

CALIFORNIA TECHNICAL ACADEMY

CATALOG

July 1, 2018 – June 30, 2020

Main Campus

1285 Columbia Ave.
Riverside, CA 92507
951.276.1414

Branch Campus

2066 Aldergrove Ave.
Escondido, CA 92029

Satellite Campus

41877 Enterprise Circle. N., Ste. 200
Temecula, CA 92590


www.cta.edu

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California Technical Academy
Riverside, California

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The information in this catalog is true and correct in content and policy and certified as true by the Director, Mike Bostock.



Mike Bostock, Director

July 1, 2018
Effective Date

INTRODUCTION

Welcome to California Technical Academy, *our Philosophy*

We are dedicated to the belief that all students who want the opportunity to develop technical skills which will enable them to secure and retain productive, rewarding career positions should have that opportunity. California Technical Academy is committed to providing an education, which delivers the maximum amount of training in the minimum amount of time with the most flexibility. Our dedication to the overall success of the student compels the team to continually strive to maintain its reputation of delivering the highest quality training possible with a combination of a qualified, experienced staff, current, well-organized curriculum, and an array of modern equipment which reflects current industry standards.

The focus of all instruction is "hands on" training with actual hardware and software used in today's modern businesses. California Technical Academy develops all curriculum to relate directly to the needs of businesses and industry.

MISSION

California Technical Academy's mission is to provide career and technical education with a focus on skills development, performance assessment and industry certifications that lead to entry level employment and/or career advancement.

VISION

California Technical Academy is committed to providing individuals the training needed to transition into high tech and office application jobs in Network Engineering, Network Administration, Technical Support, Cybersecurity, Office Administration, Office Applications, Medical Front Office as well as other areas in computer and office industry. California Technical Academy will help meet the growing demand for technical professionals and assist individuals in reaching their career goals. In keeping with our mission and vision, California Technical Academy strives to:

1. Educate and train students with the current equipment found in today's automated offices;
2. Assist students in developing their technical skills to meet industry standards;
3. Provide students with the most skilled and experienced staff available who are devoted to the personal and career development of every student;
4. Offer job placement assistance services in the pursuit of securing employment.

INSTRUCTION

In order to provide our students with innovative, progressive, technical training, in the most flexible environment imaginable California Technical Academy has implemented an educational system which allows students to train with scenario-based environments that replicate real world situations. California Technical Academy offers schedule flexibility and support from the beginning to the end of the certification process. Our unique CTA 5 approach to learning will provide students with the information they need for exam preparation and provide the scenario-based environments for the experience needed to build a strong foundation in each course of study. Each student will receive a laptop computer with OMNI award winning certification focused training software, which includes the best instructional design and graphic learning systems, advanced simulations and exam preparation software to create an unparalleled learning experience. Also

included is a set of authorized study manuals for selected courses of study. Students have the choice of selecting a traditional program where all training is done inside the facility or a hybrid program where they have the convenience of completing the theory portion of the program at home or in an environment of their choosing, and then coming into the school's hi-tech facilities to attend lectures, complete all of the labs (hands-on), complete lab mastery exercises, attend lab lectures, attend workshop lectures, complete pre-certification mastery exercises and do certification testing. California Technical Academy's revolutionary training products use "applied simulation" to give students experience with each course of study. Instructors deliver lectures, direct all hands-on training preparation and labs, review certification mastery exercises and direct each student's educational program. We also offer Certified Professional guided workshops in the day, evenings and on weekends, which provide extra direction. Support is also available through e-mail, telephone and on-line through student services.

INSTRUCTORS

California Technical Academy is committed to employing instructors who are qualified to instruct each course, as well as committed to addressing different learning styles and training goals for each individual student. Our instructors assist students in setting up their own individual training goals and tailor the training schedule to meet each student's needs. Instructors lecture on theoretical concepts and on the hands-on training concepts. Direct pre-lab exercises, direct, monitor and review labs with students, monitor and review pre-testing exercises with students, review and provide individual hands-on training in the training labs and design, deliver and review practicum exercises for students. Instructors are available to students during school hours or by appointment for one on one consultation and assistance. Telephone conference, Skype and on-line support are also available. Our instructors are committed to tracking each student's progress and providing support from beginning through graduation.

APPROVAL AND ACCREDITATION

California Technical Academy's approval to operate as a private postsecondary institution in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. California Technical Academy's approval to operate is valid through August 16, 2018. The Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

California Technical Academy is approved by the California State Approving Agency to enroll Veterans and other eligible persons.

California Technical Academy is institutionally accredited by the Commission of the Council on Occupational Education (COE).

OTHER APPROVALS AND PARTNERSHIPS

- Microsoft IT Academy Program Member
- CompTIA Authorized Academy
- CompTIA - Troops To Tech Careers - Training Centers
- Cisco Academy
- EC-Council Academy
- Adobe Academy

- California Eligible Training Provider – WIA, EDD
- TestOut Partner
- Official Pearson VUE Testing Centers
- Official Certiport Testing Centers
- Official Prometric Testing Centers
- Approved VA Education Training Centers
- Approved VA Vocational Rehabilitation Training Centers

FACILITIES AND EQUIPMENT

All training takes place at the main campus, extension campus or branch campus and is selected at the time of enrollment and documented on the enrollment agreement. Administrative Services are available at the Main Campus and the Branch Campus.

Main Campus
1285 Columbia Ave.
Riverside, CA 92507

Satellite/Extension Campus
41877 Enterprise Circle North, Ste. 200
Temecula, CA 92590

Branch Campus
2066 Aldergrove Ave.
Escondido, CA 92029

California Technical Academy's main campus is approximately 12,000 square feet which consists of a lecture hall, training lab, 2 study halls/media centers, hardware training center, test-prep center, certification testing center, student break room, staff lounge and administrative offices. The extension campus consists of approximately 17,800 square feet and consists of 2 lecture halls, 3 training lab, 3 study hall/media centers, a hardware training center, 2 test prep centers, 1 certification testing center, 2 student break rooms, 2 staff lounges and 3 offices. The branch campus consists of approximately 20,000 square feet and consists of 2 lecture halls, 3 training lab, 3 study hall/media centers, a hardware training center, 2 test prep centers, 1 certification testing center, a student break room, staff lounge and administrative offices.

The training labs of all facilities contain 26 computers, 16 - 18 servers, 6 routers and 4 switches so the Information Technology students can perform hands on training exercises. The study halls at all facilities contain 24 computers and 18 - 28 laptop stations for students to perform academic exercises, pre-testing exercises, view previously recorded lectures and for Business Office Applications Specialist students to perform their hands-on exercises. The lecture halls of all facilities have 30 seats, a projector and the capability for any student to hook up their laptop to the educational network and perform academic exercises, view previously recorded lectures and/or perform hands-on exercises as well as 10 computers for students to view previously recorded lectures. The test prep centers in all facilities contain 20 computers so students can take practice tests in preparation for the certification test. The certification testing centers of all facilities contain 8 computer set up to provide Pearson VUE Authorized Testing, Certiport Authorized Testing and Prometric Authorized Testing. All facilities have a student break room with vending machines, a fridge, microwave, table and chairs.

TRAINING FACILITIES HOURS OF OPERATION

Monday:	9:00 a.m. to 8:00 p.m.	Thursday:	9:00 a.m. to 8:00 p.m.
Tuesday:	9:00 a.m. to 8:00 p.m.	Friday:	9:00 a.m. to 1:00 p.m.
Wednesday:	9:00 a.m. to 8:00 p.m.	Saturday:	9:00 a.m. to 5:00 p.m.

ADMISSION POLICIES AND PROCEDURES

The Admissions office is open Monday thru Thursday 9:00 a.m. to 8:00 p.m. and Friday and Saturday 9:00 a.m. to 1:00 p.m. Admission appointments need to be established through one of our California Technical Academy locations and take place at the Main Campus and the Branch Campus. If a prospective student is unable to meet with a member of our administrative staff during the hours of operation, please contact the Admissions department for special arrangements.

ADMISSIONS REQUIREMENTS

An applicant must:

- A. Be a high school graduate; have a GED; or have successfully completed a homeschool program. An applicant must provide documentation to verify the academic credential, for example, a high school diploma, a high school transcript, a GED diploma/certificate, or evidence of completing a homeschool secondary education with appropriate approvals.
- B. Earn a passing score on an institutionally administered entrance examination or submit a transcript of successful completion of a C or better of 6 units/credits in English, Math, History or Science from an accredited college or university .
- C. Complete an interview with a CTA admissions representative.

ENROLLMENT PROCESS

Applicants must schedule a personal interview with an admissions representative. The applicant will tour the campus during the admissions appointment.

Applicants must complete the entrance examination and the CTA Learning Questionnaire which are both used to counsel students regarding program readiness.

California Technical Academy will distribute the following disclosures, evidenced by collecting the applicant's signature.

- School Performance Fact Sheet
- School Catalog
- Harassment Policy

When an individual has decided California Technical Academy is his/her school choice, the applicant will be asked to complete all required admissions paperwork and sign an enrollment agreement.

IDENTITY VERIFICATION

Each student's identity will be verified upon enrollment, when scheduled to take a certification exam and when taking a certification exam. Acceptable forms of identification include passports, a driver's license, military identification and government issued identification that includes a photo. Additional identification may be required when scheduling and taking certification exams. We will notify each student of the required identification prior to scheduling the exam.

EQUIPMENT REQUIREMENTS

Each student is required to have access to a Laptop Computer or Personal Computer (PC) and internet access. Apple computers are not compatible with the training programs offered at California Technical Academy. A laptop computer is included with the program.

NON-DISCRIMINATION POLICY

CTA adheres to a strict policy of non-discrimination. We will not discriminate for or against any applicant on the basis of sex, race, ethnic origin or religion

FOREIGN STUDENTS

California Technical Academy does not offer visa services to prospective students from other countries or English language services. California Technical Academy does not offer English as a Second Language instruction. All instruction occurs in English.

TRANSFER OF CREDIT

California Technical Academy does not accept transfer credit from any other educational institutions or for challenge examinations, achievement tests, or experiential learning. California Technical Academy does, however, accept transfer hours for courses based on documentation of passed industry certification exams that correspond directly with California Technical Academy courses. If the California Technical Academy accepts a transfer of hours, there will be a written record of the previous education and training in the students file and it will clearly indicate that a transfer of hours has been granted and the training period shortened based on the accepted transfer hours. (NOTE: ALL PRIOR TRAINING MUST BE EVALUATED)

If a student wishes to transfer between programs at California Technical Academy, the student must receive prior approval from the Director.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at California Technical Academy is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the program is also at the complete discretion of the institution to which you may seek to transfer. If the hours 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 California Technical Academy to determine if your hours or certificate will transfer.

California Technical Academy has not entered into an articulation or transfer agreement with any other college or university.

ENROLLMENT PERIODS

California Technical Academy starts new students on Tuesday's based off of published terms. A student may begin a training program on any available start day after they have been accepted as a student. A representative and the student will create his/her instructional schedule, which will include their specific beginning and end dates. This schedule is based on the program the student chooses and the program option and program schedule they choose.

PROGRAMS

Information Technology Systems Engineer

Available at: Main Campus, Satellite Campus & Branch Campus

Objective

This program teaches students through theory lectures, lab lectures, discussions, demonstrations, textbook exercises, classroom labs, certification test-prep mastery and is designed to prepare the student for the CompTIA A+ I.T. Technician and Microsoft Certified Systems Engineer certification exams. This program will teach the student how to properly install, configure, upgrade, troubleshoot, repair microcomputer hardware and design, deploy, support, and administer a Windows Server based network. This course is intended for individuals entering the IT industry, as well as current support professionals who support other networks. The A+, MCTS, MCSA and MCSE credentials are the most widely recognized technical certifications in the industry. By completing this program individuals are demonstrating that they have the skills necessary to lead organizations in the successful design, implementation, and administration of the most advanced Microsoft Windows Server platform.

Occupations

Systems Engineer
 Network Architect
 Systems Administrator
 IT Security Specialist
 Systems Analyst
 Network Administrator
 Desktop Support Specialist
 Network Support Specialist
 Computer Support Specialist

Certifications

A+ - CompTIA A+ I.T. Technician
 PC Pro
 MCTS – Microsoft Certified Technical Specialist
 MCP – Microsoft Certified Professional
 Windows Server Pro: Install & Configure
 Windows Server Pro: Manage and Administer
 Windows Server Pro: Advanced Services
 MCSA – Microsoft Certified Solutions Associate
 MCSE – Microsoft Certified Solutions Expert

Program Schedule Type	Program Schedule Code	Weekly Training Requirement	Course Length
Accelerated	ITSE22	22 Hours Per Week	55 Weeks
Full-time	ITSE18	18 Hours Per Week	67 Weeks
Part-time	ITSE12	12 Hours Per Week	100 Weeks

Total Hours: 1200 Hours

Program Breakdown – Information Technology Systems Engineer		
Course Number	Course Title	Course Hours
ITSE101	A+ Computer Training Essentials	117
ITSE102	A+ I.T. Technician	113
ITSE103	MCTS Installing, Configuring and Administering Windows Professional	186
ITSE104	Installing, Managing and Maintaining a Server Environment	166
ITSE105	Administering, Implementing a Server Network Infrastructure	166
ITSE106	MCSA Configuring, Implementing and Managing a Server Network Infrastructure	152
ITSE107	Designing, Planning a Server Infrastructure	150
ITSE108	MCSE Implementing an Advanced Server Infrastructure	150
Total Hours		1200

Information Technology Systems Administrator

Available at: Main Campus, Satellite Campus & Branch Campus

Objective

This program teaches students through theory lectures, lab lectures, discussions, demonstrations, textbook exercises, classroom labs, certification test-prep mastery and is designed to prepare the student for the CompTIA A+ I.T. Technician and Microsoft Certified Systems Administrator certification exams. This training targets those individuals who want a career administering and manage network environments that use Windows Server technology. Considered mid-level training, the Information Technology Systems Administrator is a stepping stone to the Systems Engineer program. This training will advance your career by ensuring you have the skills to successfully manage and troubleshoot system environments running on the Windows Operating System and Windows Server Technology.

