

LETTER FROM THE PRESIDENT

Welcome to



If your goal is to receive quality education and training in your chosen career, then Milan Institute, furthermore also known as Milan Institute or Milan, is here to assist you. Our primary objective is to provide the education, training and job placement assistance that you will need to succeed in your new field.

Our faculty members offer academic credentials with many years of training and work experience in their areas of specialization. Our administrative staff is committed to providing the individual attention every student needs. Most importantly, our team has the enthusiasm to motivate our students to increase their knowledge, skill level and employability.

We invite you to make an appointment to visit our campus and talk to one of our Admissions Advisors. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

A handwritten signature in black ink that reads "Gary Yasuda".

Gary Yasuda, President
Amarillo College of Hairdressing, Inc. d/b/a Milan Institute

Catalog Campus

MILAN INSTITUTE
Main Campus
6500 S. Mooney
Blvd.
Visalia, CA 93277
(559) 684-3900

The program(s) listed in this catalog apply to only this campus. Please refer to the catalog designated for a particular campus for programs offered at other locations.

Additional Locations

MILAN INSTITUTE
950 Industrial Way
Sparks, NV 89431
(775) 348-7200

MILAN INSTITUTE
Additional Space
950 Industrial Way, Suite B
Sparks, NV 89431
(775) 348-7200

www.milaninstitute.edu

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ADDENDA

CATALOG INSERTS

- STAFF
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- CALENDAR

Please note, not all programs are offered at each location, or may not be offered at this time. Please check with the Admissions Department for more information on class availability.

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.

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

Catalog effective dates January 2019 – December 2019

ABOUT MILAN INSTITUTE

MISSION STATEMENT

Our mission is to meet the needs of students and employers by offering quality, short term educational programs in career fields with solid growth potential.

PHILOSOPHY AND OBJECTIVES

Milan Institute recognizes that some people wish to increase their knowledge, and others, for the sake of their job or lifestyle must increase their skill level and employability. The objective of the school is to provide the student with the finest possible education in his or her chosen area in the shortest possible time.

HISTORY

August 1982: Trinity School of Court Reporting began operation in San Francisco, California.

October 1985: Golden State Business College, Inc. (GSBC, Inc.) opened Golden State Business College in Visalia, California offering classes in the business field.

April 1987: GSBC, Inc. received national accreditation from the Accrediting Council for Continuing Education and Training (ACCET).

August 1988: GSBC, Inc. purchased Trinity School of Court Reporting in San Francisco, California and changed the name to Trinity Business College.

February 1992: GSBC, Inc. opened a Trinity Business College location at 1150 North First Street, San Jose, California.

March 1998: Trinity Business College, San Francisco moved to 939 Market Street, 2nd Floor, San Francisco, California.

March 1998: GSBC, Inc. changed the name of its San Francisco and San Jose, California locations from Trinity Business College to Trinity College.

July 2000: Trinity College, San Jose moved to 25 North 14th Street, Suite 460, San Jose, California.

September 2000: GSBC, Inc. opened a Trinity College location at 934 Missouri Street, Fairfield, California.

October 2000: GSBC, Inc. opened a Golden State Business College location at 1320 East Shaw Avenue, Suite 156, Fresno, California.

April 2001: Trinity College, Fairfield moved its administrative offices to 804 Texas Street in Fairfield, California; classrooms are still located at 934 Missouri Street in Fairfield, California.

December 2001: GSBC, Inc. closed its Trinity College location in San Francisco, California.

May 2002: GSBC, Inc. received approval to open a Trinity College location at 1111 Howe Avenue, Suite 620, Sacramento, California.

May 2002: GSBC, Inc. changed the name of its Visalia and Fresno, California locations from Golden State Business College to Golden State College.

June 2002: GSBC, Inc. received approval to open a Golden State College location at 1001 Tower Way, Suite 130, Bakersfield, California.

February 2003: GSBC, Inc. received approval to open Nevada Career Academy at 950 Industrial Way, Sparks, Nevada.

July 2003: GSBC, Inc. requested approval to open a Trinity College location at 3595 Sonoma Boulevard, Suite 10, Vallejo, California.

November 2004: GSBC, Inc. received approval from the Bureau for Private Postsecondary and Vocational Education (BPPVE) to change its Golden State College auxiliary classrooms in Fresno and Bakersfield, California into branch campuses.

January 2005: GSBC, Inc. received approval from the BPPVE to change its Trinity College auxiliary classroom in Vallejo, California into a branch campus.

March 2005: GSBC, Inc. closed its Golden State College location in Fresno, California.
August 2005: GSBC, Inc. closed its Trinity College location in Sacramento, California.
August 2005: Trinity College, Fairfield moved its administrative offices to 934 Missouri Street in Fairfield, California; classrooms are still located at 934 Missouri Street in Fairfield, California.
September 2005: GSBC, Inc. closed its Trinity College location in San Jose, California.
February 2007: GSBC, Inc. changed the name of its Visalia and Bakersfield, California locations from Golden State College to Milan Institute, and its Sparks, Nevada location from Nevada Career Academy to Milan Institute.
February 2007: Milan Institute Bakersfield relocated to 915 17th Street, Bakersfield, CA.
August 2007: GSBC, Inc. closed its Trinity College location in Fairfield and Vallejo, California.
January 2009: James M. Yasuda O.D. retired from GSBC, Inc.
October 2009: Milan Institute Visalia relocated to 6500 S. Mooney Blvd., Visalia, CA.
February 2010: Milan Institute closed the Bakersfield, CA auxiliary campus.
May 2010: GSBC, Inc. received approval to open an extension classroom at 950 Industrial Way, Suite B, Sparks, NV.
January 2012: GSBC, Inc. merged with Amarillo College of Hairdressing, Inc. (ACH) d/b/a Milan Institute and Milan Institute of Cosmetology.
December 2015: Milan Institute, located in Visalia, CA and Sparks, NV, received national accreditation from Council on Occupational Education (COE)

GOVERNING BODY

Amarillo College of Hairdressing, Inc., a Texas corporation and Gary Yasuda, President, own Milan Institute and Milan Institute of Cosmetology.

APPROVALS AND ACCREDITATION

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is licensed by the:

Board of Barbering and Cosmetology (BBC)

P.O. Box 944226

Sacramento, CA 94244

(800) 952-5210 / FAX: (916) 7281

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute is nationally accredited by the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA, 30350, Tel: (800) 917-2081. Students may review the accreditation approvals by contacting the school's administration. Consumer information may be requested from the Admissions Department and from the Financial Aid Department.

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute and Milan Institute of Cosmetology is a private institution with approval to operate in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. Milan Institute in Fresno, CA; Milan Institute in Bakersfield, CA and Milan Institute in Merced, CA under Section 94802(a) of CPPEA, under Section 94890(a)(1) of CPPEA, will by operation of law, be approved to operate by means of accreditation until June 30, 2020. The act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

Bureau for Private Postsecondary Education

P.O. Box 980818
West Sacramento, CA 95798
(916) 431-6959
www.bppe.ca.gov

RECOGNITION

U.S. Department of Education

Milan Institute is authorized to participate in Title IV programs for student financial aid assistance per the Higher Education Act of 1965, as amended by the U.S. Department of Education.

SPECIALIZED APPROVALS

Some programs at Milan Institute may be approved for the training of Veterans and eligible persons under provisions of Title 38, United States Code. The admissions office has a list of veteran approved programs.

BANKRUPTCY STATEMENT

The Milan Institute has never filed a bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

MEMBERSHIPS

Milan Institute or its faculty holds memberships in the following organizations: American Medical Technologists (AMT). This campus is an assigned school with the California Massage Therapy Council (CAMTC) and has sought this approval voluntarily (school code SCH0036). Upon successful completion of the program, students are encouraged to apply to CAMTC for certification to enhance their credentials for licensing and employment in California.

FACULTY

Milan institute faculty members have industry and/or professional experience coupled with the appropriate academic credentials to support the mission of the institution. In addition to meeting the educational requirements for the program, each instructor is committed to the success of each student. A list of our faculty members can be found in the catalog insert.

FACILITIES

The facility located at 6500 S. Mooney Blvd., Visalia, CA, consists of 22,318 sq. ft. of classrooms and offices. This institution, the facilities it occupies, and the equipment it uses, comply with all federal, state and local ordinances and regulations, including those requirements for fire safety, building safety and health. The facility has on-site parking. The facility offers students comfortable learning atmospheres with carpeted or tiled classrooms, air-conditioning and a student lounge.

STUDENT HOUSING

Milan Institute does not have dormitory facilities under its control nor offers student housing assistance. Housing is available reasonably nearby to the campus. According to rentals.com for Visalia, CA rental properties start at approximately \$900.00 per month. Milan Institute is not responsible for finding or assisting a student in finding housing.

CATALOG INSERTS

See the inserts for current information related to the school calendar, tuition and fees, listing of staff and faculty and other updates made in between postings of new catalogs.

CHANGES BY THE SCHOOL

To maintain an innovative approach to continuing education, Milan Institute reviews its policies and curriculum periodically and makes necessary revisions.

Milan Institute reserves the right to change the programs offered, start dates, tuition rates, fees, admission policies, attendance requirements, and other rules concerning the school. These changes will follow the regulations of government agencies which monitor the school.

Changes made after publication of this catalog will be added as addenda to the back of this catalog. The school expects its students to have knowledge of the information presented in this catalog and in other school publications, notices and updates.

OFFICIAL STATEMENT

All information in this catalog is current, true and correct at the time of printing. This catalog outlines the rules, regulations, admission policies, academic policies, curriculum, tuition, fees, financial aid policies, graduation, requirements, and other information regarding programs offered at Milan Institute. Policies herein may be superseded by addenda or policy changes. This catalog is part of the contract between the college and the student. Milan Institute reserves the right to make changes in any policies, procedures, tuition, fees, programs, or start dates at any time. Milan Institute is a private postsecondary institution and is not a public institution.

ADMISSIONS INFORMATION

ADMISSIONS POLICY

Admission into the school's **Accounting, Administrative Medical Assistant; Administrative Specialist; Cosmetology, Massage Therapy, and Medical Assisting** requires the prospective student to have a High School Diploma (HSD) or a High School Equivalency Diploma (HSED), or for those students enrolling as Ability to Benefit students -pass the U. S. Department of Education approved ability to benefit (ATB) test. In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.

Admission to the school's **Computer & Network Technician program and Dental Assistant (DA) program** requires that the prospective student to have a High School Diploma (HSD) or a High School Equivalency Diploma (HSED),

Admission into school's **Accounting; Administrative Medical Assistant; Administrative Specialist; Computer & Network Technician; Cosmetology, Dental Assistant; Massage Therapy; and Medical Assisting programs** requires the applicant to present a copy of the HS diploma, HSED certificate, or transcripts showing high school completion.

Admission procedures include individual advising, explanation of course descriptions, appointment with financial aid, enrollment, a tour of the campus, and orientation to the school regarding the policies, regulations and requirements for the various classes.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. Students under the age of 18 must have a parent or guardian sign the enrollment agreement. The enrollment agreement and the catalog details the student's and the school 's obligations. The final decision to admit an applicant rests with the school's administration.

Prospective **Cosmetology Program** students must be beyond the age of compulsory school attendance and must be 17 years old upon completion of their program.

Prospective **Accounting; Administrative Medical Assistant; Administrative Specialist; Computer & Network Technician; Dental Assistant; Massage Therapy; and Medical Assisting program** students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their program.

Due to the nature of the massage therapy field any student that has been convicted of a crime that is of sexual nature will be denied admission into the **Massage Therapy program**.

All applicants for the **Dental Assistant program** must provide proof of a current CPR and First Aid card or training prior to the end the *Strategies for Success* course (week 1). A training course will be available at Milan Institute, or applicants may attend a CPR and First Aid training program from a qualified outside vendor. Failure to provide proof of training by the end of the cancellation period will prevent applicants from continuing in the RDA program.

Re-enrollment or re-entrance will be approved only after evidence is shown to the School Director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

Student Technology Competencies Required for Online Courses: As the **Computer & Network Technician program** contains general education courses that will be taught online, a student must certify that they have access to the following minimum technology requirements. All technology needed to access the courses and materials are the sole responsibility of the student. No expenses will be reimbursed by the school.

Failure of student's technology equipment and/or software shall not be accepted as an excuse for poor coursework, late submissions, or absences from required attendance.

Students must have the following skills:

- Ability to use email for correspondence.
- Basic proficiency with Word, Excel and PowerPoint
- Able to navigate and browse the web.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

ENGLISH ONLY

We do not offer English as a Second Language instruction and do not require proof of English language proficiency; however, all instruction will occur in English. Therefore, all students must be able to read, write, speak, understand and communicate in English at a high school level. We do admit students from countries other than the United States; however, visa services are not provided, and the institution will not vouch for student status. The student must have the ability to read and write English at the level of a 10th grade level or higher of an American high school as demonstrated by the possession of a high school diploma, HSED or a passing score on a U.S. Department of Education approved ability to benefit test.

TRANSFERABILITY OF UNITS EARNED AT THIS SCHOOL

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate of completion earned in Accounting; Administrative Specialist; Administrative Medical Assistant; Computer and Network Technician; Cosmetology, Dental Assistant; Massage Therapy; and Medical Assisting programs is also at the complete discretion of the institution to which you may seek to transfer. If the certificate of completion that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your certificate of completion will transfer.

When requested Milan Institute will provide a student transcript and course outline to assist in the transfer process.

Milan Institute has not entered into any articulation of training agreements with other educational entities.

TRANSFER OF CREDIT POLICY

Incoming students may request credit for previous coursework or experiential training for any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit if completed in the past 3 years. The program content for transferred courses must be comparable to the program in which the student will enroll.

A student requesting transfer of credit for previous coursework must have earned a grade of “C” or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution is required. No limits on the amount of credit for previous coursework or experience are set.

Transfer of Credit Policy – Cosmetology

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

Transfer of Credit Policy – All allied health programs except Massage Therapy

Incoming students may request credit for previous coursework or experiential training for any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of “C” or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution. No limits on the amount of credit for previous coursework or experience are set.

