

# **OXMAN COLLEGE**

**318 Westlake Center, Daly City, CA 94015**  
**[www.oxmancollege.com](http://www.oxmancollege.com)**

**1-800-249-5661**

## **CATALOG**

**January 1, 2018 – December 31, 2018**

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Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Oxman College provides each prospective student with a school catalog either electronically or in print. School catalog is always available for general public for download as a PDF from [www.oxmancollege.com](http://www.oxmancollege.com). **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.**

Oxman College does not have a pending petition in bankruptcy, does not operate as a debtor in possession, did not file a petition within the preceding five years, nor has 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 Court.

The Catalog is updated annually. If changes in educational programs, services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

## MISSION AND OBJECTIVES

Oxman College is a private, postsecondary, and vocational educational institution dedicated to providing individuals with career, personal, and social skills that will increase their potential and capacity to secure fulfilling opportunities in both public and private sectors.

**The mission of Oxman College is to elevate the individual and collective skill levels of the trainees whom it serves in order for them to secure gainful, permanent, and long-term employment. It is committed to the pursuit of quality and excellence in human resource development by fostering relationships and consistently providing a level of service exceeding the expectations of our clients. Oxman College stresses the importance of not only going through the structured and systematic training but also of implementing what is learned.**

### *Institutional Goals*

- ❑ To provide high quality training in key-skills areas using the quickest, most effective training methods available via qualified faculty/staff.
- ❑ To create an effective educational environment by making available quality curriculums that will allow individuals to secure gainful employment or to remain gainfully employed due to enhanced skills.
- ❑ To provide a range of student services to address the unique needs of every student.
- ❑ To help students to develop values for life-long learning and to acquire the skills for self-directed learning.

### *Course Approval*

Oxman College is a private institution established since 1991 and has been granted approval to operate by the California Bureau for Private Postsecondary Education. The following are the approved courses:

❑ Computer Programmer	720 hours
❑ Computer Aided Drafting	720 hours
❑ Computerized Accounting	720 hours
❑ Electrical Designer and Installation	720 hours
❑ Office Automation	720 hours
❑ Team Building/Quality Improve/Tools (SPC)	720 hours
❑ Medical Assistant	720 hours
❑ Nurse Assistant	150 hours
❑ Job Site Skills	120 hours
❑ Job Site Skills – Green Technology	60 hours
❑ Office Automation I	4 hours
❑ Patient Care Technician	720 hours
❑ Patient Care Assistant	300 hours
❑ Restorative Nursing Assistant	48 hours

Approval to operate by BPPE means compliance with minimum state standards as set forth in Chapter 8 of California Private Postsecondary Education Act of 2009.

Oxman College, and its programs, are not accredited by any accrediting agency recognized by the United States Department of Education.

**FEES AND EXPENSES**

**Books & Supplies:** Students must purchase all books and most of the supplies required by their courses.

**TUITION**

**Registration:** \$75

Program	Number of Weeks	Books & Supplies	Total Charges for a Period of Attendance	Estimated Schedule of Total Charges for Entire Educational Program
Computer Programmer	24	\$300	\$6,420	\$6,420
Computer Aided Drafting	24	\$300	\$6,420	\$6,420
Computerized Accounting	24	\$300	\$6,420	\$6,420
Electrical Designer and Installation	24	\$300	\$6,420	\$6,420
Office Automation	24	\$300	\$6,420	\$6,420
Medical Assistant	24	\$300	\$8,420	\$8,420
Nurse Assistant	10	\$300	\$2,420	\$2,420
Patient Care Technician	24	\$300	\$8,420	\$8,420
Patient Care Assistant	24	\$300	\$6,420	\$6,420
Restorative Nursing Assistant	2	\$200	\$1,475	\$1,475
Job Site Skills – Green Technology	4	\$200	\$2,775	\$2,775
Job Site Skills	6	\$200	\$4,975	\$4,975
Team Building/Quality Improve Tools/SPC	24	\$200	\$4,975	\$4,975
Office Automation I	1	\$0	\$125	\$125

**FINANCIAL AID**

**Students enrolled in a non-accredited school are not eligible for federal financial aid programs.** Student loans may be obtained through Sallie Mae. Tuition assistance through One-Stop Centers may be available for unemployed and low-income students that are willing to gain new competitive skills in order to obtain employment. **If a student obtains a loan, the student will have to repay the full amount of the loan plus interest, less the amount of refund. If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.**

**FACILITIES**

Main facility is conveniently located in Westlake Center near San Francisco. The class sessions will be held at 318 Westlake Center, Daly City, CA 94015, at the approved satellite facilities and at the participating employers sites. The school facility is easily accessible by bus or car from any point in San Francisco and nearest suburbs including Daly City, Pacifica, South San Francisco. If a program includes externship, the externship sites are listed in the Program Description section of this Catalog.

**Business Hours**

The school office is open 10am to 5pm, Monday to Friday and by appointment.

## ADMINISTRATIVE STAFF

Michael Dvorkin - President/Director of the School

Lana Dvorkin - Administrator, Registrar, Student Advising and Placement

## FACULTY

### *Faculty by Program*

*Terrell Clima, RN*.....*MA, Nurse Assistant, Patient Care Technician*  
BS California State University, Long Beach

*Carlos Salazar, RN*.....*MA, Nurse Assistant, Patient Care Technician*  
BA Psychology, San Francisco State University

*Marinetta Aleksanyan, RN*.....*Medical Assisting Skills*  
RN, BS in Language Education, Baku State University

*Velma Gaines-Miller, LVN*.....*Medical Assistant & Nurse Assistant*  
Licensed Vocational Nurse

*Jessica Lee, RN*.....*Nurse Assistant, Patient Care Assistant*  
ASN San Francisco City College

*Rita Dolnikova*.....*Computerized*  
*Accounting*  
BS Economics, Odessa Institute of National Economy, Ukraine

*Irina Ulyanova*..... *Computerized Accounting & Office Automation*  
BS in Economics, Moscow State University of Economics, Russia

*Tung-Tai Shia*.....*Office*  
*Automation I*  
BA in Economics, UC Berkeley

*Cesar Escalante*.....*Computer Aided*  
*Design*  
MS in Architecture, University of Texas

*Roberto Figueroa*.....*Team Building/Quality Improvement*  
BS in Political Sciences, minor in Communication, SFSU

*Alex Liberman*.....*Computer*  
*Programmer*  
BS in Computer Science, Leningrad Electro Technical Institute

*Michael Torrey*.....*Electrical Designer and*  
*Installation*  
BS, MEP Design

*Terry Edwards*.....*Job*  
*Site Skills*

### III. Academic Policies

#### ADMISSION STANDARDS

Oxman College admits students without regard to race, color, gender, age, nationality, religious beliefs, or political affiliations.

The admission requirements for the **Certificate** programs are as follows.

