates
- Parsing the args array
- Two-dimensional arrays
- Alternate looping constructs
- Nesting loops
- The ArrayList class

- Using Inheritance
- Overview
- Working with subclasses and superclasses
- Overriding methods in the superclass
- Creating and extending abstract classes

- Using Interfaces

- Polymorphism
 - Polymorphism in the JDK foundation classes
 - Using interfaces
 - Local-variable type inference
 - Using the List interface
 - Introducing Lambda expressions

- Handling Exceptions
 - Overview
 - Propagation of exceptions
 - Catching and throwing exceptions
 - Handling multiple exceptions and errors

- Managing Applications and Modules
 - Packages, JARs, architecture
 - Application modification and requirements
 - The Module system
 - JARs
 - Module declarations
 - Modular JDK

- JShell
 - Testing code
 - JShell basics
 - JShell in an IDE

Textbook: Java How to Program, Early Objects – Deitel (ISBN-13: 978-0134743356)

Python Programming

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn the fundamental principles of Python programming, its concepts like conditional execution, loops, Python programming language syntax, semantics, and the runtime environment, as well as with general coding techniques and object-oriented programming.

Learning Objectives:

1. The fundamentals of computer programming, i.e. how the computer works, how the program is executed, how the programming language is defined and constructed, what the difference is between compilation and interpretation, what Python is, how it is positioned among other programming languages, and what distinguishes the different versions of Python;
2. The basic methods of formatting and outputting data offered by Python, together with the primary kinds of data and numerical operators, their mutual relations and bindings; the concept of variables and variable naming conventions; the assignment operator, the rules governing the building of expressions; the inputting and converting of data;
3. Boolean values to compare difference values and control the execution paths using the if and if-else instructions; the utilization of loops (while and for) and how to control their behavior using the break and continue instructions; the difference between logical and bitwise operations; the concept of lists and list processing, including the iteration provided by the for loop, and slicing; the idea of multi-dimensional arrays;
4. The defining and using of functions – their rationale, purpose, conventions, and traps; the concept of passing arguments in different ways and setting their default values, along with the mechanisms of returning the function's results; name scope issues; new data aggregates: tuples and dictionaries, and their role in data processing;
5. Python modules: their rationale, function, how to import them in different ways, and present the content of some standard modules provided by Python; the way in which modules are coupled together to make packages; the concept of an exception and Python's implementation of exceptions, including the try-except instruction, with its applications, and the raise instruction; strings and their specific methods, together with their similarities and differences compared to lists;
6. The fundamentals of OOP (Object Oriented Programming) and the way they are adopted in Python, showing the difference between OOP and the classical, procedural approach; the standard objective features: inheritance, abstraction, encapsulation, and polymorphism, along with Python-specific issues like instance vs. class variables, and Python's implementation of inheritance; objective nature of exceptions; Python's generators (the yield instruction) and closures (the lambda keyword); the means Python developers can use to process (create, read, and write) files.

Occupational Objectives: Successful graduates will be employable as Entry level Programmers. (DOT Code 030.162-010)

Detailed Syllabus:

Module 1: Controls and Evaluations (10 hours)

- basic concepts: interpreting and the interpreter, compilation and the compiler, language elements, lexis, syntax and semantics, Python keywords, instructions, indenting
- literals: Boolean, integer, floating-point numbers, scientific notation, strings
- operators: unary and binary, priorities and binding
- numeric operators: `** * / % // + -`
- bitwise operators: `~ & ^ | << >>`
- string operators: `* +`
- Boolean operators: not and or
- relational operators (`== != > >= < <=`), building complex Boolean expressions
- assignments and shortcut operators
- accuracy of floating-point numbers
- basic input and output: `input()`, `print()`, `int()`, `float()`, `str()` functions
- formatting `print()` output with `end=` and `sep=` arguments
- conditional statements: `if`, `if-else`, `if-elif`, `if-elif-else`
- the `pass` instruction
- simple lists: constructing vectors, indexing and slicing, the `len()` function
- simple strings: constructing, assigning, indexing, slicing comparing, immutability
- building loops: `while`, `for`, `range()`, `in`, iterating through sequences
- expanding loops: `while-else`, `for-else`, nesting loops and conditional statements
- controlling loop execution: `break`, `continue`