The option of passing a test or tests developed by the college in order to qualify for receiving credit will be considered, especially in instances where documentation for previously completed courses is not available. The test or tests will be the corresponding final examination regularly used in the course in question, and may include a written and a practical component as appropriate. Credit will be given only if the student passes the test with a grade of “C” or higher.

Transfer of Credit Policy – *Massage Therapy Only*

Incoming students may request credit for previous coursework at another institution approved by the California Massage Therapy Council. Courses taken at schools that are not approved by the California Massage Therapy Council are not eligible for transfer. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of “C” or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution. A student may not transfer in more than 250 clock hours into the program.

Per the California Massage Therapy Council, Massage Therapy students are not eligible to receive credit for challenge examinations, achievement tests, or experiential learning.

Transfer of Credit Administration Policy – All Allied Health programs

If a student is granted credit for previous training or experiential training, the relevant courses will not be assigned a letter grade, but will be recorded with a grade of “pass,” which will not affect the student’s grade point average and will not affect this element of satisfactory progress. At the discretion of the Education Leader, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school’s regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

Students requesting credit for previous coursework or experience are asked to notify their admissions representative during the enrollment process. The request will be forwarded to the Education Leader, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the

student's first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.

STUDENTS WHO TRANSFER BETWEEN PROGRAMS

Students may transfer to different programs within the institution. Credits will be evaluated by the Education Leader or School Director and applied towards the new program, if applicable. To be eligible for transfer credit, student must have successfully completed the class with a minimum grade of "C". If a student has completed or withdrawn from Milan Institute and wishes to enroll into a new program, the student will be treated as a new enrollment.

FINANCIAL INFORMATION

PROGRAM HOUR MEASUREMENT

For academic purposes, the institution follows the Carnegie clock-to- quarter credit hour conversion. For lecture, one quarter credit is equal to 10 clock hours, for laboratory, one quarter credit is equal to 20 clock hours, and for externship/internship, one quarter credit is equal to 30 clock hours. Each program is defined by its individual academic requirements, which are listed on the program description section of this catalog.

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and is a minimum of 30 weeks or 900 clock hours and is a minimum of 26 weeks. The institution complies with Federal requirements for clock-to-credit hour conversions which may be different from those required for academic purposes. One quarter credit equals 25 clock hours which may include lecture, laboratory, externship/internship and/or work outside of class when approved by applicable accreditation. In some cases programs are required to be measured in clock hours for federal financial aid purposes which include: 1) *when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or 2) completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue.*

The funding method of credit hour or clock hour used for each program for Title IV Financial Aid purposes is listed on the program description section of this catalog.

TUITION POLICY

It is the policy of the school that all tuition and fees are due and payable on the first day of attendance. Students must make other payment arrangements in advance of the first day of class with school officials. The school accepts payments in cash, check, MasterCard and Visa. Prices are subject to change.

Books, materials and supplies are provided at no charge to the student, unless otherwise indicated. For any materials that are an additional charge, the student may choose to opt-out on the Enrollment Agreement.

STUDENT TUITION RECOVERY FUND (STRF)

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

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

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

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

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

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

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery.

If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

DELINQUENT TUITION

The student is charged a \$10.00 late fee for payments received 10 days after the due date. Any student who is delinquent in payments to the school may be suspended or terminated from school, at the discretion of the

administration, until the school receives payment, or the student makes written payment arrangements acceptable to the school. If an amount is due, a payment schedule is arranged. If a student does not follow the payment guidelines, after 90 days his/her account will be turned over to the Corporation's collection agency. The student will be responsible for all costs associated with collection

SCHOLARSHIPS

Graduate Scholarship

A graduate from Milan Institute is eligible for a \$1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours. For programs with less than 600 hours, a graduate is eligible for a \$200.00 scholarship. This scholarship is a onetime event for graduates and is considered a discount to tuition. Discounts may not be combined.

Adult Learner Scholarship

A \$500.00 Adult Learner Scholarship is available to adults that return to school and complete a high school equivalency or diploma as an adult learner. Applications may be reviewed up to 14 days prior to starting school. For start dates of less than seven (7) days in the future, applications will be reviewed on a case-by-case basis. Recipient selection is based on an application. Scholarship awards will be applied to the student's direct educational cost upon completion of their program.

Discounts may not be combined and students will receive only the best available discount, for which they qualify.

FINANCIAL AID

Student Financial Aid is assistance which helps pay the cost of education. Funds included in this aid may be provided from several sources, including federal, state and private agencies. Most financial aid recipients receive a combination "package" comprised of more than one type of assistance program.

HOW TO APPLY

To begin the process of applying for most aid programs, including grants and loans, students must first complete the Free Application for Federal Student Aid (FAFSA). This document is considered the primary resource for establishing eligibility for need-based aid at this institution. Grant aid is money that does not have to be repaid. Loan assistance includes borrowed money that will be repaid by the applicant.

FINANCIAL AID PROGRAMS

The school participates in Title IV Federal Financial Assistance programs under authorization of the U.S. Department of Education, Office of Student Financial Assistance. Any student interested in obtaining Federal Aid should visit or call the financial aid office and request a Student Financial Aid Guide or visit www.studentaid.ed.gov to view online federal assistance publications. All consumer information that is required to be disclosed pursuant to applicable financial aid programs is provided.

Title IV assistance may include grant aid from the Federal PELL Program and/or self-help aid in the form of Direct Loans. Federal Student Loans are required by law to provide a range of flexible repayment options, including but not limited to, income-based repayment and income-contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide. Federal Direct Loans are available to students regardless of income.

Some applicants may be selected for a process called verification. Initial notification is provided through the Student Aid Report created in response to the Free Application for Federal Student Aid (FAFSA). The verification selection may cover one or more aspects of your FAFSA information; including but not limited to, tax data, number in household, SNAP benefits, child support paid, high school completion, and identity. Be aware

there are deadlines and consequences associated with this requirement.

You should contact the campus Financial Aid Office for additional information and assistance, should your file be selected for verification.

OTHER PROGRAMS

TFC and Universal Group Payment arrangements are considered a private loan with a fixed interest rate based on the plan you have selected. This program does not determine interest based on borrower's credit rating.

Students have the right to research and secure additional loan options. Private loans can offer variable rates that can increase or decrease over time, depending on market conditions. Students should determine the interest rate and associated fees of a private loan prior to accepting the terms of the loan. In some cases, the interest rate on a Private Loan may depend on the borrower's credit rating. Students should contact the lender of the private student loan or the campus Financial Aid Office with any questions or concerns regarding student loan debt.

The information provided above and in referenced materials is not a guarantee of financial assistance. Individual need and circumstance must be evaluated to determine aid program eligibility. This need will be determined with and comply by all applicable federal, state and accreditation regulations.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest and fees, less the amount of any refund

SPECIALIZED PROGRAM APPROVALS

Some programs at Milan Institute may be approved for the training of Veterans and eligible persons under provisions of Title 38, United State Code. The admissions office has a list of veteran approved programs.

STUDENT'S RIGHT TO CANCEL

Cancellation Policy – All Programs other than Cosmetology

Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for institutional charges, if the notice of cancellation is made through attendance as of the first scheduled class session, or the seventh day after enrollment, defined by means of executing an enrollment agreement whichever is later. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

Cancellation Policy – Cosmetology program only

Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for institutional charges, if the notice of cancellation is made through attendance within 28 days after the first scheduled class session. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

REFUND POLICY

Institutions are required to apply State, Licensing and/or Accreditation refund policies as applicable to the location and program attended. If more than one set of regulations applies, the calculation that best benefits the student will be the refund policy adopted.

The student has the right to withdraw from a course of instruction at any time. The student is obligated to pay

only for educational services rendered and for unreturned equipment. If the student withdraws from a program of instruction after the period allowed for cancellation of the agreement, as listed above in "Student's Right to Cancel," the school will remit a refund within 45 days following the student's withdrawal whether officially or unofficially.

A "fair and equitable refund" will be computed based on scheduled hours of class attendance through the last date of attendance.

REFUNDS SHALL BE CALCULATED AS FOLLOWS:

A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the California Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, and is to be paid within 45 days of the determination of withdrawal.

- Milan Institute is an institution that participates in the federal student financial aid programs, and, as required, Milan Institute shall provide a determination of tuition charges based on a pro rata refund of tuition based upon the students' progress in their program of study up to point where the student who have completed 60 percent of the total charges for the current period of attendance.
 - The amount owed equals the daily charge for the program (*total institutional charge, divided by the number of days or hours in the program*), multiplied by the number of days the student attended, or was scheduled to attend, prior to withdrawal.
 - For purposes of determining a refund under this section, a student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn in accordance with the withdrawal policy stated in its catalog.
- If the student obtains equipment, as specified in the agreement as a separate charge, and returns it in good condition (equipment seal cannot be broken, log-on occurred, or is marked or damaged in any way) within 45 days following the date of your withdrawal, Milan Institute shall refund the charge for the equipment paid by the student.
- If the student fails to return the equipment in good condition, allowing for reasonable wear and tear, within this 45-day period, Milan Institute may offset against the refund of the documented cost to the school of the equipment.
- The student shall be liable for the amount, if any, by which the documented cost of the equipment exceeds the pro-rated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount Milan Institute has charged in the contract.
- For a list of these charges, see Addendum B of the Enrollment Agreement If the amount that the student has paid is more than the amount that is owed for the time of attendance, and then a refund will be made within 45 days after the date of withdrawal.

Milan Institute shall also provide a pro rata refund of non-federal student financial aid program moneys paid for institutional charges to students who have completed 60 percent or less of the period of attendance. Milan Institute shall also maintain a cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellation or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year.

Refund Policy for Programs Obligating Students for Periods Beyond Twelve Months

Programs longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on the rules above. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on the rules above.

Return to Title IV Calculation (R2T4)

When a student withdraws from a program, a campus is required to determine the earned and unearned portions of Title IV aid. The determination is based on the amount of time the student spent in attendance or, in the case of a clock-hour program, was scheduled to be in attendance.

Up through the 60% point in each payment period or period of enrollment, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period.

For a student who withdraws after the 60% point-in-time, there are no unearned funds.

If the amount that the student has paid is more than the amount that the student owes for the time he/she has attended, then a refund will be made within 45 days. If a student who has received Title IV, HEA program assistance is owed a refund, the school will allocate the refund in the following order: Federal Direct Loan Program, Federal Parent Loan for Undergraduate Study (PLUS), Federal Pell Grant, any other Title IV Assistance, to student. If there is a balance due, the student is responsible for paying it.

WITHDRAWAL

Withdrawal: Is the termination of an enrolled student prior to successful completion of a program. Classifications of withdrawals include but are not limited to a drop, dismissal and out-of-school transfer.

A student may officially withdraw by providing notification either orally or in writing to any school official. For purposes of an unofficial withdrawal and the date of determination for tuition refund and Return to Title IV purposes, the determination of withdrawal can be no more than 14 consecutive calendar days from the last date of attendance, except in those cases when a student fails to return from a scheduled leave.

Milan Institute is an institution that is required to take attendance, and, as such, is expected to have a procedure for routinely monitoring attendance of its students to determine, in a timely manner, when a student ceases to be enrolled and attending. Milan Institute states that the date of determination that the student withdrew is no later than 14 days after the student's last date of attendance as determined by its attendance records.

TREATMENT OF TITLE IV AID WHEN A STUDENT WITHDRAWS

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Iraq and Afghanistan Service Grants, TEACH Grants, Stafford Loans, PLUS Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs) and Federal Perkins Loans.

When you withdraw during your payment period or period of enrollment (your school can define these for you and tell you which one applies), the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula.

If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive.

Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.

If you did not receive all the funds that you earned, you may be due a Post-withdrawal disbursement. If your Post-withdrawal disbursement includes loan funds, your school must receive your permission before it can disburse them. You may choose to decline some or all the loan funds so that you don't incur additional debt. Your school may automatically use all or a portion of your Post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school). The school must receive your permission to use the Post-withdrawal grant disbursement for all other school charges. If you do not give your permission you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt to the school.

There are some Title IV funds that you may have been scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct Loan funds that you would have received had you remained enrolled beyond the 30th day

If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of:

1. your institutional charges multiplied by the unearned percentage of your funds, or
2. the entire amount of excess funds.

The school must return this amount even if it didn't keep this amount of your Title IV program funds.

If your school is not required to return all the excess funds, you must return the remaining amount.

Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time. In addition, you may have exhausted all or a portion of your grace period and repayment of Direct Student Loans may begin immediately.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You do not have to repay a grant overpayment if the original amount of the overpayment is \$50 or less. You must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that your school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return. If you don't already know what your school's refund policy is, you can ask your school for a copy. Your school can also provide you with the requirements and procedures for officially withdrawing from school.

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at www.studentaid.ed.gov.

STUDENT INFORMATION

STUDENT INFORMATION PORTAL

The Student Information Portal provides instant access to students' academic information, attendance reports, student ledger, payment schedule, financial aid awards and more. The portal should be utilized to view and monitor students' progress throughout school. Students can access the portal at any time through the internet with a unique user ID and password inside or outside our network at <http://studentinfo.milaninstitute.edu>

NONDISCRIMINATION

Milan Institute does not discriminate on the basis of race, color, national origin, sex, disability, or age in its admission, employment, treatment, or access to programs and activities. The School Director is the individual designated to handle inquiries regarding non-discrimination policies and complaints of discrimination. The School Director maintains an office on campus. He/she may be contacted by visiting the campus or via telephone (Complete campus contact information is provided on cover page of this publication).

For further information on notice of non-discrimination, please visit:

<http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm> or call 1-800-421-3481 for the address and phone number of the office that serves your area.

STUDENTS WITH DISABILITIES

Milan Institute is committed to providing reasonable accommodations, including appropriate auxiliary aids and services, to qualified individuals with a disability, unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the programs offered by Milan Institute.