Occupations

Systems Administrator
IT Security Specialist
Systems Analyst
Network Administrator
Desktop Support Specialist
Network Analyst
Network Support Specialist
Computer Support Specialist

Certifications

A+ - CompTIA A+ I.T. Technician
PC Pro
MCTS – Microsoft Certified Technical Specialist
MCP – Microsoft Certified Professional
Windows Server Pro: Install & Configure
Windows Server Pro: Manage and Administer
Windows Server Pro: Advanced Services
MCSA – Microsoft Certified Solutions Associate

Program Schedule Type	Program Schedule Code	Weekly Training Requirement	Course Length
Accelerated	ITSA22	22 Hours Per Week	41 Weeks
Full-time	ITSA18	18 Hours Per Week	50 Weeks
Part-time	ITSA12	12 Hours Per Week	75 Weeks

Total Hours: 900 Hours

Program Breakdown – Information Technology Systems Administrator		
Course Number	Course Title	Total Hours
ITSA101	A+ Computer Training Essentials	117
ITSA102	A+ I.T. Technician	113
ITSA103	MCTS Installing, Configuring and Administering Windows Professional	186
ITSA104	Installing, Managing and Maintaining a Server Environment	166
ITSA105	Administering, Implementing a Server Network Infrastructure	166
ITSA106	MCSA Configuring, Implementing and Managing a Server Network Infrastructure	152
Total Hours		900

Information Technology Network Support Specialist
Available at: Main Campus, Satellite Campus & Branch Campus

Objective

This program teaches students through theory lectures, lab lectures, discussions, demonstrations, textbook exercises, classroom labs, certification test-prep mastery and is designed for beginners as well as seasoned Computer Support Specialist's to teach essential skills needed to advance one's career and pass the CompTIA's A+, Network+, Security+, and Microsoft's MCTS/Microsoft Certified Technical Specialist certification exams. Along with attaining the PC Pro Certification, Network Pro Certification, Microsoft Certified Professional Certification and the Security Pro Certification, this comprehensive program will cover Computer Training Essentials, I.T. Technician, Networking Essentials, Installing, Configuring and Administering Windows Professional, and Security Essentials. This training targets those individuals who want a career providing support to Network Administrators, Network Engineers and/or support for desktop computer users. The certifications that students obtained are considered premiere career-level certifications. The A+ I.T. Technician, MCTS, MCP, Network+ and Security+ credentials are some of the most widely recognized technical certifications in the industry.

Occupations

Network Support Specialist
 Desktop Support Specialist
 Computer Support Specialist
 Helpdesk Specialist
 Computer Technician
 Helpdesk Technical Support

Certifications

A+ - CompTIA A+ I.T. Technician
 PC Pro
 Network+ - CompTIA Network+
 Network Pro
 MCTS – Microsoft Certified Technical Specialist
 MCP – Microsoft Certified Professional
 Security+ - CompTIA Security+
 Security Pro

Program Schedule Type	Program Schedule Code	Weekly Training Requirement	Course Length
Accelerated	ITNSS22	22 Hours Per Week	41 Weeks
Full-time	ITNSS18	18 Hours Per Week	50 Weeks
Part-time	ITNSS12	12 Hours Per Week	75 Weeks

Total Hours: 900 Hours

Program Breakdown – Information Technology Network Support Specialist		
Course Number	Course Title	Total Hours
ITNSS101	A+ Computer Training Essentials	117
ITNSS102	A+ I.T. Technician	113
ITNSS103	Network+ - Network Pro/Network Essentials	232
ITNSS104	MCTS - Installing, Configuring and Administering Windows Professional	186
ITNSS105	Security+ - Security Pro/Security Essentials	252
Total Hours		900

Information Technology Computer Technician

Available at: Main Campus, Satellite Campus & Branch Campus

Objective

This program teaches students through theory lectures, lab lectures, discussions, demonstrations, textbook exercises, classroom labs, certification test-prep mastery and is designed for beginners as well as seasoned computer users. The program teaches students to properly install, configure, upgrade, troubleshoot and repair microcomputer hardware. This course prepares students to pass the CompTIA A+ I.T. Technician certification exam. Students will also learn essential operating system competencies and basic knowledge of DOS, Windows Operating Systems. The A+ certification is a CompTIA-sponsored testing program that certifies the competency of entry-level computer service technicians.

Occupations

Computer Technician
I.T. Support Technician
Field Service Technician
Helpdesk Specialist

Certifications

A+ - CompTIA A+ I.T. Technician
PC Pro

Program Schedule Type	Program Schedule Code	Weekly Training Requirement	Course Length
Accelerated	ITCT22	22 Hours Per Week	10 Weeks
Full-time	ITCT18	18 Hours Per Week	12 Weeks
Part-time	ITCT12	12 Hours Per Week	19 Weeks

Total Hours: 230 Hours

Program Breakdown – Information Technology Computer Technician		
Course Number	Course Title	Total Hours
ITCT101	A+ Computer Training Essentials	117
ITCT102	A+ I.T. Technician	113
Total Hours		230

Business Office Administrative Specialist

Available at: Main Campus, Satellite Campus & Branch Campus

Objective

This program teaches students through theory lectures, lab lectures, discussions, demonstrations, textbook exercises, classroom labs, certification test-prep mastery and is designed for beginners as well as seasoned Microsoft Office Users to teach essential skills needed to advance one's career and pass the Microsoft Office Specialist certification tests. This program also includes the Intuit QuickBooks Certified User training. QuickBooks is the bookkeeping and accounting program that most companies use. This comprehensive course will cover Windows O.S., Word, Excel, Outlook, Power Point, Access and QuickBooks.

Occupations

Administrative Assistant
Office Manager
Billing Assistant
Payroll Clerk
Bookkeeping Specialist
Accounts Payable Specialist
Accounting Assistant
Executive Assistant

Certifications

Microsoft Office Specialist – MOS
Intuit QuickBooks Certified User - IQCU
Typing Certificate of Mastery

Program Schedule Type	Program Schedule Code	Weekly Training Requirement	Course Length
Accelerated	BOAS22	22 Hours Per Week	41 Weeks
Full-time	BOAS18	18 Hours Per Week	50 Weeks
Part-time	BOAS12	12 Hours Per Week	75 Weeks

Total Hours: 900 Hours

Program Breakdown – Business Office Applications Specialist		
Course Number	Course Title	Total Hours
BOAS101	Microsoft Windows for Business	93
BOAS102	Microsoft Word for Business	156
BOAS103	Microsoft Excel for Business	153
BOAS104	Microsoft Outlook for Business	116
BOAS105	Microsoft PowerPoint for Business	116
BOAS106	Microsoft Access for Business	133
BOAS107	QuickBooks for Business	133
Total Hours		900

Program: Medical Front Office Specialist

Available at: Main Campus, Satellite Campus & Branch Campus

Objective

This program teaches students through theory lectures, lab lectures, discussions, demonstrations, textbook exercises, classroom labs, certification test-prep mastery and is designed for beginners as well as seasoned Microsoft Office Users to teach essential skills needed to advance one's career and pass the Microsoft Office Specialist certification tests, the QuickBooks certification test, the HIPAA certification test, the Certified Electronic Health Records Certification and attain an Anatomy and Terminology Certificate of Mastery. This comprehensive course will cover Windows O.S., Word, Excel, Outlook, PowerPoint, Access, QuickBooks, Anatomy and Terminology, HIPAA Compliance and Electronic Health Records.

Occupations

Administrative Assistant
Office Manager
Billing Assistant
Payroll Clerk
Bookkeeping Specialist
Accounts Payable Specialist
Accounting Assistant
Medical Front Office Specialist
Medical Billing Specialist
Executive Assistant

Certifications

Microsoft Office Specialist – MOS
Intuit QuickBooks Certified User - IQCU
Certified HIPAA Professional - CHP
Certified Electronic Health Records Specialist – CEHRS
Anatomy & Physiology Certificate of Mastery
Terminology Certificate of Mastery
Typing Certificate of Mastery

Program Schedule Type	Program Schedule Code	Weekly Training Requirement	Course Length
Accelerated	BAM22	22 Hours Per Week	55 Weeks
Full-time	BAM18	18 Hours Per Week	67 Weeks
Part-time	BAM12	12 Hours Per Week	100 Weeks

Total Hours: 1200 Hours

Program Breakdown – Business Office Specialist + Medical Front Office		
Course Number	Course Title	Total Hours
MFOS101	Microsoft Windows for Medical Front Office	93
MFOS102	Microsoft Word for Medical Front Office	156
MFOS103	Microsoft Excel for Medical Front Office	153
MFOS104	Microsoft Outlook for Medical Front Office	116
MFOS105	Microsoft Access for Medical Front Office	116
MFOS106	Microsoft PowerPoint for Medical Front Office	133
MFOS107	QuickBooks for Medical Front Office	133
MFOS108	Anatomy, Physiology & Terminology for Medical Front Office	120
MFOS109	HIPAA Compliance & Electronic Health Records	180
Total Hours		1200

Program: Medical Billing and Coding Specialist

Available at: Main Campus, Satellite Campus & Branch Campus

Objective

This program teaches students through theory lectures, lab lectures, discussions, demonstrations, textbook exercises, classroom labs, certification test-prep mastery and is designed for beginners as well as seasoned Microsoft Office Users to teach essential skills needed to advance one's career and pass the Microsoft Office Specialist certification tests, the Certified Billing and Coding Specialist certification test and attain an Anatomy, Physiology and Terminology Certificate of Mastery. This comprehensive course will cover Windows O.S., Word, Excel, Outlook, PowerPoint, Access, Anatomy, Physiology, Terminology, Medical Insurance, Medical Billing and Medical Coding.

Occupations

Administrative Assistant
Office Manager
Billing Assistant
Payroll Clerk
Bookkeeping Specialist
Accounts Payable Specialist
Accounting Assistant
Medical Insurance Specialist
Medical Billing and Coding Specialist

Certifications

Microsoft Office Specialist – MOS for Medical Billing and Coding
Certified Billing and Coding Specialist - CBCS
Anatomy for Medical Billing and Coding Certificate of Mastery
Physiology for Medical Billing and Coding Certificate of Mastery
Terminology for Medical Billing and Coding Certificate of Mastery
Desktop Pro Certification for Medical Billing and Coding
Typing Certificate of Mastery

Program Schedule Type	Program Schedule Code	Weekly Training Requirement	Course Length
Accelerated	MBCS22	22 Hours Per Week	61 Weeks
Full-time	MBCS18	18 Hours Per Week	75 Weeks
Part-time	MBCS12	12 Hours Per Week	113 Weeks

Total Hours: 1200 Hours

Program Breakdown – Business Office Specialist + Medical Front Office		
Course Number	Course Title	Total Hours
MBCS101	Microsoft Windows for Medical Billing and Coding	108
MBCS102	Microsoft Word for Medical Billing and Coding	144
MBCS103	Microsoft Excel for Medical Billing and Coding	216
MBCS104	Microsoft Outlook for Medical Billing and Coding	108
MBCS105	Microsoft Access for Medical Billing and Coding	108
MBCS106	Microsoft PowerPoint for Medical Billing and Coding	198
MBCS107	Anatomy, Physiology & Terminology for Medical Billing and Coding	144
MBCS108	Medical Insurance and Billing	108
MBCS109	Medical Coding	216
Total Hours		1350

TRAINING DESCRIPTION

- Lecture – Lectures that review the theory of the course chapters and blocks.
- Hands-on Training Preparation Lectures – Lectures that preview lab training and projects to be mastered.
- Workshop Lectures – Lectures specific to the topics and skills needed to be able to perform the job you are being trained to do.
- Hands-on Training - Training that includes projects and labs that are directed, managed, verified and checked by Instructors. Includes Instructor/Student review.
- Hands-on Training Mastery – Instructor/Student review of completed projects and labs to verify mastery.
- Practicum – Comprehensive course project that is directed, managed, verified and checked by Instructors. Includes Instructor/Student review.
- Certification Test-Prep Mastery – Mastery verification of theory and lab work with Instructor/Student review of Certification Test Prep activities that include: Block Quizzes, Domain Tests, Measure-up Exams, Transcender Exams and Final Exams.
- Computer Training – Mastery review of theory. Directed, managed and reviewed with the student, by the Instructors – Includes: Pre-Lab Tasks, Pre-Lab Task Verification, Fact Sheet Mastery Verification, Chapter Mastery Verification, Acronym Introduction and Acronym Mastery Verification.
- Certification Testing – Successful mastery of certification testing, includes Instructor/Student review.

COURSE DESCRIPTIONS

PROGRAM: INFORMATION TECHNOLOGY SYSTEMS ENGINEER

ITSE101 A+ Computer Training Essentials

Prerequisite: None

The ITSE101 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Personal computer hardware components
- Networking
- Laptops
- Printers and scanners
- Operational Procedures

ITSE102 A+ I.T. Technician

Prerequisite: ITSE101

The ITSE102 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Operating systems
- Security

- Mobile Devices
- Troubleshooting
- Safety and environmental issues
- Communication and professionalism

ITSE103 MCTS Installing, Configuring and Administering Windows Client O.S.