Module 2: Data Aggregates (10 hours)

- strings in detail: ASCII, UNICODE, UTF-8, immutability, escaping using the `\` character, quotes and apostrophes inside strings, multiline strings, copying vs. cloning, advanced slicing, string vs. string, string vs. non-string, basic string methods (`upper()`, `lower()`, `isxxx()`, `capitalize()`, `split()`, `join()`, etc.) and functions (`len()`, `chr()`, `ord()`), escape characters
- lists in detail: indexing, slicing, basic methods (`append()`, `insert()`, `index()`) and functions (`len()`, `sorted()`, etc.), `del` instruction, iterating lists with the `for` loop, initializing, `in` and `not in` operators, list comprehension, copying and cloning
- lists in lists: matrices and cubes
- tuples: indexing, slicing, building, immutability
- tuples vs. lists: similarities and differences, lists inside tuples and tuples inside lists
- dictionaries: building, indexing, adding and removing keys, iterating through dictionaries as well as their keys and values, checking key existence, `keys()`, `items()` and `values()` methods

Module 3: Functions and Modules (10 hours)

- defining and invoking your own functions and generators
- `return` and `yield` keywords, returning results, the `None` keyword, recursion
- parameters vs. arguments, positional keyword and mixed argument passing, default parameter values
- converting generator objects into lists using the `list()` function
- name scopes, name hiding (shadowing), the `global` keyword
- lambda functions, defining and using
- `map()`, `filter()`, `reduce()`, `reversed()`, `sorted()` functions and the `sort()` method
- the `if` operator

- import directives, qualifying entities with module names, initializing modules
- writing and using modules, the `__name__` variable
- pyc file creation and usage
- constructing and distributing packages, packages vs. directories, the role of the `__init__.py` file
- hiding module entities
- Python hashbangs, using multiline strings as module documentation

Module 4: Classes, Objects and Exceptions (10 hours)

- defining your own classes, superclasses, subclasses, inheritance, searching for missing class components, creating objects
- class attributes: class variables and instance variables, defining, adding and removing attributes, explicit constructor invocation
- class methods: defining and using, the `self` parameter meaning and usage
- inheritance and overriding, finding class/object components
- single inheritance vs. multiple inheritance
- name mangling
- invoking methods, passing and using the `self` argument/parameter
- the `__init__` method
- the role of the `__str__` method
- introspection: `__dict__`, `__name__`, `__module__`, `__bases__` properties, examining class/object structure
- writing and using constructors
- `hasattr()`, `type()`, `issubclass()`, `isinstance()`, `super()` functions
- using predefined exceptions and defining your own ones
- the `try-except-else-finally` block, the `raise` statement, the `except-as` variant
- exceptions hierarchy, assigning more than one exception to one `except` branch
- adding your own exceptions to an existing hierarchy
- assertions
- the anatomy of an exception object
- input/output basics: opening files with the `open()` function, stream objects, binary vs. text files, newline character translation, reading and writing files, bytearray objects
- `read()`, `readinto()`, `readline()`, `write()`, `close()` methods

Textbook: Learning Python – Mark Lutz (ISBN-13: 978-1449355739)

Cisco Certified Network Associate

Program length: 80 hours (4 hours a day, two days a week for 10 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn the fundamental principles of installing, configuring, administering, securing and troubleshooting a small to medium sized Cisco network. It will prepare the students to work as Network Administrators in the IT Industry and equip them to take the Cisco 200-125 certification exam.

Learning Objectives:

- Obtain the foundational understanding of network layers 1-3 that are applicable to core routing and switching plus other advanced technologies
- Develop basic routing and switching networking skills to configure, monitor, and troubleshoot Cisco networks for increased effectiveness and optimal performance within SMB settings
- Understand the interactions and network functions of firewalls, wireless controllers and access points
- Operate a medium-sized LAN with multiple switches, supporting VLANs, trunking, and spanning tree
- Develop core routing and switching networking skills to configure, monitor, and troubleshoot Cisco networks for increased effectiveness and optimal performance within SMB and Enterprise settings
- Understand how device management can be implemented using the traditional and intelligent ways
- Support Cisco network deployments and maintain these services in an on-going operational network

