

# DIVERSIFIED VOCATIONAL COLLEGE

DVC is accredited by the Accrediting Council for Continuing Education & Training (ACCET).

**1670 Wilshire Boulevard  
Los Angeles, CA 90017  
213-413-6714  
Web Site: [www.dvcla.edu](http://www.dvcla.edu)**

**Additional Branch Location:**

**11209 S. La Cienega Boulevard  
Los Angeles, CA 90045  
310-530-3501**

**School Catalog for Calendar Year  
January 1, 2019—December 31, 2019**

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## DIVERSIFIED VOCATIONAL COLLEGE CATALOG

January 1, 2019 - December 31, 2019

### APPROVAL DISCLOSURE STATEMENT

Diversified Vocational College, a private institution, is approved to operate in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009. The Act is administered by the Bureau for Private Postsecondary Education (BPPE), under the Department of Consumers Affairs, P.O. Box 980818, West Sacramento, CA 95798-0818, Tel 888-370-7589.

DVC is accredited by the Accrediting Council for Continuing Education & Training. The following courses are approved:

**Business Office Administration**  
**Medical Billing Electronic System**  
**Transportation and Logistics Technology**  
**Vocational English as a Second Language**

The courses are taught full-time in thirty weeks of 24 Semester hours each. Students taking less than 24 Semester hours a week will take longer to complete. The Courses consist of lecture and practice, plus required outside preparation as noted for individual courses, and carry twenty-four Semester Hour Credits. Class times for full and part-time students will be found elsewhere in this catalog. Instruction is in residence. Approximately 250 students can be accommodated at the main campus and 150 at the LA Branch at one time. Sessions are available in the morning, afternoon and evening.

The School currently has available certain financial aid programs to assist qualified applicants in meeting their tuition expenses. The amount of financial aid for which a student qualifies is based on the Education Budget as determined by the institution.

### Financial Aid Programs

For the Business Office Administration Program, Medical Billing and Coding System and the Transportation and Logistics Technology Program, the following budgets apply

◆ **Independent** students, the budget used is as follows: Tuition and Fees: \$17,000.00; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$9,500.00; Transportation: \$1,440.00. Total budget \$29,790.00.

◆ **Dependent** students, the budget used is as follows: Tuition and Fees: \$17,000.00; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$4,200.00; Transportation: \$1,440.00. Total budget \$24,490.00.

This figure is calculated from information provided by you in the (FAFSA) Free Application for Federal Student Aid. To determine the maximum amount of financial aid that may be awarded, the expected family contribution is deducted from the amount of the budget to determine the amount for which the student is eligible. Eligibility may be greater than the amount of funds actually available.

For Vocational English as a Second Language Program the following budgets are employed.

◆ **Independent** students, the budget used is as follows: Tuition and Fees: \$7,525.00; Supplies: \$100.00; Personal Expenses: \$1,550.00; Room and Board: \$9,500.00; Transportation: \$1,240.00; Total budget \$19,915.00

◆ **Dependent** students, the budget used is as follows: Tuition and Fees: \$7,525.00; Supplies: \$100.00; Personal Expenses: \$1,550.00; Room and Board: \$4,000.00; Transportation: \$1,240.00. Total budget \$14,415.00.

For the Business Office Administration Program and the Transportation and Logistics Technology Program, the following budgets apply

◆ **Independent** students, the budget used is as follows: Tuition and Fees: \$17,000.00; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$9,500.00; Transportation: \$1,440.00. Total budget \$29,790.00.

◆ **Dependent** students, the budget used is as follows: Tuition and Fees: \$17,000.00; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$4,200.00; Transportation: \$1,440.00. Total budget \$24,490.00.

## WIA

The School is approved by the South Bay Work Investment Board (SBWIB) as a training provider. The School accepts funding for students submitted by SBWIB and as a portion of the funding for the cost of their tuition.

### **ANNUAL BORROWING LIMITS FOR DIRECT SUBSIDIZED AND UNSUBSIDIZED LOANS**

	<b>MAXIMUM SUBSIDIZED</b>	<b>MAXIMUM SUBSIDIZED AND UNSUBSIDIZED LOANS</b>
<b>Dependent Undergraduate</b>	<b>\$3,500.00</b>	<b>\$5,500.00</b>
<b>Independent Undergraduate</b> (and Dependent Undergraduates whose parents are unable to borrow PLUS loans)	<b>\$3,500.00</b>	<b>\$9,500.00</b>

The following programs are available to Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology Programs:

**1. FEDERAL PELL GRANT PROGRAM:** This program awards money to eligible undergraduate students who qualify. The grant does not have to be repaid. Pell Grants are need-based grants. The amounts are determined by the student's expected family contribution (EFC), the cost of attendance, and whether or not the student is full-time or part-time. Students must file the Federal Student Aid Application (FAFSA) to determine the amount of eligibility. The FAFSA is required for all need-based programs. This program is available to all students.

**2. FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT PROGRAM (FSEOG).** This program provides funds for undergraduate students who demonstrate exceptional financial needs. The institution receives a fixed amount each year from the U.S. Dept. of Education which provides 75% of the grant. The institution matches this grant with 25% of its own funds. This need-based program gives priority to students with the lowest expected family contributions (EFC's) and who are already recipients of the full Federal Pell Grant Program. Funds are awarded throughout the fiscal year and the amount available may vary based on variations in enrollment. Grants usually range from \$200 to \$500 and are distributed in two payments by vouchers credited to the student tuition account. Funds do not need to be repaid. A limited amount of FSEOG funds are made available to the school yearly. Recipients and amounts are determined by the Financial Aid Office.

**3. FEDERAL DIRECT LOAN PROGRAM.** Federal Direct Loan Program for eligible students. Direct Loan Programs consist of low-interest loans for eligible students to help cover the cost of education. Eligible students borrow directly from the U.S. Department of Education. Direct loans include Direct Subsidized, Direct Unsubsidized, and Direct Plus Loans.

#### ◆ Direct Subsidized Loan

Direct Subsidized Loans are available to eligible students with financial need. Students may borrow funds at a fixed interest rate established annually by the U. S. Department of Education. The interest is paid by the federal government while students are in school.

#### ◆ Direct Unsubsidized Loan

Direct Unsubsidized Loans are available for eligible students to borrow for additional education costs. Students may borrow funds at a fixed interest rate established annually by the U. S. Department of Education. With the exception of demonstrating financial need, borrowers must meet all eligibility criteria of the Direct Subsidized Loan Program.

#### ◆ Direct Parent Loan for Undergraduate Students (PLUS)

PLUS loans are federal loans that parents of dependent undergraduate students can use to help pay education expenses. The U.S. Department of Education makes Direct Plus Loans to eligible borrowers through schools participating in the Direct Loan Program.

**4. EXTENDED PAYMENT PLAN.** Some students may qualify to participate in the School's Extended Payment Plan programs Retail Installment Contract (RIC). Based on the amount of balance owed, student may be scheduled to pay off the balance prior to graduation in a monthly payment schedule or will be granted extended payment plan post-graduation. These payment are without interest, however, the School reserves the right to charge up to 5% of the past due amount if payment is not made within 10 days of the due date, not to exceed a total of \$5.00 per defaulted payment. In case of withdrawal, the refund policy will apply and the amount due will be reduced according to the refund calculation, any balance due to be paid at the rate of \$50.00 per month until paid beginning one month from the date of withdrawal. Monthly payments begin after the student is graduated or withdraws. Your financial aid officer will explain the program to you. Payments are recorded on the student's ledger as they are made.

## 5. Veterans Scholarship

Diversified Vocational College offers a limited number of scholarship (BOA, TLT and MBES) for veterans or the spouses, sons, or daughters of veterans, who apply and are accepted into one of the vocational courses offered by Diversified Vocational College.

The applicant must meet the following qualifications:

1. They must be able to provide documentable proof that they are veterans or that they are the spouse, son, or daughter of a veteran.
2. The applicant must be a high school graduate or have a GED certificate.
3. The applicant must file for a Pell Grant, qualify, and apply the grant to the tuition.

The entire balance of tuition in excess of the Pell Grant will be paid with an institutional tuition scholarship, which will be applied to the last date of attendance or at the time of completion. There will be no out of pocket tuition costs for the Veteran Scholarship Awardee. A limit of ten Veterans Scholarships are being offered in 2019, which are awarded on a first-come, first-served basis.

**6. DIVERSIFIED VOCATIONAL COLLEGE** is approved by the South Bay Workforce Investment Board, Inc., which will pay the cost of tuition for students they refer and approve.

### Method and Frequency by which financial aid is disbursed

ALL FEDERAL RELATED STUDENT AID is disbursed by crediting the student's tuition account once per semester. The Enrollment Agreement covers the entire length of the course. Tuition is charged separately for each semester consisting of 15 weeks each.

### Cancelling All or Part of your Direct Loan

You may cancel all or part of your loan before it is disbursed. After the loan is disbursed within 14 days after the school notifies you that it has credited loan money to your account you may cancel all or part of your loan that was credited to your account. The school will return the cancelled loan amount to the lender. You do not have to pay interest or a cancellation fee if you cancel within the time frame. Obtain the form for making this request from your financial aid office. The school may refund the loan beyond the 14-day period if it decides that the exception is warranted.

You have 120 days from the date the school credited your account by paying the amount directly to the lender. Contact the Direct Loan Servicing Center for guidance on how and where to cancel your loan. You do not have to pay interest on the loan fee on the amount returned. Your financial aid officer will assist you in returning the money, if requested.

### Campus Security and Drug and Alcohol Policy

Jeanne Clery Disclosure of Campus Security Policy, Campus Crime Statistics and the school's Drug and Alcohol Policy booklets are distributed during Financial Aid Clearance or may be obtained on request during regular office hours from any Financial Aid Officer.

Full consumer information may be obtained on [www.dvcla.edu](http://www.dvcla.edu)

### **GENERAL INFORMATION**

Federal student loans are required by law to provide a range of flexible repayment options, including, but not limited to, income-based repayment and income –contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide; and (2) federal direct loans are available to students regardless of income. Prospective students should ask the Admissions Advisor for the current availability of these programs.

Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the School Director. Please consult the Staff pages for the name of the Director at your school. For further information, see 'COMPLAINT PROCEDURES.'

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 or P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), (888) 370-7589 or by fax (916) 263-1897

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



A student or member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll free 888-370-7589 or by completing a complaint form which can be obtained on the Bureau's Internet Web Site at <http://bppe.ca.gov>.