Prerequisite: ITSE102

The ITSE103 Course validates the ability to perform tasks such as implementing, administering, and troubleshooting information systems that incorporate Microsoft Windows. This course is the MCTS Certification. Topics include:

After completing this course, students will be able to:

- Install upgrade and migrate to Windows Client O.S.
- Deploy Windows Client O.S.
- Configure hardware and applications.
- Configure network connectivity.
- Configure access to resources.
- Configure mobile computing.
- Monitor and maintain systems that run Windows Client O.S.
- Configure backup and recovery options.

ITSE104 Installing Managing and Maintaining a Server Environment

Prerequisite: ITSE03

The ITSE104 Course validates the student's ability in the skills and knowledge necessary to install and perform the initial configuration of a Windows Server Environment and Windows Server Technology and then Manage and Maintain the Server Network Environment. This is a pre-requisite course for the MCSA and MCSE Certifications. Topics include:

After completing this course, students will be able to:

- Install and configure Windows Server.
- Describe AD DS.
- Manage Active Directory objects.
- Automate Active Directory administration.
- Implement IPv4.
- Implement Dynamic Host Configuration Protocol (DHCP).
- Implement Domain Name System (DNS).
- Implement IPv6.
- Implement local storage.
- Implement file and print services.
- Implement Group Policy.
- Secure Windows servers by using Group Policy Objects (GPOs).
- Implement server virtualization by using Hyper-V.

ITSE105 Administering and Implementing a Server Network Infrastructure

Prerequisite: ITSE104

The ITSE105 Course validates the student's ability in the skills and knowledge necessary to be able to manage and maintain the core infrastructure required for a Windows Server Environment. The key focus for students is to broaden the initial deployment of Windows Server Services and Infrastructure and provide the skills necessary to manage and maintain a domain based Windows Server

Environment, providing skills in areas such as User and Group Management, Network Access and Data Security. This is a pre-requisite course for the MCSA and MCSE Certifications. Topics include:

After completing this course, students will be able to:

- Configure and Troubleshoot Domain Name System.
- Maintain Active Directory Domain Services.
- Manage User and Service Accounts.
- Implement Group Policy Infrastructure.
- Manage User Desktops using Group Policy.
- Install, Configure and Troubleshoot Network Policy Server.
- Implement Network Access Protection.
- Implement Remote Access.
- Optimize File Services.
- Configure Encryption and Advanced Auditing.
- Deploy and Maintain Server Images.
- Implement Update Managements.
- Monitor Windows Server.

ITSE106 MCSA Configuring, Implementing and Managing a Server Network Infrastructure

Prerequisite: ITSE05

The ITSE106 Course validates the student's ability in the skills and knowledge necessary to do advanced configuration of services necessary to deploy, manage and maintain a Windows Server Infrastructure, such as advanced networking services, Active Directory Domain Services (AD DS), Active Directory Rights Management Services (AD RMS), Active Directory Federation Services (AD FS), Network Load Balancing, Failover Clustering, business continuity and disaster recovery services as well as access and information provisioning and protection technologies such as Dynamic Access Control (DAC), and Web Application Proxy integration with AD FS and Workplace Join. This is the final course leading to the MCSA Certification and is a pre-requisite course for the MCSE Certification Topics include:

After completing this course, students will be able to:

- Configure advanced features for Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), and configure IP Address Management (IPAM) with Windows Server.
- Configure and manage iSCSI, BranchCache and FSRM.
- Configure DAC to manage and audit access to shared files.
- Plan and implement an AD DS deployment that includes multiple domains and forests.
- Plan and implement an AD DS deployment that includes locations.
- Implement and configure an Active Directory Certificate Services (AD CS) deployment.
- Implement an AD RMS deployment.
- Implement an AD FS deployment.
- Provide high availability and load balancing for web-based applications by implementing Network Load Balancing (NLB).
- Implement and validate high availability and load balancing for web-based applications by implementing NLB.
- Provide high availability for network services and applications by implementing failover clustering.
- Implement a failover cluster, and configure and validate a highly available network service.
- Deploy and manage Hyper-V virtual machines in a failover cluster.

- Implement a backup and disaster recovery solution based on business and technical requirements.

ITSE107 Designing and Planning a Server Infrastructure

Prerequisite: ITSE106

The ITSE107 Course validates the student's ability in the skills and knowledge necessary to design and implement a Windows Server Infrastructure in an Enterprise Environment. The two courses collectively cover designing, planning, deploying, securing, monitoring, automating, and virtualizing an Enterprise Server Infrastructure. This course covers the knowledge and skills needed to provide an Enterprise Solution that supports manual and automated server installations in a physical and virtual environment including the supporting file and storage services. Students will also learn the skills necessary to provide Enterprise Networking Solutions such as DHCP, IPAM, VPN, and DirectAccess. Students will also learn the skills necessary to design and implement a forest and domain infrastructure including multi domains/forest and branch office scenarios. Topics include:

After completing this course, students will be able to:

- Plan server upgrade and migration.
- Plan and implement a server deployment strategy.
- Plan and deploy servers by using System Center R2 Virtual Machine Manager (VMM).
- Design and maintain an IP configuration and address management solution.
- Design and implement name resolution.
- Design and implement an AD DS forest and domain infrastructure.
- Design and implement an AD DS organizational unit (OU) infrastructure.
- Design and implement a Group Policy Object (GPO) strategy.
- Design and implement an AD DS physical topology.
- Plan and implement storage and file services.
- Design and implement network protection.
- Design and implement remote access services.

ITSE108 MCSE Implementing an Advanced Server Infrastructure

Prerequisite: ITSE107

The ITSE108 Course validates the student's ability in the skills and knowledge necessary to design and implement a Windows Server Infrastructure in an Enterprise Environment including designing, planning, deploying, securing, monitoring, automating, and virtualizing an enterprise server infrastructure. This course covers the knowledge and skills to plan and implement a highly available, secure infrastructure with focus on Active Directory Federation Service (AD FS), public key infrastructure (PKI), and Active Directory Rights Management Services (AD RMS). Students will also learn the skills needed to plan and deploy virtual machines including self-service and automation of virtual machine deployments as well as planning and implementing a monitoring strategy that includes Microsoft System Center R2-Operations Manager. Topics include:

After completing this course, students will be able to:

- Describe an enterprise data center.
- Plan and implement a server virtualization strategy using System Center.
- Plan and implement the network and storage infrastructure required to deploy a virtualized server infrastructure.
- Plan and deploy virtual machines on Windows Hyper-V.
- Plan and implement a virtualization administration solution by using System Center.
- Plan and implement a server monitoring strategy using the Windows Server tools and using Microsoft System Center - Operations Manager.

- Plan and implement an application and a file services infrastructure that is highly available.
- Plan and implement a highly available server infrastructure by using the failover clustering features in Windows Server.
- Plan and implement a business continuity strategy in a Windows Server environment.
- Plan and implement a PKI deployment, and plan and implement a certificate management solution.
- Plan and implement an AD FS server deployment and claims aware application access.
- Plan and implement Dynamic Access Control, Workplace Join and Work Folders.
- Plan and implement an AD RMS deployment, plan and manage AD RMS templates and access, and plan and implement external access to AD RMS services.

PROGRAM: INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

ITSA101 A+ Computer Training Essentials

Prerequisite: None

The ITSA101 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Personal computer hardware components
- Networking
- Laptops
- Printers and scanners
- Operational Procedures

ITSA102 A+ I.T. Technician

Prerequisite: ITSA101

The ITSA102 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Operating systems
- Security
- Mobile Devices
- Troubleshooting
- Safety and environmental issues
- Communication and professionalism

ITSA103 MCTS Installing, Configuring and Administering Windows Client O.S.

Prerequisite: ITSA102

The ITSA103 Course validates the ability to perform tasks such as implementing, administering, and troubleshooting information systems that incorporate Microsoft Windows. This course is the MCTS Certification. Topics include:

After completing this course, students will be able to:

- Install upgrade and migrate to Windows Client O.S.
- Deploy Windows Client O.S.
- Configure hardware and applications.
- Configure network connectivity.
- Configure access to resources.
- Configure mobile computing.
- Monitor and maintain systems that run Windows Client O.S.
- Configure backup and recovery options.

ITSA104 Installing Managing and Maintaining a Server Environment

Prerequisite: ITSA03

The ITSA104 Course validates the student's ability in the skills and knowledge necessary to install and perform the initial configuration of a Windows Server Environment and Windows Server Technology and then Manage and Maintain the Server Network Environment. This is a pre-requisite course for the MCSA and MCSE Certifications. Topics include:

After completing this course, students will be able to:

- Install and configure Windows Server.
- Describe AD DS.
- Manage Active Directory objects.
- Automate Active Directory administration.
- Implement IPv4.
- Implement Dynamic Host Configuration Protocol (DHCP).
- Implement Domain Name System (DNS).
- Implement IPv6.
- Implement local storage.
- Implement file and print services.
- Implement Group Policy.
- Secure Windows servers by using Group Policy Objects (GPOs).
- Implement server virtualization by using Hyper-V.

ITSA105 Administering and Implementing a Server Network Infrastructure

Prerequisite: ITSA104

The ITSA105 Course validates the student's ability in the skills and knowledge necessary to be able to manage and maintain the core infrastructure required for a Windows Server Environment. The key focus for students is to broaden the initial deployment of Windows Server Services and Infrastructure and provide the skills necessary to manage and maintain a domain based Windows Server Environment, providing skills in areas such as User and Group Management, Network Access and Data Security. This is a pre-requisite course for the MCSA and MCSE Certifications. Topics include:

After completing this course, students will be able to:

- Configure and Troubleshoot Domain Name System.
- Maintain Active Directory Domain Services.
- Manage User and Service Accounts.
- Implement Group Policy Infrastructure.
- Manage User Desktops using Group Policy.
- Install, Configure and Troubleshoot Network Policy Server.
- Implement Network Access Protection.
- Implement Remote Access.
- Optimize File Services.
- Configure Encryption and Advanced Auditing.
- Deploy and Maintain Server Images.
- Implement Update Managements.
- Monitor Windows Server.

ITSA106 MCSA Configuring, Implementing and Managing a Server Network Infrastructure

Prerequisite: ITSA05

The ITSA106 Course validates the student's ability in the skills and knowledge necessary to do advanced configuration of services necessary to deploy, manage and maintain a Windows Server Infrastructure, such as advanced networking services, Active Directory Domain Services (AD DS), Active Directory Rights Management Services (AD RMS), Active Directory Federation Services (AD FS), Network Load Balancing, Failover Clustering, business continuity and disaster recovery services as well as access and information provisioning and protection technologies such as Dynamic Access Control (DAC), and Web Application Proxy integration with AD FS and Workplace Join. This is the

final course leading to the MCSA Certification and is a pre-requisite course for the MCSE Certification
Topics include:

After completing this course, students will be able to:

- Configure advanced features for Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), and configure IP Address Management (IPAM) with Windows Server.
- Configure and manage iSCSI, BranchCache and FSRM.
- Configure DAC to manage and audit access to shared files.
- Plan and implement an AD DS deployment that includes multiple domains and forests.
- Plan and implement an AD DS deployment that includes locations.
- Implement and configure an Active Directory Certificate Services (AD CS) deployment.
- Implement an AD RMS deployment.
- Implement an AD FS deployment.
- Provide high availability and load balancing for web-based applications by implementing Network Load Balancing (NLB).
- Implement and validate high availability and load balancing for web-based applications by implementing NLB.
- Provide high availability for network services and applications by implementing failover clustering.
- Implement a failover cluster, and configure and validate a highly available network service.
- Deploy and manage Hyper-V virtual machines in a failover cluster.
- Implement a backup and disaster recovery solution based on business and technical requirements.

PROGRAM: INFORMATION TECHNOLOGY NETWORK SUPPORT SPECIALIST

ITNSS101 A+ Computer Training Essentials

Prerequisite: None

The ITNSS101 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Personal computer hardware components
- Networking
- Laptops
- Printers and scanners
- Operational Procedures

ITNSS102 A+ I.T. Technician

Prerequisite: ITNSS101

The ITNSS102 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Operating systems
- Security
- Mobile Devices
- Troubleshooting
- Safety and environmental issues
- Communication and professionalism

ITNSS103 Networking Essentials/Network Pro – Network+

Prerequisite: ITNSS102

The ITNSS103 Course validates the networking technologies most commonly used today. It also introduces the underlying concepts of data networking, such as the Open Systems Interconnection (OSI) reference model and the protocols that operate at the various model layers.

- Network Architecture
- Network Operations
- Network Security
- Troubleshooting
- Industrial Standards
- Best Practices
- Network Theory

ITNSS104 MCTS Installing, Configuring and Administering Windows Client O.S.

Prerequisite: ITNSS103

The ITNSS104 Course validates the ability to perform tasks such as implementing, administering, and troubleshooting information systems that incorporate Microsoft Windows. This course is the MCTS Certification. Topics include:

- After completing this course, students will be able to:
- Install upgrade and migrate to Windows Client O.S.
 - Deploy Windows Client O.S.

- Configure hardware and applications.
- Configure network connectivity.
- Configure access to resources.
- Configure mobile computing.
- Monitor and maintain systems that run Windows Client O.S.
- Configure backup and recovery options.