Occupational Objectives: Successful graduates will be employable as Network Administration professionals. (DOT Code 15-1142.00)

Detailed Syllabus:

Module 1. Building a Simple Network (8 hours)

Exploring the Functions of Networking
Understanding the Host-to-Host Communications Model
Introducing LANs
Operating Cisco IOS Software
Starting a Switch
Understanding Ethernet and Switch Operation
Troubleshooting Common Switch Media Issues

Module 2. Establishing Internet Connectivity (8 hours)

Understanding the TCP/IP Internet Layer
Understanding IP Addressing and Subnets
Understanding the TCP/IP Transport Layer
Exploring the Functions of Routing
Configuring a Cisco Router
Exploring the Packet Delivery Process
Enabling Static Routing
Learning Basics of ACL
Enabling Internet Connectivity

Module 3. Summary Challenge (6 hours)

Establish Internet Connectivity
Troubleshoot Internet Connectivity

Module 4. Implementing Scalable Medium-Sized Networks (6 hours)

Implementing and Troubleshooting VLANs and Trunks
Building Redundant Switched Topologies
Improving Redundant Switched Topologies with EtherChannel
Routing Between VLANs
Using a Cisco IOS Network Device as a DHCP Server
Understanding Layer 3 Redundancy
Implementing RIPv2

Module 5. Introducing IPv6 (6 hours)

Introducing Basic IPv6
Understanding IPv6 Operation
Configuring IPv6 Static Routes

Module 6. Troubleshooting Basic Connectivity (6 hours)

Troubleshooting IPv4 Network Connectivity
Troubleshooting IPv6 Network Connectivity

Module 7. Implementing Network Device Security (6 hours)

Securing Administrative Access
Implementing Device Hardening
Implementing Advance Security

Module 8. Implementing an EIGRP-Based Solution (6 hours)

Implementing EIGRP
Implementing EIGRP for IPv6

Module 9. Summary Challenge (6 hours)

Troubleshooting a Medium-Sized Network
Troubleshooting Scalable Medium-Sized Network

Module 10. Implementing a Scalable OSPF-Based Solution (6 hours)

Understanding OSPF
Multiarea OSPF IPv4 Implementation
Implementing OSPFv3 for IPv6
Troubleshooting Multiarea OSPF

Module 11. Implementing Wide-Area Networks (6 hours)

Understanding WAN Technologies
Understanding Point-to-Point Protocols
Configuring GRE Tunnels
Configuring Single-Homed EBGP

Module 12. Network Device Management (5 hours)
Implementing Basic Network Device Management
Evolution of Intelligent Networks
Introducing QoS
Managing Cisco Devices
Licensing

Module 13. Troubleshooting Cisco Networks (5 hours)
Troubleshooting Scalable Multiarea Network
Implementing and Troubleshooting Scalable Multiarea Network

Textbook: CCNA Routing and Switching 200-125 – Wendell Odom (ISBN-13: 978-0134514840)

Project Management

Program length: 40 hours (4 hours a day, two days a week for 5 weeks)

Instruction method: Distance

Program Description: In this Certificate course, participants will learn to navigate process groups and knowledge areas from the Project Management Body of Knowledge (PMBOK) and analyze the tools and techniques of the PMBOK processes. It will prepare the students to work as entry level Project Managers and equip them to take the PMI-PMP certification exam.

Learning Objectives:

Obtain the foundational understanding of Project Management Body of Knowledge (PMBOK). Students will learn the Role of a Project Manager and management of all attributes of a Project, such as Scope, Schedule, Cost, Quality, Resource, Communication, Risk, Procurement and Stakeholder management.