Students requesting auxiliary aid and services must submit an Application for Auxiliary Aid, including supporting documentation, to the School Director. An application for Auxiliary Aid may be requested from the School Director or Education Leader. Applications must be submitted at least two weeks before classes commence, or as soon as possible. Supporting documentation must be in the form of a documented physical, medical, or psychological condition which has been verified by a professional. Delays in submission of all required documentation will delay a decision regarding the request for accommodation.

Decisions are made to grant or deny requests for accommodations within ten (10) business days of receipt of all requested documentation. Disagreements regarding an appropriate auxiliary aid and alleged violations of this policy should be directed to the Corporate Compliance department via email, comments@milaninstitute.edu.

CONDUCT POLICY

The standards of conduct for Milan Institute students are patterned after those that prevail in business and industry. Students must observe school regulations, follow directions given by their instructors, and conduct themselves in a professional manner. Student conduct must be within the bounds of acceptable behavior, including no eating or drinking in class, no profanity, no drugs, reasonable professional dress, proper respect for adherence to school rules, and respect for the rights of instructors and peers. Students who are not in compliance are subject to disciplinary probation, suspension, or termination at the discretion of the school administration.

Milan Institute will not tolerate any form of sexual harassment. If a student believes he/she has been harassed by any Milan Institute employee, student or other business contact, he/she should immediately report the incident to the school director. Milan Institute will not retaliate, nor will it tolerate retaliation, against students/employees who complain in good faith about harassment.

Milan Institute will investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated these prohibitions against harassment or retaliation

DRUG AWARENESS

Milan Institute maintains a drug-free campus and work place. Milan Institute maintains a list of community drug rehabilitation centers that specialize in drug abuse treatment where, if help is needed, the student or employee may receive help. Milan Institute **will not tolerate** any illegal drugs or alcohol being used on the campus. The school refers students to outside agencies when the student requests assistance. The school complies with Section 487 (a) (10) of the Higher Education Act, Amendments of 1986, concerning drug abuse prevention programs for students.

DRUG FREE ENVIRONMENT

In recognition of the problems associated with drug and alcohol abuse in society today, *Milan Institute* provides all students and employees with the following information:

1. The unlawful possession, use of distribution of illicit drugs and alcohol on school property or in connection with any school activity is strictly prohibited. This prohibition applies to all students and employees.
2. The following legal sanctions are applicable for the unlawful possession or distribution of illicit drugs and alcohol:

Local: Penalties vary based on the severity of the offense and the number of offenses. Sanctions for possession of an illegal substance for the first time could range from fines of \$40,000 and up but not limited to 40 years’ imprisonment.

State: Penalties vary based on the nature of the illegal substance, the offense and whether there is a repeat offense. First offenders may receive up to nine years with repeat offenders could receive life imprisonment. A schedule of fines up to but not limited to \$50,000 also is in place.

Federal: Penalties for unlawful manufacturing, distribute and dispensing of controlled substances are provided under the Federal Controlled Substances Act. The penalties are determined by the nature of the drug or other substance, the amount of drugs or other substance involved, and the number of offenses.

Examples of Federal Drug Trafficking Penalties:

<u>Offense</u>	<u>First Offense</u>	<u>Second</u>
Marijuana (1,000 kg or more)	Not less than 10 years	Not less than 20 years
Heroin (100-999 grams)	Not less than 5 years Not more than 40 years	Not less than 10 years Not more than life

3. There are various health risks associated with the use of illicit drugs and the abuse of alcohol. Some of the more common problems are cited below:
 - Marijuana**—Use can lead to an increase in heart rate up to 50%, a sense of euphoria, acute anxiety and tremendous mood swings. There is a potential for long term physical and psychological damage.
 - Cocaine**—Use can affect the brain in seconds and result in heart or respiratory failure.
 - Crack**—Use can lead to an intense high within seconds, deep depression, and an intense dependency in a short time.

Amphetamines—Use increase heart and breathing rates, raises blood pressure while often causing blurred vision, dizziness, lack of sleep and anxiety. Body chemistry is upset and can lead to long term physical problems.

Alcohol—Use can lead to a feeling of confidence and control. Liver, brain, heart and stomach destruction goes on even without apparent symptoms. Use for a period of time often causes dependency and may be fatal.

4. There is help available to our students and employees. Milan Institute offers a confidential referral program for employees and students. Further information is available in the school administrative office and in the Drug Awareness section of this publication.
5. Any student or employee who is a drug or alcohol offender will have disciplinary action imposed by the school. These sanctions may include any or all of the following:
 - Mandated treatment for problem.
 - Mandated attendance at local treatment center.
 - Mandated completion of a drug rehabilitation program.
 - Mandated probation period not to exceed one month.
 - Expulsion from school or discharge from employment.

CONTROLLED SUBSTANCE POLICY AND NOTICE TO ALL EMPLOYEES AND STUDENTS

This statement is distributed to all new students and employees at the orientation session prior to commencing classes or employment, and is updated each year of attendance or employment.

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance within the premises of the school is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or school program. Drug free awareness program and detailed information regarding dangers of drug abuse, assistance with drug counseling and rehabilitation programs are available.

These local agencies can provide assistance to our employees, students and their families.

Kings View Alcohol & Drug Service for
Kings County
1393 Bailey Drive
Hanford, CA
(559) 582-4481

National Council on Alcoholism
& Drug Dependence
525 E. Bardsley
Tulare, CA 93274
(559) 688-2994

As stated above, students and employees are subject to termination for violation of this school rule. In addition, persons distributing drugs to employees or students will be referred to the authorities and charges of drug distribution will be pressed by the school.

- A. Your continued schooling and/or employment is subject to:
 1. Abide by the terms of this statement, and
 2. Notify the administration of any criminal statute conviction for a violation occurring in the workplace no later than 5 days after such conviction.
- B. The US Department of Education will be notified within 10 days after receiving notice under subparagraph A. 2. from an employee or student or otherwise a copy of such conviction will be submitted to the US Department of Education.
- C. The school will take the following actions within 30 days of receiving notice under subparagraph A. 2. with respect to any employee or student who is so convicted.
 1. Terminate employment of the employee or the schooling of the student, or

2. Require such employee or student to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, enforcement, or other appropriate agency.
- D. Any student that is convicted of any offense, during a period of enrollment for which the student is receiving Title IV, HEA programs funds, under any federal or state law involving the possession or sale of illegal drugs will result in the loss of eligibility for any Title IV, HEA grant, loan, or work-study assistance (HEA Sec. 484 (r) (1)); (20 U.S.C. 1091 (r) (1)).

Drug Information Hot Lines:	(800) 662-HELP
National Institute on Drug Abuse	(800) 843-4971
National Clearinghouse for Drug Information	(800) 729-6686
U.S. Dept. of Education, Southwest Region	(213) 598-7661
U.S. Dept. of Education Task Force	(202) 708-9069

STUDENT SEXUAL HARASSMENT POLICY

Policy Overview

It is the policy of The Milan Institute to ensure that students can learn in a safe and nondiscriminatory educational environment based on religious, racial, sexual harassment and violence. Milan Institute strictly prohibits any form of religious, racial, sexual harassment and violence. It is a violation of college's policy for a student, faculty member, staff member, administrator, third party or other employee to harass a student, faculty member, administrator or other college personnel through conduct or communication of a sexual nature. It is a violation of college's policy for any student, faculty member, administrator, third party or other college personnel of the Milan Institute to inflict or threaten to inflict, or attempt to inflict sexual violence upon any student, faculty member, administrator or other college personnel.

Definitions—Sexual Harassment

Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual nature when:

- submission to that conduct or communication is made a term or condition, either explicitly, of obtaining or retaining employment, or of obtaining an education; or
- submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment or education; or
- that conduct or communication has the purpose or effect of substantially or unreasonably interfering with an individual's employment or education, or creating an intimidating, hostile or offensive employment or education environment.

Sexual harassment may also include but is not limited to:

- unwelcome verbal harassment or abuse;
- unwelcome pressure for sexual activity;
- unwelcome, sexually motivated or inappropriate patting, pinching or physical contact, other than necessary restraint of student(s) by faculty members, administrators, college law enforcement, or other college personnel to avoid physical harm to persons or property;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt threats concerning an individual's employment or educational status;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or education status; or
- unwelcomed behavior or words directed at an individual because of gender.

- Of importance is to note that sexual harassment or violence does not have to occur between different genders. Same sex harassment and violence will be treated equally as sexual harassment or violence between same sex members.

Reporting

Any person who believes he or she has been the victim of sexual harassment or violence by a student, faculty member, administrator or other college personnel of The Milan Institute should report the occurrence to any agent or responsible employee of the college. An employee may be required only to report the harassment to other school officials who have the responsibility to take appropriate action or to take the appropriate action themselves if they are a designated official.

Privacy

The Milan Institute will respect the privacy of the complainant, the individual(s) against whom the complaint is filed, and the witnesses as much as possible. The college will attempt to honor a student's request that his or her name be withheld, if this can be done consistently with the school's obligation to remedy the harassment and take steps to prevent further harassment.

Action

The Milan Institute is required to investigate all accusations of sexual harassment and violence and to take the appropriate actions which could include disciplinary proceedings against any individuals found to be in violation of this policy.

Anti-Retribution

Any person who retaliates against another for testifying, assisting or participating in an investigation or proceeding relating to harassment or violence shall be subject to discipline. Retaliation includes, but is not limited to, any form of intimidation, retribution or harassment.

STUDENT SEXUAL ASSAULT, DOMESTIC AND DATING VIOLENCE POLICY

Milan Institute is committed to maintaining a safe and secure campus for all of its students **and** employees. Milan Institute's policy on Sexual Violence, Domestic Violence and Dating Violence specifically addresses procedures that must be followed when an incident of sexual assault, domestic violence, dating violence or stalking is reported.

For detailed information and a copy of our policy, awareness and programs available, please visit: <http://milaninstitute.edu/consumer-and-clery-information/>

STUDENT SOCIAL MEDIA POLICY

Milan recognizes that social media websites have become an important and influential means of communication for our current and former students. The objective of this policy is to help clarify how best to enhance and protect the personal and professional reputations of our students when participating in social media. It is important to keep in mind the privacy limitations when using social media websites. In some cases, information posted on them can be made public, even when that information has been deleted by the user.

Therefore, Milan expects and encourages all those participating to exercise caution and responsibility when using social media websites.

In accordance with Milan Institute's Conduct Policy, students are expected to conduct themselves in a professional manner. Students who are not in compliance are subject to disciplinary action, probation, suspension or termination at the discretion of the school administration.

The policies and guidelines set forth below apply to any user who utilizes social media pages associated with Milan.

Types

The social media applicable under this policy include, but are not limited to, the following: Facebook.com, Twitter.com, YouTube.com, MySpace.com, Pinterest.com, Google+.com, StumbleUpon.com, Delicious.com, Yelp.com, Instagram.com, Blogger.com, Typepad.com, WordPress.org, Wordpress.com, LinkedIn.com, imodules.com, Flickr.com, Foursquare.com, Gowalla.com, Scvngr.com and Tumblr.com.

Language/Behavior

The following are considered unacceptable when using Milan social media websites:

- Vulgar or profane language.
- Obscene, defamatory, inaccurate, or hostile posts.
- Offensive terms/phrases, or photographs that disrespect individuals or groups based on race, color national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of person.
- Threats of physical or bodily harm.
- Posting of sensitive information; including that which could compromise public safety, intellectual property, etc.
- Posting of photographs of oneself or others that can be reasonably interpreted as condoning the irresponsible use of alcohol, substance abuse, or are of a sexual nature.

Requirements

We look forward to the comments and conversations generated via social media. Any posts on the school's social media sites or tags of the school found to be inaccurate, false, inappropriate, hostile, obscene, or defamatory toward any individual, group or organization will be removed. If students of Milan violate other Milan policies on the school's social media sites they may subject them to disciplinary action under appropriate judicial or other procedures. Students posting content in reflection of Milan (such as photos taken on grounds, "tags" with Milan in them, comments regarding Milan) are subject to the same guidelines set herein this policy. Students with unresolved issues with campus administration or the educational program should follow the Grievance Policy to resolve those matters. Social media websites are not the venue to resolve such issues. Any inappropriate, obscene, or defamatory posts will not be tolerated.

Users who choose to post, comment, or link text and/or multimedia on Milan Institute's websites agree that such material may be reproduced, distributed, edited, and published in any form and on any media. Users agree not to violate copyright laws, post spam or advertisements, impersonate others, or partake in any type of hostile behavior, in any media.

ANTI-BULLYING STATEMENT

Milan Institute believes that all students have a right to a safe and healthy school environment in which mutual respect, tolerance, and acceptance are fostered.

Milan Institute will not tolerate behavior that infringes on the safety of any student. A student shall not intimidate, harass, or bully another student through words or actions. Such behavior includes: direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; social isolation or manipulation; threats either directly or indirectly or any other activities that create a hostile environment at school that is sufficiently serious that it interferes with or limits a student's ability to participate in or benefit from the services, activities, or opportunities offered by a school.

Milan Institute expects students and/or staff to immediately report incidents of bullying to the Campus Director. Staff members who witness such acts will take immediate steps to intervene when safe to do so. Each complaint of bullying will be promptly investigated. This policy applies to students on school grounds, while traveling to and from school or a school-sponsored activity and during a school-sponsored activity.

Students who bully are in violation of this policy and are subject to disciplinary action up to and including termination.

STUDENT GRIEVANCE POLICY

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue cannot be resolved with the Instructor, contact the School Director to schedule a meeting to discuss the concern.
3. If a mutual solution cannot be reached with the School Director, the student should submit an appeal using the written complaint online at milaninstitute.edu/student-complaint-form. A corporate mediator will facilitate review of the grievance within 10 days and a written response will be sent to the complainant with the decision and/or resolution.
4. The student has the right to submit a complaint letter to the school's state agencies and/or accrediting agency.
 - a. The school's accrediting agency is the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: (770) 396-3898 / FAX: (770) 396-3790, www.council.org.
 - b. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by completing a complaint form, which can be obtained on the bureau's website: www.bppe.ca.gov.
 - c. The school has an additional state agency for cosmetology-related programs: Board of Barbering and Cosmetology (BBC), P.O. Box 944226, Sacramento, CA, 94244, Phone (800) 952-5210 / FAX: (916) 575-7281.
 - d. A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite 800, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337.