ITNSS105 Security Essentials/Security Pro – Security+

Prerequisite: ITNSS104

The ITNSS105 Course validates foundational, vendor-neutral IT security knowledge and skills. As a benchmark for best practices in IT security, this course covers the essential principles for network security and risk management – making it an important stepping stone for an IT security career.

- Network Security
- Compliance and Operational Security
- Threats and Vulnerabilities
- Application, Data
- Host Security
- Access Control
- Identity Management
- Cryptography

PROGRAM: INFORMATION TECHNOLOGY COMPUTER TECHNICIAN

ITCT101 A+ Computer Training Essentials

Prerequisite: None

The ITCT101 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Personal computer hardware components
- Networking
- Laptops
- Printers and scanners
- Operational Procedures

ITCT102 A+ I.T. Technician

Prerequisite: ITCT101

The ITCT102 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. Topics include:

- Operating systems
- Security
- Mobile Devices
- Troubleshooting
- Safety and environmental issues
- Communication and professionalism

PROGRAM: BUSINESS OFFICE ADMINISTRATIVE SPECIALIST

BOAS101 Microsoft for Business

Prerequisite: None

The following topic areas are covered in this course with a focus on business applications.

- Protecting Your Computer
- Managing Mobile and Remote Computing
- Managing Software, Disks and Devices
- Managing Files and Folders
- Safety and environmental issues
- Customizing Your Windows Experience

BOAS102 Microsoft Word for Business

Prerequisite: BOAS101

The following topic areas are covered in this course with a focus on business applications.

- Creating and customizing documents
- Formatting content
- Sorting with visual content
- Organizing content
- Reviewing documents
- Sharing and securing content

BOAS103 Microsoft Excel for Business

Prerequisite: BOAS102

The following topic areas are covered in this course with a focus on business applications.

- Creating and manipulating data
- Formatting data and content
- Creating and modifying formulas
- Presenting data visually
- Collaborating on and securing data

BOAS104 Microsoft Outlook for Business

Prerequisite: BOAS103

The following topic areas are covered in this course with a focus on business applications.

- Managing Messaging
- Managing Scheduling
- Managing Tasks
- Managing Contacts and Personal Contact Information
- Organizing Information

BOAS105 Microsoft PowerPoint for Business

Prerequisite: BOAS104

The following areas are covered in this course with a focus on business applications.

- Creating and Formatting Presentations
- Creating and Formatting Slide Content

- Working with Visual Content
- Collaborating on and Delivering Presentations

BOAS106 Microsoft Access for Business

Prerequisite: BOAS105

The following topic areas are covered in this course with a focus on business applications.

- Structuring a Database
- Creating and Formatting Database Elements
- Entering and Modifying Data
- Creating and Modifying Queries
- Managing and Maintaining Databases

BOAS107 QuickBooks for Business

Prerequisite: BOAS106

The following topic areas are covered in this course with a focus on business applications.

- QuickBooks setup
- QuickBooks Utilities and General Product Knowledge
- List Management
- Items
- Sales
- Purchases
- Payroll
- Reports
- Basic Accounting
- Customization/Saving Time and Shortcuts

PROGRAM: MEDICAL FRONT OFFICE SPECIALIST

MFOS101 Microsoft for Medical Front Office

Prerequisite: None

The following topic areas are covered in this course.

- Protecting Your Computer
- Managing Mobile and Remote Computing
- Managing Software, Disks and Devices
- Managing Files and Folders
- Safety and environmental issues
- Customizing Your Windows Experience

MFOS102 Microsoft Word for Medical Front Office

Prerequisite: MFOS101

The following topic areas are covered in this course.

- Creating and customizing documents
- Formatting content
- Sorting with visual content
- Organizing content
- Reviewing documents
- Sharing and securing content

MFOS103 Microsoft Excel for Medical Front Office

Prerequisite: MFOS102

The following topic areas are covered in this course.

- Creating and manipulating data
- Formatting data and content
- Creating and modifying formulas
- Presenting data visually
- Collaborating on and securing data

MFOS104 Microsoft Outlook for Medical Front Office

Prerequisite: MFOS103

The following topic areas are covered in this course.

- Managing Messaging
- Managing Scheduling
- Managing Tasks
- Managing Contacts and Personal Contact Information
- Organizing Information

MFOS105 Microsoft PowerPoint for Medical Front Office

Prerequisite: MFOS104

The following areas are covered in this course.

- Creating and Formatting Presentations
- Creating and Formatting Slide Content

- Working with Visual Content
- Collaborating on and Delivering Presentations

MFOS106 Microsoft Access for Medical Front Office

Prerequisite: MFOS105

The following topic areas are covered in this course.

- Structuring a Database
- Creating and Formatting Database Elements
- Entering and Modifying Data
- Creating and Modifying Queries
- Managing and Maintaining Databases

MFOS107 QuickBooks for Medical Front Office

Prerequisite: MFOS106

The following topic areas are covered in this course.

- QuickBooks setup
- QuickBooks Utilities and General Product Knowledge
- List Management
- Items
- Sales
- Purchases
- Payroll
- Reports
- Basic Accounting
- Customization/Saving Time and Shortcuts

MFOS108 Anatomy, Physiology and Terminology for Medical Front Office

Prerequisite: MFOS107

This course introduces the structure and function of the human body. You will learn about the cells, tissues and membranes that make up our bodies and how major systems function to help us develop and stay healthy and master the necessary terminology.

- Human Anatomy and Physiology
- Chemical Basis of Life, Cells
- Cellular Metabolism, Tissues
- Integumentary System
- Skeletal System
- Joints of the Skeletal System
- Muscular System
- Nervous System I: Basic Structure and Function
- Nervous System II: Divisions of the Nervous System
- Nervous System III: Senses
- Endocrine System, Blood
- Cardiovascular System
- Lymphatic System, Immunity
- Digestive System
- Nutrition and Metabolism
- Respiratory System
- Urinary System, Water

- Electrolyte and Acid-Base Balance
- Reproductive Systems
- Pregnancy
- Growth and Development
- Genetics and Genomics
- Terminology

MFOS109 HIPAA Compliance and Electronic Health Records

Prerequisite: MFOS108

This course satisfies the training requirement under HIPAA to provide to an employer/organization as proof of training before they can allow you access to their patients' health information and prepares the student to pass the Certified Electronic Health Records Specialist (CEHRS) Certification Test.

- Scheduling Appointments
- Introduction to HIPAA, Transactions
- Code Sets
- Identifiers
- Privacy, Security
- ARRA/HITECH Act and Omnibus Rule
- HIPAA Security Rule Overview
- Administrative Safeguards
- Physical Safeguards
- Technical Safeguards
- Healthcare Delivery Systems
- Data Collection
- Electronic Health Records
- Acute Care Records
- Information Processing
- Reimbursement
- Health Information Management.

PROGRAM: MEDICAL BILLING AND CODING SPECIALIST

MBCS101 Microsoft for Medical Billing and Coding

Prerequisite: None

The following topic areas are covered in this course.

- Protecting Your Computer
- Managing Mobile and Remote Computing
- Managing Software, Disks and Devices
- Managing Files and Folders
- Safety and environmental issues
- Customizing Your Windows Experience

MBCS102 Microsoft Word for Medical Billing and Coding

Prerequisite: MBCS101

The following topic areas are covered in this course.

- Creating and customizing documents
- Formatting content
- Sorting with visual content
- Organizing content
- Reviewing documents
- Sharing and securing content

MBCS103 Microsoft Excel for Medical Billing and Coding

Prerequisite: MBCS102

The following topic areas are covered in this course.

- Creating and manipulating data
- Formatting data and content
- Creating and modifying formulas
- Presenting data visually
- Collaborating on and securing data

MBCS104 Microsoft Outlook for Medical Billing and Coding

Prerequisite: MBCS103

The following topic areas are covered in this course.

- Managing Messaging
- Managing Scheduling
- Managing Tasks
- Managing Contacts and Personal Contact Information
- Organizing Information

MBCS105 Microsoft PowerPoint for Medical Front Office

Prerequisite: MBCS104

The following areas are covered in this course.

- Creating and Formatting Presentations
- Creating and Formatting Slide Content

- Working with Visual Content
- Collaborating on and Delivering Presentations

MBCS106 Microsoft Access for Medical Billing and Coding

Prerequisite: MBCS105

The following topic areas are covered in this course.

- Structuring a Database
- Creating and Formatting Database Elements
- Entering and Modifying Data
- Creating and Modifying Queries
- Managing and Maintaining Databases

MFOS107 Anatomy, Physiology and Terminology for Medical Billing and Coding

Prerequisite: MBCS106

This course introduces the structure and function of the human body. You will learn about the cells, tissues and membranes that make up our bodies and how major systems function to help us develop and stay healthy and master the necessary terminology.

- Human Anatomy and Physiology
- Chemical Basis of Life, Cells
- Cellular Metabolism, Tissues
- Integumentary System
- Skeletal System
- Joints of the Skeletal System
- Muscular System
- Nervous System I: Basic Structure and Function
- Nervous System II: Divisions of the Nervous System
- Nervous System III: Senses
- Endocrine System, Blood
- Cardiovascular System
- Lymphatic System, Immunity
- Digestive System
- Nutrition and Metabolism
- Respiratory System
- Urinary System, Water
- Electrolyte and Acid-Base Balance
- Reproductive Systems
- Pregnancy
- Growth and Development
- Genetics and Genomics
- Terminology

MBCS108 Medical Insurance Billing

Prerequisite: MBCS107

This course emphasizes the medical insurance revenue cycle, the rules and guidelines of each health plan, and introduces billing and coding procedures for payment and reimbursement by patients or third-party payers for inpatient and outpatient care settings. This course reviews information about major insurance programs and federal healthcare legislation and simplifies the process of completing health insurance claim forms.

- Introduction of the Medical Billing Cycle
- Sharing and Protecting Patients' Health Information
- Patient Encounters and Billing Information
- Diagnostic Coding: Introduction to ICD-10-CM
- Procedural Coding: CPT and HCPCS
- Visit Charges and Compliant Billing
- Health Care Claim Preparation and Transmission
- Private Payers/BlueCross BlueShield, Medicare, Medicaid, TRICARE and CHAMPVA
- Workers' Compensation and Disability/Automotive Insurance
- Payments, Appeals, and Secondary Claims
- Patient Billing and Collections
- Primary Case Studies
- Secondary Case Studies
- Hospital Billing and Reimbursement

MBCS109 Medical Coding

Prerequisite: MBCS108

This course covers principles of the International Classification of Diseases Clinical Modification, the International Classification of Diseases Procedure Coding System, Current Procedural Terminology, Healthcare Common Procedure Coding System, reimbursement, and an overview of healthcare laws and ethics. Both inpatient and outpatient codes and procedures and processes will be covered in addition to a breakdown of clinical documentation.

- Introduction to the Languages of Coding Abstracting
- Clinical Documentation
- The Coding Process
- Introduction to the International Classification of Diseases Clinical Modification Manual
- Coding Diseases
- Conditions, Injury, Poisoning, and External Causes
- Z Codes
- Inpatient Diagnosis Coding
- CPT Codes
- HCPCS
- International Classification of Diseases Procedure Coding System
- Reimbursement
- Introduction to Healthcare Law & Ethics

ACADEMIC POLICIES

INDIVIDUALIZED TRAINING PLAN AGREEMENT & EDUCATION PLAN

Every student will meet with their Primary Instructor on the first day of training for their orientation and to complete and sign their Training Plan Agreement and Education Plan. The purpose of the Training Plan Agreement and Education Plan is to set up a training schedule, review completion dates, attendance requirements, tracking/performance Policy, and insure that the student receives the course materials and information needed to be successful in their program of study.

ATTENDANCE

The attendance requirements at California Technical Academy are based off of the Program Training Option and the Program Schedule Option. Once these two options are determined, the attendance schedule will be structured and established as the students weekly training schedule. Upon enrollment, a student will select a Program Training Option and Program Schedule Option which will be documented on the Enrollment Agreement and then their weekly training schedule will be created by their Primary Instructor as part of the Training Plan Agreement and Education Plan.

Program Training Options:

TS = Traditional Schedule – All training is done inside the training facility

HS = Hybrid Schedule – 50% of the training is done inside the facility and 50% of the training is done at home or anywhere the student chooses. Every student participating in the HS option is required to attend in-school training a minimum of 2 days per week

DS = Distance Learning Schedule – 40% of the training is done inside the facility and 60% of the training is done at home or anywhere the student chooses. Every student participating in the DS option is required to attend in-school training a minimum of 2 days per week

Students using VA Educational Benefits are required to complete TS18 hours per week - ITCT18, ITSA18, ITSE18, ITNSS18, BOAS18 or BAMO18. Traditional Schedule - All training done inside the facility

Students using VA Vocational Rehabilitation benefits will be required to complete TS22 hours per week – ITCT22, ITSA22, ITSE22, ITNSS22, BOAS22 or BAMO22. Traditional Schedule – All training done inside the facility

Upon enrollment, the student selects the Program Schedule Option which will be documented on the Enrollment Agreement. Weekly attendance requirements are based off of the Program Schedule Code that a student chooses at the time of enrollment. Every student is required to complete a minimum of 22, 18 or 12 hours a week of combined Lab, Lecture, Testing and Theory. Program Schedule Options consist of completing a minimum of 22, 18 or 12 hours per week.