Diversified Vocational College is owned and operated by Diversified Education Company, 1670 Wilshire Boulevard, Los Angeles, CA 90017 – A California Corporation. The owners are Samuel Romano and Lena Romano. Its executives include Samuel Romano, President, Lena Romano, Board Member, Mercedes Bombino, Executive Vice President and John Reitzell, Chief Financial Officer. All classes are held at the Los Angeles campus 1670 Wilshire Boulevard, Los Angeles, CA 90017 and the LA Branch location 11209 S. La Cienega Blvd., Los Angeles, CA 90045.

(Signed)

*Samuel Romano*

## **SCHOOL HISTORY**

Diversified Vocational College was originally founded as Speak Easy Language Center in 1970, to meet the needs of the international community in Los Angeles for English language instruction. Since that time, students from all parts of the world have chosen Diversified Vocational College for their English studies. The name was changed to Diversified Language Institute in 1986. The name was changed again to Diversified Vocational College on November 22, 2013. The College has a branch on S. La Cienega Boulevard in Los Angeles.

Diversified Education Company, dba Diversified Vocational College does not have a pending petition in bankruptcy, is not operating as a debtor in possession, nor has it filed a petition within the past five years or 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.

## **INSTITUTIONAL MISSION**

Diversified Vocational College's Mission is to teach accessible and affordable programs to enable students to gain the quality job skills needed for success in career areas offering long-range opportunities. Our programs are designed to place our graduates in jobs as quickly as possible consistent with the amount of training needed to gain employment.

To this end, Diversified Vocational College teaches Business Office Administration, Medical Billing Electronic System, Transportation and Logistics Technology principles, and the computer skills necessary to become gainfully employed in those fields. DVC also teaches Vocational English as a Second Language.

## **PHYSICAL FACILITIES**

Diversified Vocational College occupies its own building on Wilshire Boulevard just a few blocks from the heart of Los Angeles. The LA branch is in a modern office building on a major boulevard. Classrooms are small, accommodating a maximum of 25 students. BOA, MBES, and TLT students have workstations with computers and access the internet and to other office machines.

## **LIBRARY RESOURCES**

DEC subscribes to the Library and Information Resource Network (LIRN) reached on the web at [www.lirn.net](http://www.lirn.net). The log in information to access this library will be made available to all enrolled students by their teachers. There is also a small physical library available for student and faculty use.

## **NON-DISCRIMINATION POLICY**

Diversified Vocational College, in compliance with civil rights legislation, hereby asserts that it does not discriminate on the basis of race, color, ethnicity, national origin, religion, creed, sex, sexual orientation, gender identity or failure to conform to stereotypical notions of masculinity or femininity, part or full-time status, age or handicap in its employment, admissions or educational programs. Access is provided to the physically handicapped or disabled to attend classes. Access is provided to restrooms and classrooms. A waiver is required to release the School from providing placement in positions where the student is physically unable to perform required duties.

## **ACCESS FOR STUDENTS WITH DISABILITIES**

Facilities are accessible to students with disabilities.

## **ADMISSION REQUIREMENTS**

Diversified Vocational College does not have any articulation agreements with other institutions.

DVC teaches Business Office Administration, Medical Billing Electronic System, and Transportation and Logistics Technology applicants must be High School graduates, hold a GED certificate, or be able to pass an Ability-to-Benefit test (ATB). The cut-off score for the ATB test is 200 for verbal, and 210 for math.

DVC teaches Vocational English as a Second Language, for which applicants must have a high school diploma, hold a GED, or pass on ATB test, and pass a Placement test, and be placed in at least Level 1. The cut-off score for the CELSA ATB test (for VESL) is a minimum scaled score of 97.

### **Business Administration Program, Medical Billing Electronic System and Transportation and Logistics Technology**

Applicants seeking admission to the Program must be high school graduates or hold a GED certificate, or pass an ATB test and be beyond the age of compulsory high school attendance (18 or over).

An interview with an Admissions Advisor is also required. Once a student decides to proceed with the enrollment process, the Admissions Advisor will schedule an appointment with a Financial Aid Department advisor. The applicant must bring the required information in order for the Financial Aid Advisor to do a financial need analysis and establish eligibility. The required information includes personal photo identification, their social security card, the last two years' tax returns, high school/GED documentation, and any other documentation as proof of support that might be required to establish eligibility. The applicant may be required to meet with the Admissions Advisor and the Financial Aid advisor multiple times in order to complete the enrollment and financial aid process.

## **ADMISSION PROCEDURE**

**Resident applicants:** A visit to the school is required. You may be given an ability to benefit (ATB) test and interviewed by an Admissions Advisor. You must complete an application form and arrange for your tuition payments. You will also be given a tour of the facilities. Your application will be submitted to a school representative. If it is not accepted, any tuition and fees paid will be refunded within ten (10) days.

## **OFFICE HOURS**

Business offices are open Monday through Friday from 8:00 AM. To 6:00 PM, or until 9 PM. by appointment. For additional information about this institution and its financial aid programs, contact the School Director at the address and telephone number listed on the front cover. The School Director's office is located at the school and the Director is available to meet with you during regular business hours and by appointment after 6 PM.

## **CALENDAR**

New Business Office Administration, Medical Billing, and Transportation and Logistics students will be admitted whenever a new, appropriate module begins.

The School will observe the following holidays in 2019:

New Year's Day - Martin Luther King Day - Memorial Day - Independence Day  
Labor Day - Thanksgiving (Thursday and Friday) - Christmas Day  
This list is subject to change without notice.

The School reserves the right to modify the schedule, curriculum or course content consistent with and in response to changes in the needs of the students and/or their area of specialization.

## **ACCESS TO FILES**

Federal law guarantees students, or their parents, the right to examine student records and files maintained by the Institution. Except for this provision, access to student files is limited to those employees who have a legitimate reason for access and to outside agencies or individuals who have a legal right to access. Requests for examining files must be made through the School Director. No information will be released to third parties, except those with a legal right to access, without written permission from the student. The parents' right to access their children's files transfers to the student when he or she reaches the age of 18 or attends a post-secondary education.

## **CLASS SIZE**

Classes are small, with a maximum size of twenty-five students in the BOA, MBES and TLT programs and twenty students per instructor in the VESL program.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

### **BOA, TLT and MBES**

All students are expected to maintain satisfactory academic progress throughout their entire course. Satisfactory Academic Progress is defined, in part, as maintaining a grade point average (GPA) of 70% or better through the completion of the course. An overall GPA of 70% or better. Students must also maintain an attendance level of 80%. Student progress is measured at the end of every month.

Timely completion of your program is an additional factor in determining Satisfactory Academic Progress. You must complete your entire program within 1.5 times the normal completion rate, or within a total of 45 weeks, exclusive of any periods of withdrawal. Quantitative progress will be evaluated at the end of the 15<sup>th</sup> week by which time you must have completed at least 1/3 of your program. You must complete one-half of your program by the end of week 22.

Students who fail to meet the above-stated standards at the end of week 7 will be issued a financial aid warning. Students who fail to meet the above-stated standards at the end of week 15 will be placed on probation. Students in good standing at week 15, but who fail to meet the above-stated standards at the end of week 22) will be issued a financial aid warning. Students who receive a financial aid warning are considered to be maintaining satisfactory progress; however, students placed on probation will be provided with appropriate counseling and lose eligibility for financial aid until the probationary period is satisfactorily concluded, as explained in the probation policy. A student who does not meet the terms of his or her probation within the probationary period may be dismissed. A student who has been dismissed may appeal the probation using a form available from the School Director or the Education and Records Office. The appeal will be reviewed by the director and instructor.

Students who complete the program with a GPA of less than 70% and an attendance of less than 80% or students who fall too far behind to continue with their class, may 'recycle' or retake portions of the course. Bear in mind, however, that the total time to complete must not exceed 1 ½ times the normal length of the course.

Prior to disbursement, the Financial Aid Supervisor or Financial Aid Officer must check the file containing the evaluation reports to ensure that the student is maintaining Satisfactory Progress. The Financial Aid Officer may note on the Audit checklist or other like form whether or not the student's GPA is satisfactory. A copy of the report may be placed in the student's file.

### **VESL**

All students are expected to maintain satisfactory academic progress throughout their entire course. Satisfactory Academic Progress is defined, in part, as maintaining a grade point average (GPA) of 65% or better during the first seven (7) weeks of your course (the first 10 weeks for part-time VESL) AND 70% or better through week fifteen (week 20 for part-time VESL) thereafter until the completion of the course. An overall GPA of 70% or better is required for successful completion. You must also maintain an attendance level of 80%. Student progress is measured at the end of weeks 7, 15, 22, and 30 (10, 21, 30, and 40 for part-time VESL).

Timely completion of your program is an additional factor in determining Satisfactory Academic Progress. You must complete your entire program within 1.5 times the normal completion rate, or within a total of 45 weeks, exclusive of any periods of withdrawal. (Part time VESL students must complete within a total of 60 weeks.) Quantitative progress will be evaluated at the end of the 15<sup>th</sup> week (20<sup>th</sup> week for part-time VESL) by which time you must have completed at least 1/3 of your program. You must complete one-half of your program by the end of week 22 (week 33 for VESL).

Students who fail to meet the above-stated standards at the end of week 7 (10 for VESL) will be issued a financial aid warning. Students who fail to meet the above-stated standards at the end of week 15 (21 for VESL) will be placed on probation. Students in good standing at week 15 (21 for VESL), but who fail to meet the above-stated standards at the end of week 22 (33 for VESL) will be issued a financial aid warning. Students who receive a financial aid warning are considered to be maintaining satisfactory progress; however, students placed on probation will be provided with appropriate counseling and lose eligibility for financial aid until the probationary period is satisfactorily concluded, as explained in the probation policy. A student who does not meet the terms of his or her probation within the probationary period may be dismissed. A student who

has been dismissed may appeal the probation using a form available from the School Director or the Education and Records Office. The appeal will be reviewed by the director and instructor.

Students who complete the program with a GPA of less than 70% and an attendance of less than 80% or students who fall too far behind to continue with their class, may 'recycle' or retake portions of the course. Bear in mind, however, that the total time to complete must not exceed 1 ½ times the normal length of the course.

Prior to disbursement, the Financial Aid Supervisor or Financial Aid Officer must check the file containing the evaluation reports to ensure that the student is maintaining Satisfactory Progress. The Financial Aid Officer may note on the Audit checklist or other like form whether or not the student's GPA is satisfactory. A copy of the report may be placed in the student's file.