The school maintains its complaint log for at least two years.

ARBITRATION POLICY

Should a dispute arise which could not be settled through the school's internal grievance procedures, students and the school have agreed to arbitration at the time of enrollment as the only means legal recourse. Any dispute a student may bring against Amarillo College of Hairdressing, Inc., and/or any of its wholly owned subsidiaries, Milan Institute, Milan Institute of Cosmetology, or any of its parents, subsidiaries, successors, officers, directors, or employees, without limitation, (hereinafter collectively and individually referred to as "ACH") or which ACH may bring against a student, no matter how characterized, pleaded or styled, shall be resolved by binding arbitration pursuant to the Federal Arbitration Act and conducted by the American Arbitration Association ("AAA"), at the ACH location which the student attends or was attending, and under its Supplementary Rules for Consumer Related Disputes, and decided by a single arbitrator. Any dispute over the interpretation, enforceability or scope of this Arbitration Agreement shall be decided by the Arbitrator, and not by a Court. Both

students and school explicitly waive any right to a jury trial, and understand that the decision of the arbitrator will be binding, and not merely advisory.

Neither ACH nor student shall file any lawsuit against the other in any court and agree that any suit filed in violation of this provision shall be promptly dismissed by the court in favor of arbitration. Both ACH and school agree that the party enforcing arbitration shall be awarded costs and fees of compelling arbitration.

The costs of the arbitration filing fee, arbitrator's compensation, and facilities fees that exceed the applicable court filing fee will be paid by ACH.

Any dispute or claim brought by ACH or student shall be brought solely in their individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Any remedy available from a court under the law shall be available in the arbitration.

To the extent a student has outstanding federal student loan obligations incurred in connection with their enrollment at ACH, any arbitration award providing monetary damages shall direct that those damages be first paid toward the student loan obligations.

Students and/or ACH may, but need not, be represented by an attorney at arbitration.

Information about the AAA arbitration process and the AAA Supplementary Rules for Consumer Related Disputes can be obtained at www.adr.org or 1-800-778-7879. Students must disclose the Arbitration Agreement document they signed at the time of enrollment to the AAA.

STUDENT PHOTO RELEASE

Students attending Milan Institute give the school the absolute right and permission to take photographs and/or video of the students in class, in clinic or in lab for advertising, trade publications and/or any other lawful practice.

RESPONSIBILITY FOR PERSONAL PROPERTY

Milan Institute does not assume responsibility for loss or damage to personal property through fire, theft, or other causes on or off the Milan Institute campus.

COPYRIGHT INFRINGEMENT POLICY

Compliance with federal copyright law is expected of all students. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner.

You may "use" all or part of a copyrighted work only if (a) you have the copyright owner's permission, or (b) you qualify for a legal exception (the most common exception is called "fair use"). "Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law.

Violations of copyright law that occur on or over the school's networks or other computer resources may create liability for the school as well as the computer user.

Students who violate Copyright Infringement Policy are subject to disciplinary action, including suspension and termination.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws:

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

Legal Alternatives:

An extensive online list of legal downloading resources is available at <http://www.educause.edu/legalcontent> . EDUCAUSE is a nonprofit organization committed to promoting the intelligent use of information technology to advance higher education. Resources on the list include websites such as Amazon MP3 Downloads, MediaNet and Best Buy.

ACADEMIC INFORMATION – ALL PROGRAMS

VERIFICATION OF ATTENDANCE/TRANSCRIPTS

Graduates requiring official verification of attendance or transcripts to be sent to other educational institutions must submit such a request in writing. Allow 30 days for the verification of attendance or the transcript to be sent. A complete academic transcript and certificate of completion will not be sent if a student has not met his/her financial obligations with Milan Institute.

ATTENDANCE POLICY

Attendance is valued and expected. Students are expected to arrive for classes at the scheduled time and remain on task until their scheduled departure time. Student performance and punctuality are important components of dependability and directly relate to employment options in the business world. To ensure the commitment to student success, Milan expects that attendance be taken in all classes, starting with the first day of the class. Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

Milan recognizes the correlation between attendance within the program of study and success defined as student achievement. Absences prevent students from receiving essential academic information, disrupt orderly course progress, and diminish the quality of group interaction in class. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student's achievement in the course. Class attendance is monitored beginning with the first class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur.

ACADEMIC AND ATTENDANCE ADVISING POLICY

Any students falling below Satisfactory Academic Progress (SAP) at mid-point and end of contracted program will be advised of their academic and attendance standing by a designated school official. Students who are not meeting minimum expectations will be provided SAP notification and an Academic Plan to provide guidance on improving standing to achieve completion. The student portal is available to all students to check standing as needed. Instructors encourage students to utilize their portal. See SAP policy for additional information

Student's strengths and areas requiring improvement are identified and plans for improvement are discussed during the advising to provide a student the opportunity to achieve expectations. When professional assistance is needed students are provided contact information for those community resources (also posted on the Student Intranet page). Documentation will be signed by both the school official and the student. The signed documentation will be retained in the student's official academic file located in the Student Information System Academic Review meetings are also available to address special matters. The Academic Review Committee can be composed of a combination of the school director, education leader, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance.

STUDENT RECORDS ACCESS, SECURITY AND RELEASE

The information in student files is confidential. A student's right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as amended. Generally, we must have written permission from the student, parent or guardian before releasing any information from the student's financial aid record. However, the law allows us to disclose records, without consent, to the following:

A school MAY disclose education records without consent when:

- The disclosure is to school officials who have been determined to have legitimate educational interests as set forth in the institution's annual notification of rights to students;
- The student is seeking or intending to enroll in another school;

- The disclosure is to state or local educational authorities auditing or enforcing Federal or State supported education programs or enforcing Federal laws which relate to those programs;
- The disclosure is to the parents of a student who is a dependent for income tax purposes;
- The disclosure is in connection with determining eligibility, amounts, and terms for financial aid or enforcing the terms and conditions of financial aid;
- The disclosure is pursuant to a lawfully issued court order or subpoena; or

The information disclosed has been appropriately designated as directory information by the school. At its discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:

- Name
- Home address
- Home telephone number
- Major field of study
- Dates of attendance
- Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

Milan Institute places a high emphasis on protecting confidentiality of student data. Employees are trained on confidentiality procedures. Data is secured either physically or in secured networks. Regular reviews of procedures and secured areas are made by staff. Any potential breaches are immediately investigated and promptly acted upon. Any questions regarding Milan's process of protecting confidentiality of student's data can be directed to comments@milaninstitute.edu.

VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

In addition to the standard policies in this catalog, the following applies to veterans and eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

Transfer of Credit Policy

During the enrollment process, incoming veterans and eligible persons are required notify their admissions representative regarding their previous coursework and experience. Veterans and eligible persons are required to request a credit for previous coursework or experiential training for any program offered by the school. The institution will evaluate all previous education and training and grant credit when appropriate. Credits allowed will be recorded on the enrollment record and the length of the program shortened proportionately. The student shall be notified, with record of the evaluation and supporting transcripts being kept of this process. Each student must provide the school with (1) an official transcript with all previous postsecondary education and training and (2) the student's military discharge document DD-214 form prior to enrollment. Students should refer to the "Transfer of Credit" portion of this catalog for more detailed information specific to their program.

Satisfactory Academic Progress

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student's progress is still unsatisfactory, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately. Students will only receive VA benefits, based on their eligibility, for the published length (100%) of the program. Students should refer to the "Satisfactory Academic Progress Policy" portion of this catalog for more detailed information specific to their program.

Academic Advising

This section is the same for all students. See the appropriate catalog section for more information.

Attendance Advising

This section is the same for all students. See the appropriate catalog section for more information.

Leave of Absence

Students receiving veterans' educational benefits will be reported to the Department of Veterans Affairs upon taking a leave of absence. They may be re-enrolled for educational benefits upon return to class.



ACADEMIC INFORMATION

COSMETOLOGY RELATED PROGRAMS

AN INVESTMENT IN BEAUTY PAYS

If you want a career in cosmetology, this is the right choice for you. The exciting, ever changing world of cosmetology will always be a source of professional and financial rewards. The outlook for the profession has never been better, with women today striving to achieve the "Total Look," and more men are taking advantage of the salon scene and benefiting from style cuts, perms, manicures, and color. The work of the cosmetologist is challenging and very rewarding, with a very high-income potential that can soon place you at a professional earning level. Since most salons pay on a commission basis, there is no ceiling on income in the cosmetology profession. Management presents even greater challenges, and salon ownership offers a sense of pride that every small business owner enjoys.

The choice of a lifetime career is one of the most important decisions you will ever make. To find out more about a career in cosmetology, how to become a part of this exciting profession and other information about Milan Institute, please read this catalog carefully.

ORIENTATION

New students are required to attend an orientation prior to the class start date. This meeting is to welcome new students and introduce them to the school's policies and procedures. During orientation many topics are discussed, including: school rules, regulations, financial aid questions, state board exams, grading, attendance, theory classes, student salon floor work, satisfactory progress, and project completions. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

ENROLLMENT TIME

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in school. Any monies due the applicant or student shall be refunded within forty-five (45) days from the withdrawal date, or in the case of a leave of absence, the earlier of the documented date of scheduled return or the date the student notifies the institution that he/she will not be returning.

STUDENT RATIO

The student/teacher ratio does not exceed twenty-five students in attendance per instructor.

FACULTY

Milan Institute staff members are experienced cosmetology instructors. In addition to meeting the educational requirements for licensing, each instructor has been thoroughly trained in the contemporary methods of hairstyling and techniques of hair design. A list of our faculty members can be found in the catalog insert.

ADVISORY BOARD

The advisory board is composed of members chosen as experts in one or more specialized areas. These advisors serve as guest lecturers, perform demonstrations, judge competitions, and meet with faculty and students. Based on their years of experience as successful owners, managers, and self-employed professionals, they are an invaluable source of up-to-date information on advances in our field.

CAREER SERVICES

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred.

Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

LEARNING RESOURCES

Cosmetology students follow Today's Class e-curriculum and reference Milady's Standard Textbook of Cosmetology. A comprehensive library of references, periodicals, books, texts, and audio/video tapes are available to support the course of study and supplement the students' training. Students should avail themselves of the opportunity to use these extensive materials.

EQUIPMENT

All of Milan Institute's cosmetology students work with shampoo bowls and chairs, dryers, thermal hair straighteners, mannequins, manicure stations with chairs, facial chairs, 8-in 1 function galvanic unit, manicure heater, paraffin wax heater, wax machine, pedicure tub and other equipment commonly found in salons and other locations where cosmetology services are performed. A classroom laptop, LCD projector and screen and marker boards are also used the Cosmetology program.

EXPENDABLE SUPPLIES

The school furnishes all expendable supplies used by the student for training. The student must purchase all supplies from the school that are for personal use.

RULES OF CONDUCT

The school sets forth specific expectations for the purpose of promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude and definite goals during training can only enhance the graduate's potential for success. **Students are expected to:**

1. Attend all classes according to the assigned schedule including theory classes even if all required tests are completed. Theory class is a critical part of your training.
2. Arrive for all classes on time. Students may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness may result in suspension.
3. Complete all assigned theory, practical and clinic assignments in the designated time frames. It is the student's responsibility to contact the instructor regarding makeup exams. The Certificate of Completion and Final Transcript of Hours will not be released to the student or State Board until all graduation requirements have been met and a comprehensive final written and practical exam has been passed. Students must also be meeting their financial obligations to the school, and complete a financial aid exit interview.
4. Notify a staff member within one (1) hour of your start time of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
5. Notify a staff member when leaving the facility for any reason other than lunch time and closing.
6. Only perform services on clients after successfully completing the Phase One Requirements and have passed a written and practical competency evaluation.
7. Practice courtesy and professionalism at all times when dealing with other students, clients, instructors, staff and visitors.
8. Follow all state laws and regulations at all times during school.
9. Comply with the school's Satisfactory Academic Progress Policy at all times. Failure to maintain satisfactory progress may cause loss of or delays in funding, delay in graduation and additional tuition charges.
10. Park only in the designated areas for student parking. Front row parking is ALWAYS reserved for client use. The school does provide parking for its students.
11. Keep all student and client analysis and service records up to date.

12. Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills.
13. Strive to continually improve abilities through education and practice.

FORMAT

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career oriented activities. The programs are presented through well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the programs. Students enrolled in the Instructor program will demonstrate their level of competency through completion of required classroom and clinic student teaching activities.

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Academic Progress (“SAP”) is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year. An academic year in a clock hour program is a minimum of 900 clock hours AND 26 weeks. A week is considered any seven-day period from Sunday through Saturday in which at least one schedule class day occurs.

Clock Hour Program

The student’s academic progress is evaluated at the point the student is scheduled to complete the required clock hours and scheduled weeks for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of “pass”, which will not count towards the student’s grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student’s program as both hours attempted and hours completed for the purpose of determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution.

Grading

To assess the qualitative measure of academic progress, students are assigned theory study and a minimum number of practical performances. Theory is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be

repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the practical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments.

Numerical grades are considered according to the following four-point scale which is also used to determine academic standing:

90 - 100% =	A =	4.0
80 - 89% =	B =	3.0
70 - 79% =	C =	2.0
60 - 69% =	D =	1.0
Below 60% =	F =	0.0

Non-credit Remedial Courses

Non-credit remedial courses have no effect upon the institution's satisfactory academic progress standards as no such courses are offered at NACCAS accredited schools.

Institutional Withdrawal

Withdrawing from the institution has no effect upon the student's satisfactory academic progress.