Program Schedule Options:

Type:	Program Schedule Codes:	Hourly Training Requirement per Week:
<i>Accelerated</i>	<i>ITCT22, ITSA22, ITSE22, ITNSS22, BOAS22, MFOS22</i>	<i>22 Hours Per Week</i>
<i>Full-time</i>	<i>ITCT18, ITSA18, ITSE18, ITNSS18, BOAS18, MFOS18</i>	<i>18 Hours Per Week</i>
<i>Part-time</i>	<i>ITCT12, ITSA12, ITSE12, ITNSS12, BOAS12, MFOS12</i>	<i>12 Hours Per Week</i>

On their first day of training all students must meet with their Primary Instructor to develop their individualized training plan, weekly training schedule and to fill out the Training Plan Agreement. The attendance policy is based on hours per week required on campus for the Traditional Schedule and

hours per week required on campus and hours per week required using the Interactive Computer Based Training and Simulation Software for a Hybrid Schedule. All students will be monitored by the instructor thru the automated log in system, the CTA tracking systems, Student Weekly Reports, daily attendance reports and weekly progress reports. All students are required to log in and log out on the automated biometrics system located in the front lobby to monitor in-school attendance. For students attending a Hybrid or Distance Learning Schedule, students are required to log into the CTA tracking system and submit a Student Weekly Report (SWR). To maintain satisfactory attendance the student must follow the outlined training agreement and meet the minimum attendance requirements for the chosen schedule. If you do not meet the minimum requirements you may be required to make up assignments and or lab time or you may be withdrawn from the program.

Excessive absence and excessive failure to meet minimum requirements may lead to probation or withdrawal from the school. There are no policies governing tardiness at California Technical Academy however, showing up on time for scheduled attendance is required and demonstrates the professionalism required in the field.

Attendance Policy

1. Students are expected to attend all scheduled classes and be present at the start of the class.
2. If a student does not meet a minimum attendance of 70% in all scheduled classes, he or she will be placed on probation in the next immediate evaluation point.
3. If at the end of the student's probation, he or she has not improved attendance to 70% or better, the student will be withdrawn from the program. If the student is veteran utilizing VA benefits, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately.
4. If a student fails to attend class for two (2) consecutive weeks, regardless if the school was notified or not of the absence(s), will be withdrawn. If the student is a veteran utilizing VA benefits the VA will be notified immediately and will be notified of the last date of attendance.
5. Every student is required to meet with their Primary Instructor every other week for a Progress Review and a minimum of once a week to have the Student Progress Checklist signed off and turn in weekly progress reports.
6. Every student is required to sign in and out upon arrival and departure of the facility.
7. All projects are due on the date scheduled. Failure to turn in projects on time will result in a failing grade for that project.
8. If a student signs in and then cuts class without signing out in order to earn credit for attending, the student will be withdraw from the program. If the student is a veteran utilizing VA benefits the VA will be notified immediately and will be notified of the last date of attendance.

All student questions submitted electronically Monday through Saturday, will receive a response within 24 hours and questions submitted electronically on Sunday will receive a response in 48 hours.

STUDENT PROGRESS AND GRADING

Every student will receive a Training Binder upon enrollment and included in every Binder is the Student Progress Checklist, Syllabus and Lesson Plan for the program/course(s) they are enrolled in.

All students will be tracked through the course using the Student Progress Checklist provided in the Training Binder, Student Weekly Reports and the submission of Progress Reports printed out by the Instructor. Each course is divided up into Blocks and Sections with a quiz for each section, a test for each module and a final exam for each course. These quizzes, tests and exams are delivered by the instructor(s) and are graded as follows:

<u>Grade</u>	<u>Percentage</u>	<u>Definition</u>
A	96% - 100%	Has satisfactorily met all minimum course requirements.
B	91% - 95%	Has satisfactorily met all minimum course requirements.
C	86% - 90%	Has satisfactorily met all minimum course requirements.
F	85% or Lower	Has not satisfactorily met all minimum course requirements.

For a student to graduate, remain in school or successfully complete a section and/or module they must attain a C grade or higher which is a passing score of 86% or higher. The goal of California Technical Academy is to prepare you for industry certification and employment and successfully completing the quizzes and tests is a good determination of the ability of the student to pass the industry certification exam and is a qualitative measure of academic progress. To have an instructor sign off on the appropriate box on the Student Progress Checklist, the student must successfully complete the corresponding quiz and/or test and/or exam with an 86% or higher. Industry certification exams will be scheduled only after the student has successfully attained a passing score on the section quizzes, module tests and passed the final exam delivered by a CTA Instructor. Upon successful completion of all of the section quizzes, module tests and final exams for the course, the student will receive a certificate of completion for that course and will be scheduled to take the industry certification exam for that course. At anytime a student may meet with their primary instructor to discuss their academic progress.

All section quizzes, module tests and final tests are administered by the instructor on a pass/fail basis. To achieve a pass the student will be required to answer a minimum of 86% of the questions correct. The student will be allowed to retake the quiz or test as needed. However, the student will not see the exact same test twice. California Technical Academy has developed a battery of thousands of test questions eliminating the ability for a student to memorize test questions and not benefit from the educational process. If a student fails to pass a quiz or test by the third try, the student will be withdrawn. If the student is a veteran utilizing VA benefits the VA will be notified immediately.

Every student must meet with their Primary Instructor once every two weeks for a Progress Review to review and the Student Progress Checklist and discuss the student's progress.

If a student does not attain a passing score on a certification test, they will receive a testing report that will clarify the blocks that they are weak in. The student will then review those blocks, take practice tests to verify mastery of the concepts and then retake the certification exam within 14 days. If a student fails to pass a certification exam by the third try, the student will be withdrawn. If the student is a veteran utilizing VA benefits the VA will be notified immediately.

Failure to meet with their Primary Instructor for 8 consecutive weeks will result in probation and possibly withdraw. If the student is a veteran utilizing VA benefits the VA will be notified immediately.

Grading Policy

<u>Grade</u>	<u>Percentage</u>	<u>Definition</u>
A	96% - 100%	Has satisfactorily met all minimum course requirements.
B	91% - 95%	Has satisfactorily met all minimum course requirements.
C	86% - 90%	Has satisfactorily met all minimum course requirements.
F	85% or Lower	Has not satisfactorily met all minimum course requirements.

CERTIFICATION TESTING

Testing Available

The curriculum of the California Technical Academy programs is specifically designed to prepare students for industry certification and teach the skills that employers require on-the-job. To validate these skills, students are encouraged to take the associated industry certification exams. California Technical Academy is an approved Pearson-VUE, Prometric and Certiport test center. Testing is offered at all of our facilities. Certification test fees are included in the cost of the programs.

Pass or Retest at No-Cost Policy

California Technical Academy is so confident in the quality of our training that we provide students with a No-Cost Retest Policy. If you take a certification exam and fail, California Technical Academy will cover the cost of your retakes. A few simple rules apply:

1. You must complete all training required by the course syllabus in the required timeframe.
2. You must successfully pass the test prep process with a C grade or 86% or better, verified by an instructor, before your first attempt and each consecutive attempt.
3. If you are retesting, you must complete all remedial material, as assigned by an instructor, and verified by an instructor.
4. All retesting attempts must be completed no more than 14 days from date you failed. Exceptions limited to vendor rules.

LEAVE OF ABSENCE

We realize emergencies occur and we understand the impact these emergencies can have on a student's ability to learn. In cases of serious illness, death in the family, or any other emergency circumstances, you may request a leave of absence in writing. This request must be submitted to the Director for approval. Requests for a leave of absence (LOA) will be considered on an individual basis and must be approved by the Director. If the student is a veteran utilizing VA benefits the VA will be notified immediately.

A leave of absence cannot exceed 120-days. A one 60-day leave of absence may be granted due to extenuating circumstances, if the request is put in writing and provided to the Director. If the leave of absence exceeds 90-days and the Director has not received and approved an extension request, the last day class was attended shall be considered as the date for calculating refunds.

GRADUATION REQUIREMENTS

Students of California Technical Academy that meet the following requirements will receive a certificate of completion for their program of study:

1. Pass all modules with a C grade or better.
2. Pass the course final associated with each module with a C grade or better.
3. Meet the minimum attendance requirement.

WITHDRAWAL FROM PROGRAM

A student shall be withdrawn from a program of instruction when any of the following occurs:

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

- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class for three (3) consecutive weeks.
- The student fails to return from a leave of absence.

CONDUCT REQUIREMENTS

Students are expected to dress and act in a businesslike manner while on campus. Students will need to keep voice levels to a minimum in the study groups and lab areas. At the discretion of the school administration, a student may be placed on probation, suspended or dismissed from school for not following school regulations or displaying unprofessional behavior.

California Technical Academy will not tolerate any form of sexual harassment, intoxication or drugged state of behavior, possession of weapons on school premises, behavior creating a safety hazard to the persons at school, disobedient or disrespectful behavior to another student, an administrator, or facility member, or failure to conform to student requirements.

If a student believes that he/she has encountered one of the conduct violations, he or she is asked to report the event to an instructor, staff, or management member of the school. An investigation of such report will be conducted and appropriate action taken based on facts obtained.

APPEAL PROCESS (NON ACADEMIC)

Students who feel they have been unjustly placed on probation, suspension or terminated from a program for non-academic reasons have the right to appeal the decision. This appeal must be in writing to the Director. In the request, the student must state the reason(s) for the appeal. The Director will review all appeals. Appeals must be submitted within three (3) days of the start of probation, suspension or termination. A written response will be provided within ten (10) days of receipt of the appeal. All appeal decisions are final. Students who fail to meet satisfactory academic progress standards and want to file an appeal should follow the policy on Page 23 of this catalog.

REINSTATEMENT

Students who wish to request reinstatement may provide a letter to the Director. The letter should describe the reason for withdrawal and any changes in circumstances that will allow the student to successfully complete the enrollment if granted reinstatement.

A written response will be provided within ten (10) days of receipt of the reinstatement request. All reinstatement decisions are final.

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory academic progress is the minimum academic standards which students must maintain. The satisfactory academic progress standards include a Qualitative requirement or Grade (Cumulative Grade Point Average {CGPA}), and a Quantitative requirement or Pace (program completion rate). The Maximum Time Frame in which to complete the program is 150% of the length of the program.

Satisfactory academic progress standards apply to all students regardless of enrollment status, program, or financial aid eligibility. Satisfactory academic progress standards are cumulative for all periods of enrollment.

1. California Technical Academy will evaluate each student's progress at 25%, 50%, 75% and 100% of all coursework.
2. Students are expected to maintain a grade of C or better at the end of each evaluation point in order to be deemed as progressing satisfactorily.
3. If a student does not meet the minimum grade of C at the end of any evaluation point, he or she will be placed on academic probation until the next immediate evaluation point.
4. If at the end of the student's probation period, his or her grade still does not meet the minimum satisfactory grade, the student will be withdrawn from the program. If the student is a veteran utilizing VA benefits, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately.
5. Students will only receive VA benefits, based on their eligibility, for the published length (100%) of the program

Evaluation Periods

There are four evaluation periods for each program. The first evaluation period covers the first 25% of the program, the second evaluation period covers up to the 50% mark of the program, the third evaluation covers up to the 75% mark of the program and the fourth evaluation covers up to the 100% mark of the program. Evaluations are done after a student attends the requisite clock hours in each evaluation period.

Program	1 st Evaluation Period	2 nd Evaluation Period	3 rd Evaluation Period	4 th Evaluation Period
Information Technology Systems Engineer	1 - 300	301 – 600	601 - 900	901 - 1200
Information Technology System Administrator	1 – 225	226 – 450	451 - 675	676 – 900
Information Technology Network Support Specialist	1 – 225	226 – 450	451 – 675	676 - 900
Information Technology Computer Technician	1 – 57	58 – 114	115 – 171	172 – 230
Business Office Administrative Specialist	1 – 225	226 - 450	451 – 675	676 - 900
Medical Front Office Specialist	1 – 300	301 – 600	601 – 900	901 - 1200

Qualitative Requirement or Grade

The Cumulative Grade Point Average (CGPA) measures the quality of a student's coursework. Students are graded on a grading scale, with a C grade or 86% or higher necessary to pass. A student must have a Cumulative Grade Point Average (CGPA) of at least a C grade or 86% or higher to be making satisfactory academic progress.

Quantitative Requirement or Pace

Pace measures a student's progress in completing the program within the Maximum Time Frame. Pace is calculated by dividing the number of clock hours attended by the number of clock hours offered/scheduled, that is, the student's attendance percent. A student must have cumulative attendance of 70% at the end of each evaluation period.

Maximum Time Frame

A student who successfully completes only the minimum pace percentage as outlined below, will be enrolled beyond the normal program length.

A student must complete his/her program within 150% of the normal program length. Time spent on leave of absence or withdrawn is not used in this calculation. A leave of absence will extend the student's completion date and maximum time frame.

Maximum time frame is measured in clock hours offered/scheduled and expressed in weeks. For example, if the program is 900 clock hours in length, the Maximum Time Frame is 1350 hours (900 X 150%). This means a student cannot be offered/scheduled for more than 1350 clock hours of coursework in which to earn the 900 clock hours needed to complete the program.

