

# UNIVERSAL HEALTHCARE CAREERS COLLEGE

## School Catalog

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# APPROVALS, DISCLOSURES & HISTORY

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The Bureau for Private Postsecondary Education (BPPE or Bureau) is the state licensing agency that operates under the auspices of the Department of Consumer Affairs to protect student consumers against unethical or fraudulent practices. The Bureau requires schools to disclose information to you so that you can make an informed decision and understand your rights. Below are the items required by the Bureau to be included as part of the school's catalog.

## STATE APPROVAL

To operate in the State of California as a training institution or vocational college the school must have approval from the Bureau for Private Postsecondary Education.

Universal Healthcare Careers College is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations. Any questions you may have regarding this catalog that have not been satisfactorily answered by this institution may be directed to:

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
Telephone: (888) 370-7589 or (916) 431-6959  
Fax: (916) 263-1897  
website address: [www.bppe.ca.gov](http://www.bppe.ca.gov)

Mailing Address  
P.O. Box 980818  
West Sacramento, CA 95798-0818

## BPPE REQUIRED INFORMATION

1. 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.
2. **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION:** The transferability of credits you earn at Universal Healthcare Careers College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (diploma, or certificate) you earn in any of the educational programs listed in this catalog is also at the complete discretion of the institution to which you may seek to transfer.

If the (diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your course work at the 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 Universal Healthcare Careers College to determine if your (diploma or certificate) will transfer.

3. You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you: 1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and 2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies: 1. You are not a California resident, or are not enrolled in a residency program, or 2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.
4. The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

The school closed before the course of instruction was completed.

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.

The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.

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. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

5. 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](http://www.bppe.ca.gov)).

6. The school does not award credit for prior experiential learning.
7. VISA: Universal Healthcare Careers College courses are taught in the English language only. We do not offer classes in any other language. The school does enroll students from foreign countries.
8. The school does not offer correspondence courses or programs.
9. The student must have the ability to read and write English at the level of a graduate of an American high school as demonstrated by the possession of a high school diploma, GED or passage of the California high school proficiency exam. In some cases, if a program offered by the school permits, the applicant may use ability to benefit testing in lieu of high school diploma or its equivalent. See under programs for additional information.
10. TRANSFERABILITY OF CREDITS EARNED AT OTHER INSTITUTIONS TO UNIVERSAL HEALTHCARE CAREERS COLLEGE: The College will consider transfer credits on a case by case basis. Credits must have been earned at an institution operating in compliance in the state in which it operates. Credits will only be granted for courses that are comparable in content, length of clock hours or credit units, and grading system and credit transfer is not guaranteed and your tuition will be adjusted accordingly. A minimum of 50% of the courses must be completed at the college to award a credential of completion. There are no challenge tests administered.
11. ARTICULATION AND TRANSFER AGREEMENTS: Universal Healthcare Careers College has not entered into any articulation or transfer agreement with any other college or university.
12. The school does not provide translation services to its applicants or students.
13. LOAN REPAYMENT: If you obtain a loan to pay for an educational program, you will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys paid from federal financial aid funds and are subject to federal guidelines as it pertains to Return of Title IV.
14. BANKRUPTCY NOTICE: Universal Healthcare Careers College does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the Universal States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).
15. LICENSURE: Some programs might require licensure to practice in this state. See the descriptions under each program for more information.

## ACCREDITATION

Universal Healthcare Careers College is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Accreditation is a rigorous process that schools undertake and, if successful, provides validation for the school's administrative capability and program delivery. Our accreditor explains accreditation this way:

Accreditation seeks to assess and enhance the educational quality of an institution, ensure consistency in institutional operations, promote self-evaluation and institutional improvement, and provide for public accountability within a peer-review framework. ACCSC accreditation promotes institutional accountability by systematically and comprehensively evaluating institutions based upon criteria established via the Standards of Accreditation.

## HISTORY

In 2007 Universal Healthcare Careers College began as a training institute in Los Angeles, California solely to train students in the healthcare field. The business model of the school is to only have healthcare related programs. Initially the school only implemented the medical assistant program coupled with pharmacy technician as the second major of choice. The school experienced growth faster than anticipated and, as a result, moved to its current location in 2010. In 2018, Universal Healthcare Careers College added a satellite location in Glendale, California.

### Main Campus

1625 West Olympic Blvd., Suite 708  
Los Angeles, CA 90015

### Satellite Location

100 West Broadway, Suite 740  
Glendale, CA 91210

# PHILOSOPHY, MISSION, VISION & VALUES

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*The function of education is to teach one to think intensively and to think critically....Intelligence plus character - That is the goal of true education.*

*- Martin Luther King*

## Philosophy

As Dr. King said, true education focuses not only on knowledge, but on character development; especially developing the traits that lend the graduate to becoming a successful practitioner in the healthcare industry. Thus, through well thought out workshops the student receives the type of training that allows personal growth while learning skills and knowledge necessary making the transition from training to work seamless.

## Mission

Our mission is to prepare students to gain employment in entry level jobs in the healthcare field. Equally important is to prepare students to learn the things necessary to serve themselves, their families, profession and community. We will not be an organization driven by ideas; instead, we will rely on insight to lead us to great ideas. We will not commit to anything until we have answered all the questions. By doing this, we will help our students build their lives.

## Objectives

We have three objectives:

1. Make sure that every student who graduates has the necessary knowledge to be proficient in whatever career they choose.
2. Ensure that they are efficient in performing the clinical tasks as well as office duties upon graduation.
3. Build on their character and develop the habits necessary to make the transition to gainful employment as seamless as possible.

## Vision

That every time we look at our successful graduates, we see hope and possibilities for our students.

## Values

- I. Faith
- II. Family
- III. Wisdom
- IV. Humanity
- V. Love of Country

This set of values may look strange to you. You might be thinking these set of values has nothing to do with running a business. We argue that it has everything to do with running a business. If our personal values are not part of our everyday professional lives, then we are not serving mankind with humility and humanity.

These values are what we are guided by in our professional lives. We use this basic set of principles when we set out to get you ready for your future. This is what building your life is all about.



# ADMISSIONS

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Before we talk about admissions let us talk about decision making. Some decisions in your life will impact you for the rest of your life: marriage for example – regardless of how it turns out. When we make tough decisions, like marriage, many things run through our heads, hundreds of questions arise like, “Is this the right person for me; or is it the right time?” Scenarios play in our heads allowing for negative self talk that gives way to doubt. All of this can unnerve the toughest of people. And how about purchasing that big pricey car you want when you can and maybe should do with a smaller economical one. In any of these cases you cannot afford to make the wrong decision because the consequences are extremely difficult to deal with and life altering; and the change is permanent and emotionally difficult in the case of marriage with kids going bad.

Big decisions in life need careful attention so that you can make the best decision for yourself. You do not want to make a big decision only to later find out you would not want to live with for the rest of your life. Career path decisions are exactly those types of decisions – ***THEY ARE BIG.***

In this catalog we have tried to describe the true Universal Healthcare Careers College to you fully and accurately so that you can reasonably be expected to make an informed and considered enrollment decision without undue pressure. Our recruitment efforts and admissions criteria are designed to attract students who are qualified and likely to complete and benefit from the training provided by the school and obtain employment in their field of study. You are responsible for understanding this catalog and ask questions and have them fully answered to your satisfaction by our staff. We require every applicant to visit the school for an exploratory conversation with as many of our staff and faculty that you wish to make an informed decision. In turn, the exploratory conversation will give us an opportunity to assess your level of interest and fit for the training we provide. The purpose of this catalog and admissions process is for you to make an informed decision regarding enrollment and for the school to make a sound judgment regarding your qualifications and likelihood of graduation and securing gainful employment.

Word of advice; do not enroll if we have ***not*** answered all of your questions to your satisfaction. To every applicant we make the following pledge:

1. We will fully disclose to you all the pertinent information and answer all of your questions so that you can make an informed enrollment decision. Please see the cancellation statement in this catalog or enrollment agreement to see how you are protected.
2. We will consistently and fairly apply our admission standards;
3. For the benefit of all our students and school’s reputation with employers who may potentially consider you, only qualified applicants are admitted into the school;
4. We shall not deny admission or discriminate on the basis of race, creed, color, sex, age, disability, or national origin. For applicants with disabilities who are admitted, the school will provide reasonable accommodations.

The school regularly reviews its admissions policies and procedures, and when necessary, improvements are made and implemented to ensure that we have students who will become part of tomorrow's American workforce.

### **CHANGES TO PROGRAMS AND POLICIES**

From time to time the school is required to make modifications to its programs and policies because of changes in law and industry changes. The college reserves the right, at its discretion, to make any reasonable modifications to its programs, curriculum, content, teaching materials, faculty, staff, schedule, elimination or deletion of courses, location, or other reasonable or necessary changes as deemed necessary by the school.