Occupational Objectives: Successful graduates will be employable as entry level Project Assistant professionals (DOT Code 15-1199.09)

Detailed Syllabus:

Module 1. Guide to Project Management Body of Knowledge (6 hours)

Key terms and the project life cycle

Identifying Enterprise Environmental Factors (EEFs) and Organizational Process Assets (OPAs)

Organizational structure and influences

Mapping the interrelationships of the ten knowledge areas to the five process groups

Module 2. Project Integration and Scope Management (7 hours)

Identifying a new project, business case and strategy

Defining and coordinating all subsidiary plans

Change-control and configuration management

Determining key deliverables and conducting benefit analysis

Defining, validating and controlling the scope

Facilitating requirements-gathering using interviews, workshops and decision-making techniques

Requirements changes and traceability matrices

Creating the WBS and setting the baseline

Module 3. Project Time and Cost Management (7 hours)

Defining and sequencing activities

Estimating activity resources and durations with analogous, parametric and three-point techniques

Developing the schedule with PDM, ADM and CDM diagrams

Identifying costs and calculating performance baseline

Assessing EVM key dimensions, variances and indices

Forecasting with EVM

Performance reporting

Module 4. Project Quality Management (7 hours)

Implementing systems for quality

Preventing nonconformance through Cost of Quality (CoQ)
Performing continuous improvements
Planning for quality using statistical tools
Implementing quality metrics and audits

Module 5. Project Human Resource, Communications and Stakeholder Management (7 hours)

Developing the plan and acquiring the team
Creating hierarchical and matrix charts (RAM & RACI)
Developing the team: team building, Tuckman model, recognition and rewards
Motivational theories and conflict resolution techniques
Distributing information with communication models
Applying communication theory and the levels of power
Identifying and analyzing stakeholders, and managing their expectations
Increasing support and minimizing resistance

Module 6. Project Risk and Procurement Management (6 hours)

Assessing project risks
Qualitative and quantitative risk analysis
Evaluating Expected Monetary Value (EMV)
Developing threat/opportunity response strategies
Reassessing and controlling risks
Performing make-or-buy analysis
Formally accepting the product and closing the project

Textbook: A guide to the Project Management Body of Knowledge – PM Institute (ISBN-13: 978-1628251845)

SCHEDULE OF TUITION AND FEES

Name of Program	Clock Hours	Registration Fee (non-refundable)	Tuition	Total Cost	STRF (non-refundable)
Certified Nurse Assistant	182	\$100.00	\$ 1,800.00	\$ 1,900.00	0
Home Health Aide	40	\$100.00	\$ 500.00	\$ 600.00	0
CPR	16	\$ 25.00	\$ 50.00	\$ 75.00	0
Emergency Medical Technician	254	\$100.00	\$ 1,900.00	2,000.00	0
Nursing Informatics	48	\$100.00	\$ 500.00	\$ 600.00	0
Computer Technician (Classroom)	200	\$100.00	\$ 5,300.00	\$ 5,400.00	0
Computer Technician (Distance)	200	\$100.00	\$ 5,300.00	\$ 5,400.00	0
Técnico en Computación (Distance)	200	\$100.00	\$ 5,300.00	\$ 5,400.00	0
Computer Office Automation (Classroom)	200	\$100.00	\$ 5,300.00	\$ 5,400.00	0
Computer Office Automation (Distance)	200	\$100.00	\$ 5,300.00	\$ 5,400.00	0
Automatización de oficina de computadora (Distance)	200	\$100.00	\$ 5,300.00	\$ 5,400.00	0
CompTia Network+	40	\$100.00	\$ 940.00	\$ 1,040.00	0
CompTia Server+	40	\$100.00	\$ 940.00	\$ 1,040.00	0
CompTia Security+	40	\$100.00	\$ 940.00	\$ 1,040.00	0
Microsoft Windows Server Administration	40	\$100.00	\$ 940.00	\$ 1,040.00	0
Microsoft SQL Server Database Administration	40	\$100.00	\$ 940.00	\$ 1,040.00	0
Java Programming	40	\$100.00	\$ 940.00	\$ 1,040.00	0
Python Programming	40	\$100.00	\$ 940.00	\$ 1,040.00	0
Cisco Certified Network Associate	80	\$100.00	\$ 1,980.00	\$ 2,080.00	0
Project Management	40	\$100.00	\$ 940.00	\$ 1,040.00	0