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS

Financial Aid Warning (FA Warning) – Students who fail to meet minimum requirements for completion or academic progress are placed on warning and considered to be making satisfactory academic progress during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

Financial Aid Probation (FA Probation) – Students who fail to meet minimum requirements for completion rate or academic progress after the warning period will be notified of their termination of eligibility for Federal Student Aid funds. If the student files an appeal of academic progress and prevails, they will be placed on probation and considered to be making satisfactory academic progress during the probationary period. Students on financial aid probation remain eligible for Federal Student Aid funds. Students must be placed on an academic plan and must be able to meet requirements set forth in the academic plan by the end of the probationary evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

Failed FA Probation or Exceeding 150% of the Program Length - Students who fail probation will lose their eligibility for Federal Student Aid for the program in which they are enrolled. Within 5 business days the Campus Director will counsel the student and complete a "FA Ineligible Letter" to determine if student will continue their program on a cash payment plan or be dropped from the program. A signed copy must be emailed to SRC group. A cash payment plan will need to be in place within 5 business days from the original notification of FA Ineligible status notification. If not received by the timeline outlined above, the SRC will email a notification to the COO for final decision to allow an extension or proceed with dropping immediately.

Maximum Timeframe (MTF) – For a program measured in credits, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured in credits. MTF includes all hours attempted, which include successfully completed credits, transfer credits, withdrawals, and repeated classes.

For a program measured in clock hours, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured by the number of scheduled clock hours the student is required to complete and expressed in calendar time.

Quantitative Evaluation - Students are required to complete a minimum of 66.67% of the scheduled clock hours or financial aid credits required based on the applicable program requirements to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The completion percentage is determined by dividing the total clock hours or financial aid credits attended/earned by the total number of clock hours or financial aid credits scheduled in the evaluation period. At the end of each evaluation period, Milan will determine if the student has maintained at least 66.67% cumulative completion rate which indicates that, given the same progression rate, the student will graduate within the maximum time frame [150%] allowed. Transfer clock hours or financial aid credits and those for which a student received a grade of "W", "I" or "R" will also be included in the Quantitative Evaluation.

Qualitative Evaluation - The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each unit of study. Students must maintain a written grade average of 2.0 or 70% and pass a final written and practical exam prior to graduation. Students must make up failed or missed tests and/or courses. Grades for Transfer clock hours or financial aid credits and Withdrawal (W), Incomplete (I) will not count towards Qualitative Evaluation. For Repeat classes the latest grade will be included in the Qualitative Evaluation.

Evaluation Periods - Milan shall evaluate academic progress for all students at regular intervals (i.e. end of each payment period, academic year or program completion (as detailed in the Satisfactory Academic Progress Master Program List). Evaluations must be performed when a student reaches the scheduled hours of a payment period.

Appeal Procedure

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and,
- The reason why the student failed to meet the SAP standard(s) and,
- What has changed in the student's situation so that he or she will now be able to meet SAP standards.

Leave of Absence / Temporary Interruptions – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

SAP Re-Entry - Students who have violated FA Probation and have been dismissed shall not be readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

Re-enrollment/Re-entrance

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

LEAVE OF ABSENCE- COSMETOLOGY PROGRAM

Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student's best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:

- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances and the Education Leader, Dean or Director determines that these circumstances meet the exception requirements (i.e., "of an unusual nature and not likely to recur"), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

Re-Admission Following a Leave of Absence

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

Extension of Leave of Absence

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student's last date of attendance (LDA).

Return from a Leave of Absence

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.

Failure to Return from a Leave of Absence

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

Possible Effects of Leave of Absence

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student's:
 - Loan repayment terms, including the exhaustion of some or all of the student's grace period
 - Rate of progress
 - Maximum time frame for completion

RECORD OF ATTENDANCE

A time clock is used for general attendance records. Attendance records are maintained in a permanent file by the school.

MAKE-UP WORK

Students who do not obtain a satisfactory score are required to re-take the test or another version of the test for that subject before the end of the month (or within the first five days of the following month) to obtain a satisfactory or better score.

Students who miss a test due to an absence are encouraged to make up the test within the same month it was missed, but the school acknowledges that the student does have until the course completion to ensure that all

requirements are met. Cumulative theory averages are based on tests taken from the beginning of the course through the month being evaluated.

GROUNDS FOR DISCIPLINARY ACTION

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. *Milan Institute reserves the right to take any disciplinary action it deems necessary and reasonable under the circumstances.*

- a. Refusing to service an assigned customer or refusing to comply with the instructor's assignment. Unprepared or refusal to perform a clinic service or practical assignment may result in the student leaving for the day. Excessive refusals may result in termination.
- b. Disrupting class or sleeping in class.
- c. Not involved in curriculum related activities at all times while clocked in. Students who are clocked in may not linger in the facility and distract other students from training responsibilities. Excessive time in the student lounge is not allowed.
- d. Unauthorized personal visitors to the school. Guests will be asked to leave unless they are scheduled for a service in the student salon.
- e. Using the business phone or personal cellular phone for incoming or outgoing calls without the expressed permission of a staff member.
- f. Cheating, dishonesty or falsification of records.
- g. Not following scheduled breaks. The time for breaks will depend on the classes scheduled and the student salon floor services that are assigned. Students are required to clock out for a minimum of 30 minutes each day for a lunch break. Failure to do so may result in lost time and/or disciplinary action. As consideration to fellow students, clients and instructors, please notify the school if you are not returning from a lunch break.
- h. Not following time clock procedures by not clocking in and out accurately to reflect hours in attendance. No student may clock in/out for others. If a student fails to clock in/ out, they will not receive credit for time in school.
- i. Not following sanitation requirements. Understand that training involves sanitation, cleanliness and equipment care. Students are responsible for personal workstations and work areas. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow sanitation rules and practices at all times.
- j. Non-compliance with the published dress code which includes students wearing the required name badge and practicing proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock in until in compliance.
- k. Violation of Student Social Media policy or Anti-Bullying policy.
- l. Criticizing another student's work.
- m. Cursing; using foul language or vulgar language; immoral or unprofessional conduct, discussing sexual activities or beliefs, unethical and unprofessional subject matter during school hours.
- n. Arguing with an instructor in the presence of another student or customer.
- o. Consuming or possessing alcoholic beverages and/or illegal substances during school time or on school grounds.
- p. No smoking, chewing gum, eating and/or drinking except in designated areas.
- q. Theft from a student, customer, or school (property and/or money) will result in immediate termination. Students are responsible for the security of their own property. The school is not responsible for lost, stolen, missing, and/or broken items.
- r. Behavior which creates a safety hazard to self, students, faculty, or staff including, but not limited to willful destruction of property and possession of weapons while on campus.

GRADUATION REQUIREMENTS

Students must satisfactorily complete all required tests and practical assignments as outlined in their designated program. Students who fail to make the necessary grade will be given the opportunity to retake the subject.

All students are required to pass the school's final examination with a grade of not less than 70% on both practical and written exams prior to Graduation. Upon successful completion of the program hours and graduation requirements, students who have met their financial obligations and completed a financial aid exit interview will receive their Certificate of Completion and transcript. They will then be eligible to sit for the State licensing exam. The student must also meet the requirements set forth by the Board of Barbering and Cosmetology prior to going to State Board.

LICENSING REQUIREMENTS

In addition to the general requirements, an applicant for a cosmetology license is entitled to the license if the applicant:

1. is at least 17 years of age;
2. supplies proof of successful completion of the 10th grade in California or its equivalent **and**;
3. has done any of the following:
 - a. Completed a course in cosmetology from a school approved by the board *or*;
 - b. Practiced cosmetology, as defined in this chapter, outside of California for a period of time equivalent to the study and training of a qualified person who has completed a course in a cosmetology from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training of qualification under paragraph (1) of this subdivision *or*;
 - c. holds a license as a barber in California and has completed a cosmetology crossover course in a school approved by the board *or*;
 - d. completed a barbering course in a school approved by the board and has completed a cosmetology crossover course in a school approved by the board *or*;
 - e. Completed the apprenticeship program in cosmetology specified in Article 4 (commencing with Section 7332).

GROUND FOR DENIAL OF A LICENSE

1. A board may deny a license regulated by this code on the grounds that the applicant has one of the following:
 - a. Been convicted of a crime. A conviction within the meaning of this section means a plea or verdict of guilty or a conviction following a plea of nolo contendere. Any action which a board is permitted to take following the establishment of a conviction may be taken when the time for appeal has elapsed, or the judgment of conviction has been affirmed on appeal, or when an order granting probation is made suspending the imposition of sentence, irrespective of a subsequent order under the provisions of Section 1203.4 of the Penal Code.
 - b. Done any act involving dishonesty, fraud or deceit with the intent to substantially benefit himself or another, or substantially injure another; or; done any act which if done by a licensee of the business or profession in question, would be grounds for suspension or revocation of license.

The board may deny a license pursuant to this subdivision only if the crime or act is substantially related to the qualifications, functions or duties of the business or profession for which application is made.

2. Notwithstanding any other provision of this code, no person shall be denied a license solely on the basis that he has been convicted of a felony if he has obtained a certificate of rehabilitation under Section 4852.01 and following of the Penal Code or that he has been convicted of a misdemeanor if he has met all applicable requirements of the criteria of rehabilitation developed by the board to evaluate the rehabilitation of a person when considering the denial of a license under subdivision (a) of Section 482.

3. A board may deny a license regulated by this code on the ground that the applicant knowingly made a false statement of fact required to be revealed in the application for such license.



ACADEMIC INFORMATION

MODULAR PROGRAMS

LAB AND PRACTICAL TRAINING

All of Milan Institute's students receive lab and practical training. Medical Assisting students work with equipment commonly found in doctors' front and back offices, including, but not limited to, scales, syringes, microscopes, charts, skeletons, autoclaves, stethoscopes, blood pressure cuffs, and more.

Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment commonly found in clinics, health spas and other locations where massage is performed.

ORIENTATION

New students attend an orientation meeting before the start date of each program. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also attend a financial aid interview and orientation. Students have the opportunity to meet fellow students, school staff and instructors. Attendance and grading policies form a large part of the orientation information, which also includes projected graduation dates, holidays and vacations pertaining to the relevant enrollment period.

STUDENT RATIOS

An effort is made to keep instructor/student ratios at a level most appropriate to deliver effective education and to adhere to accreditation and/or state mandates. The maximum instructor/student ratio in lecture classes is 1 instructor for every 40 students; in medical labs the ratio is 1 instructor for every 20 students. When needed, teaching assistants are provided to further reduce the instructor/student ratio.

ENROLLMENT POLICY

Classes are in continuous session throughout the year. A calendar of start dates for the current year is located in the back of this catalog. Class availability for this year is available from the Admissions Office.

CLASS SCHEDULE

Milan Institute holds classes each Monday through Saturday. Days and times vary for each program. The school also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see insert in back of catalog). Students may be required to attend classes for additional hours or additional days when a holiday falls on a scheduled class day. Evening and Saturday classes are available for some programs. Classroom instruction consists of 50-minute sessions. Please contact the Admissions Department for specific information on class schedules.

ACADEMIC POLICY

Students are expected to maintain an accumulative grade point average of 2.0 or higher.

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year

Clock Hour Program

The student's academic progress is evaluated at the point the student is scheduled to complete the required clock hours and scheduled weeks for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

Credit Hour Program

The student's academic progress is evaluated at the point the student has been scheduled for the required credit hours and weeks for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0 and (2) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program, the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

Clock Hour Programs and Credit Hour Programs:

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of "pass", which will not count towards the student's grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student's program as both hours attempted and hours completed for the purpose of determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution

Grading

The school uses a four –point scale to determine academic standing according to the following grading chart:

90 - 100% = A = 4.0

80 - 89% = B = 3.0

70 - 79% = C = 2.0

60 -- 69% = D = 1.0

Below 60% = F = 0.0

"I" = Incomplete

Students receiving an incomplete will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade.

Incomplete Grades

An incomplete grade ("I") will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. If the incomplete work is not finished within this time frame, the incomplete grade "I" will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

Course Repetition

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student's program as both hours/credits attempted and hours/credits completed.

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS

Financial Aid Warning (FA Warning) – Students who fail to meet minimum requirements for completion or academic progress are placed on warning and considered to be making satisfactory academic progress during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

Financial Aid Probation (FA Probation) – Students who fail to meet minimum requirements for completion rate or academic progress after the warning period will be notified of their termination of eligibility for Federal Student Aid funds. If the student files an appeal of academic progress and prevails, they will be placed on probation and considered to be making satisfactory academic progress during the probationary period. Students on financial aid probation remain eligible for Federal Student Aid funds. Students must be placed on an academic plan and must be able to meet requirements set forth in the academic plan by the end of the probationary evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

Failed FA Probation or Exceeding 150% of the Program Length - Students who fail probation will lose their eligibility for Federal Student Aid for the program in which they are enrolled. Within 5 business days the Campus Director will counsel the student and complete a "FA Ineligible Letter" to determine if student will continue their program on a cash payment plan or be dropped from the program. A signed copy must be emailed to SRC group. A cash payment plan will need to be in place within 5 business days from the original notification of FA Ineligible status notification. If not received by the timeline outlined above, the SRC will email a notification to the COO for final decision to allow an extension or proceed with dropping immediately.

Maximum Timeframe (MTF) – For a program measured in credits, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured in credits. MTF includes all hours attempted, which include successfully completed credits, transfer credits, withdrawals, and repeated classes.

For a program measured in clock hours, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured by the number of scheduled clock hours the student is required to complete and expressed in calendar time.

Quantitative Evaluation - Students are required to complete a minimum of 66.67% of the scheduled clock hours or financial aid credits required based on the applicable program requirements to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The completion percentage is determined by dividing the total clock hours or financial aid credits attended/earned by the total number of clock hours or financial aid credits scheduled in the evaluation period. At the end of each evaluation period, Milan will determine if the student has maintained at least 66.67% cumulative completion rate which indicates that, given the same progression rate, the student will graduate within the maximum time frame [150%] allowed. Transfer clock hours or financial aid credits and those for which a student received a grade of "W", "I" or "R" will also be included in the Quantitative Evaluation.