### **ATTENDANCE:**

You are expected to attend all scheduled classes. It is essential that you notify the School whenever an absence is unavoidable. Notice should be given in advance if you know of a pending absence. If not, you should call the School office and complete an absence form on your return. Excessive absences may be cause for dismissal, or recycling, as determined by the School Director. When necessary, make-up work will be scheduled following an absence. An overall attendance of 80% is required for graduation.

Instructors will advise you if your attendance is becoming a problem and assist you, where possible, in working out solutions. Poor attendance may cause your grade point average to fall below the acceptable level which could cause you to be placed on probation and eventual termination if improvement is not made. (See 'Satisfactory Progress' for more information.)

You may not have more than fourteen (14) consecutive absences. After fourteen consecutive absences, you will be terminated automatically. An automatic termination does not necessarily bar you from re-entering at a later date; however, a long absence may make it necessary for you to repeat portions of the course you have previously taken.

### **TARDINESS**

Students who are 1 to 15 minutes late for class are reported as present. Students who are late from 16 to 30 minutes of instruction are reported as tardy. Students who miss 31 minutes or more—whether they arrive late or leave early—are counted as absent. Any combination of three times tardy or leaving early will be counted as one absence. Total minimum instruction time must equal 4 hours, 30 minutes from Monday through Thursday and 3 hours, 30 minutes on Friday.

**Appeal Process:** A student who is dismissed for any reason may appeal the dismissal by addressing the appeal in writing to the Director. The appeal should contain any special circumstances which may have contributed to the reason for Termination and an explanation of how the student plans to deal with those circumstances if re-admitted. The Director will review the appeal with an officer of Diversified Education Company within ten days and notify the student of the results in writing. If a student is reinstated following an appeal, DVC will provide the student with an academic plan to ensure the successful completion of the program.

### **LEAVE OF ABSENCE (TITLE IV and VETERANS)**

Although we do not recommend that a student interrupt his or her training, we do permit students to take a Leave of Absence for specific reasons. You may take more than one LOA not to exceed a total of 75 days for full-time students. In the VESL program you may take more than one LOA not to exceed a total of 75 days for full-time students, or 100 days for part-time VESL students in the Evening Session. You must request the LOA in writing before you begin your leave. You must give a valid reason for the leave and sign your request. Valid reasons include the following:

Jury duty or court related matters, military service, temporary child care issues, temporary transportation issues, maternity leave, health issues for the student or immediate family member, and a death in the family.

If you fail to return from an LOA, you will be terminated on the day following your scheduled return date and the refund policy will be applied as of the last day of attendance; any monies due will be returned according to the school's refund policy.

Upon your return from an LOA you will be placed in a class that will allow you to make up the work that you missed.



If a Leave of Absence total exceeds 75 days (100 days for three-quarter time students) you will be terminated. This termination does not bar you from returning at a later date but you may be required to recycle a part of your course when you return. Keep in mind that our regulatory agencies require that a course of study be completed in no more than 150% of the originally scheduled length of time.

### **MAKE UP WORK**

Make-up work will be scheduled by your instructor on an individual basis, as necessary. If you have missed homework assignments or lab assignments due to an absence, you will have two school days to make it up.

### **RIGHT TO APPEAL FROM TERMINATION**

A termination for failure to meet the requirements of satisfactory progress may be made. Follow the procedure described under 'Complaint Procedures' elsewhere in this catalog.

### **CONDUCT**

Students are expected to conduct themselves in a manner conducive to learning. Students who engage in disruptive behavior will receive one warning from the Director. A repeat offense will be grounds for dismissal.

Students who engage in behavior judged to be dangerous or life-threatening will be dismissed immediately.

Any student who has been dismissed because of conduct may appeal his or her dismissal, in writing, to the school's owner. The appeal should be addressed to the school at the address on the cover.

### **GRADING POLICY**

The following grading policy is in effect:

90-100%	=	Excellent	80-84%	=	Good
85-89%	=	Very Good	70-79%	=	Average

Below 70% is considered Failing.

### **COURSE LENGTH:**

Full time students attend supervised class for 24 hours per week and are expected to complete at least six hours in outside preparation for a total of 30 hours per week. One semester hour credit hour is awarded for each 30 hours completed. The hour used is defined as at least fifty minutes within a sixty minute hour.

### **OUTSIDE PREPARATION**

The VESL (full-time), Business Office Administration, Medical Billing and the Transportation and Logistics Technology programs are 30 weeks in length and worth 24 Semester Units. The VESL (three-quarter time) program is 40 weeks in length and worth 24 Semester Units. A grade point average (GPA) of at least 70% is required to earn Semester Units of credit.

Students in the VESL Program receive six (6) Semester Units for each full level completed. Students who complete only a portion of a Level are awarded a fraction of the six Units in proportion to the amount of time attended.

To maintain satisfactory academic progress, students enrolled in all programs generally spend at least 180 clock hours of preparation outside of class. This preparation is in the form of homework assigned in class by the teacher. The assigned homework is in the form of reading and study assigned in preparation for weekly tests.

### **RECORDS RETENTION**

The institution maintains current records for a period of not less than five years at its principal place of business within the State of California. Grade and attendance records are retained indefinitely.

### **COURSES AND OBJECTIVES**

The Business Office Administration program is comprised of three main modules: Front and Back Office Operations, Computer Applications and Business English, and Human Resources. The Medical Billing Electronic System is comprised of courses in Computerized Office (Medisoft), Medical Terminology, Medical Coding and Microsoft Office programs. The Transportation



and Logistics Technology program consists of five parts: Dispatching; Shipping/receiving; Importing/Exporting; Freight Forwarding; and Computer Applications.

Diversified Vocational College's VESL program is divided into nine Levels - Beginning through Advanced. Students are placed in the Level best suited to their present English skills based on entrance test results and personal interviews. In this way, students progress at their fastest pace.

## **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

### **TRANSFER OUT**

#### **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Diversified Vocational College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (diploma or certificate) you earn in the BOA, MBES or TLT program is also at the complete discretion of the institution to which you may seek to transfer. If the credits, 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 DVC to determine if your credits, diploma or certificate will transfer.

Your goal here should be to obtain skills to make yourself employable in the field of training you have chosen.

DVC will assist students who wish to transfer to another institution by providing guidance on the process, official transcripts, copies of syllabi and/or course outlines. Students who wish to transfer should visit the Records Office to request copies of the documents.

### **Transfer in – Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology**

BOA, MBES and TLT students may be awarded credits for comparable work completed at other accredited colleges and postsecondary vocational institutions, subject to submission of a valid transcript showing work completed. The transcript must be dated no farther back than three years of application to DVC. The transcript must show a minimum GPA of 80% in the subject matter to be credited and the student must pass DVC's equivalent module's weekly test with a GPA minimum of 80%. The maximum amount of credits awarded for comparable course work cannot exceed more than 2.4 credit units

This institution does not grant credit for prior experiential learning.

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

DVC offers English as a Second Language course at its main branch. Proficiency in Reading and Writing in English is required to be able to participate and benefit from the training programs offered since all vocational classes are conducted in the English language. The School establishes this proficiency via multiple in-person interviews, ability to read and complete enrollment forms and the evidence of completing high school or obtaining a GED Certificate from the United States. As part of the admissions process, applicants are required to take a reading and mathematics assessment to determine ability to benefit from the program.

Although DVC does not award official credit hours for work done at other ESL schools, students are given credit for what they've learned elsewhere through the use of our Placement Test. Students are placed in our program according to the results of the placement test. If a student places at a high level and cannot complete the entire program, tuition is adjusted to reflect the difference.

### **ENROLLMENT OF STUDENTS WITH SPECIAL NEEDS**

Admission to DVC's VESL program is based on the applicant's ability to benefit from our program as determined by the CELSA Placement Test. For BOA, TLT and MBES, students with physical or mental handicaps or learning disabilities who pass the Wonderlic test may be admitted. The School Director is responsible for determining whether an individual with such disabilities will be admitted to the school.

### **CLASS START DATES**

A list of Start Dates on which new students may start classes will be found at the end of the college catalog.

## GENERAL INFORMATION

### EMPLOYMENT ASSISTANCE SERVICES (Placement)

The School provides placement assistance to all of our graduates who qualify to work in this country. Although we cannot make job promises or guarantees, the graduate will be given assistance in writing a resume and preparing for and setting up job interviews. Our Placement Office maintains contact with a variety of companies. Job openings are posted and the Placement Advisor will assist you in applying for jobs in your field. You should contact the Placement Office at least a month before your graduation to begin the placement assistance process.

### GRADUATION REQUIREMENTS

A Diploma will be awarded for the Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology programs. A certificate of completion will be awarded for the Vocational English as a Second Language program.

To receive a diploma or certificate (VESL) the student must

- Have an overall Grade Point Average (GPA) of 70%
- Have overall attendance of 80%
- And finish at least 24 semester credit hours

Other documents that may be issued include:

- A Certificate of Attendance which states the length of time the student attended.
- An Academic Record, which is issued to all students who finish at least one Level. It includes a record of all grades received at Diversified Vocational College.
- A transcript of all work completed in the Business Office Administration and the Transportation and Logistics Technology programs.

### FINANCIAL STABILTY STATEMENT

Diversified Education Company, parent company of Diversified Vocational College, has never filed a petition in bankruptcy and is not operating as a debtor in possession.

### TUITION

Tuition for the Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology programs:

Registration Fee (Non-refundable)	\$ 75.00
1 <sup>st</sup> half -	\$ 8,462.50
2 <sup>nd</sup> half -	\$ 8,462.50
STRF Fee (Non-refundable)	\$ 0.00
Total tuition and registration fee	\$17,000.00

Budgets used to determine the amount of financial aid available to the student are found on Page 2.

Tuition for the VESL course covering 30 weeks of instruction is \$3725 for each 15 weeks; \$7450 total. There is a one-time registration fee of \$75.00 payable at the time of registration.

Students who pay on a month-to-month basis pay a registration fee of \$75 and \$993.333 per each 4 week session. For a total of \$7450 for the 720 Hour program.

**NOTICE: DVC does not accept advance payments for periods of enrollment that exceed *one academic year*.**

## STUDENT TUITION RECOVERY FUND

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You  
were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

## **REQUIREMENT TO REPAY LOANS**

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

## **BOOKS, SUPPLIES AND EQUIPMENT**

Students are responsible for disposable items such as pencils and papers. These are not sold by the school. All materials and equipment required for classroom instruction are maintained by the School. Textbooks are handed out at the beginning of each subject matter.

Students may expect to pay approximately \$500.00 a month for shared housing. Diversified Vocational College does not find or assist a student in finding housing and does not have dormitory facilities under its control. Transportation costs, depending on mode of transportation and distance can run \$20.00 per week, or more. No food service is provided.