1. An applicant must:
  - a. Be a high school graduate, or
  - b. Possess a General Education Development (GED) Diploma

Applicants who have completed their high school education outside of the United States must provide an evaluated copy of their foreign high school diploma.

2. All applicants must complete an Enrollment Agreement.
3. All applicants must complete an admission interview.
4. All applicants must submit 2 professional references.
5. All applicants must complete financial arrangements prior to starting class.
6. The applicants must pass the Wonderlic entrance test.

Oxman College does not accept students on the Ability-to-Benefit (ATB) basis.

Applications for admission may be submitted throughout the calendar year. The college retains a right to accept or reject an applicants based on the applicant's character reference, scholastic and/or financial status.

Oxman College does not provide English language preparation classes. All applicants must have proficiency in verbal and written English communication. The English language proficiency of the applicant will be determined at the entrance test and admission interview.

#### **Re-Enrollment**

Any student, who wishes to re-enroll in the program, should first submit in writing a letter to the School Director, noting the reason for initial withdrawal and reasons for desire to re-enroll. The school at its sole discretion will determine the student's re-enrollment. Any student who re-enrolls (same program, previously cancelled or terminated from) must sign a new enrollment agreement at the current tuition rate. The Registration Fee must be paid prior to applicant re-enrolling. All outstanding balance due to program cancellation/terminations must be paid in full. The student will be credited for any books and/ or supplies that they have previously received and paid for. If an updated textbook is required the student will incur the new textbook cost.

#### **Transferring from another institution**

A maximum credit the College will accept in transfer from another institution is limited to 15 semester units.

Credits may be transferred only for courses completed with a grade of C or higher. The option to apply for credit is the sole responsibility of prospective students. Applications for credit for previous education must be completed before the first day of the course. Credits earned at colleges and universities outside of the United States will be evaluated on an individual basis. Applicants with foreign credentials must submit official transcripts

from institutions attended evaluated by the foreign credential evaluation services. Transcripts in foreign languages must be accompanied by a notarized translation.

### **Articulation and Transfer**

Oxman College currently does not have any articulation or transfer agreement with any other college or university.

### **Credit for Experiential Learning**

Oxman College does not award credits toward any of its programs based on prior experience or knowledge.

### **English Language Proficiency**

Students who do not speak English as their primary language must provide the institutional copy of scores from the Test of English as a Foreign Language (TOEFL) for international students whose native language is not English, and who studied in a language, other than English at the high school level. Students must have a minimum total score of 500 paper based, 173 computer based and 61 internet based. Testing must be completed prior to signing the enrollment agreement. Applicants must provide a copy of their TOEFL test results.

## **SCHOLASTIC REGULATIONS**

### **ATTENDANCE POLICY**

#### **Attendance**

- "Full time" study means enrollment for at least 30 hours for certificate programs.
- Students are expected to maintain good attendance. The minimum acceptable attendance rate is 80%. Maximum number of absences cannot exceed 20% of the program hours.
- *Absence* - Will be considered excused under the following circumstances: illness, death, or birth in the immediate family. All other unsubstantiated reasons for absences will be considered unexcused. Make-up work may be required for any absence.
- *Tardiness* - Students arriving late for class or leaving early are considered tardy. Tardiness is a disruption of the learning process. Two occasions of tardiness without reason will be considered as one unexcused absence.

Students who are absent from College for ten consecutive class days will be dismissed from the program.

#### **Dropout/Withdrawal**

If you are unable to complete the course (or courses) for which you have registered, it is your responsibility to formally drop or withdraw from your course(s).

- *Drop* - The act of dropping one or more classes for a given semester, while remaining in other classes.
- *Withdrawal* - The act of officially dropping all courses for a given semester.

#### **Leave of Absence**

A student can request a leave of absence for the semester in progress only in the case of exceptional circumstances. The request must be accompanied by supporting documentation. Such a leave of absence, if granted, will not usually exceed one month. As the student is responsible for completion of all material covered in class during his or her absence, leave of absence can only be granted if the timing is feasible and the student has enough time upon return from the leave to make up for missed coursework before the end of the semester. Leaves must be applied for in writing to the School Director and must be cleared by the administrative office. If a student fails to return from leave of absence on a scheduled date, he/she will be considered withdrawn from the course. Withdrawal date will be back-dated to the last date of attendance.

### SATISFACTORY ACADEMIC PROGRESS POLICY

Students at Oxman College are required to make satisfactory academic progress toward the completion of their courses. The progress of students who are enrolled in certificate programs is assessed at the end of each semester.

To maintain satisfactory academic progress a student:

- a) Must achieve a cumulative grade point average of 70%;
- b) May attempt no more than 150% of the credits required for completion of the certificate program.

Academic progress standards apply to all students, full-time and part-time.

### GRADING SYSTEM

Grades are based on examinations, class work and homework. Final grades are a permanent part of the student's file and are the basis of the student's transcript. Grades are issued at the end of each module.

The grading system that is utilized by faculty and computed in a student's grade point average (GPA) is as follows:

Numerical Equivalent	Letter Grade		Quality Points
90-100	A	Excellent	4.00
86-89	B+	Very Good	3.33
80-85	B	Good	3.00
76-79	C+	Better than Satisfactory	2.33
70-75	C	Satisfactory	2.00
66-69	D+	Low Pass	1.33
60-65	D	Below Level Expected	1.00
Below 60	F	Fail, no credit	0.00
	I	Incomplete- needs additional work	N/A

An incomplete grade will be given to those students who fail to meet the minimum requirements because of illness, unforeseen circumstances or other serious problems. The student will be given 30 days to complete the incomplete modules. At that time, the incomplete grade will be changed to either a passing or failing grade, which will be entered of the student's transcript.

#### ***Calculation of Grade Point Average***

GPA is calculated by dividing the total points earned by the total number of credit hours attempted. Points earned for a particular course are calculated by multiplying the grade points by the number of credits. For instance, a grade B in a 3-credit course is worth 9 points.

If a student takes four three-credit courses (12 credit hours for the semester) and receives one A, two B's and a C, this is translated into 36 quality points to be divided by the 12 credit hours. The resulting GPA would be 3.0

The cumulative GPA is derived by dividing the total number of credit hours taken into the total number of points earned for those courses.



### PROBATION AND DISMISSAL

Students falling below the required cumulative grade point average will be placed on academic probation. Students who do not meet the goals of the probationary status and whose grade point average do not meet the standards specified above may be dismissed. Students may appeal to the School Director if they wish to have a formal review of the dismissal.

### SUSPENSION AND TERMINATION

Students may be suspended and/or terminated by the School Director for any of the following reasons: excessive absenteeism or tardiness, failure to adhere to institution code of conduct, inability to meet financial obligations to the school. Students to be terminated are notified in writing and may appeal to the School Director.

### READMISSION

Any student, who wishes to apply for readmission in the same program, should first submit in writing a letter to the School Director, noting the reason for initial withdrawal and reasons for desire to re-enroll. Any of credit given for prior training will be determined on a case-by-case basis by a school official.