Before a change is made, the school at its discretion may convene its program board of advisors as well as other stakeholders, made up of experts from the field, students and graduates, and with their input and advice, take the necessary steps to make any changes.

### **FINANCIAL ASSISTANCE**

The school is accredited and approved to apply for federal financial aid programs. The enrollment agreement and retail installment contract are written in accordance with State and Federal laws: Truth in Lending Act Subpart Regulation Z. The Truth in Lending Act which is adopted by California essentially governs the terms of the Retail Installment Contract. By law we are required to disclose to you the terms, practices and policies of the contract to include all charges you would incur and may incur in cases of default. The next paragraph describes the practices and terms of the agreement as well as your responsibilities.

The school (or its agent) bills you directly (or third-party at your request) and you are responsible in meeting your financial obligations even if billed to a third-party payer. Students enrolled in our institution normally pay monthly on an agreed upon payment plan detailed in the Retail Installment Contract (RIC) which is part of the enrollment agreement. You will not be billed monthly and agree to pay monthly and payments are due by the 5<sup>th</sup> of every month. During admissions your career adviser will discuss with you the RIC and payment options. Normally, either you make the payments directly to the college or a third-party entity makes the payments on your behalf. For example, an employer pays for tuition on behalf of the student.

These payments are without interest. However, UHCC reserves the right to charge up to **5%** of the amount of unpaid payment if payment is not made within 10 days of the due date, not to exceed a total of **\$35.00** per defaulted payment.

In case of withdrawal, the refund policy will apply and the amount due will be reduced according to the refund calculation, any balance due is to be paid at the rate of at least **\$400.00, or in full if less than \$400,** per month until paid in full beginning one month from the date of withdrawal and each month thereafter. The school's refund policy will apply, and your last date of attendance is used to calculate your refund, if any.

For complete information on Regulation Z please go to the Federal Deposit Insurance Corporation's website at <http://www.fdic.gov/regulations/laws/rules/6500-1500.html#fdic6500226.5>.

## ADMISSIONS CRITERIA AND PROCESS

The following table contains the admission criteria and process:

<b>CRITERION #1: Entrance Application</b>	
<b>PURPOSE:</b>	The entrance application provides for biographical information about you, and other general information regarding your background and interests that will allow some direction for the exploratory conversation.
<b>PROCESS:</b>	Usually when you arrive for your appointment, you will be given the application to complete. If you have questions, please do not hesitate to ask the front desk for assistance. We are here to help you and we want you to have a positive experience.
<b>CRITERION #2: Documentation – High school Graduate/GED and legal resident</b>	
<b>PURPOSE:</b>	We only admit applicants who are high school graduates or have a General Education Diploma (GED). Also, we only admit applicants who are legal residents of the Universal States of America. If home schooled, must provide state documentation of completion or equivalent.
<b>PROCESS:</b>	In the application you will asked about your high school status. During the enrollment process, usually during the exploratory conversation, you will discuss your high school status with your career advisor. Should you choose to enroll, you will have to either provide documentation or make arrangement to provide them at a reasonable later date. You cannot commence unless you meet the admissions criteria. The refund policy will apply post cancellation period.
<b>CRITERION #3: Exploratory Conversation</b>	
<b>PURPOSE:</b>	Exploratory conversation is meant to be a relaxed exchange of ideas and thoughts between the applicant (you) and one of our Career Advisers. You are encouraged to ask questions, toss out ideas, and bring up other issues in order for you to become better educated about us. After all, you cannot make the right decision if you do not have all the facts. You must demonstrate a proficient level of English to be considered for acceptance into the program.
<b>PROCCES:</b>	Once you complete your application and hand it to the front desk, you will be called in for the exploratory conversation with one of our career planners. The conversation will last as long as you have questions, or we have not tied all loose ends for you.
<b>CRITERION #4: Tour Facility</b>	
<b>PURPOSE:</b>	When you tour the facility, you will have the opportunity to see classes in session, try out equipment (if not in use by students), and ask any available questions or concerns you may have from the faculty and staff.
<b>PROCESS:</b>	The tour generally takes place after the exploratory conversation.

### CRITERION #5: Complete Enrollment Agreement and Acceptance

**PURPOSE:** Enrollment agreement is mandatory because it states the responsibilities of the student and the school. Once the enrollment agreement is complete it is time for financing. Once the enrollment agreement is signed by you and your career planner, your enrollment package will be presented to administration for acceptance. Only administration can accept your applicant for you to begin classes.

**PROCESS:** Once the exploration and tour are completed, and you have decided to enroll, your career planner will complete the process of enrollment by completing with you the enrollment agreement. Once the whole package is complete your paperwork is submitted to the proper school officials for acceptance. Once accepted, you will be scheduled to meet with the Financial Aid office.

### CRITERION #6: Financial Aid

**PURPOSE:** The school is approved to offer Federal Student Financial Aid. The school will also work with third-party payers, private loans, and offers an in-house extended payment plan.

**PROCESS:** You will receive notice from the school as to your status within reasonable time frame after enrollment. If you are not accepted into the school, you will receive notification with the reason for denial and all monies paid by you to the school will be returned.

Successful applicants will be notified with a date for Student orientation. Student orientation is designed to prepare you to be a successful student and ascertain that you made an informed decision. But that is not all; orientation is an extension of the admissions process and career planning. The facilitator will go over many ideas and concepts on how to prepare for your career and *build your life!*

## STUDENT SERVICES

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The purpose of student services is to ensure that we, the school, remain attentive to our students' educational and other needs. Our intention with student services is to provide services such as advising, coping skills, referral services, record maintenance, graduate employment assistance, and procedures for handling student complaints. We regularly review the services we provide to our students and graduates so that we maintain adequate student services and resources that support our

students and graduates in maintaining satisfactory progress, achieving successful educational and employment outcomes, and making informed decisions concerning training and employment assistance. The school maintains a student services program that takes into account the number of programs, and size and mix of the student body and a department that responds to individual student needs. The students' needs for these services are continually monitored. Student services generally fall in to the four categories below; however, if you have an unusual circumstance that you feel falls outside the realm of the following categories, please see the campus executive director.

## **STUDENT ADVISING**

Our services are coordinated by an individual with appropriate professional and educational qualifications and the advising services minimally encompass relevant coping skills (e.g., life, career development, budget, and personal financial planning skills). Our student services programs are intended for general student development appropriate for post secondary institution. If you have concerns or issues regarding academic progress, we recommend that you first begin by talking to your instructor. If your instructor's assistance does not satisfy your needs, then please see our student services department for tutoring and other services, such as information regarding housing, transportation, child care and, in some cases, free healthcare around town. If you feel that your instructor will not be able to help you for whatever reason, then simply come and see us in administration.

Student advising sessions are by appointment only. If, however, an appointment slot is available you may walk in for a session.

## **STUDENT RECORDS**

The school maintains a permanent (minimum five years or longer when required) educational record for all currently enrolled students that consists of all admissions, academic, and financial records and information upon which a student's enrollment is based. These records, physical or electronic, are securely maintained and protected against damage or loss. The school maintains an official transcript for all formerly enrolled students permanently. The information contained in the transcript, at a minimum, are the program of study, the date of program entry, the date of either graduation, termination or withdrawal, and the clock hours completed, and grades earned. In some cases, laws, regulations or other standards may require the school to maintain some or all records indefinitely.

## **STUDENT AND GRADUATE EMPLOYMENT ASSISTANCE**

The ultimate goal of your studies is to secure gainful employment after graduation. It is important to note that we provide graduate employment assistance, and this should in no way be construed to mean employment guarantee. **We do not guarantee employment and we do not project salaries for our students.**

The assistance that we do provide to our students/graduates are as follows:

1. We will provide you resume preparation assistance;

2. We will assist you with job search technique development;
3. We will assist you with interview technique development.

About six weeks prior to your graduation you are required to complete a Graduate Employment Assistance Folder (GEAF). This allows us to follow your progress and provide timely assistance as deemed necessary by the Student Services staff to ensure you are receiving the services necessary for your success.

For these services to be of value you need to be active in working together with the department. From time to time we do receive job leads and provide them to graduates. Moreover, it is required that you keep us abreast of your employment success because some of the job leads we do receive are from employers who are seeking individuals with experience who are on a career move. So, we do look through folders of older graduates, and we call them with these leads.

### **STUDENT COMPLAINTS AND GRIEVANCES**

If you have a complaint, first try to resolve it with your instructor. If this is not practical, then please see the Student Services director. If still you do not reach a resolution, then please visit with the campus executive director.