Qualitative Evaluation - The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each unit of study. Students must maintain a written grade average of 2.0 or 70% and pass a final written and practical exam prior to graduation. Students must make up failed or missed tests and/or courses. Grades for Transfer clock hours or financial aid credits and Withdrawal (W), Incomplete (I) will not count towards Qualitative Evaluation. For Repeat classes the latest grade will be included in the Qualitative Evaluation.

Evaluation Periods - Milan shall evaluate academic progress for all students at regular intervals (i.e. end of each payment period, academic year or program completion (as detailed in the Satisfactory Academic Progress Master Program List). Evaluations must be performed when a student reaches the scheduled hours of a payment period.

Appeal Procedure

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and,
- The reason why the student failed to meet the SAP standard(s) and,
- What has changed in the student's situation so that he or she will now be able to meet SAP standards.

Leave of Absence / Temporary Interruptions – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

SAP Re-Entry - Students who have violated FA Probation and have been dismissed shall not be readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

Re-enrollment/Re-entrance

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

LEAVE OF ABSENCE - ALLIED HEALTH PROGRAMS

Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student's best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:

- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances and the Education Leader, Dean or Director determines that these circumstances meet the exception requirements (i.e., “of an unusual nature and not likely to recur”), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

Re-Admission Following a Leave of Absence

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

Extension of Leave of Absence

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student’s first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student’s current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student’s last date of attendance (LDA).

Return from a Leave of Absence

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.

Failure to Return from a Leave of Absence

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

Possible Effects of Leave of Absence

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student's:
 - Loan repayment terms, including the exhaustion of some or all of the student's grace period
 - Rate of progress
 - Maximum time frame for completion

ABSENCE

Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers.

TARDINESS/EARLY DEPARTURES

Ten minutes after the scheduled start of a class or the designated time to return from a break, or departure more than ten minutes before the scheduled class end time, equals a tardy. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus, and the number of minutes late/early (rounded up in 15-minute increments) will be deducted when recording class time consideration for your school, your customers and your fellow students.

MAKE-UP WORK

Instructors may require make-up work for any absence. Make-up work is completed on the student's time after the regular class day. All assigned make-up work is due the last day of a module.

Make-up Education- Students are allowed to make up hours for absences only. Hours are to be completed at school after normal class hours.

CHEATING POLICY

Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false or misleading information to the school's instructors or administrative staff.

When a student is charged with cheating or plagiarism, and the instructor has proof to back up the charges, or a student admits to the charges when confronted, the instructor may handle the situation in the following ways:

- 1) Issue an oral warning or a written warning that will be put in the student's permanent academic file.

- 2) Issue the student an "F" or "0" on the assignment or test in question.
- 3) Issue the student an "F" for the entire class.
- 4) Refer the student to the school director for disciplinary action, which may include suspension or dismissal from the school.

REQUIRED STUDY TIME

In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to individual student abilities. Students are responsible for reading all study materials issued by the instructor and completing homework assignments.

CAREER SERVICES

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, conducting mock-interviews, providing job readiness workshops, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

EXTERNSHIP DISCLOSURE

Most courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the course. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to the extern site. It is also the student's responsibility to pay any costs associated with his/her transportation to and from the extern site or any special requirements mandated by the extern site.

GRADUATION REQUIREMENTS

Milan Institute will award a Certificate of Completion to all students who successfully complete all graduation requirements. The school requires all students to meet their financial obligations and complete a financial aid exit interview prior to graduation.

Accounting Program

Students enrolled in the Accounting program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required skills must be completed by the student and verified by the instructor.

Administrative Medical Assistant

Students enrolled in the Administrative Medical Assistant program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required administrative skills must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation.

Administrative Specialist Program

Students enrolled in the Administrative Specialist program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required skills must be completed by the student and verified by the instructor. Students must also complete an externship to be eligible for graduation.

Computer and Network Technician Program

Students enrolled in the Computer and Network Technician program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required skills must be completed by the student and verified by the instructor.

Dental Assistant

Students enrolled in the Dental Assistant program are required to attend all course hours, pass all courses attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation.

Massage Therapy

Students enrolled in the Massage Therapy program are required to attend all course hours, pass all courses attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must pass and receive certification in CPR and First Aid. Students must also complete clinical practice to be eligible for graduation.

Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq.

Medical Assisting

Students enrolled in the Medical Assisting program must pass all classes attempted, maintain a cumulative 2.0 grade point average. All required administrative and clinical skills listed on the skill sheets must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation. Students must pass and receive certification in CPR and First Aid to be eligible for graduation. Students will receive certificates for injections and venipuncture.

MESSAGE THERAPY CERTIFICATION REQUIREMENTS DISCLOSURE

In 2009 the State of California established the California Massage Therapy Council for voluntary certification for massage therapists. Effective January 1, 2015 applicants for certification as a Certified Massage Therapist (CMT) must have 500 hours of education from an approved school and have passed the Massage and Bodywork Licensing Exam (MBLEx).

Licenses or permits are issued by California cities and counties. The cities and counties are not uniform in their standards. Certification as a Massage Therapist (CMT) by the California Massage Therapy Council is generally required to obtain a license or permit at the local level. Prospective students for the Massage Therapy program are encouraged to contact the business licensing department of the cities or counties they are planning to work. Students should ask for a copy of the regulations for massage therapy in that area.

Dress Code

As part of their educational experience at Milan Institute, students are expected to dress within reasonable professional standards. This dress code respects the collegiate environment of the institution, demonstrates that the student is invested in presenting his/her best to colleagues, and initiates / maintains solid habits in professional attire.

The following are guidelines for acceptable student attire at Milan Institute. Please note that this list is not all-inclusive, is conservative, and is subject to instructor discretion.

- Clean leather or leather-like shoes with both a heel and toe. Shoes are to be worn at all times unless in the bay or room.
- Uniforms – depending on campus policy: scrubs or massage shirts/black pants
- Jewelry is allowed (post earrings, wedding rings, necklaces not exceeding 18” in length)
- ‘Do rags and bandanas (only to be worn for hygienic reasons in the bay or room)

Student professional dress guidelines are required in clinic at all times, and that failure to follow the dress code means that the student not participate and will be marked absent for the time missed as a result.

If a student is not in compliance with professional dress guidelines, the student should be advised, with documentation, of the guidelines. If the student continues to be out of compliance, further disciplinary action should be taken, up to and/or including being sent to change, sent to purchase additional uniform(s), sent to see the Dean, suspended for that class period, etc. Note that these guidelines apply to students whenever they are on campus, including when completing make-up hours.

Hygiene

Good personal hygiene is a must – the student must be showered, shampooed, checked for body odor, and have clean, manicured nails before coming into the clinic. The student's clothes should be clean and pressed, and shoes should be professional and clean.

The best way to prevent spreading infection is to maintain a clean environment. That means frequent hand washing. In massage therapy, washing hands also symbolizes the clearing of energy and "bad chi" collected from working on another person. It is a way to "ground." Hand washing is also most important for removing potentially infectious material.

Draping

Draping is the process of using towels or sheets to cover clients during a massage to protect their modesty. Draping helps a client feel comfortable and safe as well as warm during the massage session. The client should be instructed to undress to own comfort level and lie on the table under the sheet. The student should explain the necessity to the client of being draped under the sheet at all times, exposing only the area to be massaged. The student uses training to decide which draping procedure to use but the covering of genitalia and female breasts is required.

DENTAL ASSISTANT EXAMINATION AND LICENSURE

Requirements for obtaining a California Registered Dental Assistant license are that all applicants must:

- Graduate from a Board-approved RDA educational program of a minimum of 800 hours (approximately 8 months); or
- Complete at least 15 months of satisfactory (1,280 Hours) paid work experience as a dental assistant with a dentist licensed in one of the states in the United States; or
- Complete a California Department of Education approved 4-month educational program, and 11 months of work experience with a dentist(s) licensed in one of the states of the United States. Foreign education and/or experience are not accepted.
- Submit fingerprint clearances from both the Department of Justice and Federal Bureau of Identification. If an applicant has a criminal history, arrest report and court records must be obtained and investigated before a decision is made to issue or deny a license and;
- Successfully pass the following State examinations:
 - Hands-on practical examination performed on a typodont; and
 - State computerized written examination; and
 - State computerized law and ethics written examinations

Complete examination and licensing information may be obtained at the California Dental Board website <http://www.dbc.ca.gov/applicants>

Administrative Medical Assistant

780 Hours/36 Weeks/55 Quarter Credits/36 FA Units



The Administrative Medical Assistant program offers instruction related to general business administrative office duties, with an emphasis on the healthcare community. Students will be familiar with, and demonstrate skills centered on the operational practices of the modern office.

Administrative Medical Assistant duties vary from office to office, but typically involve setting appointments, managing records, basic accounting practices, writing business letters and other types of correspondence, and in a healthcare environment working with patient insurance and standard medical billing practices.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 18 FA Units/18 Weeks

2nd Evaluation Point: 36 FA Units/36 Weeks

Objective

The Administrative Medical Assistant program is designed to prepare students to function effectively in any business office. The program will include entry level instruction in basic computer skills and administrative duties, communication skills, business transactions, legal and ethical considerations found in the workplace, basic anatomy / physiology, medical terminology, medical billing and coding practices, accounts receivable and payable procedures and effective writing skills related to the modern business environment.

Occupations

Medical Records and Health Information Technician (29-2071.00), Medical Secretary and Administrative Assistants (43-6013.00), Bill and Account Collector (43-3011.00), Secretaries and Administrative Assistants (43-6000.00), Receptionists and Information Clerks (43-4171.00), General Office Clerks (43-9061.00), Customer Service Representatives (43-4051.00), Bookkeeping, Accounting, and Auditing Clerks (43-3031.00), Information and Records Clerk (43-4199.00), Material Recording Clerk: Shipping and Receiving (43-5071.00), Material Recording Clerk: Production Planning and Expediting (43-5061.00), Material Recording Clerk: Stock and Order Fillers (43-5081.00), Material Recording Clerk: Weighers Measurers and Samplers (43-5111.00)

Funding Methods

For Title IV purposes the funding method is based on Quarter Credits.

Training Programs

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone and are not dependent upon previous training. Upon successful completion of Strategies for Success and all modules, students participate in an externship.

Course Descriptions

Strategies for Success SFS 111

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical

Administrative Medical Assistant Course Descriptions

thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Professional Development Course PDC 111

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Office Basics OBA 111

This course is designed to introduce students to the professional office environment. Whether centered on the medical community or general type office, students will build skills and a base understanding that relate to any administrative location. Appointment scheduling, customer service techniques, basic business transactions, records / file management and workplace legal and ethical concepts are all addressed within the course. Also discussed are the basic principles behind office policies & procedures, along with a familiarization of automated equipment found in the office setting and an appreciation of the role in which the human relations department plays in a business setting. Students will gain knowledge of HIPAA and importance of confidentiality along with lessons in anatomy & physiology, medical terminology and continued practice in keyboarding skills.

Business Technology BTC 111

This course will introduce the student to basic computer concepts and a functional knowledge in various types of computer hardware, software, networking systems and information storage devices. Microsoft Windows operating system is explored to enhance a students' knowledge and applied proficiency for working in a business setting. Students will be exposed to Microsoft Office with a detailed focus on understanding Outlook and PowerPoint as it pertains to the workplace. Also included are lessons in anatomy & physiology, medical terminology, continued practice in keyboarding skills and hands-on instruction in cardiopulmonary resuscitation (CPR) and First Aid with earned national certification.

Information Coding ICO 111

This course develops the foundation for medical diagnosis and procedural coding. Students will gain knowledge and perform basic coding functions necessary for completion of medical insurance forms utilizing CPT procedural and ICD-9 / ICD-10 diagnosis coding materials. Lessons in ICD-10 applications will be discussed and practiced in detail. Also included is instruction in anatomy & physiology, medical terminology and continued practice in basic keyboarding skills.

Insurance Theory INT 111

This course provides students with the basic knowledge of insurance forms encountered within the healthcare field through lecture as well as hands-on experience. Such forms as Universal, Worker's Compensation, Medicare, as well as HMO and PPO plans will be covered. Discussions centered around the affordable healthcare act will be a focal point towards gaining a deeper understanding of the laws and patient insurance coverage. Students will learn to obtain information from patient medical records and ledgers to complete insurance forms accurately. Students will be provided instruction on basic pharmacology and patient prescriptions for a deeper understanding of insurance formularies and payment coverage. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Administrative Medical Assistant Course Descriptions

Accounting Basics ACB 111

This course offers instruction on basic accounting techniques. Students will gain knowledge through lecture and hands-on applications that center on accounts payable and receivable systems. The ledger, revenue cycle, cash receipts / deposits, purchase cycles and basic budgeting skills will be covered. An overview of QuickBooks will be practiced to familiarize the student with accounting software found in the workplace. Microsoft Office with a detailed focus on Excel will aid students with a base understanding and practical knowledge of working business related spreadsheets. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Computerized Billing COB 111

Students will learn the importance of patient billing and using billing software to produce invoices, record and balance patient account information in the computer. Students are given hypothetical insurance billing situations and will use appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Also included are lessons in anatomy & physiology, medical terminology and continued practice in basic keyboarding techniques.

Office Communications OFC 111

Students will learn the different types of office and business communications used in today's workplace environment. Verbal and non-verbal communication techniques and cues will be discussed, along with E-mail and business communication etiquette. Students will learn basic commands and features associated with Microsoft Office, using Word software and will practice writing different types of memos, letters, business proposals and reports using proper grammar, punctuation and universal business English. In addition to practicing transcription techniques, Self-esteem and human relations will also be covered in this module along with instruction in anatomy & physiology, medical terminology and continued practice in basic keyboarding skills.

Externship AXT 111

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site business office or medical office facility to gain actual experience in administrative processes.