REFUND TABLE

Name of Program	Number of Clock Hours	Tuition Fee	10%	25%	50%	60%
Certified Nurse Assistant	182	\$ 1,900.00	\$190.00	\$ 475.00	\$ 950.00	\$ 1140.00
Home Health Aide	40	\$ 600.00	\$ 60.00	\$ 150.00	\$ 300.00	\$ 360.00
CPR	16	\$75.00				NO REFUND
Emergency Medical Technician	254	\$2,000.00	\$200.00	\$500.00	\$ 1,000.00	\$ 1,200.00
Nursing Informatics	48	\$ 600.00	\$ 60.00	\$ 150.00	\$ 300.00	\$ 360.00
Computer Technician (Classroom)	200	\$ 5,400.00	\$540.00	\$1,350.00	\$ 2,700.00	\$ 3,240.00
Computer Technician (Distance)	200	\$ 5,400.00	\$540.00	\$1,350.00	\$ 2,700.00	\$ 3,240.00
Técnico en Computación (Distance)	200	\$ 5,400.00	\$540.00	\$1,350.00	\$ 2,700.00	\$ 3,240.00
Computer Office Automation (Classroom)	200	\$ 5,400.00	\$540.00	\$1,350.00	\$ 2,700.00	\$ 3,240.00
Computer Office Automation (Distance)	200	\$ 5,400.00	\$540.00	\$1,350.00	\$ 2,700.00	\$ 3,240.00
Automatización de oficina de computadora (Distance)	200	\$ 5,400.00	\$540.00	\$1,350.00	\$ 2,700.00	\$ 3,240.00
CompTia Network+	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00
CompTia Server+	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00
CompTia Security+	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00
Microsoft Windows Server Administration	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00
Microsoft SQL Server Database Administration	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00
Java Programming	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00
Python Programming	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00
Cisco Certified Network Associate	80	\$ 2,080.00	\$208.00	\$520.00	\$ 1,040.00	\$ 1,248.00
Project Management	40	\$ 1,040.00	\$104.00	\$260.00	\$520.00	\$624.00

RECEIPT OF CATALOG

PROFESSIONAL CAREER DEVELOPMENT CENTER

I have received a copy of the Catalog which contain the rules, regulations, course completion requirements, and costs for the specific course in which I have enrolled and the School Fact Performance Sheet prior to my enrollment.

Print Name: _____

Signature: _____

Date: _____

NOTICE OF CANCELLATION

FIRST DAY OF CLASS: _____

YOU MAY CANCEL YOUR CONTRACT FOR ENROLLMENT (AGREEMENT) AND OBTAIN A REFUND OF CHARGES PAID THROUGH ATTENDANCE AT THE FIRST CLASS SESSION OR THE SEVENTH DAY AFTER ENROLLMENT, WHICHEVER IS LATER AS DESCRIBED IN THE NOTICE OF CANCELLATION FORM.

TO CANCEL THE CONTRACT FOR SCHOOL, MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE TO:

PROFESSIONAL CAREER DEVELOPMENT CENTER
420 Date Street
Montebello, California 90640

NOT LATER THAN _____ (MIDNIGHT OF ATTENDANCE AT THE FIRST CLASS SESSION OR THE SEVENTH DAY AFTER ENROLLMENT, WHICHEVER IS LATER)

I HEREBY CANCEL MY ENROLLMENT AGREEMENT DATED _____ FOR PROGRAM: _____

STUDENT SIGNATURE DATE

(SIGNATURE IN THIS AREA REPRESENTS CANCELLATION OF CONTRACT)

IF YOU HAVE ANY COMPLAINTS, QUESTIONS, OR PROBLEMS WHICH YOU CANNOT WORK OUT WITH THE SCHOOL, WRITE OR CALL:

BUREAU FOR PRIVATE POSTSECONDARY VOCATIONAL EDUCATION
2535 CAPITOL OAKS DRIVE STE. 400
SACRAMENTO, CALIFORNIA 95833
916-431-6959 FAX (916) 263-1897

I, _____ BY SIGNING ON THE LINE BELOW, AM ONLY STATING MY UNDERSTANDING OF THE CONTENTS IN THIS FORM AND NOT CANCELING MY ENROLLMENT CONTRACT.

STUDENT SIGNATURE DATE

(SIGNATURE IN THIS AREA DOES NOT REPRESENT THE CANCELLATION OF CONTRACT)