If you cannot resolve your matter with the school, please visit the Bureau for Private Postsecondary Education at the following website: [www.bppe.ca.gov](http://www.bppe.ca.gov).

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](http://www.bppe.ca.gov)). Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at:

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento California, 95833  
Website Address: [www.bppe.ca.gov](http://www.bppe.ca.gov)  
Phone: Toll Free 888-370-7589 or Local 916-431-6959  
FAX: 916-263-1897

### **FILING A COMPLAINT WITH THE SCHOOL'S ACCREDITING COMMISSION**

Institutions that are accredited by ACCSC are required to have a published procedure and operational plan for handling complaints. Accordingly, before contacting the Commission with a complaint against an ACCSC-accredited institution, the Commission encourages complainants to first to avail themselves of the school's complaint procedures.

If you feel an ACCSC-accredited institution school has not adequately addressed a complaint, or that the school is not in compliance with the [Standards of Accreditation](#), you may file a written

complaint with the Commission using the [ACCSC Complaint Form](#). In order for a complaint to be processed by ACCSC, it should include:

- The basis for any allegation of noncompliance with ACCSC standards or requirements;
- All relevant names and dates and a brief description of the actions forming the basis of the complaint;
- Copies of any documents or materials that support the allegations, when available; and
- A signed release authorizing the Commission to forward a copy of the complaint, including the identification of the complainant, to the school. Complaint Process Upon receipt of a complaint filed in accordance with the aforementioned format, the Commission will forward a copy of the complaint to the school for a response.
- Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with the Commission's requirements.
- The Commission may determine, based on a review of the school's response, that the school has adequately addressed the concerns raised in the complaint and is in compliance with the Standards of Accreditation.
- In all cases, both the school and complainant are notified of the final disposition of the complaint.

Although one possible outcome of the complaint process may be the resolution of a dispute between parties, **the Commission does not act as an arbitrator**. The Commission will not intervene on behalf of individuals in cases of disciplinary action or dismissal or review decisions in such matters as admission, graduation, fees, and similar points unless the context suggests unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school.

For more information on ACCSC please visit them online at [www.accsc.org](http://www.accsc.org).

Accrediting Commission of Career Schools and Colleges  
2101 Wilson Avenue, Suite 302  
Arlington, VA 22201  
Phone: (703) 247-4212  
Fax: (703) 247-4533



# STUDENT PROGRESS

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Student progress is a measuring instrument we use to make sure students are learning the objectives of the courses that make up the various programs we offer. Student progress is measured by regular attendance, achieving acceptable grade point average (GPA), completing assignments, and participating in other activities related to learning should your program call for it. It behooves you to keep up with your progress, attendance and academic, to make sure you do not fall behind. Your instructor will report to you after you have completed three modules and after six modules, but in between the intervals you must stay cognizant as to where you stand regarding your own progress.

Another factor influencing satisfactory student progress is timely completion of the program. The maximum time within which training must be completed is 1.5 times the original program length. For example, if a program is originally eight months in length, the maximum time in which you must complete the program is 12 months ( $8 \times 1.5 = 12$ ), excluding holidays, withdrawals, and dismissals.

Few terms and concepts we need to define so that we have a clear understanding. The term **withdrawal** means the student voluntarily chooses to end his/her contractual relationship with the school. **Probation** as we use it is a trial period with a set of conditions set by the school on an individual basis to be met by the student. This time of trial allows the student the opportunity to redeem his or her attendance, improve grades, or demonstrate your corrective actions or behaviors necessary to relieve the probation. The term **suspension** means the student will be removed from the school's active roster and will not be able to come to school and participate in class. The term **dismissal** or **termination** means that the school has opted to end its contractual relationship with the student for a valid stated reason.

**Important Note:** you can be placed on probation or suspension as well as be terminated for academic reasons, poor attendance, and personal conduct. In some rare cases students may be suspended or terminated without first being placed on probation (i.e. stealing, cheating, fighting, etc.). **If you are involved in a fight that you may not have started, the school reserves the right to suspend or dismiss you.**

We are going to introduce a term that we have created for use at UHCC. The term **sub-absence** will be used to denote a tardy or leaving class early. If you were to miss more than 20% of class time per day, your instructor may mark you absent. If you were to return late from a break you will receive a tardy and will count towards any attendance calculations.

## ATTENDANCE

Regular attendance is required by the school as a means of preparing you for the healthcare industry. All our programs are made up of several modules that are several weeks in length. Our attendance policies are based on per module basis and accumulative attendance. We do not



recognize “excused” absences or sub-absences. All absences and sub-absences will be recorded by your instructor and will count toward the attendance policy calculations.

Attendance criteria:

1. In any one module if you attain three absences you will be advised by your instructor. If you are formally advised you will have to make stipulations with the instructor regarding corrective actions you will take and will be entered into your permanent record and signed by you and your instructor.
2. If you were to exceed three absences you will be placed on probation. If you do not meet the conditions of the probation, it may be grounds for dismissal.
3. If you were to exceed three absences in any three modules it may be cause for dismissal.
4. If you were to accumulate a total of 12 absences, you will be placed on probation.
5. Three sub-absences will count as one absence and will count towards attendance calculations. Sub-absences accumulated during the entire program length are counted towards the overall absence total.

If you are placed on probation for attendance violations restrictions will apply, such as restricting your absences and sub-absences that can spill over to ensuing modules, as an example. Your instructor will detail the restrictions for you at the time of probation.

## **HOW HOLIDAYS CAN EFFECT ATTENDANCE**

The School observes several holidays throughout the year. However, the school does not schedule extended breaks. The holiday observances are normally one or two days in length. To not extend your graduation date, the School will schedule make-up days on weekends for observed holidays to ensure you will receive all the courses and graduate on time. Your instructor will make you aware of any modified schedules at the start of the module so that you can make plans to attend class on the scheduled weekends.

## **ACADEMIC PROGRESS**

Academic progress is defined as maintaining a satisfactory cumulative grade point average (CGPA) in accordance to the scale set forth during the various reporting periods as well as maintaining a satisfactory rate of progress (ROP) through the program. You will receive your CGPA and ROP at the reporting periods. Our reporting periods are at the third module completion interval and at the sixth module completion interval. In cases when a program is not organized to allow academic progress to be reported at these specific intervals, other appropriate reporting periods will be used. From the half way point, or similar period, of the program to completion, the student is required, at a minimum, to maintain their CGPA and ROP. Failure to maintain satisfactory academic progress will result in probation (see below for terms of probation).

At the end of every module you will receive a grade as defined below. The grade reflects assignment completions (when applicable), test results, quiz result(s), and any other work that may contribute to the overall evaluation of the student. Your grades, work projects, externships (when

applicable), and other related academic activities, are measured against the educational objectives of each module. These objectives can be found in your syllabus. You must earn a passing grade in every gradable component of the module to receive a passing grade.

Not every module will contain projects and assignments, but quizzes and tests are part of every module. In every module you will accumulate points for projects and assignments (when applicable), quizzes and tests. The following is the grading scale used at the college:

<u>Percentage of Points Earned</u>	<u>Letter Grade</u>	<u>Traditional Grade Scale</u>
90-100%	A	4
80-89%	B	3
70-79%	C	2
60-69%	D	1
Below 60%	F	0

As stated above, you will receive your grade point average after completing your first three modules, and again after you complete your sixth module. You must maintain a CGPA of 2.0 or above plus ROP at every reporting period to be considered making satisfactory academic progress. Your test score, CGPA and ROP will be posted at the end of every module using your student identification number to preserve your identity.

Satisfactory academic progress is specifically defined as progressing through the program at a rate that allows you to complete within the required maximum time frame. Students must maintain satisfactory student progress to remain enrolled in school and to maintain their eligibility to continue receiving Title IV. Two components affect your academic progress:

1. **Qualitative:** the quantitative component is a measure of the students' CGPA at each reporting period. Students must meet the CGPA requirement of 2.0 at each reporting period to meet SAP.
2. **Quantitative:** students must maintain minimum ROP requirements at each reporting period to meet SAP. The ROP is calculated by dividing the hours earned by the hours attempted. The table below shows the percentage of completion as the ROP. If your ROP report shows a percentage below what the table requires then you are not making SAP.

The table below indicates SAP requirements at every reporting period:

Reporting Period	CGPA	ROP
End of Third Module	2.0	33.33%
End of Sixth Module	2.0	66.66%

The percentage under the ROP heading in the table is the portion of the program you would have completed at that reporting period if successfully completed all the modules in that reporting period. Since the program is nine modules in length, after three modules, you would have completed 33% of the program, after six 66%. To calculate the ROP we use the following formula:

Number of modules completed divided by nine modules. So, at the end of the third module the formula would be:

$$3 \text{ modules completed} / 9 \text{ program modules} = 33.33\%$$

A failed grade in a module requires you to repeat the module and receive a passing grade. If that module is not offered you would have to wait until it is offered once again before you can take it. Let's look at three examples.