MI Visalia Only Section A-4

Administrative Medical Assistant

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits	Course Prep Hours	FA Units
PRE-REQUISITE											
SFS 111	Strategies for Success	20	2.0	0	0	0	0	20	2.0	5	1.0
PDC111	Professional Development	20	2.0	0	0.0	0	0.0	20	2.0	5	1.0
MODULE A											
OBA111	Office Basics	55	5.5	25	1.25	0	0.0	80	6.75	20	4.0
MODULE B											
BTC111	Business Technology	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MODULE C											
ICO111	Information Coding	50	5.0	30	1.5	0	0.0	80	6.5	20	4.0
MODULE D											
INT111	Insurance Theory	50	5.0	30	1.5	0	0.0	80	6.5	20	4.0
MODULE E											
ACB 111	Accounting Basics	45	4.5	35	1.75	0	0.0	80	6.25	20	4.0
MODULE F											
COB111	Computerized Billing	45	4.5	35	1.75	0	0.0	80	6.25	20	4.0
MODULE G											
OFC111	Office Communications	55	5.5	25	1.25	0	0.0	80	6.75	20	4.0
AXT111	Externship	0	0.0	0	0.0	180	6.0	180	6.0	0	6.0
TOTAL		380	38.0	220	11.0	180	6.0	780	55.0	150	36.0

Administrative Specialist

720 Hours/34 Weeks/46 Quarter Credits/34 FA Units



Today's businesses are constantly changing and evolving as new technology is discovered and developed. The more a person knows about communication, business financials, database management, marketing, accounting, and office procedures the more successful he or she can be.

Today's business world relies on strong written and verbal skills used in conjunction with technology. Data management, record keeping, word processing, desktop publishing, and internet research are all daily aspects of working in a business or office environment.

Once the basic business skills are mastered, employment opportunities are vast, depending on interests, knowledge, and employment goals.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 17 FA Units/17 Weeks

2nd Evaluation Point: 34 FA Units/34 Weeks

Objective

The Administrative Specialist program prepares students to work in an office or business environment using technology to perform most aspects of the position.

Occupations

Executive Secretary and Administrative Assistant 43-6011.00, Secretary (except Legal, Medical or Executive) 43-6014.00, Receptionist and Information Clerk 43-4171.00, File Clerk 43-4071.00, General Office Clerk 43-9061.00

Funding Method

For Title IV purposes the funding method is based on Quarter Credits.

Training Program

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G, starting with any module and continuing in sequence until all seven are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of all modules and Strategies for Success, students participate in an 120-hour externship.

Course Descriptions

Strategies for Success SFS 111

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Professional Development Course PDC111

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial

Administrative Specialist Course Descriptions

responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Written Communication ADS111

In this course, the student will learn how to create, format, save, modify, customize, and print documents using the Microsoft Word software. Students will learn the standard business format for memo, letter and report writing. Students will also learn how to use graphics in Microsoft Word to improve document presentation. Students will learn and practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Business Financials ADS112

Students will learn how to create, format, save, modify, customize, and print spreadsheets using Microsoft Excel software. Students will learn terminology, worksheets, charts and what-if analysis. Calculator functions will also be taught, as well as basic business math functions. Students will practice keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Database Management ADS113

Students will learn how to create, customize, and update databases using Microsoft Access software. Students will also learn how to use the information in databases to create reports and mass mailings. Students will practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Marketing Fundamentals ADS114

Students will learn how to use the desktop publishing software Microsoft Publisher to create marketing materials such as newsletters, advertising flyers, and brochures using graphics and photos. Students will practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Information Delivery ADS115

Students will learn the basics of Microsoft PowerPoint presentation software. Students will design and produce a presentation using clip art, graphics, pictures, music and electronic slide shows. Internet usage will be taught as it applies to e-mail and research. Students will practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Business Accounting ADS116

Students will learn how a small business may utilize accounting software in its day-to-day operations. QuickBooks or similar accounting software will be utilized to teach computerized accounting fundamentals, accounts receivable and payable, inventory, account reconciliation, and depreciation. Students will also be taught fundamentals of payroll administration.

Office Procedures ADS117

Students will learn office administration, including filing and memo and letter writing and proofreading. They will learn about professional ethics, attitudes and confidentiality used in a professional setting.

MI Visalia Only Section B-3

Administrative Specialist

Students will learn basic office communication styles in both verbal and written form. Students will gain knowledge of human resources laws as they pertain to confidentiality.

Externship ASXT111

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site business. Students will work under the supervision of a designated extern site and receive hands-on experience in a business environment.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits	Course Prep Hours	FA Units
PRE-REQUISITE											
SFS111	Strategies for Success	20	2.0	0	0	0	0	20	2.0	5	1.0
PDC111	Professional Development	20	2.0	0	0	0	0	20	2.0	5	1.0
MODULE A											
ADS111	Written Communication	30	3.0	50	2.5	0	0	80	5.5	20	4.0
MODULE B											
ADS112	Business Financials	30	3.0	50	2.5	0	0	80	5.5	20	4.0
MODULE C											
ADS113	Database Management	30	3.0	50	2.5	0	0	80	5.5	20	4.0
MODULE D											
ADS114	Marketing Fundamentals	30	3.0	50	2.5	0	0	80	5.5	20	4.0
MODULE E											
ADS115	Information Delivery	30	3.0	50	2.5	0	0	80	5.5	20	4.0
MODULE F											
ADS116	Business Accounting	25	2.5	55	2.5	0	0	80	5.25	20	4.0
MODULE G											
ADS117	Office Procedures	25	2.5	55	2.5	0	0	80	5.25	20	4.0
ASXT111	Externship	0	0	0	0	120	4.0	120	4.0	0	4.0
TOTAL		240	24.0	360	17.5	120	4.0	720	46	150	34.0

Computer and Network Technician Program

935 hours/47 weeks/64 Quarter Credits/37 FA Units



Computer and Network Technicians are expected to have an 18% growth in employment through 2020 according to the US Bureau of Labor Statistics with 110,000 new jobs expected. Computer and Network Technicians are in demand for all company sizes to network, maintain, and troubleshoot both hardware and software. Not only are companies seeking technicians, but also individuals with small home businesses using a personal computer. Technology is constantly evolving and requiring trained professionals.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 18.5 FA Units/23.5 Weeks

2nd Evaluation Point: 37 FA Units/47 Weeks

Objectives

The Computer and Network Technician computer training program provides instruction on basic computer technology. Students learn how to install, configure and upgrade software and hardware in a computer along with the set up, maintenance and troubleshooting of various size networks. Students will learn to configure computers using Windows Operating systems and Windows Server Operating systems. Students will begin and end the course with a professional development course providing the students skills to be successful in school and in their career. Students are encouraged to achieve certification after module – A+ Essentials, A+ Practical Application, Network+, Windows 7 Configuring, Windows Server 2008 Active Directory Configuring, and Windows Server 2008 Network Infrastructure Configuring.

Occupations

Computer User Support Specialist; Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist 15-1151.00; Computer Network Support Specialist 15-1152.00; Network and Computer Systems Administrators 15-1142.00

Course Descriptions

****This course may be taken as a stand alone course. Pre-requisites are not required and vendor exam fees not included for stand-alone courses.**

Strategies for Success SFS111

Strategies for Success is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Professionalism, Resume Creation, Networking, Time Management Strategies, Study Skills, and Test Taking Strategies.

Professional Development Course PDC111

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, under-

Computer and Network Technician Course Descriptions

stand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

*** PC Support Level 1 PCS111**

Prerequisite: Strategies for Success

PC Support Level I is the beginning of the Information Technology field. Students will discover computer history, hardware installation including Motherboards, Processors, RAM, Hard Drives, and Printers. Students will also learn how to begin a computer hardware career, computer technician career or a hardware technician career. Students will learn how the A+ program will guide you in becoming an IT hardware technician, computer hardware technician and a PC hardware technician. CompTIA A+ is an integral part of computers and IT hardware used today in the computer industry. The A+ certification is a required certification when taking any of the CompTIA A+ Certifications. It is the first certification in the Computer and Network Technician course.

*** PC Support Level II PCS112**

Prerequisite: PC Support Level

PC Support Level II builds on the knowledge learned in A+ Essentials. In this module the student will learn about trouble shooting and maintaining computer hardware and software. Students will learn defined methods for trouble shooting and determining the cause of computer issues that will be required of a repair technician. The second CompTIA A+ Certification occurs at the end of this module.

*** Introduction to Networking NET111**

Prerequisite: PC Support Level II

Introduction to Networking course provides students knowledge on how to build a network, maintain a network, and roll-out a network in a business environment. Network+ concepts include installation and configuration, media and topologies, management, and security. Upon the completion of this course the student will complete the CompTIA A+ Certification for Network+.

*** Windows Operating System MSO111**

Prerequisite: Introduction to Networking

Windows Operating System will provide students the knowledge and skills to configure and support a Windows 7 enterprise system. The student will learn to install, upgrade and migrate to Windows 7 as well as deploy Windows 7. The student will learn to configure hardware and applications, network applications, access to resources, mobile computing, and backup and recovery options. The student will also learn to monitor and maintain systems that run Windows 7. The certification exam for this module is the Microsoft 70-680 Windows 7 Configuring Exam.

*** Server Basics MAD111**

Prerequisite: Windows Operating System

Upon the completion of the Server Basics module the following objectives will have been covered: Configuring Domain Name System (DNS) for Active Directory, Configuring the Active Directory Infrastructure, Configuring Additional Active Directory Server Roles, Creating and Maintaining Active Directory Objects, Maintaining the Active Directory Environment, and Configuring Active Directory Certificate Services. The Microsoft Windows Server 2008 Active Directory, Configuring Certification Exam correlates with this course.

*** Server Infrastructure MAD112**

Prerequisite: Server Basics

Students will learn the skills necessary to run a data center. Configuring IP Addressing and Services, Name Resolution, Network, Access, and File and Print Services will be covered in this module.

MI Visalia Only Section C-3

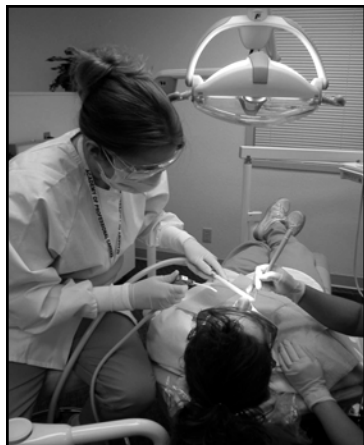
Computer and Network Technician

Students will also learn to monitor and manage a network infrastructure. The Microsoft Windows Server 2008 Network Infrastructure Configuring Certification occurs at the end of this module.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Total Hours	Total Credits	FA Units
PRE-REQUISITE								
SFS111	Strategies for Success	20	2.0	0	0	20	2.0	.8
PDC111	Professional Development	20	2.0	0	0	20	2.0	.8
MODULE A								
PCS111	*PC Support Level I	54	5.0	72	3.5	126	9.0	5.04
MODULE B								
PCS112	*PC Support Level II	75	7.5	105	5.0	180	12.75	7.2
MODULE C								
NET111	*Introduction to Networking	72	7.0	66	3.0	138	10.5	5.52
MODULE D								
MSO111	*Windows Operating System	35	3.5	90	4.5	125	8.0	5.0
MODULE E								
MAD111	*Server Basics	35	3.5	150	7.5	185	11.0	7.4
MODULE F								
MAD112	*Server Infrastructure	48	4.5	93	4.5	141	9.45	5.64
TOTAL								
		359	35.0	576	28.0	935	64.0	37.00

Dental Assistant

845 Hours/43 weeks



Dental Assistants perform a variety of duties in a dental office. In the front office, they may schedule and confirm appointments, welcome patients to the office, send bills, process payments, and inventory supplies.

Dental Assistants also assist the dentist during the examination and treatment of patients by passing and receiving required instruments to the dentist and using the HVE or other instruments to keep the patient's mouth clear, as well as taking dental radiographs. Dental Assistants also prepare instrument trays observe strict sterilization and infection control procedures. Taking dental impressions, remove sutures, and apply anesthetics to the gingiva (gums) and cavity preventatives to teeth are also performed. Registered Dental Assistants can perform coronal polish procedures, give oral hygiene instructions, and apply dental sealants.

Dental Assistants must be reliable, work well with others, and have good manual dexterity.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 422.5 Hours/21.5 Weeks

2nd Evaluation Point: 845 Hours/43 Weeks

Objective

The Dental Assistant Program is designed to prepare students to function competently in entry-level positions in a dental office setting.

Occupations

Dental Assistant 31-9091.00

Funding Method

For Title IV purposes the funding method is based on Clock Hours.

Training Program

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and Professional Development Course prior to beginning core dental assisting courses, starting with any non certification module and continuing in any sequence until all courses are completed. All dental assisting courses are stand alone and are not dependent upon previous training. Upon successful completion of Strategies for Success, Professional Development Course and all dental assisting courses, students participate in a 180-hour externship.

Course Descriptions

Strategies for Success SFS111 Pre-requisite

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Professional Development Course PDC111 Pre-requisite

The Professional Development Course provides students an opportunity to prepare for externship and

Dental Assistant Course Descriptions

employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Introduction to Dental Assisting IDA111

THIS COURSE MUST BE SUCCESSFULLY COMPLETED PRIOR TO STARTING ANY AND ALL OTHER MODULES OF INSTRUCTION.

Upon completion of this course, the student will be able to identify and name the teeth in the primary and permanent dentition, list and label the structures of tooth tissues, label the tooth surfaces, and identify and label the major bones of the face and skull. The student will also be able to recall the criteria for sterilization and disinfection procedures in the dental office, and be able to demonstrate the proper technique for performing a hand scrub and donning personal protective equipment (PPE). Students will also be able to recall the criteria for taking and passing the state of California RDA board written examination, including the certification requirements for dental radiology, coronal polish and pit and fissure sealants, as well as the continuing education requirements for renewing the registered dental assisting license.