Program	Program Attendance Code	Weeks in Program	Max Clock Hours	Max Weeks
Information Technology Systems Engineer	ITSE22	55	1800	83
Information Technology Systems Engineer	ITSE18	67	1800	101
Information Technology Systems Engineer	ITSE12	100	1800	150
Information Technology Systems Administrator	ITSA22	41	1350	62
Information Technology Systems Administrator	ITSA18	50	1350	75
Information Technology Systems Administrator	ITSA12	75	1350	113
Information Technology Network Support Specialist	ITNSS22	41	1350	62
Information Technology Network Support Specialist	ITNSS18	50	1350	75
Information Technology Network Support Specialist	ITNSS12	75	1350	113
Information Technology Computer Technician	ITCT22	10	345	16
Information Technology Computer Technician	ITCT18	12	345	19
Information Technology Computer Technician	ITCT12	19	345	29
Business Office Administrative Specialist	BOAS22	41	1350	62
Business Office Administrative Specialist	BOAS18	50	1350	75
Business Office Administrative Specialist	BOAS12	75	1350	113
Medical Front Office Specialist	MFOS22	55	1800	83
Medical Front Office Specialist	MFOS18	67	1800	101
Medical Front Office Specialist	MFOS12	100	1800	150
Medical Billing and Coding Specialist	MBCS22	62	2025	93
Medical Billing and Coding Specialist	MBCS18	75	2025	113
Medical Billing and Coding Specialist	MBCS12	113	2025	170

The Maximum Time Frame for a transfer student is adjusted based on the number of clock hours the student needs to complete the program. Transfer hours will be subtracted from the normal program length, with the new program length multiplied by 150% to determine the Maximum Time Frame for completing the program. For example, if the program is normally 900 clock hours, and the student transfers in 200 hours, he/she only needs to complete 700 clock hours to complete the program. The Maximum Time Frame is 1050 clock hours (700 X 150%) expressed in weeks (700 total hours / 18 hours per week = 39 weeks).

Probation

Students who fail to meet minimum requirements for attendance or academic progress at the evaluation point, will be deemed ineligible for Title IV funding for the next payment period. Students may appeal this decision. See “Appeal” for additional instructions. Additionally, only students who have the ability to complete their program within the maximum timeframe would be eligible for probation.

Appeals (Academic)

If a student is determined to not be making satisfactory academic progress at the evaluation point and therein denied eligibility for Title IV funding, the student may appeal the determination within ten calendar days. The student must submit a written appeal to the school on the designated form describing why they failed to meet satisfactory academic progress standards. This information should include what has changed about the student’s situation that will allow them to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed and a decision will be made and reported to the student in writing within 30 calendar days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the student will be placed on probation for the current payment period and federal financial aid will be reinstated, if applicable.

Dismissal

A student who fails to meet the condition of his/her Academic Plan, will be dismissed. Only under mitigating circumstances will the Director allow the student to remain in school.

A student who is dismissed for satisfactory academic progress reasons, and fails to win his/her appeal, may apply to be readmitted after a wait period of no less than four weeks.

Loss of Federal Student Aid

A student, who fails to meet the satisfactory academic progress standards at the end of the Academic Probation with an Academic Plan period, will lose eligibility for federal student aid. If permitted by the Director, the student may continue in school without federal student aid. The student must make satisfactory payment arrangements to continue in school.

A student, who loses federal student aid for failing to meet satisfactory academic progress standards, may appeal to the Financial Aid Office for reinstatement of aid. The student must have mitigating circumstances and submit a written appeal according to the schedule stated in the notification letter

Mitigating Circumstances

California Technical Academy understands that a student may encounter unusual or unexpected circumstances that may impact his/her satisfactory academic progress. A student who feels his/her lack of satisfactory academic progress is due to mitigating circumstances may appeal academic dismissal as outlined in their notification. The Director of Student Services may waive satisfactory academic progress standards for mitigating circumstances.

Mitigating circumstances include, but are not limited to, injury or illness, the death of a relative or other personal or family crisis, or other special circumstances outside the control of the student.

The student must submit a written request for a satisfactory academic progress review due to mitigating circumstances to the Director of Student Services according to the schedule stated in the notification letter. The written request must include the reason for not making satisfactory academic progress and what has changed that will allow the student to regain and maintain satisfactory progress. Documentation of special circumstances should be submitted along with the request. The

request should demonstrate that these conditions had an adverse impact on the student's satisfactory progress.

Repeating Coursework

Students who do not receive a passing grade on tests or coursework, will be required to review the blocks that they are weak in as determined by the testing report or complete make-up work as determined with their Primary Instructor. A make-up work plan is developed that may include meeting with an instructor and/or assignments. Students, who do not complete the plan by the required date or successfully complete the course, will receive a failing grade and will be withdrawn from the program.

Incomplete Grades

There are no incomplete grades. If a student does not complete coursework, they receive a failing grade. Students must complete and pass all tests to earn a passing grade.

Withdrawals

A student may not withdraw from an individual course, and continue on with the program. The student must continue to review the educational materials in the course, until he/she is able to successfully pass the course.

Non-credit/Remedial Coursework

California Technical Academy does not offer non-credit or remedial courses as part of its approved programs.

Changing Programs/Additional Credentials

When a student changes programs or wants to enroll in another program to seek an additional credential, any courses applicable to the new program/credential must be included in the CGPA and Maximum Time Frame for the new program. A minimum of 70% of prior program must be complete to be considered for enrollment into a new program. The Maximum Time Frame will be adjusted for the new program/additional credential just as it is for students who transfer in hours from another institution.

Financial Aid Ramifications

A student may receive Federal Student Aid while enrolled and making satisfactory academic progress.

A student will be notified, in writing, if an unsatisfactory academic progress determination results in the loss of federal student aid eligibility. A student may have aid reinstated upon successful appeal of the loss of federal student aid.

In addition to making satisfactory academic progress, a student must successfully complete the hours, weeks and coursework in the first half of the program (payment period) to receive the next disbursement of aid.

STUDENT SERVICES

HOUSING

California Technical Academy does not assume responsibility for student housing, does not have dormitory facilities under its control, nor offers student housing assistance. According to rentals.com for Riverside, CA rental properties start at approximately \$1,000 per month; for Temecula, CA rental properties start at approximately \$750 per month.

LIBRARY

Every student receives all of the texts (study guides and lab manuals) that they will need to complete the training. Both training facilities maintain copies of all of the student's texts in hard and digital copy located in the instructor's main office. If a student forgets their text and needs to borrow one they can check out either a hard or digital copy by turning in their student I.D. which is returned to them when they check the book back in. Both facilities have two computers that can be utilized for researching purposes and accessing viable websites for information. Library hours are Monday thru Thursday 9:00 a.m. to 8:00 p.m. Friday 9:00 a.m. to 1:00 p.m. and Saturday 9:00 a.m. to 5:00 p.m.

ADVISING SERVICES

California Technical Academy offers career advising to prospective students on information technology careers and academic advising on a weekly basis to enrolled students. Enrolled students can seek out referrals to outside agencies by meeting with the Director of Student Services.

CAREER PLACEMENT ASSISTANCE

Students do not have to wait until they are completely done with the training to start career placement assistance. Students who are passing the certification tests as they go thru the program, they are career ready at approximately the halfway point.

The Career Services Department will assist students in applying for positions that match the student's industry qualifications. Contacts are maintained with local and national companies and interviews will be coordinated for graduates who follow the California Technical Academy Career Assistance Program.

The California Technical Academy Career Service objective is to work in partnership with all qualified students who successfully complete their program. California Technical Academy offers the most comprehensive Career Services in the industry.

One-on-One Consultations	Career Goals	Interviewing Techniques
Career Coaching	Resume Preparation	Long-Term Commitment
Dress & Behavioral Methods	Research	Self-Marketing
Career Planning	Mock Interviews	Lead Generation
Placement Assistance	Headhunter Assistance	Outside Placement Agencies

California Technical Academy does not and cannot promise or guarantee neither employment nor level of income or wage rate to any Student or Graduate.

SUGGESTION AND GRIEVANCE POLICY

Students are encouraged to bring all suggestions and concerns to their instructor. The instructor will attempt to resolve any concerns or advise the student to discuss the situation with the appropriate staff member.

If the instructor is unable to resolve the concern(s), the student should make an appointment to talk to the Director and provide a written statement of the concern(s) at the time of the meeting. The statement must state the issue and desired outcome, and should include any documentation that supports the concern. The Director will review the written statement and any supporting documentation, gather facts, and provide a written response to the student within ten (10) working days. The Director's decision is final.

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 or by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov.

SERVICES FOR STUDENTS WITH DISABILITIES

Students with Disabilities

California Technical Academy is an equal opportunity program and recognizes and accepts its obligations under The Americans with Disabilities Act (ADA) of 1990 and The Rehabilitation Act of 1973 prohibiting discrimination on the basis of a disability and requiring that reasonable accommodations be provided to qualified disabled students in all programs and activities within the control of the institution, provided such accommodation would not impose an unreasonable burden on the school or other students. Auxiliary aids and services are available upon request to individuals with disabilities and the accommodation provided by CTA is free of charge.

The Director of Student Services manages the process for the determination of reasonable accommodations and compliance with the ADA and Rehabilitation Act for students. No student shall be retaliated against for seeking accommodation under this policy or for participating in good faith and in a reasonable manner in any review procedures regarding The Americans with Disabilities Act of 1990.

Non-Discrimination Policy

California Technical Academy adheres to a strict policy of non-discrimination. We will not discriminate for or against any applicant on the basis race; color; religion; sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity); national origin (including Limited English Proficiency [LEP]); age; disability; political affiliation or belief; or, for beneficiaries, applicants, and participants only on the basis of either citizenship status or participation

Limited English Proficiency (LEP)

Additional time for testing and assignment completion is available for students with Limited English Proficiency. To request language assistance, auxiliary aids or services, additional time for testing or assignments please contact the Facility Administrator at the campus you are attending. Students should submit requests with supporting documentation at least six weeks prior to the beginning of the first day of classes or as soon as practical. There is no extra charge for such requests

The Rehabilitation Act

Title V. of The Rehabilitation Act of 1973 is generally regarded as the first civil rights legislation on the national level for people with disabilities. Section 504 of The Rehabilitation Act is a program access

statute. It prohibits discrimination on the basis of disability in any program or activity offered by an entity or institution receiving federal funds. CTA is an equal opportunity program/employer.

Section 504 states (as amended):

“No otherwise qualified person with a disability in the United States... shall, solely on the basis of disability, be denied access to, or the benefits of, or be subjected to discrimination under any program or activity provided by any institution receiving federal financial assistance.” The Americans with Disabilities Act (ADA) is a federal civil rights statute that prohibits discrimination against people with disabilities. There are four sections of the law: employment, government, public accommodations, and telecommunications. The ADA provides additional protection for persons with disabilities in conjunction with the Rehabilitation Act of 1973. The ADA is designed to remove barriers, which prevent qualified individuals with disabilities from enjoying the same opportunities that are available to individuals without disabilities. In relation to Section 504 of The Rehabilitation Act, the ADA states: “Institutions that receive federal funds are covered under Section 504. The ADA does not supplant Section 504, but in those situations where the ADA provides greater protection the ADA standards apply. Therefore, postsecondary institutions must adhere to both the Rehabilitation Act and The Americans with Disabilities Act.”

Disability Services Policy Statement

California Technical Academy recognizes and accepts its obligations under The Americans with Disabilities Act of 1990 and The Rehabilitation Act of 1973 prohibiting discrimination on the basis of a disability and requiring that reasonable accommodations be provided to qualified disabled students in all programs and activities within the control of the institution, provided such accommodation would not impose an unreasonable burden on the school or other students. A student is eligible for consideration for accommodations and/or auxiliary aids and services if the student has a disability and the Director of Student Services has met with the student, consulted with the Director, and determined that the functional limitations of the disability require such accommodation, auxiliary aids and/or services.

CTA is committed to providing reasonable accommodations including auxiliary aids, language assistance and/or services to qualified individuals with a disability, unless providing such accommodations would result in undue burden or fundamentally alter the nature of the relevant program, benefit or service provided by CTA. To request language assistance, auxiliary aids or services, please contact the Facility Administrator at the campus you are attending. Students should submit requests with supporting documentation at least six weeks prior to the beginning of the first day of classes or as soon as practical. There is no extra charge for such requests

The Director and the Director of Student Services manage determination of reasonable accommodations and compliance with the ADA and Rehabilitation Act for students jointly. No student shall be retaliated against for seeking accommodation under this policy or for participating in good faith and in a reasonable manner in any review procedures concerning CTA for its alleged noncompliance with The Americans with Disabilities Act of 1990 or the Rehabilitation Act of 1973.

Individuals with visual impairments must be provided with the “Equal Opportunity is the Law” notice and the “Complaint & Incident Report Policy” notice in alternative formats (e.g., by being read aloud and then provided in audio format to be retained by the employee and applicant). A record that such notice has been given to the employee and applicant in an alternative format shall be included as a part of the employee’s and applicant’s file.

Definition of Disability

According to Section 3 of the Americans with Disabilities Act of 1990 (ADA), the term "disability" means, with respect to an individual,

1. Having a physical or mental impairment that substantially limits one or more of the major life activities of such individual;
2. Having a record of such an impairment; or
3. Being regarded as having such impairment.

Otherwise Qualified Applicant

A student who provides CTA with sufficient evidence of a disability meeting the standards established by the ADA or Section 504 is eligible for appropriate accommodations and services, provided the student is an otherwise qualified applicant. In order to be considered an otherwise qualified applicant, a student with a disability must be capable, either with or without accommodations, of fulfilling the essential requirements of a program of instruction.

Determining Appropriate Accommodations

Auxiliary aids and services are available upon request to individuals with disabilities. Students with disabilities who are seeking accommodations at CTA should schedule an individual meeting with the Director of Student Services. Once appropriate documentation has been submitted, reasonable and appropriate accommodations will be implemented based on the student's specific disability and the functional impact of the disability on the student's daily activities and academic obligations. The student has the option of not accepting the accommodation.