### GRADUATION REQUIREMENTS

In order to graduate a certificate program, students must:

- Complete all required courses.
- Complete with a passing grade all requirements for their program of study within the maximum time frame permitted and attain a minimum CGPA of 2.0.
- Return all property belonging to the College.
- Fulfill all financial obligations to the College prior to graduation.

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

The transferability of credits you earn at Oxman College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or 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 contracting an institution to which you may seek to transfer after attending Oxman College to determine if your credits or certificate will transfer.

### STUDENT'S RIGHTS AND RESPONSIBILITIES

**Student's Rights**     *Students have a right to:*

- Be treated as adults, with respect to their individual aspirations and career goals.
- Information concerning employment conditions, entry level salaries and advancement opportunities currently existing in the occupational fields of their choice.
- Information concerning course completion requirements, rules and regulations, tuition fees, and other eligibility requirements for financial aid programs.
- A fair and impartial admission process based upon reasonable standards of the basic skills and aptitude required in their chosen fields.
- Instruction by a qualified faculty, using appropriate educational and training materials,

in adequate facilities.

- Placement assistance upon graduation.

**Student's Responsibilities**     *Students are expected to:*

- Carry a fair share of the burden of their own education and training by demonstrating a spirit of cooperation and responsibility and a genuine interest in learning.
- Attend classes regularly, complete all assignments, maintain a passing grade and meet course completion and requirements.
- Adhere to established standards of adult behavior and to conduct themselves with respect for the needs and feelings of the other members of the school community. Cooperate with the school's placement office in seeking employment after graduation and to notify the school upon accepting a position, whether placed directly by the school or through other means.

**Grievance Procedure**

From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. Normally, the informal procedure of discussing and addressing the situation will resolve the problem. For this reason, students should communicate any problems that arise directly to the individual(s) involved and/or their instructor. If the problem is not resolved the student should contact a student services representative. If the complaint is not resolved within one week, the student should submit the complaint in writing to the Director of the School.

The School Director is responsible for receiving and resolving student complaints and is accessible before or after class sessions to meet with the students. The School Director has the authority and duty to do the following:

- Investigate the complaints thoroughly.
- Reject the complaint if determined unfounded, or resolve the complaint in any reasonable manner.
- Record a summary of the complaint in the student's file and in the school complaint log.
- If the complaint is valid, determine what other students may have been affected by the same situation and provide appropriate remedy for those students.
- Implement policies and procedures to avoid similar complaints in the future.
- Provide the student, that submitted a complaint, a written response within 10 days of receiving the complaint.

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7859 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

## RULES OF CONDUCT

Students are expected to demonstrate qualities of morality, integrity, honesty, civility, honor and respect. Conduct which violates these standards and is disruptive of academic processes includes, but is not limited to, the following:

- Cheating, plagiarism, forgery, misrepresentation and all forms of academic dishonesty.
- Purposely furnishing false information to any college official, faculty member or office.
- Forgery, alteration or misuse of any college document, record, form or instrument of identification.
- Verbal abuse, physical abuse, assault, threats, intimidation, harassment, sexual harassment or other conduct which threatens or endangers the health and safety of any person on college premises.
- Intentional damage, destruction, attempt to damage or destroy, or theft of college property or the property of college personnel, other students or any other person on college premises.
- Illegal or unauthorized use of computer resources.
- The unlawful distribution, sale, possession or use of illicit drugs, or being under the influence of illicit drugs on the school property.
- Possession, use or distribution of alcoholic beverages on the school property, or during assigned school hours, or returning to school under the influence of alcohol.
- Use or possession of a firearm, weapon or explosive.

**Any behavior that is detrimental to the faculty, staff, students or facility is cause for immediate termination. Students may not re-enroll at any time after termination for unacceptable conduct.**

## NOTICE OF STUDENT RIGHTS

- You may cancel your contract with the school, without any penalty or obligations as described in the Notice of Cancellation form that will be given to you at the first class session you attend. Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask the school for a sample copy.
- You have the right to stop attending class at any time and receive a refund for the part of the course not taken. Your refunds are described in the contract. If you have lost your contract, ask the school for a description of the refund policy.
- If the school closes before you graduate, you may be entitled to a refund.
- The student records will be maintained for the period of 5 years from the enrollment date.

## POLICIES ON RETENTION OF STUDENT RECORDS

Oxman College maintains records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program. Student records are maintained for a period of 5 years. Oxman College shall maintain, for each student granted a certificate, permanent records of all of the following: (1) The certificate granted and the date on which that certificate was granted. (2) The courses and units on which the certificate was based. (3) The grades earned by the student in each of those courses. Transcripts for each students are maintained permanently.

## FINANCIAL AID LOANS

If a student obtains a loan, the student will have to repay the full amount of the loan plus interest, less the amount of refund. If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

If the student defaults on a federal or state loan, both of the following may occur:

- 1) The federal or state government or a loan guarantee agency may take actions against the student, including garnishing an income tax refund; and
- 2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.

## STUDENT SERVICES

The student services are designed to support each student in his/her educational endeavors in progressing to a certificate and in effective career planning and placement.

Oxman College provides student services, which include counseling appointments, tutoring, career services and job placement assistance. Counseling is made available at any stage during the training. As part of professional development, a counselor can also clarify on-the-job problems.

### **Academic Advising and Tutoring:**

The College tutorial assistance program assists students who do not achieve satisfactory progress, either in a specific course or in a general area of academic skills.

Academic counseling services provide students who need academic assistance the opportunity to meet with a counselor to identify positive steps that might be taken to improve their academic performance. Individual counseling might focus on effective time management, reading for comprehension, effective note taking and studying for tests. Assistance can also be given in finding tutors in a variety of academic disciplines.

### **Career Services:**

Career services staff assist students in:

- Exploring a full range of career and work possibilities that match individual career goals
- Preparing students to present themselves effectively as candidates for employment
- Obtaining information on employment opportunities and prospective employers
- Connecting with employers through campus interviews, job listings, referrals, alumni networking.

Career services staff develop and maintain relationships with the local employers that provide career development and employment opportunities for students.

### **Job Placement Services:**

Oxman College does not guarantee employment. While the college can not guarantee employment, it provides a variety of job placement activities, and most of our graduates are employed in the field of training.

Each student is encouraged to start participating in the job placement activities within 30 days prior his/her graduation. The College provides employment assistance not only to current graduates but also to the past graduates throughout their career advancement.

Job placement services include, but not limited to:

- Job search services
- Job referrals
- Interview and resume workshops
- Internet access to job resources
- Labor market information

Each student shall prepare a typed resume and meet with the Placement Assistance Coordinator. Following that each student is supposed to participate in the job placement activities and/or develop job leads on

his/her own. While every effort is made to make students employable and to aid students in securing employment for which they were trained, the ultimate responsibility for finding a job rests with the student.