## **FEES AND OTHER COSTS**

The Registration (Application) Fee is \$75.00. The fee is not refunded if the student cancels enrollment.

## **FINANCIAL AID**

BOA, MBES and TLT: Diversified Vocational College is eligible to provide financial assistance to those who qualify under the Federal Pell Grant Program and the federal student loans. Applications for assistance under these programs may be obtained from the Financial Aid Office. Eligibility for all Federal programs is based on financial need computed on the basis of a federally provided needs analysis.

VESL: Students enrolled for the full course may apply for the Federal Pell Grant. A privately funded payment plan may be used to cover the balance not paid by grant. It is available only to U.S. Citizens and permanent residents. Ask your Financial Aid Officer for details. Any portion of tuition not covered by the Grant and plan is payable in monthly installments.

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

## **DELINQUENT TUITION**

Full tuition is payable by the date of graduation or last day in school unless other arrangements are made in advance. If a student is on monthly payments and is in arrears more than one month the student will be dismissed. The student may be reinstated when the student's account is brought up to date. Exceptions may be made in cases of hardship at the discretion of the Director.

## **METHODS OF PAYMENT:**

**DVC ACCEPTS PAYMENTS IN CASH, CHECK, MONEY ORDER, DEBIT CARD OR CREDIT CARD.**

## **COMPLAINT PROCEDURES**

If you have complaints about any matters relating to the Institute you should follow this procedure. First, discuss the complaint with your Instructor.

If you do not receive satisfaction, discuss the matter with the School Director.

If you still do not receive satisfaction, put your complaint in writing and address it to the President, Diversified Education Company, 1670 Wilshire Boulevard, Los Angeles, California 90017. Your complaint will be addressed within ten (10) working days of receipt.

You may also complain in writing to:

The Accrediting Council for Continuing Education & Training (ACCET), 1722 N. Street N.W., Washington D.C. 20036.

Telephone (202) 955-1113. The procedures for forwarding complaints to ACCET are posted at the School. 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 website [www.bppe.ca.gov](http://www.bppe.ca.gov).

### **Student's Right to Cancel Procedures**

You have the right to cancel your enrollment agreement including any equipment such as books, materials, and supplies, or any other goods related to the instruction offered in the Agreement, and obtain a refund of charges paid through attendance at the first class session, or seven (7) business days after enrollment, whichever is later. Cancellation shall occur when you give notice of cancellation at the address of the school shown on top of the front page of your enrollment agreement. You can also do this by mail, hand delivery, phone or e-mail. The notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement. If you cancel this agreement, the school will not charge institutional charges; however, the school will retain the non-refundable \$75.00 registration fee and you may keep any uniform that you have received.

### **ALCOHOL AND DRUGS**

We are deeply concerned about the dangers associated with drug and alcohol abuse. As an institution of learning our principle role is to encourage an education which leads toward high standards and respectful conduct in our students. While we seek to educate and encourage, we also have a responsibility to restrict any behavior that adversely affects members of this campus. We feel we have a compelling obligation to eliminate drugs and alcohol from our campuses.

Jeanne Clery Disclosure of Campus Security Policy, Campus Crime Statistics and the school's Drug and Alcohol Policy booklets are distributed during Financial Aid Clearance or may be obtained on request during regular office hours from any Financial Aid Officer.

A student who is convicted of any offense under any Federal or State law involving the possession or sale of a controlled substance for conduct that occurred during a period of enrollment for which the student was receiving any grant, loan, or work assistance under Title IV shall not be eligible to receive any grant, loan or work assistance under this title from the date of that conviction for possession 1 year to an indefinite period; from sale of a controlled substance from 2 years to indefinite.

### **SETTLEMENT OF OTHER CHARGES**

If a student withdraws from DVC, DVC will settle reasonably any other DVC charges that the student may have incurred.

### **PROFICIENCY REQUIREMENT**

Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology students are required to take a weekly test to determine their proficiency in each module.

Upon completion of the VESL course, a proficiency test will be given. Students who complete the 30 week course but who have not achieved satisfactory proficiency may choose to take additional instruction without charge until the student has attained the required proficiency, or to receive a full refund of the total charges for VESL instruction. However, there is no proficiency requirement to graduate, as long as the student completes the program with a GPA of 70% and attendance of 80%.

### **WITHDRAWING FROM CLASS**

You may withdraw from your course at any time by completing a withdrawal form obtained at the Education and Records Office, by e-mail from your personal e-mail account or by letter signed by you and mailed to the school address. Notice of withdrawal may be in any form including by phone, email, USPS mail or in person but preferably should be in writing. If you are absent fourteen consecutive days without notifying the school, you will be considered to have withdrawn and the Refund Policy will apply. When you withdraw, you withdraw from the entire course. The Financial Aid Office is informed of the withdrawal and is responsible for completing the refund calculation. If Title IV funds have been disbursed a refund a refund is made within forty-five (45) days from the withdrawal date. Any refund not applied to Title IV funds will be made to the source of the payment. You will receive a letter informing you of the calculation and the amount of any refunds made and to which funds it was applied. Contact your Financial Aid Officer if you have any questions. If a balance remains in your account after refunds have been calculated and made, you are responsible for paying the balance.



## CANCELLATION PROCEDURES

If your application for enrollment is rejected by the school you will receive a full refund of any money paid.

You may cancel your enrollment at any time up to and including the first scheduled class day, or the seventh business day after enrollment, whichever is later, and receive a full refund of any money paid not including the registration fee. Cancellation may be in any form including by phone, email, USPS mail or in person but preferably should be in writing.

Should the program for which you enrolled be canceled prior to your starting class a full refund will be made of any money paid.

If you fail to appear for class on the date scheduled for class start you will be classified as a 'no start'. Your enrollment will be cancelled and any money paid will be refunded. Such a cancellation will not prevent you from starting at a later date should you wish to do so. A new enrollment agreement may be necessary.

All refunds due to cancellations will be made within forty-five days of the date of cancellation. After you begin classes, the following refund policy will apply.

## REFUND POLICY

A student has the right to withdraw from a program of instruction at any time. Notification of intent to withdraw must be made to the Director of Education. Tuition is charged by semester and the policy applies to each semester separately. The withdrawal date is the last day of recorded attendance. Upon withdrawal, the tuition refund is calculated in the following manner:

1. The total tuition cost for the semester is divided by the number of days in the semester to obtain a daily tuition charge for the program.
2. The total number of days from the start of the semester to the date of withdrawal are multiplied by the daily tuition charge as calculated in step 1, to determine the amount of tuition owed to the school.
3. The amount of tuition paid by the student is determined.
4. If the amount of the tuition paid by the student is more than the amount owed to the school in step 2, the difference is the amount to be refunded. Refunds are made within 45 days. Note that if the student has completed more than 60% of the semester, no refund is made. Refunds are made within 45 days from the last day of attendance. For academic purposes only, holidays and weekends are not counted in determining completion of the course.

If any portion of the student's tuition with Title IV funds, previously described, remains owing, the school will calculate the amount of financial aid earned up to the last date of recorded attendance using a formula mandated by the U.S. Department of Education. This requirement is a pro-rata calculation performed on the amount of Title IV aid received only, taking the number of days attended divided by the number of days in the period, up to 60% completion. If the amount of Federal Financial Aid Funds received is more than the amount of the aid earned, the difference must be returned to the appropriate Title IV program in the following order:

1. Direct Unsubsidized Loan
2. Direct Subsidized Loan
3. Direct Plus Loan
4. Federal Pell Grant
5. Federal SEOG Grant

The following illustrates the application of the refund policy, per semester, assuming that the full tuition has been paid in advance. This example uses tuition of \$17,000.00.

Percentage of Program Completed:	10%	25%	50%	60%	Over 60%
Tuition Paid	\$8500	\$8500	\$8500	\$8500	\$8500
Tuition owed by the student	\$850	\$2125	\$4250	\$5100	No refund

If the amount calculated as earned by the school is more than the amount that has been paid, the student is responsible for the balance. Please check with your Financial Aid Officer to determine the amount you may owe.

Refunds are paid within 45 days of the last date of recorded attendance.

The \$75.00 registration fee is not refunded after the student starts school. If payment received is less than the amount of refund, the student will owe the difference.

### **Billing Procedures and Delinquent Tuition**

The Business Office will prepare and mail monthly statements to students based upon the terms of their enrollment agreement. Both graduates and drops, with a balance owing, will be billed in the same manner. Dropped students should receive the first bill one month from the drop date.

For students in the Los Angeles main campus, the Business Office will interview students prior to graduation to remind them of their responsibility to make payment and answer students' questions.

If payments are not received, a past-due notice will be sent with the next billing. If payments are still not received, the Business Office will attempt to contact the student to remind them of the promised payments. If the student is unable to pay, the Business Office is authorized to defer payments. This is especially important if the student has not yet been placed. Deferments may also be granted for lost jobs and other financial emergencies.

If payment has not been received and the above efforts have been tried, billing may temporarily be suspended after nine (9) unsuccessful billings.

### **Notification of Return of Title IV Refund Requirements**

The Federal Government requires that a separate refund calculation be made for students receiving Federal Financial Aid (Title IV). This requirement is a pro-rata calculation performed on the amount of Title IV aid received, taking the number of days attended divided by the number of days in the period, up to 60% completion. If the student has not attended long enough to 'earn' the amount of financial aid applied to his/her tuition, the difference must be refunded to the Department of Education. If a refund is paid to the Department of Education under this calculation it will be the responsibility of the student to pay this amount to the school. Payment is due within 10 days of withdrawal.

For example, if the amount of refund calculated is greater than the amount paid, you would own the balance to the school.

### **CONSUMER INFORMATION SECURITY AND PROTECTION**

1. Policies and procedures for protecting consumer information shall be the responsibility of the DEC Corporate Staff and their designated assistants.
2. Consumer information shall be safeguarded against access except by designated employees and others who have a legal right to inspect such records including police departments and oversight agencies, or by other legal authority. Any breach of this policy must be reported promptly to Corporate.
3. Electronic records shall be protected by secure passwords.
4. Social Security numbers shall list the last four digits only in printouts and searches except for those individuals who have legitimate need for the full number.
5. Areas where student records are kept shall be securely locked when not occupied by appropriate personnel.
6. Personal information about students and employees shall not be released to the public without student permission, with the exception of parents or guardians of minor children, or agencies who have the authority to request such information without obtaining permission from the individual.
7. Personal information may not be released over the telephone even if the caller identified himself or herself as the individual involved. Information requested by current or former students may be released in person or by mail addressed to that individual.
8. Personal information about students or employees shall not be mailed to anyone other than the student or employee or with their written and signed request.
9. Credit cards used to make payments to the school will be identified by the last four digits only.
10. All discarded documents containing personal information is shredded either at the company or by a company employed to do so by DEC.