Disability Grievance Procedure

If a student believes any CTA employee has discriminated against him or her because of a disability, he or she has the right to seek a review of such concerns. Students have the option of pursuing a formal grievance. When filing a formal grievance, the student should first present his or her concern in writing to the Director of Student Services. Upon receipt of this notice of grievance from the student, the Director of Student Services will undertake a review of the unresolved complaint during which time the Director of Student Services may request additional documentation of the student's disability. Once all the information has been received and reviewed, the Director of Student Services will present the results of this review in writing to the student.

If the Director of Student Services is unable to produce a resolution to the student's satisfaction, the student may submit a formal written appeal to the Director of CTA. This written appeal should include a brief description of the disputed decision and/or perceived discrimination, reasons why the student believes the decision was in error and a short description of a proposed resolution to the disputed decision. Once all information has been reviewed, the Director will provide a written response regarding the determination to the student. This response will state the final determination regarding the requested accommodation and/or discrimination and the specific reasons supporting the decision. Every effort will be made to produce this final determination in a prompt manner.

Complaint Procedures

If a student believes that CTA is not in compliance, she or he may file a written complaint with the Office of Civil Rights:

U.S. Department of Education Office for Civil Rights
Lyndon Baines Johnson Dept. of Education Bldg. 400
Maryland Avenue, SW

Washington, D.C. 20202-1100

Tel: 800-421-3481 Fax: 202-453-6012; TDD: 800-735-2922 Email: OCR@ed.gov Online: <https://ocrcas.ed.gov/>

ADMINISTRATIVE POLICIES

STUDENT RECORDS

Student records are confidential and secured at the main campus in Riverside, CA. The school maintains student records for not less than five (5) years from the student's last day of attendance. Transcripts are maintained permanently.

Students have a right to request access to review their educational records. A written request for review must be provided to the Director or Director of Student Services who will set an appointment with the student to review his/her records.

Students, who request that educational records are disclosed to other parties, must provide a written release indicating which records and to whom the information is to be disclosed to for each instance the request is made. Shall the student be under an educational contract that requires reporting of educational information; it shall be done in accordance to the contract.

Students requesting official transcripts should submit their request in writing to the Director or Director of Student Services. Transcripts will be sent within 21 days.

HOLIDAY SCHEDULE

California Technical Academy will be closed in recognition of the following holidays:

New Year's Day	Easter Weekend	Veteran's Day
Martin Luther King Day	Memorial Day	Thanksgiving Break
President's Day	July 4 th – Summer Break	Christmas Break
Founder's Day	Labor Day	

See School Calendar for details

**Insert School Calendar
HERE**

**Insert School Calendar
HERE**

CTA TERM DATES

Term dates signify the start of a term. Individual classes may start any day Monday-Saturday, please check with an admissions representative for dates and times of a specific class.

Subject to change without notice.

2018	
Term Information	
Start Date	End Date
1/2/18	2/3/18
2/5/18	3/10/18
3/12/18	4/14/18
4/16/18	5/19/18
5/21/18	6/23/18
6/25/18	7/28/18
7/30/18	9/1/18
9/4/18	10/6/18
10/8/18	11/10/18
11/12/18	12/22/18

2019	
Term Information	
Start Date	End Date
1/7/19	2/9/19
2/11/19	3/16/19
3/18/19	4/20/19
4/22/19	5/25/19
5/28/19	6/29/19
7/1/19	8/3/19
8/5/19	9/7/19
9/9/19	10/12/19
10/14/19	11/16/19
11/18/19	1/11/20

TUITION AND FEES

PROGRAM COST

Program	Registration Fee Non-Refundable	Tuition	Books	Training Hardware **	Training Software **	Total Cost ***
Information Technology Systems Engineer	\$100.00	\$12,230.00	\$1,000.00	\$450.00	\$2,200.00	\$15,980.00
Information Technology Systems Administrator	\$100.00	\$10,930.00	\$700.00	\$450.00	\$1,800.00	\$13,980.00
Information Technology Network Support Specialist	\$100.00	\$10,950.00	\$480.00	\$450.00	\$2,000.00	\$13,980.00
Information Technology Computer Technician	\$100.00	\$3,330.00	\$100.00	\$450.00	\$1,000.00	\$4,980.00
Business Office Administrative Specialist	\$100.00	\$9,805.00	\$625.00	\$450.00	\$1,000.00	\$11,980.00
Medical Front Office Specialist	\$100.00	\$12,115.00	\$1,315.00	\$450.00	\$2,000.00	\$15,980.00
Medical Billing and Coding Specialist	\$100.00			\$450.00	\$2,000.00	\$19,980.00

**Non-Refundable upon removal from original packaging.

***For the period of attendance and entire program.

ADDITIONAL COSTS

Transcripts: Students receive one official transcript upon graduation at no charge. Thereafter the first official transcript is \$26.00 and then the following requests are \$2.00 each. Unofficial copies are provided at no charge.

Returned Check Fee: \$30.00

STUDENT TUITION RECOVERY FUND

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

1. You are a student, who is a California resident, or are enrolled in a residency program, and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

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

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

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who students were attending certain schools regulated by the Bureau for Private Postsecondary Education.

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

1. The school closed before the course of instruction was completed.

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

FINANCIAL ASSISTANCE

California Technical Academy participates in federal and state financial aid programs as well as offering flexible tuition payment options. Financial aid and payment plans, if needed, will be discussed and agreed upon during the enrollment process.

REFUND POLICY

Student's Right to Cancel

1. You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.
2. Cancellation may occur when the student provides a written notice of cancellation at the following address: California Technical Academy, 1285 Columbia Avenue, Riverside, CA 92507. This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.
5. If the Enrollment Agreement is cancelled the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$100.00; and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.

Withdrawal from the Program

You may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$100.00; and less any deduction for equipment not returned in good condition, within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

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

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the school.
- The student has failed to attend class for three (3) consecutive weeks.
- The student fails to return from a leave of absence.

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

Refund Examples:

MONTHS ENROLLED	DAYS ENROLLED	DAILY CHARGE	AMOUNT OF TUITION PAID	AMOUNT OWED	TUITION REFUND
1	30/240	\$23.32	\$5,596.00	\$960.00	\$4,636.00
3	90/240	\$23.32	\$5,596.00	\$2,098.80	\$3,497.20
5	150/240	\$23.32	\$5,596.00	\$3,498.00	\$2,098.00
6	180/240	\$23.32	\$5,596.00	\$4,197.60	\$1,398.40
7	210/240	\$23.32	\$5,596.00	\$4,897.20	\$698.80

If any portion of the tuition was paid from the proceeds of a non-federal loan, TA funds, third party, the refund shall be sent to the lender, DOD, third party or, if appropriate, to the state or agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

In addition to this institutional refund policy, federal student aid recipients will also have a return of federal student aid calculation performed. This calculation is necessary to determine if the student received more or less aid than was earned for the time enrolled. The Return of Federal Student Aid Policy follows.

RETURN OF FEDERAL STUDENT AID POLICY

A student should contact the Director of Student Services to officially withdraw. The school encourages the student to withdraw in-person, but accepts written or verbal notification. If a student withdraws or is dismissed from California Technical Academy, the school and/or the student may be required to return a portion of the federal student aid received. The last date of attendance at an academically-related activity is used to calculate the amount of any federal student aid that must be returned.

The amount of federal student aid a student has earned at the time of withdrawal is equal to the percentage of the period of enrollment completed. The percentage of the period of enrollment completed is determined by dividing the number of hours the student was scheduled to complete in the period of enrollment, as of the last date of attendance, by the total number of clock hours in the period of enrollment.

If the number of hours scheduled to complete in the period of enrollment, as of the last date of attendance, is greater than 60% of the clock hours in the period of enrollment, the student has earned 100% of the federal student aid, no return is due. If the number of clock hours scheduled to complete in the period of enrollment is less than 60% of the clock hours in the period of enrollment, a return of federal student aid may be necessary. The amount of federal student aid to be returned is calculated by subtracting the amount of earned federal student aid from the total amount of federal student aid received.

The student is required to return any unearned federal student aid less the amount returned by California Technical Academy. If a student needs to return loan funds, the funds are repaid as required by the normal loan repayment terms. If the student is required to return federal grant aid, California Technical Academy will notify the student of the repayment amount within thirty days of determining the student withdrew. If the student fails to return the grant aid as instructed, the student is considered to be in overpayment and thus ineligible for any additional federal student aid at any school until that amount is repaid to the U.S. Department of Education or satisfactory repayment arrangements are agreed to by the student and the U.S. Department of Education. California Technical Academy will report overpayments to the U.S. Department of Education for collection if the student does not return the funds to the school within 45 days of notification.

California Technical Academy returns unearned federal student aid within 45 calendar days of the date the school becomes aware the student is no longer enrolled.

Federal student aid funds are returned in the following order: 1) Unsubsidized Stafford Loan; 2) Subsidized Stafford Loan; 3) PLUS Loan; 4) Federal Pell Grant; 5) Federal Supplemental Educational Opportunity Grant (FSEOG); 6) Other federal student aid programs.

If a student has earned more federal student aid than has been posted to his/her account, the student may be entitled to a post withdrawal disbursement of federal student aid. The post withdrawal disbursement is first used by the school to pay outstanding charges; any remaining amount is offered to the student or parent borrower.

California Technical Academy will send the borrower a written notice of any loan funds returned to the lender as a result of the withdrawal calculation. A student borrower who fails to attend in-person exit counseling prior to or at the time of withdrawal, will be mailed loan counseling materials.

The Return of Federal Student Aid Policy applies only to the federal student aid programs. Assistance received from other aid programs will be returned to those programs in accordance with the funding source's refund policies.

The Return of Federal Student Aid calculation is performed to determine the amount of federal student aid that must be returned to the U.S. Department of Education. It is not used to calculate the amount of tuition and fees a student owes the school upon withdrawal. A separate refund policy is provided to assist students in determining the amount of tuition and other charges owed California Technical Academy.

California Technical Academy will send an invoice to withdrawn students if a balance is owed the school. Any balance due will be calculated by determining earned charges using the institutional refund policy, and then subtracting the amount of earned aid as determined using the return to federal student aid policy.

Additional information on the return of federal student aid funds calculation procedures and requirements, including examples, may be obtained by contacting the Financial Aid Office.

FINANCIAL ASSISTANCE

CTA participates in several Federal Student Aid programs as a service to its students. Federal Student Aid is provided by the U.S. Department of Education. For specific information about the Federal Student Aid programs offered at CTA, contact the Financial Aid Office. For general information about Federal Student Aid visit www.studentaid.gov. CTA participates in the following Federal Student Aid Programs.

Federal Pell Grant

- The Federal Pell Grant does not need to be repaid.
- The maximum award for 2016-2017 is \$5,815.00.
- The maximum award for 2017-2018 is \$5,920.00
- Recipients must be undergraduates without a bachelor or higher degree.

Iraq and Afghanistan Service Grant

- The Iraq and Afghanistan Service Grant does not need to be repaid, except in cases of early withdrawal from the program. Based on the Return of Title IV calculation, there may be Pell Grant that the student has not earned.
- For undergraduate students who are not Pell-eligible; whose parent or guardian died as a result of military service in Iraq or Afghanistan after 9/11; and who, at the time of the parent's or guardian's death, were less than 24 years old or were enrolled at least part-time at an institution of higher education.
- The maximum award for 2016-2017 is \$5,413.00.

William D. Ford Direct Subsidized Stafford Loan

- The Subsidized Stafford Loan must be repaid to the U. S. Department of Education with interest.
- Students must demonstrate financial need to receive a subsidized loan.
- The U.S. Department of Education will pay the interest on (subsidize) the loan while the student is enrolled in school, and during periods of deferment.
- The maximum loan is \$3,500 for first year students who attend a full academic year. The loan amount is prorated if enrolled for less than a full academic year.

- Recipients must be undergraduates.
- The interest rate is 3.76% for the 2016-2017 award year, and may change for the 2017-2018 award year beginning July 1, 2017.

William D. Ford Direct Unsubsidized Stafford Loan

- The Unsubsidized Stafford Loan must be repaid to the U. S. Department of Education with interest.
- Students do not need to demonstrate financial need to receive an unsubsidized loan.
- The student borrower is responsible for paying all interest on the loan.
- The maximum loan is \$2,000 for dependent students who attend a full academic year. The loan amount is prorated if enrolled for less than a full academic year.
- The maximum loan is \$6,000 for independent students who attend a full academic year. The loan amount is prorated if enrolled for less than a full academic year.
- Recipients must be undergraduates.
- The interest rate is 3.76% for the 2016-2017 award year, and may change for the 2017-2018 award year beginning July 1, 2017.

William D. Ford Direct Parent Loan for Undergraduate Students (PLUS Loan)

- The PLUS Loan must be repaid to the U. S. Department of Education with interest.
- A parent may borrow a PLUS loan on behalf of the dependent student. Independent undergraduate students are not eligible for a PLUS Loan.
- Financial need is not required to receive a PLUS Loan.
- To qualify for a PLUS loan, parent borrowers must not have an adverse credit history, as defined by the U.S. Department of Education.
- The maximum loan is calculated by subtracting all other aid received from the cost of attendance.
- The interest rate is 6.31% for the 2016-2017 award year, and may change for the 2017-2018 award year beginning July 1, 2017.