### **Student John**

Student John received the following grades for his first three modules:

	<u>CGPA</u>	ROP
Module 1 – A	An A is worth 4 points	Since he passed all three modules:
Module 2 – A	$4 + 4 + 4 = 12$ total grade points	3 completed mods./9 total mods.
Module 3 - A	12 total grade points/3 modules CGPA = 4.0	ROP = $3/9 \times 100 = 33.33\%$

In this scenario John would not go probation because his CPGA is above 2.0 and his ROP indicates he is on track to graduate as scheduled.

### Student Tom

	<u>CGPA</u>	ROP
Module 1 – C	C is worth 2 points, and D 1 point:	Since he passed all three modules:
Module 2 – C		3 completed mods./9 total mods.
Module 3 - D	$2 + 2 + 1 = 5$ total grade points	$ROP = 3/9 \times 100 = 33.33\%$
	5 total grade points/3 modules	
	CGPA = 1.67	

In this scenario Tom would receive an academic warning since his CGPA is below 2.0. His ROP is okay because he has successfully completed all three of the modules he attempted. Keep in mind you only must repeat a module if you have a failing grade. So, let us look at Bob next.

### Student Bob

	<u>CGPA</u>	ROP
Module 1 – A	A is worth 4 points and F 0 points	Since he passed all three modules:
Module 2 – A		2 completed mods./9 total mods.
Module 3 - F	$4 + 4 + 0 = 8$ total grade points	$ROP = 2/9 \times 100 = 22\%$
	8 total grade points/3 modules	
	CGPA = 2.67	

As you can see Bob has a CGPA above 2.0. Bob would receive an academic warning for both CGPA and ROP. The reason for the CGPA action is that although he has a passing CGPA he has failed one module – module #3. If you were to fail any one module your CGPA is considered not passing even if your CGPA is passing. As for the ROP action, Bob has failed one module and he would have to repeat that module to receive a passing grade. This means that Bob will need to take repeat and pass Module 3 to complete the program. As a result, Bob will graduate a month later than originally scheduled assuming he would not have to repeat any more modules.

The maximum number of modules you can repeat is four that includes the same module being repeated multiple times. If after 13 modules (maximum 1.5 times original program length) you cannot complete the program you will be terminated.

Keep in mind you must meet both the CGPA and ROP at every reporting period to be considered making SAP. Also bear in mind that you must complete your program within 1.5 times the published length of your program.

If you feel your grade does not reflect your true performance please see you instructor, and if necessary, the program coordinator. Your instructor and/or program coordinator will review your concern to make sure you earned the grade you deserve. If test questions were unfair, please let your instructor or program coordinator know so that it can be taken up during advisory board meetings. Advisory board members are people from the industry who give us advice on curriculum content, test questions, and other elements of training to make the program work better for you. The board meets twice a year to discuss all aspects of the training and student services.

This reporting calculations are computed again after you complete six modules.

## **FINANCIAL AID WARNING, PROBATION AND DISMISSAL**

### **ACADEMIC AND FINANCIAL AID WARNING**

SAP is evaluated at the end of each three modules and all students with a cumulative grade point average (CGPA) and/or rate of progress (ROP) below the required academic progress standards as stated in the school's catalog are determined to have not met satisfactory academic progress. Students not meeting SAP will be issued a Financial Aid Warning and be advised that unless they improve their CGPA and/or rate of progress toward completion, they may be withdrawn from their program and lose eligibility for federal financial aid.

### **NOTIFICATION OF FINANCIAL AID WARNING**

The Academic Dean/Director of Education (or designee) must provide the written notice of FA Warning status to all students not meeting SAP. Students will be provided with the notification by the third (3rd) school day of the next module; and will be advised within ten (10) school days after the module start.

### **ACADEMIC AND FINANCIAL AID PROBATION**

When students fall below the required academic progress standards (CGPA and/or ROP) for their program for two consecutive evaluation periods, students shall receive written notification that they will be withdrawn unless they successfully appeal by written request within the timeframe stated in the Student Academic Appeals Policy. If a student's appeal is approved, the student will be placed on Academic and Financial Aid (FA) probation. While on FA probation, students must adhere to an Academic Progress Plan. Probation will begin at the start of the next evaluation period. When both the CGPA and ROP are above the probation ranges, students are removed from probation. During the period of probation, students are considered making Satisfactory Academic Progress both for academic and financial aid eligibility. Students on probation must participate in academic advising as a condition of their probation.

Academic advising shall be documented on an Academic Progress Plan and shall be kept in the students' academic file.

## **NOTIFICATION OF ACADEMIC AND FINANCIAL AID PROBATION**

The Academic Dean/Director of Education (or designee) must provide written notice of probationary status to all students placed on academic and financial aid probation. Students must receive the notification by the third (3rd) school day of the next module. If the student appeals this status and the appeal is approved, the student must receive an Academic Progress Plan within seven (7) school days after the appeal's approval.

## **DISMISSAL**

If you do not meet the Academic Progress Plan's requirements at the end of the evaluation period, you will be dismissed from the program. Students who have violated Academic and Financial Aid Probation and have been dismissed from a program are not eligible for readmission to that program if the student has exceeded or may exceed the maximum time frame of completion until they reestablish appropriate Satisfactory Academic Progress standing. Students who have reached the maximum time frame for their program will be withdrawn from the program. There is no appeal for this type of withdrawal.

**NOTE:** If you do not understand the information about Financial Aid probation and dismissal, it is highly recommended you talk to the appropriate people in administration to make it clear to you before you begin your program. Once dismissed, history tells us that it is extremely difficult for students to return especially for those students who are not making satisfactory rate of progress in the program.

## **MAKE-UP WORK AND COURSE REPITITION**

If you fail an exam you must make up that exam by the end of the next module. If you fail the last exam of the program, then you will become an incomplete and must make up according to our incomplete policy (see Graduation Requirements). If for any reason you must repeat a module there will be no charge. However, if the class is full you may not have a seat and must wait for a later date. You can repeat a maximum of two modules for free, otherwise you may be charged the prevailing rate. If you need tutoring, please talk to your instructor or the program coordinator.

## **CODE OF STUDENT CONDUCT**

Universal Healthcare Careers College promulgates a code of student conduct to foster and protect its mission, reputation, the well being of its students and keep its promise to the community - that is we will train our students to become the professionals the community deserves. It is important that we preserve a courteous, respectful and dignified environment where the open exchange of ideas and mutual respect allow us to learn from one another.

Harassment of any kind will not be tolerated. Whether the harassment is sexual in nature or based on belief, race, ethnicity, disability, sexual identity or any other characteristic that may be selected,

is strictly prohibited. Harassment whether verbal, visible or physical is considered a serious offense and will not be tolerated.

Students are expected to be respectful of one another, staff and faculty, and be considerate and tolerant of differences and varying points of views. What you view to be normal and acceptable behavior may not be shared by others around you on campus and it is the student's responsibility to act accordingly.

If you feel you are being harassed in any way please take it up with your instructor, student services or the director of the school. To whom you report your issue to first does not matter as long as it is resolved. Go to the individual you feel most comfortable talking with.

All harassment reports will be thoroughly investigated.

Harassment is a serious offense and Universal Healthcare Careers College has no tolerance for it. The first verified report of harassment would result in a warning with a possible suspension or expulsion as determined by the school's administration depending on the severity of the incident(s). A second verified report of harassment would result in dismissal without the option of return.

We cannot and will not tolerate behavior that is not becoming of a healthcare professional. Untoward language, behavior, gestures, or anything similar in effect will not be tolerated by the school. The school has assigned uniforms and students are to be in them every school day, unless it is an official free dress day. Students must wear nursing or similar shoes. The school does not allow visible piercings or tattoos. Please see section below for sanctions the school can impose for violations.

### **DRESS CODE**

You must be in the school's uniform with nursing shoes unless otherwise sanctioned by the school.

### **PROBATION, SUSPENSION AND TERMINATION**

We are hopeful that you will never need to refer to this section again. It is best to avoid trouble, solving complex issues is often times more difficult than you think, and sometimes impossible. It has been our experience that most students who end up in trouble do so because of poor choices rather than out of circumstance.

In the opening of this section the terms probation, suspension, and termination were defined for the clear communication. You may be placed on probation, suspended, or terminated for attendance issues, poor grades or progress, and behavior or conduct issues. Probations shall not go beyond 90 days, unless the administration has reason to make it indefinite. Once on probation, you will be closely monitored and notified at the midpoint or another period of your progress. Upon successful completion, you will be removed from probation. If the conditions of the probation are not met, you will be terminated.