Many students find employment without the help of the Placement Office. These graduates are requested to inform the Placement Office of their employment.

**Library Resources:**

The school library consists of instructional materials that are accessible to all the students. There are textbooks, manuals, reference texts, videos, journals, and periodicals. The library has instructional materials which supports the instructional needs of the students, and which prepares them for the occupations, which are directly related to our educational services. All material is at the disposal of the students and may be checked out for supplemental course work reading and for other curriculum related information. The library is accessible to students during operating hours.

San Francisco State University Library resources can be accessed by purchasing Friends of the Leonard Library Membership card. The SFSU Library contains over 1M of books, 2,200 journals and about 72,000 electronic journals. Students have unlimited access to the on-line resources and electronic retrieval of information, research assistance is available at the research assistance desk.

The SFSU Library is located at 1600 Holloway Avenue and is accessible 7 days a week, 8am-Midnight. All students are encouraged to obtain library membership.

**Facilities, Equipment and Materials**

The school facility includes classrooms, lab, computer room and library. The learning media is utilized as needed, including, video, DVDs, computer software. All required equipment is provided for each program, including computers, medical supplies, manikins.

**Cooperative Learning:**

Oxman College promotes active learning, creativity, integrity, accountability, empowerment and collaboration in the learning process. The College encourages student interaction for learning purposes and cooperative learning.

Cooperative learning is the instructional use of small groups so that students work together to maximize their own and each others' learning. Carefully structured cooperative learning involves people working in teams to accomplish a common goal, under conditions that involve both positive interdependence and individual and group accountability.

Cooperation among students typically results in higher achievement and greater productivity, more caring, supportive, and committed relationships, and greater psychological health, and self-esteem. positive peer relationships are essential to success in college.

**Housing Information:**

Oxman College does not have any dormitory facility. The College does not provide assistance in finding housing. Local housing located within five miles radius of the College is available year around and can be found using a variety of rental websites. The current price range for local rooms is \$550 - \$1,500 per room, per month.

**International Students:**

Currently Oxman College does not admit international students, nor provides visa services. The College does not provide instruction in a language other than English.

## CANCELLATION AND WITHDRAWAL POLICY

The students have a right to cancel the agreement for a program of instruction or withdraw.

If cancellation occurs through attendance at the first class session, or within the seventh day after enrollment, whichever is later, institution shall refund 100 percent of the money paid for institutional charges, less the registration fee not to exceed 100 dollars (\$100).

Cancellation shall occur when the student gives written notice of cancellation to the institution at the address specified in the agreement.

The written notice of cancellation, if given by mail, is effective when deposited in the mail properly addressed with postage prepaid.

If the institution gave the student any equipment, the student shall return the equipment within 10 days following the date of the Notice of Cancellation. If the student fails to return the equipment within this 10 day-period, the institution may retain that portion of the consideration paid by the student equal to the documented cost to the institution of the equipment and shall refund the portion of the consideration exceeding the documented cost of the equipment within 10 days after the period within which the student is required to return the equipment.

The school will provide the student with the Notice of Cancellation at the time of enrollment. The school will pay refunds within 45 calendar days of a student's cancellation.

A student may withdraw from the school at any time and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.

Withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. The refund will be less an application fee not to exceed \$250.00 within 45 days of withdrawal.

## TUITION REFUND POLICY

Each student has the right to withdraw from a program of instruction at any time.

1. (a) If the institution has substantially failed to furnish the training program agreed upon in the enrollment agreement, the institution shall refund to a student all the money he has paid.

(b) If a student cancels his enrollment before the start of the training program, the institution shall refund to the student all the money he has paid, minus registration fee not to exceed 100 dollars (\$100).

(c) If a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus registration fee not to exceed 100 dollars (\$100).

(d) If a student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.

2. If a refund is owed pursuant to subsection 1, the institution shall pay the refund to the person or entity who paid the tuition within 45 calendar days after the:

(a) Date of cancellation by a student of his enrollment;

(b) Date of termination by the institution of the enrollment of a student;

(c) Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or

(d) Last day of attendance of a student, whichever is applicable.

3. Books, educational supplies or equipment for individual use are not included in the policy for refund, and a separate refund must be paid by the institution to the student if those items were not used by the student. Disputes for refunds for books and supplies are resolved by the School Director on a case-by-case basis.

4. For the purposes of refund calculation:

(a) The period of a student's attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences.

(b) The period of time for a training program is the period set forth in the enrollment agreement.

(c) Tuition is calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies or equipment that is listed separately from the tuition and fees.

### **CALCULATION OF AMOUNT OF TUITION/EQUIPMENT REFUND**

The refund to be paid to a student shall be calculated as follows:

- (1) Deduct a registration fee not to exceed hundred dollars (\$100) from the total tuition charge.
- (2) Divide this figure by the number of hours in the program.
- (3) The quotient is the hourly charge for the program.
- (4) The amount owed by the student for the purposes of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction.
- (5) The refund shall be any amount in excess of the figure derived in paragraph (4) that was paid by the student.

### **Student Tuition Recovery Fund (STRF)**

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, at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), (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 noncollection 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.

A student seeking reimbursement under the Fund shall file a written application on the Bureau's Student Tuition Recovery Fund Application Form ([https://www.bppe.ca.gov/forms\\_pubs/strf.pdf](https://www.bppe.ca.gov/forms_pubs/strf.pdf)).



**COMPUTER AIDED DRAFTING**  
**Total Hours to Complete: 720 Clock Hours**

**CAREER OBJECTIVE: CAD Specialist**

This course is an introduction to Engineering and Architectural Drafting using a computer work station. The course outline includes mechanical, electrical, and architectural skills necessary for positions as a Drafter, Designer, or Engineer. Completion of the program will enable the student to produce two-dimension or three-dimension drawings running the CAD program under Windows operating systems.

**Courses Required for Completion**

**Basic Computer Skills: 120 hrs**

This is a comprehensive course that provides the student with a thorough knowledge of Windows Operating System, Windows Explorer, introduction to Internet and E-Mail.

**AutoCAD 2D Features: 120 hrs**

This class covers an introduction to computers and their various components, basic computer aided design and drafting concepts as well as fundamental skills necessary to generate industry level drawings with an emphasis on technique and approach, using AutoCAD.

**AutoCAD 3D Features: 120 hrs**

This class covers advanced computer aided design and drafting concepts including customizing the menus, 3D modeling, wire framing, surfaces and rendering as well as user coordinates and advanced dimensioning techniques with an emphasis on real life approach, using AutoCAD.

**Estimating: 120 hrs**

This introductory course teaches the student how to prepare electrical estimates: reading plans; doing trade-offs; preparing price sheet for incoming service; conduit and wire; wiring devices; incandescent, fluorescent and mercury vapor fixtures; control wiring and site lighting.