11. Security programs will be evaluated at least once a year by the school director, his designated representative or by Corporate staff.

### TITLE IX NON DISCRIMINATION POLICY

Title IX originated in 1972 as part of the educational amendments of the US Department of Education, since updated, to now include barring discrimination on the basis sex, gender, identity, or failure to conform to stereotypical notions of masculinity or femininity, race, disability, full or part-time status, or national origin in all activities. The non-discriminatory policy applies to both students and employees in education and all other activities that take place on campus. Also barred are all forms of sexual harassment, abuse or assault. Discrimination is also barred because of parental status, nor can parental status be required as a requirement for enrollment.

Any student or employee who feels that he/she has been subjected to discrimination, harassment or assault at the Wilshire Blvd. campus should report the incident(s) to Lorraine Bauchiero, Title IX Coordinator, located in the library on the first floor of the ATC LA campus. Telephone: 213-235-1845 Ext. 1846; email: [titleIXcoordinator@atcla.edu](mailto:titleIXcoordinator@atcla.edu). Students at the La Cienega branch should report to Victor Ponce, Title IX Coordinator, telephone 424-203-1725; email: [victor.ponce@dvcla.edu](mailto:victor.ponce@dvcla.edu). The Coordinator recommends appropriate action to the school administration and records the outcome of any action taken, or reasons for rejecting the complaint, and maintains a record of complaints, action recommended, and resolution of the conflict. All information given is confidential and can only be accessed by persons with a need to know, or by government order.

Diversified Education Company vocational schools have no athletic programs, nor do they provide school owned residential facilities.

### ADMINISTRATIVE STAFF OF DIVERSIFIED VOCATIONAL COLLEGE

SAMUEL ROMANO, President of Diversified Education Company, Supervising Director, 213-353-1838; [decatc@earthlink.net](mailto:decatc@earthlink.net)

ROBERTA ROSS, Regional Executive Director, Diversified Education Company, 213-353-1835, [Roberta.ross@dvcla.edu](mailto:Roberta.ross@dvcla.edu)

JESSICA ALVAREZ, Director, 213-413-1823, [Jessica.alvarez@dvcla.edu](mailto:Jessica.alvarez@dvcla.edu)

JACQUELINE VENTURA, Financial Aid Director, 213-353-1815; [jackieventura@deccs.org](mailto:jackieventura@deccs.org)

OLIVER RAMILLETE, Supervisor, Academic Records, 213-353-1845; [oliver.ramillete@atcla.edu](mailto:oliver.ramillete@atcla.edu)

LORRAINE BAUCHIERO, Title IX Coordinator, 213-353-9046; email: [titleIXcoordinator@atcla.edu](mailto:titleIXcoordinator@atcla.edu)

JEANNETTE AQUINO, Placement Coordinator, 213-353-1961; [Jeanette.aquino@dvcla.edu](mailto:Jeanette.aquino@dvcla.edu)

**The list of faculty and additional staff appears on pages 18 - 19.**

### **AFFILIATED SCHOOLS**

The following schools are owned and operated by Diversified Education Company:

*The following are accredited by The Accrediting Council for Continuing Education & Training (ACCET):*

Diversified Vocational College  
1670 Wilshire Boulevard  
Los Angeles, California 90017  
Main campus of DVC  
(213) 413-6714

Diversified Vocational College  
11209 S. La Cienega Boulevard  
Los Angeles, CA 90045  
A Branch of DVC, Los Angeles  
(310) 530-3501

*The following schools are accredited by The Accrediting Commission for Career Schools and Colleges (ACCSC):*

Associated Technical College  
1670 Wilshire Boulevard  
Los Angeles, CA 90017  
(213) 413-6808

Associated Technical College  
707 Broadway, Suite 300  
San Diego, CA 92101  
(619) 234-2181

## **THE FACULTY OF DIVERSIFIED VOCATIONAL COLLEGE AND ITS BRANCH**

### **LOS ANGELES MAIN CAMPUS**

#### **Business Office Administration**

Josefina Castellanos, Instructor  
B.A. Accounting, University of La Verne, CA

#### **Medical Billing Electronic System**

Dr, Ricardo Rivera, Lead Instructor  
Doctor of Medicine, Evangelical University of El Salvador, Central America

#### **VESL**

Quy Tran, Instructor  
MA in TESOL, CSU Los Angeles

Delfino Rodriguez  
MA of Administration in Educational Leadership, Cal State Northridge  
Clear Multiple Subject Bilingual Credential, Cal State University, Los Angeles

#### **Staff:**

Joena Sierra, Financial Aid Officer; Phone: 213-353-1845; [joena.quintana@atcla.edu](mailto:joena.quintana@atcla.edu)  
Jeannette Aquino, Job Placement Coordinator, Phone 213-353-1858, [Jeannette.aquino@dvcla.edu](mailto:Jeannette.aquino@dvcla.edu)  
Arusyak Abrahamyan, Job Placement Advisor, Phone 213-235-9066, [arusyak.abrahamyan@dvcla.edu](mailto:arusyak.abrahamyan@dvcla.edu)

### **LOS ANGELES BRANCH CAMPUS**

#### **Administrative Staff**

Jessica Alvarez, Branch Director, Phone: 310-530-3501, [jessica.alvarez@dvcla.edu](mailto:jessica.alvarez@dvcla.edu)  
B.S. In Business Administration, CSULA

Victor Ponce, Records Administrator and Title IX Coordinator; Phone: 424-203-1725; [victor.ponce@dvcla.edu](mailto:victor.ponce@dvcla.edu)

Veronica Rodriguez, Financial Aid officer: Phone: 424-205-1724, [veronica.rodriguez@atcla.edu](mailto:veronica.rodriguez@atcla.edu)

William Turcios, Job Placement Advisor, Phone 424-203-1730, [william.samayoa@dvcla.edu](mailto:william.samayoa@dvcla.edu)

## **Transportation and Logistics Technology**

Terry Silverstein – Lead Instructor  
25 years' experience in field [terry.silverstein@dvcla.edu](mailto:terry.silverstein@dvcla.edu)

Joseph Francis, Instructor  
Masters, Global Logistics, Gatesville University

Pierre Tijerino, Instructor  
AA, Business Administration  
L.A. Harbor College

John Behl, Instructor,  
Industrial Engineering, Golden West College, Huntington Beach  
20 years experience in field

## **Medical Billing Electronic System**

Elizabeth Goring Gaines, CPC, Instructor  
B.A. Healthcare Administration, Ashford University

## **ADVISORY BOARDS AT DVC**

### **Business Office Administration**

**Janice Millare**  
Client Relationship Manager  
Kforce  
Culver City, CA

**Manuel Cuadros**  
Education Department Manager  
Midnight Mission, Los Angeles, CA

**Leticia Castillo**  
Regional Executive Recruiter  
EmployBridge Workforce Specialists  
Los Angeles, CA

### **Transportation and Logistics Technology**

**William Flores**  
Dispatch Manager  
Pacifica Trucks  
Long Beach, CA

**Brian Estrada**  
LAX Air Export Supervisor  
MAPCARGO Global Logistics  
Redondo Beach, CA

**Leticia Castillo**  
Regional Executive Recruiter  
EmployBridge Workforce Specialists  
Los Angeles, CA

### **Medical Billing and Coding**

**Fatma Girit**  
CEO  
Girit Consulting, Los Angeles, CA

**Antonio Arista**  
Director of Logistics & Warehousing  
Oblong Industries  
Los Angeles, CA

**Steve Horowitz**  
Compliance Officer/Licensed Customs Broker  
Hahn International Inc.  
Los Angeles, CA

**Richard Schwanbeck**  
Independent Transportation and Logistics Educator



## DISCLOSURES

The following information is provided in compliance with various state and federal regulations.

### Family Educational Rights and Privacy Act (FERPA)

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond high school level. Students to whom the rights have transferred are "eligible students".

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student has the right to a formal hearing. After the hearing, if the school still decides not to amend the records, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information. Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose these records, without consent, to the following parties or under the following conditions: a) School officials with legitimate educational interest; b) Other schools to which a student is transferring; c) Specified officials for audit or evaluation purposes; d) Appropriate parties in connection with financial aid to a student; e) Organizations conducting certain studies for or on behalf of the school; f) Accrediting organizations; g) to comply with a judicial order or lawfully issued subpoena; h) Appropriate officials in cases of health and safety emergencies; and i) State and local authorities within a juvenile justice system, pursuant to specific State law. DVC follows the above procedures.

Students may request to review records in person at the DVC Records Office. Giving a 2-4 day advanced notice is desirable to avoid having to wait while files are retrieved from storage.

Diversified Vocational College does not maintain a student directory. Further information or complaints on adherence to this policy may be obtained by calling the Family Policy Compliance Office of the U.S. Department of Education at (202) 260-3887.

### Review of the School's Accreditation, Approval and/or Licensing

Examination of the school's accreditation documents and state approval may be had by making an appointment with the School Director during regular daytime business hours Monday-Friday, except holidays.

### Unlawful copying or sharing of copyright material

The downloading or copying of copyright material, including computer programs for personal use or distribution is prohibited both by DVC and by federal law. Persons found to be violating this prohibition are subject to dismissal as well as criminal penalties. A person who violates federal copyright law under Chapter 12 shall be fined not more than \$500,000 or be imprisoned for not more than five years, or both for a first time offense and not more than \$1,000,000 or be imprisoned for not more than 10 years, or both for each subsequent offense.

### Vaccinations

Diversified Vocational College does not have a policy requiring vaccinations of any kind. However, we advise students in attendance during fall and winter months to obtain the current flu vaccine.

## CREDIT HOUR POLICY

Definition of a Clock Hour:

A clock hour is defined as a 60-minute span of time in which no less than 50 minutes is devoted to actual class instruction, with the remaining portion being designated as a break.

Credit conversion of clock to credit hour for **academic** purposes is as follows:

**For Academic Purposes:** 15:1 Lecture; 30:1 Lab; 45:1 Externship

Credit Conversion of clock to credit hour for **financial aid** purposes is as follows:

**For Financial Aid Purposes:** 30:1 plus 7.5:1 (homework) or 37.5:1

For financial aid purposes, semester credit hours are measured in terms of the amount of time in which a student is engaged in academic activity (lectures, labs, hands on and homework) that is a minimum of 37.5 clock hours.