If your probation involves attendance, you will be allowed two absences and two subabsences during your probation to allow you the chance to take corrective measures. If you are unable to make the necessary corrections to be removed from probation, you will be terminated.

If your probation involves low CGPA, then you will be given the opportunity to make measurable improvements over the time of the probation. Your instructor will use assignment completions (if applicable), quizzes and tests to measure your progress. Your instructor will talk to you in detail as what you need to do to successfully complete your period of probation.

Keep in mind that your CGPA mathematically will take into account all the points earned. Do not only be satisfied to score a passing grade. In many cases students may have to score very high to bring their CGPA up to passing standard. It is important that you discuss in detail with you instructor as to what you must do to dispose the probation.

If the circumstance(s) warrant, the school has the right to suspend or terminate a student without first placing him or her on probation. In extraordinary cases or not meeting financial obligations to the school, the school has the option of suspending or terminating you. Examples of extraordinary circumstances would be, but not limited to, threats made to person(s), gross infliction of harm to others, unprofessional behavior including online, or property damage or theft. This list is only an example and the school reserves the right to make judgment on conduct, behavior and general student progress that is deemed harmful to the school's operation, reputation, or the harmony needed to keep an environment conducive to learning.

## **REINSTATEMENT**

If you have been suspended or terminated, you can apply for reinstatement. To be granted reinstatement you must prove or show to the satisfaction of the executive director why you should be reinstated. In other words, show that you have taken corrective measures that you will be successful if you were to be let back into class. Be prepared to show evidence. Making empty promises without concrete plan to include corrective action(s) having been and/or more will be taken will not suffice. If the executive director is not convinced you have made a firm commitment to improve yourself, he/she will not reinstate you.

Laws and regulations may affect the decision of allowing you back in school. Often time financial assistance availability may not readily allow you to come back; so be prepared to make arrangements for such contingencies.

Again, do everything within your power to not get into situations. Historically speaking, most students get into trouble because of carelessness and habit, and not circumstance.

## **WITHDRAWALS**

If you take voluntary withdrawal (commonly called a drop) you can re-enter at any time as long as you are in good standing and it is in the beginning of the module. However, a class may not be available, or the module may not coincide with the module you wish to take and must wait for the module to be offered again.



## **GRADUATION REQUIREMENTS**

To be considered a graduate you must earn a GPA of 2.0 or higher and have completed all the course work, successfully completed all the exams, have satisfactory attendance, and not have outstanding issues. You must complete the program within 1.5 times the original program length exclusive of periods of withdrawal. You must have met all your financial obligations to the school or made prior arrangements. Upon successful completion you will be awarded a credential (see under program for type of credential). If you do not meet all the graduation requirements and have not taken a voluntary withdrawal, you will be considered an incomplete. You have 60 days to meet the graduation requirements, otherwise you will be terminated.

## **LEAVE OF ABSENCE**

The school does not offer leave of absence. If you must leave for an extended period, you must take a voluntary drop. If you do not drop voluntarily, the school will enforce the school's attendance policy and drop you from the active roster. You will be reinstated upon your return unless there are outstanding issues. Keep in mind that not all modules are available all the time and you may have to wait. You can only be reinstated at the beginning of a module. This inevitably will postpone your graduation date.

# REFUND POLICY AND STUDENT'S RIGHT TO CANCEL

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## STUDENT'S RIGHT TO CANCEL

**You have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.** The refund will be made to you in no more than 30 days from the time we receive your written cancellation request. You may cancel in person at the records office or by letter. You can do this by mail, hand deliver, FAX or e-mail to the records office. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. Your last date of attendance is used to calculate your refund. Contact information on front page of this catalog.

## REFUND POLICY FOR WITHDRAWAL FROM COURSE

If you withdraw from school after the first day of attendance, or the seventh day after enrollment, whichever is later, or are terminated by the school for cause, this refund policy will apply. Third party (i.e. VA, WIA) refund policy applies in accordance with their requirements.

If you withdraw during the first 60% of the program, as measured in the number of clock hours from your start date until your last date of recorded attendance, the school will retain an amount equal to the number of clock hours from your start date to your last date of attendance, whether you have been present at all class sessions, or not, divided by the number of days in the program excluding official school days off. For example, if you should withdraw after 40 days the amount retained by the school would be forty divided by seventy-five (the number of days in the program) or 53% of total tuition charged. Any amount in excess of that amount would be refunded either to you or a third-party payer in accordance to their guidelines. The Registration Fee is not refunded after the cancellation period.

If you withdraw after completing 60% of the program, as measured by the number of days from the start of the course until your last date of attendance, no refund will be made. If you do not understand this policy, please discuss it further with the school director.

If an amount is due the school, you will be responsible for paying that amount.

For determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:

- a. You notify the School of your withdrawal or the actual date of withdrawal.
- b. The school terminates your enrollment.
- c. You fail to attend classes for fourteen consecutive calendar days. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

If any portion of your tuition was paid from the proceeds of a loan, then the refund will be made to the lender or to the agency that guaranteed the loan, if any. Any remaining amounts of refund will

first be used to repay any student financial aid programs from which you received benefits. Any remaining amount will be paid to you.

## **FEDERAL RETURN OF TITLE IV FUNDS POLICY**

The Financial Aid Office is required by federal statute to determine how much financial aid was earned by students who withdraw, drop out, are dismissed, or take a leave of absence prior to completing 60% of a payment period or term. For a student who withdraws after the 60% point-in-time, there are no unearned funds. However, a school must still complete a Return calculation to determine whether the student is eligible for a post-withdrawal disbursement.

The calculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

Percentage of payment period or term completed = the number of days completed up to the withdrawal date divided by the total days in the payment period or term. (Any break of five days or more is not counted as part of the days in the term.) This percentage is also the percentage of earned aid.

Funds are returned to the appropriate federal program based on the percentage of unearned aid using the following formula:

Aid to be returned = (100% of the aid that could be disbursed minus the percentage of earned aid) multiplied by the total amount of aid that could have been disbursed during the payment period or term.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a debit balance to the institution.

If a student earned more aid than was disbursed to him/her, the institution would owe the student a post-withdrawal disbursement which must be paid within 120 days of the student's withdrawal.

The institution must return the amount of Title IV funds for which it is responsible no later than 45 days after the date of the determination of the date of the student's withdrawal unless state policy indicates a shorter time frame (see state refund policy, if applicable).

Refunds are allocated in the following order:

1. Unsubsidized Federal William D. Ford Direct Loan Program.
2. Subsidized Federal William D. Ford Direct Loan Program.
3. Federal Direct PLUS loans (parent loans).
4. Federal Pell Grants for which a return of funds is required.
5. Federal Supplemental Educational Opportunity Grants (FSEOG) for which a return of funds is required.

## **RETURN OF UNEARNED SFA PROGRAM FUNDS**

The School must return the lesser of:

- The amount of SFA program funds that the student did not earn; or
- The amount of institutional costs that the student incurred for the payment period or period of enrollment multiplied by the percentage of funds that were not earned. The student (or parent, if a Federal PLUS loan) must return or repay, as appropriate the amount by which the original overpayment amount exceeds 50% of the total grant funds received by the student for the payment period or period of enrollment, if the grant overpayment is greater than \$50.

(Note: If the student cannot repay the grant overpayment in full, the student must make satisfactory arrangements with the U.S. Department of Education to repay any outstanding grant balances. The Student Financial Aid Department will be available to advise the student in the event that a student repayment obligation exists. The individual will be ineligible to receive additional student financial assistance in the future if the financial obligation(s) are not satisfied.)

## **DATE OF WITHDRAWAL VERSUS DATE OF DETERMINATION (DOD)**

The date of withdrawal for purposes of calculating a refund is the student's last date of attendance. The date of determination, from which The School has 30 days to issue a refund, is the earlier of the date the student officially withdraws or the date The School determines the student has violated an academic standard. For example, when a student is withdrawn for violating an academic rule, the date of the student's withdrawal shall be the student's last date of attendance. The date of determination shall be the date The School determines the student has violated the academic rule, if the student has not filed an appeal. If the student files an appeal and the appeal is denied, the date of determination is the date the appeal is denied. If the student ceases attendance without providing official notification, the DOD shall be no more than 14 days from the student's last date of attendance.