**Blueprint Reading: 120 hrs**

This course is an introduction to reading and understanding working drawings and other construction documents. Topics included: details of construction documents; interconnection with other trades using case studies; symbols for plumbing, HVAC and architectural and electrical systems; section views; diagrams; scheduling and scaling.

**Multimedia: 120 hrs**

This class covers essential skills necessary to creating 3D animation: concepts and theories, introduction to the 3D studio screen and menus, basic modeling, building models in the material editor, lights, camera, and basic rendering options; integrating AutoCAD with 3D studio, material and mapping.

**Internship/Externship: N/A**

**Final tests or examinations: N/A**

## **OFFICE AUTOMATION**

**Total Hours to Complete: 720 Clock Hours**

**CAREER OBJECTIVE: Office Specialist, Administrative Assistant, Medical Front Office Assistant, Dental Office Assistant, Medical Biller, Insurance Technician, Office Manager.**

The Office Automation program is designed for students who wish to obtain knowledge in office management skills and procedures. Emphasis is placed on computerized office procedures, customer service and communication, financial and accounting procedures.

### **Courses Required for Completion**

**Computer Skills and Applications: 80 hrs**

This is a comprehensive course that provides the student with a thorough knowledge of Windows Operating System, Windows Explorer, Word processing, spreadsheets, database management, introduction to Internet and E-Mail.

**Front Office Management: 80 hrs**

Purpose of Management, management duties, personnel management, office management. problem-solving techniques; handling the confidential aspects of a job with discretion and professionalism; improving productivity through time management, coping with changing priorities.

**Office Procedures: 80 hours**

Manual and computerized records management, Filing, Appointment scheduling, Patient histories (confidentiality), Inventory control, Equipment and Supplies, Reception, public and interpersonal relations, Telephone techniques, Professional conduct and appearance, Professional office environment and safety, Office safety, Patient Relations.

**Financial Office Management: 80 hours**

Use manual and computerized bookkeeping systems, Analyze and use current guidelines for reimbursement, Manage accounts payable and receivable, Maintain records for accounting and banking purposes, Process employees payroll.

**Medical Billing and Coding: 80 hours**

Types of medical insurance, Type of forms used in medical billing, Responsibilities of the medical billing specialist, Diagnosis coding, Coding procedures, Medical terminology, How medical terms are formed, Electronic claims, Blue Cross and Blue Shield, Medicare & Medical, Worker's Compensation, Payment policies, Claims follow-up, Collections. Principles of inpatient and outpatient coding, sequence in diagnosis coding. Current procedural terminology (CPT) and International Classification of Diseases (ICD-9) coding. CPT coding concepts. Validation of coded clinical information. Locating resources and information for patients.

**Insurance Techniques: 80 hours**

Home Warranty Law, Policies and Practices, Insurance, Real Estate and Contractor Specific Terminology, Insurance Marketing.

**Customer Service/Communication Skills: 40 hours**

This course will train students to obtain the skills necessary to be able to identify customer needs and relate these needs to corporate and business goals. The training will equip a person to handle complaints and questions by phone or in person. Skills taught include communication and problem solving techniques: Planning and Organizing, Communication at Work, Managing a Career, Working in a Diverse Workplace, Negotiation Skills.

**Job Preparation Skills: 40 hours**

*Work-related vocabulary, Understanding written job specifications, Resume preparation, Interview Techniques.*

**Externship: 160 hours**

Students will apply knowledge and skills acquired in the classroom to practical situations in the office environment.

**Externship Sites:** UCSF Medical Center, San Francisco Department of Public Health

**Final tests or examinations:** N/A

## **TEAM BUILDING /QUALITY IMPROVEMENT/ TOOLS/ SPC**

**Total Hours to Complete: 720 Clock Hours**

### **CAREER OBJECTIVE: Business Management**

The purpose of this course is to introduce students to the Total Quality Management process, techniques and tools, including Leadership and Teamwork, Statistical Process Control, External and Internal Customer Satisfaction, Meeting Facilitation Skills.

### **Courses Required for Completion**

#### **Team Building: 200 hrs**

Team Building involves the training of individuals in both a systematic and philosophical approach to obtaining high-quality products using continual quality improvement techniques and procedures. This training plan centers around a total commitment at all levels of the organization. The goal is to emphasize and execute continuous improvement. Trainees will acquire the specific skills necessary to insure that the resulting products will meet a conformance standard.

#### **SPC - Statistical Process Control: 200 hrs**

Instruction in this method allows for monitoring and testing of products at all points during the production process. Training includes important skills such as the interpretation of charts, graphs and statistical analysis. This ability helps identify and remedy the source of defects and results in higher

#### **Customer Service: 200 hrs**

This course will train students to obtain the skills necessary to be able to identify customer needs and relate these needs to corporate and business goals. The training will equip a person to handle complaints and questions by phone or in person. Skills taught include communication and problem solving techniques. Topics include: Understanding your inner self, Your personal appearance, Attitudes, Coping, Working, Understanding the Employment Relationship, Punctuality and Attendance, Getting along with your supervisor, Getting along with others, Problem-Solving Skills, Ethics, Identifying the Needs of Your Customer, What is customer Satisfaction, Measuring Quality and Customer Satisfaction, Researching Customer Satisfaction, Listing Skills, Diffusing the Difficult Customer, and Telephone Courtesy and Basic Salesmanship.

#### **Communication Skills: 120 hrs**

This course will train students to obtain the following skills: Organizational Vision, Values and Mission, Goals and Goal Setting, Managing Stress, Managing Yourself: Prioritizing, Planning, and Organizing, Dealing With Wasted Time and Procrastination, Setting Limits, Delegating, Share Responsibilities, Communication at Work, Emotion at Work, Overload at Work, Motivating Through Empowerment, Managing a Career, Working in a Diverse Workplace.

**Internship/Externship: N/A**

**Final tests or examinations: N/A**

## **COMPUTERIZED ACCOUNTING**

**Total Hours to Complete: 720 Clock Hours**

### **CAREER OBJECTIVE: Accounting Specialist**

This course is an introduction to the basic concepts and standards underlying financial accounting systems. The course provides introduction to utilizing the computer applications in maintaining accounting records. Students will develop skills in maintaining accounting records, accounts receivable and accounts payable, payroll and inventory modules. Upon completion of this program students will be qualified at entry level for the following job positions: Bookkeeper, Accounting Clerk, or Office Assistant.

### **Courses Required for Completion**

#### **Principles of Accounting: 120 hrs**

This course will provide the student with a sound understanding of the fundamental principles of accounting. The simple accounting cycle will be covered in detail, including the analyzing of business transactions, recording transactions in ledger account forms, posting to the general ledger and preparing the trial balance. Emphasis will be placed on the use of diagrams, illustrations, and problems.

#### **Financial Accounting: 120 hrs**

This course analyzes the accounting cycle for both professional and service business in detail along with the use of the preparation of bank reconciliation statements, and combined journals for internal control. Emphasis will be placed on preparing accounting reports.