Laboratory hours:

Definition: Supervised student practice of a previously introduced theory/principle during which practical skills and knowledge are developed and reinforced..

**Laboratory Credit Hours:** Thirty (30) Class Laboratory Hours = 1 semester credit.

The institution's programs are recognized by ACCET for academic purposes as follows:

Business Office Administration (720 Clock Hours, 36 Semester Credit Hours)

Transportation and Logistics (720 Clock Hours, 36 Semester Credit Hours)

Medical Billing Electronic System (720 Clock Hours, 36 Semester Credit Hours)

English as a Second Language (720 Clock Hours, 48 Semester Credit Hours)

### **BUSINESS OFFICE ADMINISTRATION, TRANSPORTATION AND LOGISTICS TECHNOLOGY, and MEDICAL BILLING ELECTRONIC SYSTEM**

Diversified Vocational College will award Credit Unit Hours based on the following formula:

For academic purposes, each six-day semester segment includes a minimum of 9.5 hours of assigned homework.

For the purpose of a weekly homework grade (for each 5 days of a given module and 7.5 hours of assigned homework) teachers will assign homework on a daily basis and document the assignments on the appropriate forms. Completion of the assigned homework is checked daily, and a maximum of 2.5 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The Business Office Administration, Medical Billing Electronic System and Transportation Logistics Technology programs consist of 720 Class Hours, plus a minimum of 180 hours of outside preparation (assigned homework), totaling 900 hours. The syllabus for each Module within the program identifies the components outlined above. The student's performance is graded and monitored within each component.

#### **VESL**

For academic purposes, each 30 hour semester segment includes a minimum of 9.5 hours of assigned homework.

Completion of the assigned homework is checked daily and a maximum of 2 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70%, or better, and an overall attendance of 80%. The course at **full-time** is 30 weeks in length, 24 hours per week. The course at **part time (3/4 time)** is 40 weeks in length, 18 hours per week. Instruction time is 50 minutes for every hour (60minutes). The VESL program consists of 720 hours of instruction, plus at least 180 hours of homework. Each full Level is valued at 6 Semester Units. A total of 24 Semester Units is required for graduation. A certificate is awarded upon completion

### **ARBITRATION AGREEMENT**

Any and all disputes, losses, and/or claims arising out of and/or relating to this Agreement including, without limitation, those as to the performance of the parties, the terms of this Agreement, its interpretation, its negotiation, or a party's breach of this Agreement shall be resolved by way of binding arbitration by a single neutral arbitrator by and pursuant to the rules of the American Arbitration Association (or any successor entity thereto) in the City of Los Angeles, County of Los Angeles. In rendering its decision and award, the arbitrator shall follow California law, rules and procedures and shall not modify the provisions of this Enrollment Agreement/Contract. The award entered in such a proceeding shall be fully binding, final and not subject to appeal and may be entered and enforced as a final judgment by any Court of competent jurisdiction. In the event of any arbitration or other proceeding between the parties hereto arising out of or in any manner relating to this Agreement including, without limitation, its negotiation, terms, interpretation, performance and/or breach and in addition to all other recoveries and awards, the prevailing party shall recover from the non-prevailing party any and all reasonable attorneys' fees incurred including those incurred on appeal, in enforcement proceedings and/or in connection with bankruptcy proceedings. Please read the statement shown on your enrollment agreement.

# APPROVED PROGRAMS OF STUDY

## Business Office Administration

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance.

This program prepares students for the following jobs: office administrator, bookkeeper, clerk, customer service representative, receptionist, administrative assistant, office and administrative support.

CIP Code: 52.0408; Standard Occupational Classification Code 43-0000

### 24 Semester Hours 30 Weeks

The Program includes a minimum of 180 hours of assigned homework.

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. Instruction time is 50 minutes for every hour (60minutes). A total of 24 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

### Program of Study

**Administrative Assistant 1**                      **12 Lecture Hours**    **12 Practicum Hours**

**Administrative Assistant 2**                      **12 Lecture Hours**    **12 Practicum Hours**

Students will learn to perform a variety of administrative and clerical tasks necessary to help run an organization. Students will learn document processing and multiple computer applications, as well as learn how to organize and manage an office.

**Business Communications**                      **12 Lecture Hours**    **12 Practicum Hours**

**Business English**                                      **12 Lecture Hours**    **12 Practicum Hours**

Students will learn grammar, usage and style. They will learn techniques and formats to editing, proofreading letters, memos, publications, and other business documents.

**Business Skills**                                      **12 Lecture Hours**    **12 Practicum Hours**

**Career Development**                              **12 Lecture Hours**    **12 Practicum Hours**

This course is designed to prepare students back in the workforce in the field of study; students are taught skills that are necessary to prepare them to the job search process. Through various exercises and the use of electronic and traditional media, students are taught how to develop career goals. They are also challenged to realize their potential in their chosen fields and how to use this knowledge in the job-hunting process. Students are required to write a resume, cover letter, job application, interview techniques, and other related assignments.

**Customer service**                                      **12 Lecture Hours**    **12 Practicum Hours**

**Customer Service - Sales**                              **12 Lecture Hours**    **12 Practicum Hours**

Students will learn to identify the principles of good customer service and develop customer service techniques and systems. They will learn that customer service skills play a necessary and significant role in every business transaction.

**Data Entry / Office Clerk                      12 Lecture Hours    12 Practicum Hours**

Students will learn to key in text, enter data into a computer, operate other office machines, and perform other clerical duties, all in a mock-up office environment. Students will learn specific duties of an Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

**Introduction to the Internet                      12 Lecture Hours    12 Practicum Hours**

Students will learn internet terminology, surf the Web, work with and customize a browser, optimize file usage, and learn tips on making a browser work for the student.

**Microsoft Access and 10 Key                      24 Lecture Hours    24 Practicum Hours**

Students will learn database concepts; learn to create a database using a wizard in design view, format tables and use templates. Will also learn the operation of 10 Key machine.

**Microsoft Excel                                      36 Lecture Hours    36 Practicum Hours**

Students will learn basic spreadsheet concepts, navigate in workbooks, enter, edit, format and print data, charts, tables, as well as to record and edit simple macros.

**Microsoft Word                                      36 Lecture Hours    36 Practicum Hours**

Students will learn to create, edit, format, and print Word documents as well as to record and edit simple macros.

**Office Equipment Protocol                      12 Lecture Hours    12 Practicum Hours**

Hands-on training to become knowledgeable about multiple office equipment found throughout business offices.

**Microsoft Outlook                                      12 Lecture Hours    12 Practicum Hours**

Students will learn how to use outlook for e-mail, schedule and maintain appointments, events and meetings, and organize personal folders.

**Microsoft PowerPoint                              12 Lecture Hours    12 Practicum Hours**

Students will learn slide layout and different views, enter data, create slide shows, insert other application objects, save, open, print and show presentations.

**Microsoft Publisher                                      12 Lecture Hours    12 Practicum Hours**

Students will learn to demonstrate the placing and editing of text, add art and special text effects to create flyers, newsletter and publications.

**Human Resources Generalist Track                      48 Lecture Hours    48 Practicum Hours**

Students will learn entry level Human Resources support skills such as understanding H.R. policies, equal employment, technological changes, employee recruiting and hiring practices, pay and benefits administration, Labor Laws, Employee rights, administering personnel policies and the role and risk of social media in H.R.

**Receptionist    12 Lecture Hours    12 Practicum Hours**

Students will learn real world work skills in answering telephones, operating multiple lines, routing and screening calls, greeting visitors, handling in-company mail and packages, updating appointment calendars, preparing travel vouchers, providing information to company visitors and employees. Students will learn specific duties of an Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

**Introduction to Web Page Design      24 Lecture Hours    24 Practicum Hours**

Students will learn to design, build and post a Web Page, and build pages with HTML, web design software and online tools. It includes the creation of a website portfolio for use in the job market,

**Introduction to Windows                      12 Lecture Hours    12 Practicum Hours**

Students will learn to use basic Windows applications to create documents, view files, customize Windows, create user accounts, passwords, browse the Web, and exchange e-mail.

**The Business Office Administration Program includes daily practice in Keyboarding and Typing.**

## **Medical Billing Electronic System**

**All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance. This program prepares students for entry-level positions such as medical billers, medical office clerks, medical receptionists, coders and medical transcribers. CIP code: 51.0714. Standard Occupational Classification Code: 31-0000**

**Length of Program**

**720 Clock Hours                      24 Semester Hours                      30 Weeks**

**The Program includes a minimum of 180 hours of assigned homework.**

**Graduation Requirements**

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. Instruction time is 50 minutes for every hour (60minutes). A total of 24 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

**Credential awarded upon completion**

A Diploma is awarded upon successful completion of the program.

**Program of Study**

**Career Development                      12 Lecture Hours    12 Lab Hours = 24 total hours**

This course is designed to prepare students back in the workforce in the field of study; students are taught skills that are necessary to prepare them to the job search process. Through various exercises and the use of electronic and traditional media, students are taught how to develop career goals. They are also challenged to realize their potential in their chosen fields and how to use this knowledge in the job-hunting process. Students are required to write a resume, cover letter, job application, interview techniques, and other related assignments.

**Computerized Office (Medisoft)    48 Lecture Hours    48 Lab Hours = 96 total hours**

This course introduces the student to common financial and administrative procedures necessary in family practice, medical specialty offices, and large medical facilities. Students will learn to input various patient information, submit insurance claims to various companies, and schedule office visits, laboratory, and specific diagnostic and procedural testing appointments. The student will be able to run common reports associated with the medical practice. Day sheets, patient ledgers, and other financial reports important to the day-to-day financial operations of the medical facility.



**Customer Service, Office Equipment Protocol, and Front Office Business Clerk**

**Customer Service** 12 Lecture Hours 12 Lab Hours = 24 total hours

**Office Equipment Protocol** 12 Lecture Hours 12 Lab Hours = 24 total hours

Students will have entry-level knowledge of a variety of receptionist tools including how to answer telephones, operate multiple lines, route and screen calls, greet visitors, handle in/outgoing mail and packages, research and organize information, file, update appointment calendars, and arrange meetings and travel. Students will learn document processing, multiple computer applications, and a foundation in the use of office equipment. Students will also learn how to input data, manipulate various types of data, and edit and/or proofread the data. In addition to the above skills, students will be able to identify the principles of good customer service and will develop customer friendly service techniques and systems.