## **TEXTBOOK AND EQUIPMENT RETURN/REFUND POLICY**

If a student who was charged for and paid for textbooks, uniforms, or equipment, returns unmarked textbooks, unworn uniforms, or new equipment within 30 days following the date of the student's cancellation, termination, or withdrawal, the institution shall refund the charge for the textbooks, uniforms, or equipment paid by the student. Uniforms that have been worn cannot be returned because of health and sanitary reasons. If the student fails to return unmarked textbooks, unworn uniforms or new equipment within 30 days following the date of the student's cancellation, termination, or withdrawal, the institution may retain the cost of the items that has been paid by the student. The student may then retain the equipment without further financial obligation to The School.

# **FACILITIES, CLASS SIZE AND EQUIPMENT**

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## **FACILITIES**

The school is in an air-conditioned building housing the administrative offices, classrooms and labs. The school is approximately 1800 square feet with ample parking to accommodate the students.

The school is centrally located on a main boulevard with easy and close access to freeways. Many buses travel by the school which makes the metro an attractive alternative to driving. Metro trains are within blocks of the school and run most of the day. The school does not have a cafeteria; however, a snack shop and restaurant are in the building at street level. Students do bring their lunch to save on purchasing food and drinks.

## **CLASS SIZE**

Class size is important when we decided to design our classes. We tried to keep our classes small enough to make our classroom environment conducive to learning, yet not so small that it would affect tuition costs. In lecture for everyone instructor there cannot be more than 30 students. The lab is located inside of the classroom and the ratio remains the same as lecture giving the student ample time to practice the skills he/she is learning.

## **EQUIPMENT**

All our classrooms are equipped with desks or tables with chairs for comfortable seating during lecture. Our labs are furnished with the latest equipment and supplied sufficiently to ensure that every student learns and is able to make use of the lab time as intended. Under each program in this catalog a detailed description is provided for your review.

## **LEARNING RESOURCE CENTER/LIBRARY**

The learning resource center is next to the reception area and it is open during normal business hours. You have access to books, periodicals, and computers with Internet hookup and word processing software plus spreadsheet software. You can check out most of the books except for few reference books. You can use the computers when available, but you must sign-up with the receptionist.

Periodicals cannot be checked out. Books can be checked out for up to 14 calendar days. The receptionist of the learning resource center will assist you in checking out books. A maximum of three books can be checked out at once. There may be late fees associated with late returns. Check with the receptionist for current pricing.

## **HOUSING**

The school does not have dormitory facility under its control. The school will provide limited assistance (i.e. provide websites, distance from school information, etc.) to try and locate housing for our students. Housing is available within a reasonable distance from the school at affordable rates and some landlords participate in various housing programs (i.e. Section 8 Housing) to assist with rent. Generally, apartments within 15-mile area south of the school rent for: \$500-\$600 for studio, \$700-\$850 for one bedroom, and \$800-\$1000 for a two bedroom. Expect to pay substantially more for housing in cities north and west of the school. For example, a one bedroom in cities north of the school can range from \$1100-\$1800.

## **SEPARATE FACILITIES**

The school operates a separate facility. The facility is a satellite location of the main campus in Los Angeles, California and it is located at:

Universal Healthcare Careers College  
Satellite Location  
100 West Broadway, Suite 740  
Glendale, CA 91210

The facility is in the office towers of the Glendale Galleria on the corner of Orange Street. The facility houses two classrooms plus office space, a waiting room, and a student lounge. Students may use the Galleria parking facility free of charge. Please do not park in the office tower parking lot because there is no validation. There is also public transportation running on Central, Brand and Broadway. Metrolink runs through Glendale with only one stop at the Amtrak Station that is two miles away. There is bus service to get you into the Glendale downtown area.

# PROGRAMS

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On the following pages you will find the programs offered by the school. Under each program you will find tuition cost, ancillary costs as well as other information that you will need before you decide to commit to the program. Some of the information you will find are about the commitment required, whether externship is required, and the nature of the work that you will engage in when practicing. At the very end of each program descriptions you will find the course outline of each program. Make sure you understand the commitment needed to successfully complete the program.

With some programs there may be state mandated certification or licensure. If that is the case the scheduling for such examinations is by either third party organizations or the state will hold examinations. In either case, the scheduling of the examinations is not set by the school. You must schedule yourself for the examination and the school is not responsible for such scheduling. The school at its discretion may provide help services but it is ultimately your responsibility to ensure you are scheduled.

The help that the school provides is normally in the form of sending transcripts if needed by the state or other legitimately interested parties. You may also have to provide release of information to the school before the school can act on such requests. It behooves you to start the process of asking for transcripts or other documentation as soon as you can because the school will normally need minimum seven (7) business days to process requests. This time is necessary because some records are hard copies and may be kept off site and we will need some time to retrieve them for you and process your request.

Sometimes it happens that examinations are rescheduled for whatever reason. In those cases, you must work with either the state or the third-party organization conducting the examination for you to be rescheduled promptly. While we understand the inconvenience this may cause you, the school is not responsible for any loss or hardship caused by such situations.

One final note, while the school and its programs are accredited by the Accrediting Commission of Career Schools and Colleges, an accrediting agency recognized by the Universal States Department of Education, none of the programs are programmatically accredited.

# PROGRAMS

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<b>Program Name: Medical Assistant/Pharmacy Technician</b>	
<b>Definition of Terminology (DOT):</b>	362.010, 079.382.018 & 074.382-010
<b>Clock Hours:</b>	900
<b>Weeks:</b>	36
<b>Months:</b>	9
<b>Credential:</b>	Diploma
<b>Tuition:</b>	\$12,000 entire program
<b>Books and Supplies:</b>	\$1510
<b>Stationery:</b>	\$100 (not included and must be purchased separately)

This program combines the traditional programs, Pharmacy Technician and Medical Assistant, into one program plus the Medical Billing/Coding program; this way you receive three distinct fields of training with one enrollment. This approach saves you time and money which makes it easier for you to pay back any loans you take out. Due to innovative program structuring and curriculum design we were able to do this with slight increase in total hours of class time over designing the programs separately. The multitude of skills you gain in this program make you more marketable in the job market.

This program prepares you for entry level positions in the healthcare field to include the field of pharmacy. In the State of California for you to work as a pharmacy technician you must graduate from a training program of at least 240 hours (please see externship below). Our program can qualify you to become licensed upon graduation as required by California law.

Through a well-balanced approach of hands-on and theory, you will learn the fundamentals of almost all aspects of the healthcare industry. The U.S. healthcare industry is now made of mainstream Western Medicine as well as traditional Eastern and alternative medicines like homeopathic medicine, chiropractic, acupuncture and so on. You will study these fields as well.



## **NATURE OF WORK**

**Pharmacy technicians** under direct supervision assist licensed pharmacists dispense medication and provide other healthcare products to patients. Technicians usually perform routine tasks helping prepare prescribed medications, such as counting tablets and labeling bottles. They also perform administrative duties, such as answering phones, stocking shelves, and operating the cash register. Technicians do not normally answer questions regarding drugs, effects and interactions; they refer such questions to the pharmacist.

Every state has its laws and regulations regarding pharmacy technicians, and not every state regulates pharmacy technicians. You should check with the state board of pharmacy for regulations since it is usually the pharmacy board responsible in enforcing licensure regulations. Pharmacy technicians can work in retail, mail order, nursing homes, assisted-living facilities and hospital pharmacies. Responsibilities increase as you go from retail to hospital. In hospitals pharmacy technicians normally are required to read patient charts as part of their routine duties. This program is geared more for the community pharmacy and not so much for the hospital pharmacy. It has been our experience that most of our graduates who become employed as a pharmacy technician it usually is in retail pharmacy. Hospitals normally want pharmacy technicians with several years of experience. Also, from our experience, retail pharmacies tend to have more job openings than hospitals.

**Medical assistants** work in many healthcare industry settings to help physicians, chiropractors, physical therapists, and others in taking care of patients. Medical Assisting is not regulated in the State of California; however, the duties of the medical assistant are regulated. Medical Assistants can perform duties like taking vital signs, drawing blood, administering injections, and other non-decision making and non-diagnostic duties under the supervision of a licensed physician. In some limited instances and capacity, they may assist in treating the patient.

## **RESPONSIBILITIES AND DEMANDS OF THE PROGRAM**

It is important that you understand what kind of commitment is necessary for you to successfully complete the program. Success is all about preparation, the more you are prepared, the more likely you will land the job you want and become successful.

You should put aside eight to ten hours of study time per week. At the end of every module you will take a test. You will also have quizzes that lead up to the test and get you ready for that test. Some of the modules may have assignments for you to complete within a specified time. All the scores are tallied, and a grade will be given at the end of the module.

## **GRADING**

You will be graded based on the following scale:

Assignments: 10 (if assigned)

Quizzes: 30

Module Test: 100

Attendance: Extra credit of five points for perfect attendance.