#### **Payroll Accounting: 120 hrs**

In this course, emphasis will be placed on: payroll accounting systems; computing and paying wages and salaries; social security taxes; withholding for income taxes; unemployment compensation taxes; analyzing and journalizing payroll transactions; social security benefits; and automated payroll accounting systems.

#### **Computer Applications : 80 hrs**

This course teaches basic computer skills, word processing, spreadsheets, and database management program.

#### **Computerized Accounting: 120 hrs**

This course will complete five major accounting systems commonly found in computerized accounting environments. These accounting systems are General Ledger, Accounts Receivable, Financial Statement Analysis, Depreciation, and Payroll Systems.

The entire course work is devoted to hands-on exercises on the microcomputer, which will enable students to learn how computers are used in today's business environment.

#### ***Externship: 160 hrs***

Students will apply knowledge and skills acquired in the classroom to practical situations in the accounting department.

**Externship Sites:** RCH Center, UCSF.

**Final tests or examinations:** N/A

## **COMPUTER PROGRAMMER**

**Total Hours to Complete: 720 Clock Hours**

### **CAREER OBJECTIVE: Computer Programmer**

This course is designed to introduce students to the coding of computer programs, as well as to the methodology of computer programming, and the principles of good program design.

Graduates of this program will have the knowledge and skills necessary to obtain employment as a Computer Programmer, Software Tester or Web Developer.

### **Courses Required for Completion**

#### **Computer Operation: 120 hrs**

This class is designed to equip students with basic concepts needed to operate a computer and/or a word processor. Types of computer hardware and software relevant to the decision-making process are discussed. Emphasis will be placed on becoming familiar with the computer keyboard, proper care and handling on the diskette, and developing accurate keyboarding skills.

#### **Computer Programming: 120 hrs**

The student will be able to develop and write computer programs to store, locate, and retrieve specific documents. The trainee will obtain knowledge of the MS Windows operation system as well as create and maintain databases.

#### **C /C ++ Programming: 120 hrs**

This programming course covers the C and C++ programming languages. Programming exercises are included to reinforce lectures. This course emphasizes good C programming style, concentrating on writing C programs that are readable and work correctly. Topics include: variables and constants; statements, expressions, and operators; function; arrays; characters and strings; structures.

#### **Web Programming: 120 hrs**

This programming course covers HTML language, page animation, creating special effects, adding functionality with Java Script, creating Java applets.

#### **Java Programming: 120 hrs**

This course covers using Java development environment, objects and classes, built-in routines, the use of menus, dialog boxes, scroll bars, and other components of a graphical user interface for Java developers. Course also covers servlets development for web applications and understanding JDBC for development database applications.

#### **Software Testing: 120 hrs**

This course covers understanding of software development life cycle, software quality assurance, testing stages and types of testing, creating test plans and test cases, analyzing and reporting software defects. Course covers manual and automated software testing approaches, including tools for automated tools for testing windows controls, menus, toolbars; building test suites and running tests.

**Externship Sites: N/A**

**Final tests or examinations: N/A**

## **ELECTRICAL DESIGNER and INSTALLATION**

**Total Hours to Complete: 720 Clock Hours**

### **CAREER OBJECTIVE: Electrical Designer, Electrical Technician**

This course covers electric power distribution systems, load characteristics and representation, distribution transformers and connections, voltage regulation and control, design of primary distribution systems, distribution system operation and automation. Graduates of this program will have the knowledge and skills necessary to obtain employment as Electrical, Cable or Network Technician.

### **Courses Required for Completion**

#### **Basic Computer Skills: 120 hrs**

This is a comprehensive course that provides the student with a thorough knowledge of Windows Operating System, Windows Explorer, introduction to Internet and E-Mail.

#### **Commercial Power System Design: 120 hrs**

This course describes the main design features of power distribution systems for various types of sophisticated buildings: high-rise, hospitals and shopping centers. This course also covers emergency distribution systems and stand by power sources, UPS and Ground Fault Protection.

#### **Industrial Power System Design: 120 hrs**

This course presents the student with an understanding of the design of utility and chemical power plants. Topics included: motor control center, substation, protective relays, programmable control, switch gear inspection, testing and coordination.

#### **Lighting System Design: 120 hrs**

This course is designed to give thorough understanding of lighting processes, including concept development, equipment selection, fixture layout, system evaluation and final presentation.

#### **Electrical Estimating: 120 hrs**

This introductory course teaches the student how to prepare electrical estimates: reading plans; doing trade-offs; preparing price sheet for incoming service; conduit and wire; wiring devices; incandescent, fluorescent and mercury vapor fixtures; control wiring and site lighting.

#### **Blueprint Reading: 120 hrs**

This course is an introduction to reading and understanding working drawings and other construction documents. Topics included: details of construction documents; interconnection with other trades using case studies; symbols for plumbing, HVAC and architectural and electrical systems; section views; diagrams; scheduling and scaling.

#### **NEC: 120 hrs**

This course presents the students with an understanding of the National Electric Code and will assist those who design, manage or build. This course will teach the skills needed to avoid costly delays and mistakes.

#### **Externship Sites: N/A**

#### **Final tests or examinations: N/A**

## **MEDICAL ASSISTANT**

**Total Hours to Complete: 720 Clock Hours**

### **CAREER OBJECTIVE: Medical Assistant, Medical Biller, Medical Administrative Assistant**

This course is designed to prepare students for careers in health care environment. Emphasis is placed on medical terminology, medical procedures, medical assistance, medical insurance, office administration, computer applications and customer service.

### **Courses Required for Completion**

#### **Medical Terminology - 80 hrs**

Anatomy of the body, Body structure and Body systems, Word roots, Suffixes, Prefixes, Medical Specialties, Symptomatic and Diagnostic suffixes.

#### **Computer Applications - 80 hrs**

Basic computer skills, Word processing, Spreadsheets, Database management, Medisoft software, Insurance eligibility and billing with Medisoft, Preparing accounting reports with Medisoft.

#### **Medical Coding Skills – 120 hours**

Principles of inpatient and outpatient coding, sequence in diagnosis coding. Current procedural terminology (CPT) and International Classification of Diseases (ICD-9) coding. CPT coding concepts. Validation of coded clinical information. Performing medical transcriptions. Locating resources and information for patients.

#### **Medical Assistant Skills - 160 hours**

Interview and take patient history, Understanding of prescriptions, Prepare patients for procedures, Screen and follow up patient test results, Prepare and administer medications as directed by physician. Maintain medication records.

#### **Medical Billing – 80 hours**

Types of medical insurance, Type of forms used in medical billing, Responsibilities of the medical billing specialist, Diagnosis coding, Coding procedures, Medical terminology, How medical terms are formed, Electronic claims, Blue Cross and Blue Shield, Medicare & Medical, Worker's Compensation, Payment policies, Claims follow-up, Collections.