Objective: Upon successful completion of the Receptionist, Office Equipment Protocol, and Customer Service modules, students will have knowledge of entry-level business and office administration, as well as having knowledge of entry-level technical and computer skills in the workplace. In addition to the above skills, students will know the principles of good customer service and how these skills play a necessary and significant role in each business transaction and in each job function in the workplace.

**Law and Ethics** 24 Lecture Hours 24 Lab Hours = 48 total hours

This course addresses the challenging topics of ethics and compliance in medical coding, billing, and health information management. From choosing a diagnosis or procedure code to navigating payer requirements and, students will examine potential ethical dilemmas and consider practical methods for solving them. Exercises throughout the course provide opportunities for students to practically apply the theory that they've learned. Special emphasis on current topics, such as compliance programs, health care reform, EHR, and ICD-10 ensure that the student is prepared to navigate the ethical challenges they will face in their career.

**Math for Medical Billing** 12 Lecture Hours 12 Lab Hours = 24 total hours

This course is designed to review basic math skills for Medical Billing. Students will use simple mathematical operations such as addition, subtraction, multiplication, division, and calculation of percent. Students will learn initial processing, automated review, payment, and overdue claims. They will learn to read the Insurance Aging Report, Medicare RA (Remittance Advice), Review Procedure, posting procedure, applying payments, reconciling payments, and denial management. Students in addition will be able to bill patient, adjust payments, work with statements, calculate based on patient transaction data entry screen and review patient account ledger, credit balances, refunds, NSF Fee Posting and review patient statement for accuracy.

**Medical Billing** 48 Lecture Hours 48 Lab Hours = 96 total hours

Students will gain knowledge of the basic fundamentals of ICD-9, ICD-10 and CPT coding, managed-care contracts, reimbursement procedures, and insurance referrals for the health care industry. Instill in students a basic understanding of medical insurance and practice finances.

**Medical Coding** 48 Lecture Hours 48 Lab Hours = 96 total hours

Students will gain knowledge of the basic introduction to ICD-10-CM and CPT Coding and coding compliance. They will learn for outpatient coding, HIPAA requires the code set that is applicable as the date of service. Reassure students that coding work is always done using the references and the documentation, not from memory. Students will use CPT, including modifiers, followed by coding steps. Understand the conventions and the building blocks that are used. They will learn the transition from ICD-9 and ICD-10 and understanding similarities and differences.

**Medical Terminology** 72 Lecture Hours 72 Lab Hours = 144 total hours

Students will gain knowledge of a variety of Medical Terminology. Students will acquire word-building skills by learning prefixes, suffixes, word-roots and abbreviations. Utilizing a body systems approach, the student will define, interpret, and pronounce medical terms relating to the structure and function of the human body, pathology, and diagnosis. Medical Terminology will enhance student's communication skills both written and oral. Emphasis is placed on correct pronunciation, spelling, and analysis of medical terms as they pertain to anatomy, physiology and diseases.

**MS Excel****36 Lecture Hours 36 Lab Hours = 72 total hours**

Introduction to Microsoft Excel: basic spreadsheet concepts, learning about excel windows, navigating in workbooks, entering, editing, formatting, and printing data.

**MS Outlook****12 Lecture Hours 12 Lab Hours = 24 total hours**

Introduction to Microsoft Outlook: Students will learn how to use Outlook for e-mail and use the calendar for multiple scheduling events.

**MS Word****24 Lecture Hours 24 Lab Hours = 48 total hours**

Introduction to Word-processing applications: Creating, Editing, Formatting, and Printing Word documents.

## **Transportation and Logistics Technology**

**All instruction is conducted in English only**

**All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance.**

**This program prepares individuals with skills and knowledge in the field of Transportation and Logistics – 53.6099; Shipping and Receiving – 43.5071; Office Operations – 43.9199; Dispatching – 43-5032; Cargo and Freight Agents – 43.5011; and Freight Forwarders – 43.5011. CIP Code: 52.0410. Occupational Classification Code: 53-0000**

### **24 Semester Hours 30 Weeks**

**The Program includes a minimum of 180 hours of assigned homework.**

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. Instruction time is 50 minutes for every hour (60minutes). A total of 24 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

### **Program of Study**

#### **Business English/Administrative Skills 12 Lecture Hours 12 Practicum Hours**

Students will learn grammar, usage and style. They will learn techniques and formats to editing, proofreading letters, memos, publications, and other business documents.

Students will learn to perform a variety of administrative and clerical tasks necessary to help run an organization. Students will learn document processing and multiple computer applications, as well as learn how to organize and manage an office.

#### **Career Development 12 Lecture Hours 12 Practicum Hours**

This course is designed to prepare students back in the workforce in the field of study; students are taught skills that are necessary to prepare them to the job search process. Through various exercises and the use of electronic and traditional media, students are taught how to develop career goals. They are also challenged to realize their potential in their chosen fields and how to use this knowledge in the job-hunting process. Students are required to write a resume, cover letter, job application, interview techniques, and other related assignments.

**Dispatching Procedures                      48 Lecture Hours    48 Practicum Hours**

Introduction to dispatching skills and responsibilities, including Dispatcher’s role, responsibilities, types of dispatchers, organizational and record keeping systems and procedures required for the industry.

**Microsoft Excel                            36 Lecture Hours    36 Practicum Hours**

Students will learn basic spreadsheet concepts, navigate in workbooks, enter, edit, format and print data, charts, tables, as well as to record and edit simple macros.

**Freight Forwarding                      84 Lecture Hours    84 Practicum Hours**

Introduction to the responsibilities of a freight forwarder, including International Goods and Trades, Freight Handing, International Logistics, Freight Movement Types, Rules and Governing Laws, Foreign Currency and Money Exchange, and International Insurance Policies.

**Importing / Exporting                    48 Lecture Hours    48 Practicum Hours**

International Trading, Import vs. Export. Target Identification, Negotiation Skills, International Trading Laws.

**Internet Applications                    12 Lecture Hours    12 Practicum Hours**

Students will learn internet terminology, surf the web, work with and customize a browser, optimize file usage, and learn tips to make a browser work efficiently.

**Word Processing                         24 Lecture Hours    24 Practicum Hours**

Students will learn to create, edit, format and print Word documents as well as to record and edit simple macros.

**Microsoft Outlook                      12 Lecture Hours    12 Practicum Hours**

Students will learn how to use outlook for e-mail, schedule and maintain appointments, events and meetings, and organize personal folders.

**Microsoft PowerPoint                  12 Lecture Hours    12 Practicum Hours**

Students will learn slide layout and different views, enter data, create slide shows, insert other application objects, save, open, print and show presentations.

**Microsoft Publisher                    12 Lecture Hours    12 Practicum Hours**

Students will learn to demonstrate the placing and editing of text, add art and special text effects to create flyers, newsletter and publications

**Shipping and Receiving                48 Lecture Hours    48 Practicum Hours**

Principals of Warehousing, Inbound vs. Outbound Shipping, Measuring and Benchmarking Warehouse Performance, Packaging, Labeling and Safety Procedures.

# Vocational English AS A Second Language (VESL)

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Unit Tests and in class performance. Instructors' qualifications: (1) a bachelor's degree with a minimum of three months of full-time equivalent ESL or foreign language classroom teaching experience or (2) a bachelor's degree along with a certificate in teaching ESL or a foreign language, that includes a practice teaching component.

This program is designed for individuals who already have a job skill or want to continue their education. Therefore, job opportunities will depend on the student's previously acquired skills.

CIP Code: 32.0109

Full time course is completed in 30 Weeks

Part-time (3/4 time) course is completed in 40 Weeks

For academic purposes Thirty (30) Class Hours = One Semester Credit Unit

For financial aid purposes Thirty (30) Lecture Hours plus 9.5 hours of outside preparation (assigned homework) = One Semester Credit Unit

For academic purposes, each 30 hour semester segment includes a minimum of 9.5 hours of assigned homework. Completion of the assigned homework is checked daily and a maximum of 2 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70%, or better, and an overall attendance of 80%. The course at **full-time** is 30 weeks in length, 24 hours per week. The course at **part time (3/4 time)** is 40 weeks in length, 18 hours per week. Instruction time is 50 minutes for every hour (60minutes). The VESL program consists of 720 hours of instruction, plus at least 180 hours of homework. Each full Level is valued at 6 Semester Units. A total of 24 Semester Units is required for graduation. A certificate is awarded upon completion

## LEVEL 1: (180 HOURS plus 45 hours of outside preparation) 6 Units

By the end of Level 1, students will be able to make themselves understood and to understand native speakers when engaged in objectives which teachers have presented and students have exchanged in everyday encounters. To achieve these objectives, teachers present and students have extensive classroom practice in the following:

**Life Skills:** Introduce yourself; ask for and give spelling of names;

Exchange personal information; follow classroom instructions; say and understand phone numbers; ask about occupations;

Describe the location of things in the community; talk about places on a U.S. map; ask for clarification; talk about library services; prepositions of locations;

Ask for an tell the time of day; ask about business hours; ask about prices; ask for a phone number from directory assistance; listen to an automated phone message;

Describe the weather; talk about event on a calendar; talk about holidays; talk about appointments; make, cancel and reschedule an appointment

Ask for information in a store; ask about sizes and prices; describe clothing; listen to a story; give opinions about clothes; return something to a store; talk about appropriate clothing

**Grammar:** personal pronouns; imperatives; punctuation; simple present

Prepositions of location; *there is/there are; is there/are there*; singular and plural nouns; punctuation

*Yes/no* questions with *be*; questions with *how much*; *yes/no* questions and answers with *be*; information questions with *be*

*Why* questions with *be*; questions with *how many*; singular and plural nouns; capitalization

Present continuous statements; present continuous questions and answers, object pronouns; information questions with the present continuous

## **LEVEL 2: (180 HOURS plus 45 hours of outside preparation) 6 Units**

By the end of Level 2, all students will be able to use the following and understand native speakers who do the same, given the parameters of the vocabulary and classroom exposure time in Level 2.

**Life Skills:** give opinions about foods; ask for items in a grocery store; describe food containers; ask for price information; listen to a recorded message

Talk about family members and responsibilities; talk about personal interests and activities; make telephone calls; discuss family expenses; give opinions about expenses

Talk about health problems; discuss remedies; listen to and practice 911 calls;

Describe things in a house; talk about accidents in the home; ask for housing information;

Respond to job ads; listen to a job interview; give opinions about what to do in an interview; give reasons

**Grammar:** questions and answers with *do* and *don't*; frequency adverbs

*Yes/no* questions + simple present; simple present statements; *don't* and *doesn't*; information questions with the simple present

*Can* for ability; giving advice with *should* and *shouldn't*;

Comparing past and present; simple past statements; negative simple past statements

*Yes/no* questions with the simple past; future with *be going to*

## **LEVEL 3: (180 HOURS plus 45 hours of outside preparation) 6 Units**

By the end of Level 3, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 3, as well as the individual differences in student ability.