General Eligibility Requirements

- Demonstrate financial need for the Pell Grant, Iraq and Afghanistan Service Grant, and William D. Ford Direct Subsidized Stafford Loan.
- Be enrolled at least half time to receive a Stafford or PLUS loan.
- Be a U.S. citizen or eligible non-citizen.
- Have a high school diploma, GED, an equivalent academic credential or have successfully completed a high school education in a homeschool setting approved under state law.
- Have a valid social security number.
- Be enrolled or accepted for enrollment as a **regular student** leading to a degree or certificate in an **eligible program**.
- Be registered with Selective Service, if required.
- Make satisfactory academic progress toward program completion.
- Not be in default or in an overpayment status on previously received Federal Student Aid.
- Not be convicted for the possession or sale of illegal drugs for an offense that occurred while you were receiving federal student aid, you will be ineligible for a period of time based on the type and number of convictions.

Applying for Federal Student Aid

The first step in applying for Federal Student Aid is to complete the Free Application for Federal Student Aid (FAFSA). The easiest way to complete the FAFSA is via the internet at www.fafsa.gov. You and your parent (if you are 24 or younger, unless you are married or in the military) will need to

electronically sign FAFSA on the Web (FOTW) your user I.D. and password. You will be offered the option of getting one in real time when you fill out the online FAFSA. You can also apply for a FSA User ID in advance at www.fsaid.ed.gov.

The FAFSA is the only application needed for the Federal Pell Grant and Iraq and Afghanistan Service Grant. To borrow a Stafford Loan, the student borrower must complete a Master Promissory Note (MPN), promising to repay the loan amount borrowed plus interest, in addition to completing the FAFSA Entrance Counseling. Parent PLUS borrowers must complete a Federal Direct PLUS Loan Request for Supplemental Information, Master Promissory Note and PLUS Entrance Counseling. Students and parents can complete the loan application process at www.studentloans.ed.gov by selecting the correct option. The student and parent must use their username and password to sign the MPN and PLUS Request for Supplemental Information forms.

If you need assistance, contact the Financial Aid Office.

Awarding Federal Student Aid

CTA will calculate your grant and loan eligibility. The amount of grant and loan funds you receive will depend on your application (FAFSA) data and your eligibility for each Federal Student Aid program. Based on your eligibility and program requirements, CTA will award Federal Student Aid in the following order: Pell Grant, Iraq and Afghanistan Service Grant, Subsidized Stafford Loan, Unsubsidized Stafford Loan, and then PLUS Loan, if eligible. Students have the right to accept, decline, or modify aid awards as long as federal requirements for each aid program are followed. If students meet the eligibility requirements of each Federal Student Aid program, they will be awarded funds as allowed/requested. CTA initially awards aid to cover the cost of institutional charges. Students may borrow additional funds, if eligible, to pay non-institutional expenses included in the cost of attendance budget calculated for each student.

Students enrolled in a program of less than one academic year (900 clock hours earned over a period of at least 26 weeks) will not receive the maximum awards amount stated earlier. Funds will be prorated based on the length of the program.

Paying Federal Student Aid Funds

CTA will disburse Federal Student Aid funds in compliance with all applicable federal laws, regulations and guidance. All Federal Student Aid must be disbursed in two installments, one payment for each half of the program, in each academic year. The first disbursement of Federal Pell Grant is disbursed after the student has attended his/her first day of class in based on the Financial Aid Office's disbursement schedule. The first disbursement of Direct and PLUS loans will be disbursed after the student has attended 30 calendar days based on the Financial Aid Office's disbursement schedule. The second disbursement of all Federal Student Aid is paid at the midpoint of the program as long as the student is meeting satisfactory academic progress requirements and has successfully completed the coursework in the first half of the program.

CTA receives Federal Student Aid funds via electronic funds transfer from the U.S. Department of Education. Funds are posted to students accounts. Loan borrowers will receive notification when loan funds are posted to the student's accounts. Borrowers have the right to cancel any loan disbursement within thirty days of notification. Alternative arrangements must be made to pay school charges owed if you cancel and there is a balance.

Verification

The U.S. Department of Education selects a sample of student FAFSAs for a process it calls verification. When selected for verification, the student is required to provide additional documentation and information to the Financial Aid Office to verify (confirm) the accuracy of the data

reported on the FAFSA. The Financial Aid Office will notify an applicant if his/her FAFSA has been selected for verification and what documents must be submitted to the Financial Aid Office. To expedite the verification of tax return information reported on the FAFSA, students and parents are encouraged to use the IRS Data Retrieval process, available when completing the FAFSA or making corrections to the FAFSA.

Loan Counseling

Student borrowers of Stafford Loans are required to complete entrance counseling and exit counseling. Entrance counseling must be completed before the first disbursement can be made. Exit counseling for graduates must be done shortly before completing the program. Loan counseling is required to give borrowers the information they need to minimize the amount of loans borrowed, the terms of the loan(s), manage their loan debt, prepare for repaying their loans, and seeking assistance because of unemployment, returning to school, health or any other reason that might make repaying their student loans unmanageable for a brief period of time. In general, student borrowers can complete entrance and exit counseling at www.studentloans.gov. PLUS borrowers are also required to complete entrance or exit loan counseling.

Borrower Rights and Responsibilities

For a complete list of loan rights and responsibilities, read the Borrower's Rights and Responsibilities Statement that accompanies the Master Promissory Note for additional information about the terms and conditions of the loans you receive.

MANAGEMENT, ADMINISTRATION AND FACULTY – Full-time

Mike Bostock, MA, Director

Eric Bostock, Director of Student Services

Vanessa Payne, Director of Education

Ryan Coulter, Director of Career Development

Donald Eberhart, Associate Director

Julie Bostock, Office Manager/Accounts Manager

McKinzie Utley, Financial Aid Officer

Magally Lagunas, Employment/Placement Officer

Stephonie Richter, Attendance Officer/Registrar

Naiesha Carr, Financial Aid Assistant/Administrative Assistant

Christopher Tower, North County Facility Manager

Greg Gutierrez, Lead Senior Instructor - Certified Technical Trainer

Industry Certifications - CompTIA A+, MCP, MCSA, Network+, MTA, MCITP, CCNA, MOS

Bachelor's Degree: Information Technology/Security – ITT Tech

Five years of Information Technology and Business Office Applications experience

Robert Fessenden, Senior Instructor - Certified Technical Trainer
Industry Certifications – CompTIA A+, MCP, MCSA, MCSE, MOS, MTA, MCTS, MCITP
Six years of Information Technology and Business Office Applications experience

Robert Duben, Senior Instructor – Certified Technical Trainer
Industry Certifications - CompTIA A+, MCP, MCSA, MCSE, MCITP, MTA, MCTS, Security+,
Network+, MTA, CCNA, MOS
Associates Degree: Information Technology/Computer Electronics – Palomar College
Seventeen years of Information Technology and Business Office Applications experience

Keith Edwards, Senior Instructor - Certified Technical Trainer
Industry Certifications - CompTIA A+, MTA, MCTS, MCSA, MCSE
Bachelor's Degree: Information Technology Management - Wichita State University
Three years of Information Technology and Business Office Applications experience

Phil Abod, Senior Instructor – Microsoft Certified Trainer - Certified Technical Trainer
Industry Certifications – CompTIA A+, MCP, MCDST, MCSA, MCSE, Security+, Network+,
MOS, MTA, MCTS, MCITP
Eight years of Information Technology and Business Office Applications experience

Christopher Mazza, Senior Instructor – Certified Technical Trainer
Industry Certifications – CompTIA A+, MCP, MCSA, MCSE, MOS, MTA, MCTS, MCITP
Six years of Information Technology and Business Office Applications experience

Jordan Katterjohn, Senior Instructor - Certified Technical Trainer
Industry Certifications – CompTIA A+, MCP, MCSA, MCSE, MCTS
Six years of Information Technology and Business Office Applications experience

Diane Brayman, Senior Instructor - Certified Technical Trainer
Industry Certifications – MOS, CompTIA A+, MCP, MCSA, MCSE, Security+, Network+
Three years of Business Office Applications and Information Technology experience

Linda Murray, Lead Senior Instructor - Certified Technical Trainer
Industry Certifications – MOS, CompTIA A+, MCP, MCSA, MCSE, Security+, Network+, HCP,
CEHRS
Four years of Business Office Applications and Information Technology experience

Nicolas Marquez, Senior Instructor - Certified Technical Trainer
Industry Certifications – MOS, CompTIA A+, MCP, MCTS, MCSA, MCSE, Security+,
Network+, HCP, CEHRS
Three years of Business Office Applications and Information Technology experience

Roy Re, Senior Instructor Instructor - Certified Technical Trainer
Industry Certifications - CompTIA A+, MCP, MCTS, MCSA, Network+, Security+, MOS, HCP,
CEHRS
Bachelor's Degree: Criminal Justice – National University
Thirty-one years of Business Office Applications and Information Technology experience

Norma Ortiz-Agundez, Senior Instructor - Certified Technical Trainer
Industry Certifications – CompTIA A+, MCP, MCTS, MCSA
5 years of Information Technology experience

Molly Dodds, Lead Senior Instructor - Certified Technical Trainer

Industry Certifications – MOS, HCP, CEHRS

7 years of Business Office Applications experience

Rhoderick Mejares, Senior Instructor - Certified Technical Trainer

Industry Certifications – CompTIA A+, MCP, MCTS, MCSA, MOS, HCP, CEHRS

Eleven years of Information Technology and Business Office Applications experience

Abe Garza, Senior Instructor - Certified Technical Trainer

Industry Certifications – MOS, HCP, CEHRS

Twenty-five years of Business Office Applications experience

Cody Marish Senior Instructor - Certified Technical Trainer

Industry Certifications – CompTIA A+, MCP, MCSA, MCSE, MTA, MCTS

Six years of Information Technology and Business Office Applications experience

Daniel Strafford, Senior Instructor - Certified Technical Trainer

Industry Certifications – CompTIA A+, MCP, MCSA, MCSE, MCTS

Eight years of Information Technology and Business Office Applications experience

Sammy Gillo, Senior Instructor - Certified Technical Trainer

Industry Certifications – MOS, HCP, CEHRS

20 years of Business Office Applications experience

Jessie Yneguez, Senior Instructor - Certified Technical Trainer

Industry Certifications – MOS, HCP, CEHRS

7 years of Business Office Applications experience

Consuelo Honey, Senior Instructor - Certified Technical Trainer

Industry Certifications – MOS, HCP, CEHRS

5 years of Business Office Applications experience

Berenice Pascual, Senior Instructor - Certified Technical Trainer

Industry Certifications – MOS, HCP, CEHRS

3 years of Business Office Applications experience

Jason Edwards, Associate Instructor

Industry Certifications – CompTIA A+, MCP, MCTS

Three years of Information Technology experience

ADMINISTRATION AND FACULTY – Part-time

Laura Bostock, Executive Secretary

Tristyn Bostock, Administrative Assistant

Tonia Jackson, Associate Instructor

Industry Certifications – MOS, QuickBooks

Three years of Business Office Applications experience

Amber Rutledge, Associate Instructor

Industry Certifications – CompTIA A+, MCP, MCTS, MCSA

Three years of Information Technology experience

Douglas Schulte, Associate Instructor

Industry Certifications - CompTIA A+, MCP, MCSA, Network+, CCNA

Six years of Information Technology experience

Mike Nadih, Associate Instructor

Industry Certifications - CompTIA A+, MCP, MCSA, Network+

Five years of Information Technology experience

Kurtis Greer, Associate Instructor

Industry Certifications - CompTIA A+, MCP, MCSA, Network+

Three years of Information Technology and Business Office Applications experience

David Rios, Associate Instructor

Industry Certifications - CompTIA A+, MOS

Three years of Information Technology and Business Office Applications experience

Patina Rodgers, Associate Instructor

Industry Certifications – MOS, QuickBooks

Five years of Business Office Applications experience

CONSUMER PROTECTION & INFORMATION

California Technical Academy has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

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

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.

CAMPUS SECURITY

CTA is committed to assisting all members of the CTA community in providing for their own safety and security. The annual campus security report is available from the Director of Student Services.

California Technical Academy distributes its campus security report, including policies, procedures, and crime statistics, to its students and staff on an annual basis in July.

The campus security policy contains information regarding campus security and personal safety including topics such as: crime prevention, fire safety, enforcement authority, crime reporting policies, disciplinary procedures, and other matters of importance related to security and safety on campus.

They also contain information about crime statistics for the three previous calendar years concerning

reported crimes that occurred on campus; in certain off-campus buildings or property owned or controlled by CTA; and on public property within, or immediately adjacent to and accessible from the campus.

DRUG & ALCOHOL ABUSE PREVENTION POLICY

The California Technical Academy prohibits students from the unlawful manufacture, distribution, dispensation, possession, sale or use of a controlled substance or alcohol, or being under the influence of the same while at the institution or while attending or participating in school related activities on or off school grounds.

California Technical Academy distributes its Drug & Alcohol Abuse Prevention Policy, including policies and procedures, to its students and staff on an annual basis in July. In addition, CTA offers an annual drug-free awareness program to all students and staff. Students should contact the Director of Student Services for a copy of the policy.

The following information is included in the policy: information on preventing drug and alcohol abuse, standards of conduct, federal, state, and local legal sanctions, available counseling and treatment programs, and a description of health risks associated with the use of illicit drugs and alcohol.

CTA provides every student, upon enrollment, a separate, clear, and conspicuous written notice with information on the penalties associated with drug-related offenses, including the loss of federal student aid funds.