## **EXTERNSHIP**

Externship is defined as practical experience in a real-life work setting such as a doctor's office or other healthcare facility. The school does not require an externship for its Medical Assistant/Pharmacy Technician program, as such, credit is not awarded. Because Medical Assisting externships are not regulated in California, there is no law requiring for you to complete an externship. Historically, many students have obtained employment in the field without participating in an externship. In the event that you and an employer choose to engage in an externship experience, especially one that may lead to permanent employment, we would be happy to facilitate in that process. Our Medical Assisting program is designed to give you the option of adding on an externship experience even though it is not a requirement for graduation. However, because of the uniqueness of our program and the curriculum, successful completion of the program allows a graduate to become licensed as a Pharmacy Technician in the State of California. If this is your goal, completing an externship is a state requirement. If you choose not to become licensed as a Pharmacy Technician, then you do not have to extern and still meet the graduation requirements. If you would like to extern to meet the requirements to practice as a licensed Pharmacy Technician in the State of California, please see the Program Coordinator to ensure that you are aware of and can meet the latest requirements. The Program Coordinator and Campus Director regularly follow State law in order to serve our students and help them find their success.

## **JOBS FOR WHICH YOU WILL QUALIFY**

Upon graduation from this program, you may qualify for various positions. As a medical assistant graduate, you may work in any healthcare setting that needs a front office or back office medical assistant. You may also qualify for entry level medical administrative assistant. If you choose to become licensed, you can also work as a pharmacy technician. Please keep in mind that we mostly train for the community pharmacy and not the hospital since most of the entry level jobs not requiring experience is in community pharmacies. If your intent is to work in a hospital setting as a pharmacy technician, then this program may not be for you.

## COURSE DESCRIPTIONS

The Medical Assistant/Pharmacy Technician program is comprised of nine modules, each with a set of courses dedicated to a discipline within the health care field. No one module is dependent on another module. You can take the modules in any sequence and still be trained to become fully employable in the healthcare field. Each module is four weeks in length that culminates with an exam.

All the modules will begin with lab introduction. Most of the modules will make time for injections, and venipuncture (blood draws). If you feel you cannot do the blood labs, then you may want to reconsider signing-up for this program. Without the skill of being able to draw blood would give pause for many doctors thinking about hiring you. Your goal should be to gain as many of the skills offered in this program so that you can broaden your field of opportunity.

- Module 1** In this module you will learn the basics of family and general medical practice, cardiology (pulmonary too), gastroenterology, pediatrics and geriatrics. You will further learn about ophthalmology and optometry. This course will also cover related drugs.
- Module 2** This module will prepare you to work in the following doctor's offices: orthopedist, neurologist, chiropractors, podiatrist, physical therapists, acupuncturists and other related healthcare professionals. As a result, this module will cover the anatomy and physiology of the musculoskeletal system as well as the nervous system. This course will cover related drugs.
- Module 3** This module will focus on the male and female reproductive and urinary systems. You will learn about the offices of the obstetrician, gynecologist, endocrinologist and urologist. You will learn the male and female anatomy and physiology - normal and abnormal - plus related pathology. Dermatology will also be covered. This course will cover related drugs.
- Module 4** In this module you learn about assisting the doctor in minor surgeries in the office. You will learn about the role of the surgeon, the oncologist, and neurosurgeon. The concepts of sanitization, disinfection, sterilization, and asepsis will be introduced and how to protect you, the doctor, and the patient so that blood borne pathogens are not spread. You will be introduced to the surgical environment and preparation of the necessary instruments to perform minor surgeries. You will also learn about the drugs and drug interactions that the surgical team would need to be aware of and how to respond to emergencies.
- Module 5** In this module you will learn about the role of pharmacy in the healthcare industry. You will also learn about drug regulation and control. Later in the module you learn some new terminology while some others will be reviewed. The module will close with lectures on prescriptions and related abbreviations.

- Module 6** Math plays a significant role in the pharmacy. In this module you will learn about calculations and dosage. You will then begin learning about routes of drug administration and formulations and compounding of drugs. You will also learn about factors that affect drug activity.
- Module 7** In this module you will learn about the principles and practices of the community and hospital pharmacies.
- Module 8** In this module you will learn all the administrative functions you would have to carry out in the doctor's office. You will learn customer service skills, front office duties, and other related responsibilities.
- Module 9** In module 9 students will learn about career development. Students will learn about resume preparation, job search, interviewing and career advancement.

# PROGRAMS

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<b>Program Name:</b> Physical Therapist, Rehabilitation & Geriatric Aide	
<b>Definition of Terminology (DOT):</b>	355.354-010, 076.121-014
<b>Clock Hours:</b>	900
<b>Weeks:</b>	36
<b>Months:</b>	9
<b>Credential:</b>	Diploma
<b>Tuition:</b>	\$12,000 entire program
<b>Books and Supplies:</b>	\$1510
<b>Stationery:</b>	\$100 (not included and must be purchased separately)

This program combines the traditional programs, Physical Therapy Aide and Medical Assistant, into one program plus the Medical Billing/Coding program; this way you receive three distinct fields of training with one enrollment. This approach saves you time and money which makes it easier for you to pay back any loans you take out. Due to innovative program structuring and curriculum design we were able to do this with slight increase in total hours of class time over designing the programs separately. The multitude of skills you gain in this program make you more marketable in the job market.

This program prepares you for entry level positions in the healthcare field to include the field of physical therapy. The field of physical therapy includes providing therapy to the elderly, the injured, athletes, post-traumatic events therapy, and those rehabilitating from surgery. There are no laws requiring licensure for this program, however, most employers require formal training.

Through a well-balanced approach of hands-on and theory, you will learn the fundamentals of almost all aspects of the healthcare industry. The U.S. healthcare industry is now made of mainstream Western Medicine as well as traditional Eastern and alternative medicines like homeopathic medicine, chiropractic, acupuncture and so on. You will study these fields as well.

## **NATURE OF WORK**

**Physical Therapist Aides** work under the direction and supervision of licensed physical therapists. They help patients who are recovering from injuries and illnesses regain movement and manage pain. Depending on the work setting, physical therapist aides may take patient vital signs, assist in history taking, assist the physical therapist with the examinations, and carry out the orders as prescribed by the physical therapist.

Physical therapist aides help patients in a variety of ways. They provide aid to patients by way of electronic modalities. They may also provide exercises and rehabilitation modality delivery systems. Many physical therapist aides work as part of the therapy team that may also include the physical therapist assistant. The aide may be working with a patient who was injured from a bad trauma to a patient who is recovering after a knee replacement. The treatment for the two types of patients may be completely different.

Some work settings may assign the physical therapist aide coordination responsibilities. This type of work requires that everyone on the team is on the same page. The physical therapist aide will need to ensure time is managed properly by all involved to ensure the each and every visit is productive. Because therapy, and rehabilitation especially, takes several visits or even many visits over periods of time that can extend into months, the aide who is well organized will help ensure that the patient's experience and recovery will be smooth and satisfying to the patient as well as the team members.

**Medical assistants** work in many healthcare industry settings to help physicians, chiropractors, physical therapists, and others in taking care of patients. Medical Assisting is not regulated in the State of California; however, the duties of the medical assistant are regulated. Medical Assistants can perform duties like taking vital signs, drawing blood, administering injections, and other non-decision making and non-diagnostic duties under the supervision of a licensed physician. In some limited instances and capacity, they may assist in treating the patient.

The administrative portion of the program allows the aide to learn how the front office and business side of the practice is run. Here, the aide learns billing and coding that is needed for the office to be reimbursed for services they render the patient. The billing and coding is universal so that you would be able to assist with the billing and coding part of the practice. You will become especially valuable because you will be able to provide skills both in the front office and back office. This will make valuable for small offices, medium size practices and large and multi-discipline offices.

## **RESPONSIBILITIES AND DEMANDS OF THE PROGRAM**

It is important that you understand what kind of commitment is necessary for you to successfully complete the program. Success is all about preparation, the more you are prepared, the more likely you will land the job you want and become successful.

You should put aside eight to ten hours of study time per week. At the end of every module you will take a test. You will also have quizzes that lead up to the test and get you ready for that test. Some of the modules may have assignments for you to complete within a specified time. All the scores are tallied, and a grade will be given at the end of the module.

## **GRADING**

You will be graded based on the following scale:

Assignments: 10 points (if assigned)

Quizzes: 30 points maximum

Module Test: 100 points maximum

Attendance: Extra credit of five points for perfect attendance.