**Life Skills:** exchange personal information; describe people; greet a friend; make introductions

Ask about places in the community; ask for and give directions; ask for information at a train station

Talk about expenses; talk about purchases; talk about money; talk about banking services; listen to an automated phone message

Talk about goals; talk about plans; describe the workplace; ask for and give advice; listen to a recorded message;

Exchange personal information; talk about common purchases; talk about shopping; make exchanges, returns, and purchases



**Grammar:** present tense statements: regular verbs and *have*; present tense negative statements; *yes/no* questions with *door does*;

Present continuous statements and questions; *wh-* questions;

Simple past statements; *yes/no* questions + past tense; *wh-* questions + past tense

Present conditional; future with *be going to*

Comparatives; superlatives

#### **LEVEL 4: (180 HOURS plus 45 hours of outside preparation)**

##### **6 Units**

By the end of Level 4, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 4, as well as the individual differences in student ability.

**Life Skills:** talk about food; ask for things in a restaurant; order from a menu; take food orders

Talk about relationships; talk about a wedding; communicate in social situations; talk about customs; conduct an interview; disagree politely; offer help

Talk about parts of the body; describe illnesses and injuries; talk about experiences in an emergency room; talk to health professionals

Talk about actions in the home; talk about problems in the home; talk about a fire emergency; talk about weather forecasts

Talk about jobs and job skills; talk about work experience; ask for information in a library; communicate with an employer

**Grammar:** *how much* and *how many*; quantity words

*Whose* versus *who's*; two-word verbs; nouns and adjectives

*Should* and *shouldn't*; *might* and *will*

*Commands* and *requests*; *will* and *won't*

*Have to/don't have to*; *would like/would rather*

#### **LEVEL 5: (180 HOURS plus 45 hours of outside preparation)**

##### **6 Units**

By the end of Level 5, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 5, as well as the individual differences in student ability.

**Life Skills:** talk about daily routines; talk about family responsibilities; talk about goals; listen to conversations about goals; ask for focused repetition; Talk about jobs; discuss success

Talk about houses; describe different types of housing; report housing problems; describe a house; evaluate a house for sale; role-play phone conversations with real estate agents; listen to phone conversations between tenants and landlords; role-play phone conversations between tenants and landlords; practice asking for a more specific time; talk about tenants' and landlords' responsibilities; talk about the Fair Housing Act

Talk about healthy and unhealthy behavior; listen to conversations between patients and doctors; role-play conversations between patients and doctors; give opinions about healthy and unhealthy behavior; give health advice; share ideas about getting healthy

Offer polite disagreement; talk about big purchases; listen to conversations between customers and car salespeople; role-play conversations between costumers and car salespeople

**Grammar:** past time clauses with *when*; future time clauses with *when*  
Comparative and superlative adjectives; *as + adjective + as*  
Present perfect; simple past and present perfect  
Gerunds

### **LEVEL 6: (180 HOURS plus 45 hours of outside preparation)** **6 Units**

By the end of Level 6, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 6, as well as the individual differences in student ability.

**Life Skills:** talk about work injuries; talk about personal injuries; listen to conversations between employees and employers; role-play conversations between employees and employers; talk about safety procedures; talk about health hazards

Talk about community; talk about rules in the community; listen to conversations between citizens and authorities; role-play conversations between drivers and police officers; discuss differences in laws in different cultures; talk about accomplishments of Cesar Chavez; accept criticism

Ask questions about a position; talk about qualities of the workplace; talk about benefits; talk about ways to find a job; listen to conversations between employers and job applicants; rale-play conversations between receptionists and applicants

Talk about the ways people communicate; talk about communications skills; talk about communication at work; listen to various conversations of people communicating; role-play conversations; talk about good listening skills; practice phone skills: conversations and messages

**Grammar:** past continuous; simple past and past continuous

Infinitives

Real conditionals

Present unreal conditional statements+

### **LEVEL 7: (180 HOURS plus 45 hours of outside preparation)** **6 Units**

By the end of Level 7, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 7, as well as the individual differences in student ability.

**Life Skills:** talk about continuing education; talk about personal and professional goals; listen to telephone conversations and messages; talk about telephone behavior; talk about job interviews; talk about importance of writing skills; discuss success

Talk about types of transportation; talk about solving transportation problems; talk about automobile insurance; listen to conversations regarding a traffic accident and car repair; listen to conversation about making car and travel reservations; get information about travel schedules

Talk about a health emergency; talk about types of healthcare professional and specialties; listen to phone conversations between patients and doctors' offices; role-play phone conversations between patients and doctors' offices; clarify information; talk about food labels and nutrition; talk about immunizations; talk about healthy and unhealthy diets;

Talk about Washington D.C.; talk about marches and protests; talk about rights and responsibilities; discuss social issues; listen to conversations about educational system; express agreement and disagreement; talk about government agencies; talk about unions

**Grammar:** direct and indirect *yes/no* and *wh-* questions;

Past form of *should*; past form of *could*

Adverb clauses of time; adverb clauses of reason and contrast

Active and passive verbs; forming the passive

### **LEVEL 8: (180 HOURS plus 45 hours of outside preparation)**

#### **6 Units**

By the end of Level 8, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 8, as well as the individual differences in student ability.

**Life Skills:** discuss advertising; talk about shopping and comparison shopping; listen to conversations between customers and salespeople; role-play conversations between customers and salespeople; discuss food shopping tips; talk about finding housing; express doubt

Talk about courtrooms and people in them; summarize; talk about a bar graph; talk about types of crime and common laws; listen to recorded messages; listen to information about getting a marriage and driver's license; talk about getting a marriage and driver's license; paraphrase; talk about traffic tickets; talk about neighborhood problems

Talk about workplace situations; talk about workplace responsibilities and behavior; talk about interviews; listen to job interviews; role-play job interviews; discuss ideal employees and employers; describe workplace tasks; expand responses to questions;

Talk about household budgets; talk about expenses; listen to conversations about banking; talk about protecting your money; talk about financial terms; give advice

**Grammar:** tag questions

Adjective clauses

Past perfect; past unreal conditional

Quoted speech; reported speech

### **LEVEL 9: (180 HOURS plus 45 hours of outside preparation)**

#### **6 Units**

Level 9 is the culmination of DVC's VESL Program. Included in this Level is ample opportunity to work with grammar structures, work on listening and speaking activities, reading at a more challenging level, and writing at a low-advanced and advanced levels. This Level represents a synthesis of all the forms and functions.

By the end of Level 9, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 9, as well as the individual differences in student ability.

The major points studied are:

The simple present and present progressive; the present perfect and present perfect progressive; listening puzzle: kinds of grain; reading challenge: the American bison; write an informal letter

The simple past and past progressive; the past perfect and past perfect progressive; listening puzzle: canals; reading challenge: the Erie Canal; write a narrative

*Be going to* and *will*; time clauses and conditional sentences in the future; the future perfect and future perfect progressive; listening: space exploration; reading: where will the beaches be?; write an essay with supporting examples

Nouns and expressions of quantity: Regular and irregular plural nouns; possessives; compound nouns; listening: desserts; reading: Kellogg's corn flakes; write a descriptive essay;

Pronouns and articles: subject and object pronouns; possessive adjectives; possessive pronouns; reflexive pronouns; indefinite articles *a* and *an*; *one* and *ones*; the definite article *the*; listening: used in homes by millions; reading: Thomas Edison; write a review of a movie

Modals I; listening: cash, check, or credit card?; reading: Oprah Winfrey; write an expository essay

Modals II; listening: reading maps; reading: urban explorers; write a business letter

The passive voice, causatives and phrasal verbs; listening: animals; reading: near earth objects; write a cover letter  
Gerunds and infinitives; listening: sports; reading: the google guys; write an essay of analysis

Agreement and parallel structure; listening: fabric; reading: the samurai; write an essay of definition

Noun clauses and reported speech; listening: information; reading the y2k problem; write a fable or a legend

Adjective clauses; listening: waste management; reading: the garbage patch; write an essay that describes a process

Adverb clauses; listening: natural disasters; reading: chili peppers; write an essay of comparison and contrast

Conditional sentences; listening: dairy products; reading: the beautiful game; write a persuasive essay.

**Diversified Vocational College  
2019 Calendar Start Dates, End Dates and  
Holidays**

<b>Start Date</b>	<b>End Date</b>	<b>Start Date</b>	<b>End Date</b>
1/4/2019	8/6/2019	7/2/2019	2/5/2020
1/11/2019	8/13/2019	7/10/2019	2/12/2020
1/18/2019	8/20/2019	7/17/2019	2/19/2020
1/28/2019	8/27/2019	7/24/2019	2/26/2020
2/4/2019	9/4/2019	7/31/2019	3/4/2020
2/11/2019	9/11/2019	8/7/2019	3/11/2020
2/18/2019	9/18/2019	8/14/2019	3/18/2020
2/25/2019	9/25/2019	8/21/2019	3/25/2020
3/4/2019	10/2/2019	8/28/2019	4/1/2020
3/11/2019	10/9/2019	9/5/2019	4/8/2020
3/18/2019	10/16/2019	9/12/2019	4/15/2020
3/25/2019	10/23/2019	9/19/2019	4/22/2020
4/1/2019	10/30/2019	9/26/2019	4/29/2020
4/8/2019	11/6/2019	10/3/2019	5/6/2020
4/15/2019	11/13/2019	10/10/2019	5/13/2020
4/22/2019	11/20/2019	10/17/2019	5/20/2020
4/29/2019	11/27/2019	10/24/2019	5/28/2020
5/6/2019	12/6/2019	10/31/2019	6/4/2020
5/13/2019	12/13/2019	11/7/2019	6/11/2020
5/20/2019	12/20/2019	11/14/2019	6/18/2020
5/28/2019	12/30/2019	11/21/2019	6/25/2020
6/4/2019	1/7/2020	12/2/2019	7/2/2020
6/11/2019	1/14/2020	12/9/2019	7/10/2020
6/18/2019	1/22/2020	12/16/2019	7/17/2020
6/25/2019	1/29/2020	12/23/2019	7/24/2020
		12/31/2019	7/31/2020

**Holidays:**  
**1/1/19 1/21/19**  
**5/27/19 7/4/19**  
**9/2/19**  
**11/28-29/19**  
**12/25/19**



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