#### **Financial Office Management – 40 hours**

Use manual and computerized bookkeeping systems, Analyze and use current guidelines for reimbursement, Manage accounts payable and receivable, Maintain records for accounting and banking purposes, Process employees payroll.

#### **Medical Office Procedures/Externship – 160 hours**

Manual and computerized records management, Patient case histories (confidentiality), Filing, Appointment scheduling, Inventory control, Equipment and Supplies (including ordering/maintaining/storage/inventory), Reception, public and interpersonal relations, Telephone techniques, Professional conduct and appearance, Professional office environment and safety, Office safety and security, Patient Relations.

#### *Externship Sites:*

- UCSF Medical Center
- St. Lukes Healthcare Center
- San Francisco Department of Public Health
- Dr. Wu Medical Office, San Francisco
- One Medical Group, San Francisco

#### **Final tests or examinations: N/A**

## **CERTIFIED NURSE ASSISTANT**

### **Total Hours to Complete: 150 Hours**

#### **CAREER OBJECTIVE:**

This course is designed to prepare entry-level nursing assistants in how to provide safe, effective and caring service to residents of long-term care facilities, acute hospitals or rehabilitation facilities. The classes are taught by qualified instructors who use curriculum approved by California Department of Health Services. The Aide and Technician Certification Section (ATCS) will certify individuals as Certified Nurse Assistants.

#### **Additional Admission Requirements for the Certified Nurse Assistant program:**

1. Each student enrolled in the Nurse Assistant program shall have a **health exam** prior to participating in segments of the program, which involve contact with patients in the nursing facility. This exam shall include:
  - (A) A medical history and physical examination.
  - (B) An intradermal PPD skin test for tuberculosis (or chest x-ray as appropriate).
2. California Department of Health Services requires a **criminal background check** for all individuals before they can provide patient care. A list of disqualifying penal codes can be found at the Department of Health Services site: <http://www.dhs.ca.gov/lnc/cert/default.htm>.

#### **California State Training Requirements:**

To achieve certification applicants must successfully complete the minimum training requirements for California CNAs:

- 50 hours of theory (classroom) and
- 100 hours of supervised clinical training in a nursing facility.

#### **Courses Required for Completion**

Module 1: Introduction

Module 2: Promoting Resident Rights & Independence

Module 3: Communication & Interpersonal Skills

Module 4: Prevention & Management of Catastrophic & Unusual Occurrences

Module 5: Body Mechanics

Module 7: Weights & Measures

Module 8: Patient Care Skills

Module 9: Patient Care Procedures

Module 10: Vital Signs

Module 11: Nutrition

Module 12: Emergency Procedures

Module 13: Long- Term Care Resident

Module 14: Rehabilitative/Restorative Care

Module 15: Observation & Charting

Module 16: Death & Dying

Module 17: Medical Terminology

**Externship Sites:** Laguna Honda Hospital and Rehab, Crestwood Manor, Central Gardens.

**Final tests or examinations:** Must complete written test for each module with a score of 70% or more.



**Job Site Skills**  
**Total Hours to Complete: 120 hours**

**CAREER OBJECTIVE:** This program is designed for training of employees to help them to remain gainfully employed due to the enhanced job related skills. This program is designed as a part of structured, on-site training. Coaching will be conducted at the facilities of the participating employers, at each trainee's specific work-site or at our facility. Trainees will perform structured tasks/assignments under the direction of qualified instructors.

**COMPETENCY:** Ability of a trainee to demonstrate the attainment of the minimum skills level needed on the job by the employer.

**Topics Required for Completion**

- Expand work-related vocabulary
- Gain confidence in speaking with leads and supervisors
- Improve listening and clarification skills
- Increase clarity and grammatical accuracy of written forms and reports
- Increase participation in meetings
- Understand written job specifications
- Discuss job-related problems and give suggestions for improvement
- Increase amount and quality of feedback to co-workers and supervisor
- Understand the problem-solving process
- Discuss the roles of individuals in team
- Deal with customers
- Use Statistic Process Control Tools
- Learn safety terms
- Use business math skills in the workplace
- Use basic computer skills in the workplace

**Externship Sites: N/A**

**Final tests or examinations: N/A**

## **Job Site Skills - Green Technology**

**Total Hours to Complete: 60 Clock Hours**

**COURSE OBJECTIVE:** This program will prepare students to enter a workplace that supports a transition from petroleum-based transportation to alternative and renewable fuels. This program will target local shops and companies that need training support to ensure that their workers can service and repair the Alternative and Renewable Fuel and Vehicle Technology Program (ARFVTP).

### **Courses Required for Completion**

#### **ELECTRIC VEHICLES (EV) – 20 hours**

This course will cover: Types of EVs, Duty Cycles – Environmental, efficiency, reduced efficiency, reduced costs & maintenance; Availability – factory EVs, new or used, conversions; Budgets – acquisition, energy, maintenance, battery replacement, incentives; Safety – electrical, batteries, collision; Classify the different types of components used on EV systems; Performance – speed, range, charging time, driving conditions; AC vs. DC drive systems; Driving & Charging – recommended techniques.

The Advanced EV Maintenance part of the course will Define the basic operation of EV propulsion systems; Prepare a vehicle for storage; Explain the necessary steps for diagnosing a hybrid electric / electric vehicle; Establish techniques for the use of scan tools as applicable to hybrid electric/electric vehicles; Prepare a "Diagnostic Plan" for effective troubleshooting; Describe the onboard self-test and diagnostic capabilities of various manufacturers' vehicle control systems; Explain the development of onboard diagnostics (OBD) and system self tests; Describe scan tool data available from various vehicles; interpret and analyze the information; Describe On Board Diagnostics Generation II (OBDII).

#### **COMPRESSED NATURAL GAS (CNG) – 20 hours**

This course will provide an overview of: Types of CNG vehicles – chassis types, engines types; Duty Cycle– Environmental, efficiency, how to increase efficiency, reduced costs & maintenance; Availability – Factory CNG, new or used, conversions; Costs – acquisition, energy, maintenance, fuel systems, incentives; Safety – CNG systems, Fuel handling; Performance – speed, range, Fueling time, driving conditions; Classify the different types of components used on CNG systems; Driving & Fueling.

The Advanced CNG Maintenance part of the course will Define the basic operation of CNG systems; Prepare a vehicle for storage; Explain the necessary steps for diagnosing a CNG vehicle; Establish techniques for the use of scan tools as applicable to CNG vehicles; Prepare a "Diagnostic Plan" for effective troubleshooting; Describe the onboard self-test and diagnostic capabilities of various manufacturers' vehicle control systems; Explain the development of onboard diagnostics (OBD) and system self tests; Describe scan tool data available from various vehicles; interpret and analyze the information; Describe On Board Diagnostics Generation II.

#### **HYBRID VEHICLES – 20 hours**

This course will provide an overview of Types of Hybrids , Duty Cycles, Availability, Budgets, including acquisition, energy, maintenance, battery replacement, incentives, Safety: electrical, batteries, collision, classify the different types of components used on Hybrid systems, Performance: speed, range, charging time, driving conditions, Driving & Charging: recommended techniques.