## **EXTERNSHIP**

Externship is defined as practical experience in a real-life work setting such as a doctor's office or other healthcare facility. The school does not require an externship, as such, credit is not awarded. Because Medical Assisting and physical therapist aide externships are not regulated in California, there is no law requiring for you to complete an externship. Historically, many students have obtained employment in the field without participating in an externship. In the event that you and an employer choose to engage in an externship experience, especially one that may lead to permanent employment, we would be happy to facilitate in that process. Our Medical Assisting program is designed to give you the option of adding on an externship experience even though it is not a requirement for graduation. Please visit the placement office for assistance.

## **JOBS FOR WHICH YOU WILL QUALIFY**

Upon graduation from this program, you may qualify for various positions. As a medical assistant graduate, you may work in any healthcare setting that needs a front office or back office medical assistant. You may also qualify for entry level medical administrative assistant. You will also qualify to work in physical therapy offices and wards as well as billing and coding offices.

## **COURSE DESCRIPTIONS**

The Physical Therapist, Rehabilitation and Geriatric Aide program is comprised of nine modules, each with a set of courses dedicated to a discipline within the health care field. No one module is dependent on another module. You can take the modules in any sequence and still be trained to become fully employable in the healthcare field. Each module is four weeks in length (without counting holidays) that culminates with an exam.

All the modules will begin with lab introduction. Most of the modules allocate plenty of time for vital signs, injections, and venipuncture (blood draws). If you feel you cannot do the blood labs,

then you may want to reconsider signing-up for this program. Many doctor's offices may pause if you are not proficient in phlebotomy. Your goal should be to gain as many of the skills offered in this program so that you can broaden your field of opportunity.

**Module 1** In this module you will learn the basics of family and general medical practice, cardiology (pulmonary too), gastroenterology, pediatrics and geriatrics. You will further learn about ophthalmology and optometry. This course will also cover related drugs.

**Module 2** This module will prepare you to work in the following doctor's offices: orthopedist, neurologist, chiropractors, podiatrist, physical therapists, acupuncturists and other related healthcare professionals. As a result, this module will cover the anatomy and physiology of the musculoskeletal system as well as the nervous system. This course will cover related drugs.

**Module 3** This module will focus on the male and female reproductive and urinary systems. You will learn about the offices of the obstetrician, gynecologist, endocrinologist and urologist. You will learn the male and female anatomy and physiology - normal and abnormal - plus related pathology. Dermatology will also be covered. This course will cover related drugs.

**Module 4** In this module you learn about assisting the doctor in minor surgeries in the office. You will learn about the role of the surgeon, the oncologist, and neurosurgeon. The concepts of sanitization, disinfection, sterilization, and asepsis will be introduced and how to protect you, the doctor, and the patient so that blood borne pathogens are not spread. You will be introduced to the surgical environment and preparation of the necessary instruments to perform minor surgeries. You will also learn about the drugs and drug interactions that the surgical team would need to be aware of and how to respond to emergencies.

**Module 5** The module will cover therapeutic exercise, the role of therapeutic exercise as an intervention in patient care, and its effect on specific soft tissue. The students will be able to identify physical agent and electrotherapeutic interventions appropriate for therapeutic exercise.

**Module 6** In this module the students will learn about physiologic parameters of muscle training, principles of the clinical adaptations of muscle training, role of various factors in regulation of muscle contraction, main elements of exercise training. Students will learn how to identify symptoms of overtraining and methods of alleviating it, the role of periodization in exercise training programs.

**Module 7** In this module the students will learn about the role of aerobic exercise and conditioning in physical therapy, basic physiology of aerobic exercise, cardiac rehabilitation, including exercise programming and patient progression through cardiac rehabilitation. The module will cover the mechanics and regulation of



breathing, pulmonary function testing and application of therapeutic exercise for a patient with pulmonary dysfunction.

**Module 8** In this module you will learn all the administrative functions you would have to carry out in the doctor's office. You will learn customer service skills, front office duties, and other related responsibilities.

**Module 9** In module 9 students will learn about career development. Students will learn about resume preparation, job search, interviewing and career advancement.

# PROGRAMS

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Program Name: Phlebotomy Technician Training	
<b>Definition of Terminology (DOT):</b>	079.364-022
<b>Clock Hours:</b>	80
<b>Weeks:</b>	4-6
<b>Months:</b>	1 to 1 ½ *
<b>Credential:</b>	Diploma
<b>Tuition:</b>	\$1,575
<b>State Licensure Fee:</b>	\$100
<b>Testing Application Fee:</b>	\$80
<b>Testing Fees:</b>	\$120
<b>Books and Supplies:</b>	\$120
<b>Total:</b>	\$1,995.00
<b>Stationery:</b>	\$15 (not included and must be purchased separately)

\* dependent whether enrollment in week long classes, weekend classes, advanced placement and length of time for clinical hours.

Phlebotomists are trained professionals who collect blood from patients to have the blood analyzed by the laboratory technician. Phlebotomists draw blood for tests, transfusions, research, or blood donations. The phlebotomist normally explains the procedure to the patient and provides assistance when patients have adverse reactions after their blood is drawn. Blood samples are collected from patients, labeled and taken to either the lab within the hospital or sent out to an independent certified lab outside of the hospital for analysis.

To become gainfully employed in California, you must become licensed by the California Department of Public Health. To become licensed, you must attend an approved program, successfully complete the program and pass an approved written examination given by the State and pass a background check. The Department does not publish guidelines on how they evaluate background checks, and thus the school cannot advise on such matters. Any questions regarding

background evaluations should be directed to California Department of Public Health – Laboratory Field Services:

Department of Public Health  
Laboratory Field Services  
850 Marina Bay Parkway, Building P, First Floor  
Richmond, CA 94804  
Tel. (510) 620-3800; FAX (510) 620-3692  
website: [www.cdph.ca.gov](http://www.cdph.ca.gov)

Upon successful completion of all the requirements stated above and become licensed, you will be able to apply for entry-level phlebotomy jobs in hospitals, medical and diagnostic laboratories, blood donor centers, and doctors' offices.

### **NATURE OF WORK**

Phlebotomists draw blood for tests, transfusions, research, or blood donations. Some explain their work to patients and provide assistance when patients have adverse reactions after their blood is drawn. Phlebotomists work mainly in hospitals, medical and diagnostic laboratories, blood donor centers, and doctors' offices.

While the nature of the settings change from a hospital to labs and clinics, the nature of the work does not. The phlebotomy procedure remains the same only the processing procedures are different.

### **RESPONSIBILITIES AND DEMANDS OF THE PROGRAM**

It is important that you understand what kind of commitment is necessary for you to successfully complete the program. Success is all about preparation, the more you are prepared, the more likely you will land the job you want and become successful.

You should put aside three to four hours of study time per week. You will take quizzes and exams along the way to completion. You will also be evaluated in your clinical with a pass or fail grade. Ample time is provided to demonstrate successful passage.

## GRADING

You will be graded based on the following scale:

Assignments:	None
Quizzes:	After day one
Mid-term Exam:	No
Final Exam:	100 Questions one point per question
Attendance:	Extra credit of five points for perfect attendance.

## ATTENDANCE

Attendance is mandatory, and you must attend all 80 hours of the program, unless placed as advanced status. Classes will be held four hours per day five days a week for four weeks for the regular class, and eight hours a day for the weekend classes – please see externship description below for requirements. Any time you miss, you must make up the missed time to complete the program. You must make arrangements with your instructor for all make-ups. There may be extra charge for make-up hours.

## CLINICAL/EXTERNSHIP

There is externship/clinical hours requirement in addition to didactic which are part of the program to graduate. Externship/clinical is defined as practical experience in a healthcare facility that performs phlebotomy and affords you the necessary experience. The program incorporates 40 hours of clinical in addition to the 40 hours of didactic. Clinical sites will be off campus but no more than 20 miles from the campus unless pre-arranged with the student. Clinical hours will be between the hours of 8:00am and 8:00pm Monday through Sunday and arranged with the facility.

## CLASS SCHEDULE

Classes are held during the regular week as well as weekends of varying lengths but no more than eight hours a day. For the weekend classes, you must be willing to do externship/clinic hours during the week because not too many clinics are open on the weekends. Clinics that are open on the weekends may not offer full time externship which can extend your completion date significantly.

## **COURSE DESCRIPTIONS**

**Module 1** Basic Phlebotomy – 20 hours didactic

**Module 2** Advanced Phlebotomy – 20 hours didactic

**Module 3** Externship – 40 hours in off-campus clinical setting

## FACULTY

### **Medical Assistant/Pharmacy Technician Director**

Director:      Gevorg Artsruni, M.D.

Credential:    Medical Doctor

Experience:    6 years

### **Phlebotomy Technician Training**

Director:      Yousseff Lalezarian

Credential:    Medical Doctor

Experience:    40 Years