**Externship Sites: N/A**

**Final tests or examinations: N/A**

## **Office Automation I**

**Total Hours to Complete: 4 Clock Hours**

**COURSE OBJECTIVE:** This course provides students with useful computer skills utilized in today's workplace. The course focuses on Microsoft Excel skills utilized in a variety of office settings. This course is customized to address needs of each group of learners based on their preparation level and learning objectives.

### **Topics Required for Completion**

- Navigating Workbook
- Understanding the Application and Workbook Window
- Use of Ribbon components
- Use AutoSum
- Create your own formulas
- Create functions using Formula AutoComplete
- Use AutoFill options
- Formatting Options
- Charts and Graphs

**Externship Sites: N/A**

**Final tests or examinations: N/A**

## **Patient Care Assistant**

### **Total Hours to Complete: 300 Clock Hours**

**Course Description:** This course is designed to prepare entry-level patient care assistants to provide safe, effective and caring service to patients in hospitals, rehabilitation clinics, assisted living facilities, nursing homes or long-term care facilities.

#### **Courses Required for Completion**

##### **1. Medical Terminology – 40 hours**

- Anatomy of the body
- Body structure and Body systems
- Word roots, Suffixes, Prefixes
- Medical Specialties
- Symptomatic and Diagnostic suffixes

##### **2. CNA Modules – 150 hours**

- Module 1: Introduction
- Module 2: Promoting Resident Rights & Independence
- Module 3: Communication & Interpersonal Skills
- Module 4: Prevention & Management Of  
Catastrophe & Unusual Occurrences
- Module 5: Body Mechanics
- Module 6: Medical and Surgical Asepsis
- Module 7: Weights & Measures
- Module 8: Patient Care Skills
- Module 9: Patient Care Procedures
- Module 10: Vital Signs
- Module 11: Nutrition
- Module 12: Emergency Procedures
- Module 13: Long-Term Care Resident
- Module 14: Rehabilitative/Restorative Care
- Module 15: Observation & Charting
- Module 16: Death & Dying

##### **3. Mental Health /Psychiatric Aide Skills – 60 hours**

- Normal Growth and Development
- Trust and Communication
- Safety in the Workplace
- Common Psychiatric Disorders
- Development Disorders Affecting Children and Adults
- Alzheimer's disease and Other Dementias
- Documenting Patient Status
- Patient's Rights

##### **4. Medical Back Office Clinical Skills – 50 hours**

- Interview and take patient history
- Understanding of prescriptions
- Prepare patients for procedures
- Screen and follow up patient test results
- Prepare and administer medications as directed by physician

**Externship Sites:** Laguna Honda Hospital and Rehab, Crestwood Manor, Central Gardens.

**Final tests or examinations:** Must complete written test for each CNA module with a score of 70% or more.

## **Patient Care Technician**

### **Total Hours to Complete: 720 Clock Hours**

**Course Description:** This course is designed to prepare entry-level patient care technicians to provide safe, effective and caring service to patients in hospitals, rehabilitation clinics, assisted living facilities, nursing homes or long-term care facilities.

#### **Medical Terminology – 40 hours**

This course covers: Anatomy of the body, Body structure and Body systems, Word roots, Suffixes, Prefixes, Medical Specialties, Symptomatic and Diagnostic suffixes.

#### **Anatomy and Physiology – 40 hours**

Upon successful completion of this course, a student will have a basic knowledge of the human integumentary, muscular, skeletal, nervous, endocrine, circulatory, pulmonary, digestive, urinary, immune, and reproductive systems, and their applications to human health.

#### **CNA Modules – 150 hours**

- Module 1: Introduction,
- Module 2: Promoting Resident Rights & Independence
- Module 3: Communication & Interpersonal Skills
- Module 4: Prevention & Management Of  
Catastrophe & Unusual Occurrences
- Module 5: Body Mechanics
- Module 6: Medical and Surgical Asepsis
- Module 7: Weights & Measures
- Module 8: Patient Care Skills
- Module 9: Patient Care Procedures
- Module 10: Vital Signs
- Module 11: Nutrition
- Module 12: Emergency Procedures
- Module 13: Long-Term Care Resident
- Module 14: Rehabilitative/Restorative Care
- Module 15: Observation & Charting
- Module 16: Death & Dying

#### **Mental Health /Psychiatric Aide Skills – 60 hours**

Normal Growth and Development, Trust and Communication, Safety in the Workplace, Chemical Dependency, Common Psychiatric Disorders, Development Disorders Affecting Children and Adults, Alzheimer's disease and Other Dementias, Assaultive and Other Unsafe Behaviors, Documenting Patient Status, Patient's Rights.

#### **Medical Back Office Clinical Skills – 50 hours**

Interview and take patient history, Understanding of prescriptions, Prepare patients for procedures, Screen and follow up patient test results, Prepare and administer medications as directed by physician, Maintain medication records.

#### **Physical Therapy Aide - 120 hours**

The Rehabilitation Team, The Role of the Physical Therapy Aide, Communicating Effectively in the Physical Therapy Setting, Applied Anatomy and Physiology of the Musculoskeletal System, Joints and Movement, Diseases and Disorders of Bones and Joints, Using Physical Therapy to Treat Common Medical Disorders, Practicing Good Body Alignment and Movement, Asepsis and Infection Control, Major Muscles of the Body.

#### **Occupational Therapy Aide - 100 hours**

Activities of Daily Living (ADL) therapy, Adaptive Equipment, Therapeutic Treatment for Body Systems. Assisting patients to develop, recover, and improve the skills needed for daily living and working.

#### **Externship - 160 hours**

**Externship Sites:** Central Gardens, Laguna Honda Hospital and Rehab, Crestwood Rehab Center.

**Final tests or examinations:** Must complete written test for each CNA module with a score of 70% or more.

**Restorative Nursing Assistant (RNA)**  
**Total Hours to Complete: 48 Clock Hours**

**Course Description:** This course is designed to help certified nursing assistants to acquire fundamental restorative nursing concepts and skills. It is designed for nursing assistants working in long-term care and skilled nursing facilities.

**Topics Required for Completion**

1. Applying restorative nursing approach to help residents to gain their highest possible functioning level.
2. Defining role of RNA as a part of the rehab team.
3. Using restorative nursing techniques, including:
  - active range of motion (ROM)
  - ambulating
  - special positioning techniques
  - assistive feeding devices
  - adaptive equipment
  - activities of daily living (ADL) training
  - bowel and bladder management
4. Describing care of patients with limited mobility:  
Stroke patients  
Patient with fractures  
Patient with Parkinson's Disease  
Arthritic patient
5. Evaluating and Documenting progress of residents.

**Externship Sites:** Central Gardens, Laguna Honda Hospital and Rehab, Crestwood Rehab Center.