Administrative Applications ADA111

Upon completion of this course, the student will become familiar with various terms and definitions of the chapters covered. Students will also become familiar with the permissible duties of the DA and RDA in the state of California and demonstrate ethical behavior in the office. Students will describe and explain the laws that regulate dental assisting and the dental profession, and upon completion and passing an exam, receive a certificate in Dental Practice Act. The student will be able to list the various dental team members, explain the functions of the various regulatory agencies and licensing entities. In addition, the student will be able to demonstrate the minimum competencies in various front office procedures, including completing dental insurance claim forms. The student will be able to demonstrate the use of an oxygen tank, take patient vital signs, and recognize various medical conditions dental patients may present with in the dental office.

Dental Sciences DSC111

Upon completion of this course, the student will know the basic anatomy and physiology of the head and neck; tooth morphology and understand the tissues of the tooth and its supporting structures. The student will also be able to identify the major muscles of the head and neck, explain the function of the temporomandibular joint (TMJ), and identify various landmarks of the face and oral cavity. The student will be able to perform dental charting procedures, recognize cavity classifications, and signs/symbols of patient charting. Students will practice their patient charting skills, The students will also be able to identify the various characteristics, form and function of the primary and permanent dentition.

Pre-Clinical Procedures PCP111

Upon completion of this course, the student will understand the various methods of handling and disposing of Hazardous Materials; identifying proper personal protective equipment for the dental employee. Infection control and the dental unit water supplies are also discussed, as well as functions of the Material Safety Data Sheet. This course will also discuss and demonstrate how to obtain a patient health and medical history, record the patient treatment in the patient file/record, and explain the dental assistant's role in oral diagnosis and treatment planning. Upon completion of this course, the student will be able to understand Pharmacology and Microbiology as it relates to the field of dentistry. The course covers the principles and techniques of disinfection, instrument processing and sterilization in the dental facility. Students will be able to understand the functions of such agencies such as the CDC, EPA, and OSHA. Students will be able to properly clean, disinfect, and sterilize dental equipment and

Dental Assistant Course Descriptions

instrumentations. Students will take an exam on Infection Control Procedures and upon successfully passing, receive a certificate of achievement.

Dental Radiology RAD111 (this course may be taken as a stand-alone course)

Upon completion of this course and successfully passing a written and practical exam, the student will be certified in the state of California in Dental Radiography. Students will be able to operate dental x-ray equipment, understand and utilize radiation safety and processing procedures. The student will be able perform procedures involved in exposing, processing, interpreting and evaluating dental radiographs. This course will also educate the student on properties and characteristics of radiation hazards, special radiographic techniques, Students will be required to expose radiographs on manikins and clinical patients. In addition, the student will be able to correctly assemble a restorative dental instrument tray, explain and/or describe the uses of each instrument and/or materials. They will also be able to identify and demonstrate the use of a high speed, low speed and prophylaxis hand-pieces, as well as the care and maintenance of each.

Oral Pathology and Nutrition Unit OPN111

Upon completion of this course the student will understand how nutrition can affect oral conditions, and explain the role of vitamins and minerals in the daily diet. The student will also be able to describe the relationship between diet and dental caries. Students will be able to label the components of the periodontium, describe the characteristics of gingivitis, and describe oral conditions of patient with eating disorders. The student will be able to identify and manipulate dental materials used, such as bases and liners, temporary and permanent cements. Students will identify the roles of these materials in tooth restoration procedures. Instruction covers listing the indications and contraindications for the use of amalgam and composite resins, and gold and porcelain restorations.

Coronal Polish & Pit and Fissure Sealants CPF111 (this course may be taken as a stand-alone course)

Upon completion of this course and passing a written and practical exam, the student will be certified in coronal polish and dental sealant procedures. Students will understand the procedures, instrumentation and materials involved in pit and fissure sealants, coronal polish techniques. Students will be able to assemble dental instrument trays, select appropriate materials and supplies for pedodontic procedures, including fluoride treatments and stainless steel crowns. At course conclusion, students will also be able to explain the laws as they pertain to reporting suspected child abuse. The RDA duties and skills utilized in these specialty areas will be emphasized.

Lab Procedures LAB111

Upon completion of this unit, the student will understand the instrumentation and procedures involved in Restorative Dentistry, how to assemble and place a tofflemire matrix band, how to fabricate a custom provisional crown, and how to size and cement a stock aluminum temporary crown. Students will also be able to describe the differences between the six cavity classifications. The RDA duties and skills utilized in these specialty areas will be emphasized. Students will also understand the fundamentals of taking tooth shades for crown and bridge, fabrication and cementation of provisional crown and bridge, as well as assisting in the delivery of full dentures. The RDA duties and skills utilized in these specialty areas will be emphasized.

Dental Specialties SPE111

Upon completion of this course the student will know the DA and RDA duties routinely performed in Endodontics, Dental Implants, and Oral Surgical procedures, including the legal considerations under which they are to be practiced. Students will also receive instruction on the proper use of a conscious sedation unit. Emphasis is given to step-by-step procedures, including commonly used instruments and materials involved. The student will know the DA and RDA duties routinely performed in Orthodontic and Periodontic procedures, including the ability to take intra- and extra-oral photographs, as well as understand the legal considerations under which they are to be practiced. Students will also be able to identify specific dental instruments and materials used in these areas of dentistry. Emphasis is given to

MI Visalia Only Section D-4

Dental Assistant

practice test by use of a mock written exam.

Clinical Externship DXT111

Upon completion of this course, the student will be able to implement and utilize the appropriate skills, techniques and procedures in the dental clinic environment, as legally delegated to the DA/RDA by the state of California. Work experience is in a dental clinical setting under the direct supervision of the professional office manager, licensed dentist, or other office professional. Students are required to return to the campus weekly to submit timecards and evaluations.

Course Code	Course Title	Lecture Hours	Lab Hours	Clinical Hours	Total Hours
PRE-REQUISITES					
SFS111	Strategies for Success	20.0	0	0	20.0
PDC111	Professional Development	20.0	0	0	20.0
IDA111	Introduction to Dental Assisting	2.5	2.5	0	5.0
MODULE A					
ADA111	Administrative Applications	40.0	40.0	0	80.0
MODULE B					
DSC111	Dental Sciences	40.0	40.0	0	80.0
MODULE C					
PCP111	Pre-Clinical Procedures	40.0	40.0	0	80.0
MODULE D					
RAD111	Dental Radiology	30.0	32.0	18.0	80.0
MODULE E					
OPN111	Oral Pathology & Nutrition/	40.0	40.0	0	80.0
MODULE F					
CPF111	Coronal Polish & Pit & Fissure Sealants	34.0	34.0	12.0	80.0
MODULE G					
LAB111	Lab Procedures	24.0	56.0	0	80.0
MODULE H					
SPE111	Dental Specialties	28.0	52.0	0	80.0
EXTERNSHIP					
DXT111	Clinical Externship	0	0	160	160
TOTAL		318.5	336.5	190.0	845

Dental Assistant

780 Hours/36 weeks/55 Quarter Credits/36 FA Units



Dental Assistants perform a variety of duties in a dental office. In the front office, they may schedule and confirm appointments, welcome patients to the office, send bills, process payments, and inventory supplies.

Dental Assistants also assist the dentist during the examination and treatment of patients by handing required instruments to the dentist and using the suction or other instruments to keep the patient's mouth clear. Dental Assistants also prepare instrument trays and assist patients with dental health care. Some Dental Assistants will make dental impressions, remove sutures, and apply anesthetics to the gingiva (gums) and cavity preventatives to teeth.

Dental Assistants must be reliable, work well with others, and have good manual dexterity.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 18 FA Units/18 Weeks

2nd Evaluation Point: 36 FA Units/36 Weeks

Objective

The Dental Assistant Program is designed to prepare students to function competently in entry-level positions in a dental office setting.

Occupations

Dental Assistant 31-9091.00.

Funding Method

For Title IV purposes the funding method is based on Credit Hours.

Training Program

The training program is divided into seven learning units called modules. Students must complete Strategies for Success prior to beginning modules A through G, starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G are stand alone and are not dependent upon previous training. Upon successful completion of Strategies for Success and all modules, students participate in an externship.

Course Descriptions

Strategies for Success SFS 111

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Professional Development Course PDC 111

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial

Dental Assistant Course Descriptions

responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Administrative Procedures, Oral Health, Periodontics AOP111

Upon completion of this course, the student will gain knowledge and be able to demonstrate various administrative procedures, including appointment scheduling, telephone etiquette, dental records management, inventory control, and describe law / ethics as it pertains to the practice of dentistry. Students will become familiar with various dental specialties including their educational requirements along with a deep understanding of HIPAA regulations and dental office compliance. Additionally, this course will familiarize the student with professionalism in the workplace, oral health, preventive dentistry, patient education, the mechanics of coronal polishing, and placement of dental sealants. An overview of periodontics, along with instrumentation, materials, and periodontics procedures will be offered.

Anatomy & Morphology ANM111

Upon completion of this course, students will be able to identify the anatomy and physiology of the head and neck as they relate to dentistry. This includes; muscles, nerves, bones of the cranium, form and function of the hard and soft oral structures, tooth surface and structures, and cavity classifications. Students will also become familiar with proper chair side techniques associated with patient charting and correct use of dentistry symbols, local anesthetic, handling and loading of the syringe and needle, identifying injection sites, and other methods for pain management.

Dental Science SCI111

Upon completion of this course, students will be able to describe the methods of disease transmission in the dental office and the principles of disease control, OSHA regulations and waste management. Students will learn about the effects of exposure to chemicals, methods of chemical exposure, and explain the purpose of MSDS. Students will be able to describe the parts of a prescription, describe how drugs are administered, and identify drug schedules. Also discussed will be dental office emergencies, prevention, emergency equipment, and the role of the dental team.

Operative & Chair Side Assisting ONC111

Upon completion of this course, students will be able to explain the process and demonstrate procedures in four-handed dentistry. Students will identify hand pieces and instruments, their uses and care. In addition, students will explain the use of cements and filling materials when used in restorative procedures, and describe the steps in cavity preparation. Medical and dental histories along with the steps in working directly with patients is also discussed and practiced as part of this course.

Dental Radiology RAD111

Upon completion of this course, students will be introduced to the operation of dental x-ray equipment and radiation safety and techniques. The student will be instructed on techniques used to expose intra and extra-oral films, process, mount and evaluate radiographs, and follow all infection control protocols.

Laboratory Procedures LPR111

Upon completion of this course, students will be introduced to primary and secondary impression materials, the theory and practice of prosthetic dentistry, identifying the types and uses of provisional coverage, bleaching processes and the techniques associated with each.

Dental Specialties SPE111

Upon completion of this course, students will learn about the difference in dental specialties such as: Oral and Maxillofacial Surgery, Oral Pathology, Endodontics, Orthodontics, and Pediatric Dentistry. Emphasis is given to step-by-step procedures, function, use, and care of dental equipment, materials, instrumentation, and supplies used in each. Also covered is instruction on CPR and First Aid with certification being obtained.

MI Sparks Only Section E-3

Dental Assistant

Externship DXT111

Dental Assistant students will use the skills and knowledge they have acquired throughout the program to train at an off-site dental facility to gain additional experience.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Hours	Total Hours	Quarter Credits	Course Prep Hours	FA Units
PRE-REQUISITE											
SFS111	Strategies for Success	20	2.0	0	0.0	0	0	20	2.0	5	1.0
PDC111	Professional Development	20	2.0	0	0.0	0	0	20	2.0	5	1.0
MODULE A											
AOP111	Administrative Procedures, Oral Health, Periodontics	50	5.0	30	1.5	0	0	80	6.5	20	4.0
MODULE B											
ANM111	Anatomy & Morphology	50	5.0	30	1.5	0	0	80	6.5	20	4.0
MODULE C											
SCI111	Dental Science	50	5.0	30	1.5	0	0	80	6.5	20	4.0
MODULE D											
ONC111	Operative & Chair Side Assisting	50	5.0	30	1.5	0	0	80	6.5	20	4.0
MODULE E											
RAD111	Dental Radiology	50	5.0	30	1.5	0	0	80	6.5	20	4.0
MODULE F											
LPR111	Laboratory Procedures	50	5.0	30	1.5	0	0	80	6.5	20	4.0
MODULE G											
SPE111	Dental Specialties	50	5.0	30	1.5	0	0	80	6.5	20	4.0
DXT111	Externship	0	0.0	0	0.0	180	6	180	6.0	0	6.0
TOTAL		390	39.0	210	10.5	180	6	780	55.0	150	36.0

Massage Therapy

740 Hours/34 Weeks



Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals.

The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 370 Hours/17 Weeks

2nd Evaluation Point: 740 Hours/34 Weeks

Objective

The Massage Therapy program is designed to prepare the student to function competently as a professional massage therapist in a variety of settings. The unique curriculum contains the best of Eastern, Western, ancient modalities and the latest skills and techniques. The student will receive ample hands-on training and knowledge required to function in a variety of settings including massage clinics, hospitals, doctors' offices, sporting events and more.

Occupations

Massage Therapist 31-9011.00

Training Program:

This training program is divided into learning units called modules or course groupings. Students must complete in sequence Strategies for Success, Intro to Anatomy and Physiology, Swedish Basics, and Ethics as prerequisites to any other course. Students must complete all courses starting with a module or pre-determined course groupings and continuing in sequence until all courses are completed. Courses are stand alone and are not dependent upon previous training. Students participate in an internship.

Course Descriptions

Strategies for Success SFS 111

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Professional Development Course PDC 111

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully

Massage Therapy Course Descriptions

begin externship and pursue, obtain, and retain employment.

Introduction to Anatomy & Physiology MT111

This course is the entry point into the Massage Therapy program. It provides an introduction to anatomy, physiology, kinesiology, pathology and medical terminology. Students will gain familiarity with the major organ systems, cells, tissue, bones, muscles, joints, and other areas.

Swedish Massage Basics MT112

This course is the entry point into the Massage Therapy program. It consists of an introduction to the history of massage, introductory massage protocol, and basic technical knowledge, including an introduction to hygiene, sanitation methods, and safety standards. Students will learn the fundamental Swedish massage techniques, client protocol, draping, bodywork postures, and methods of recordkeeping.

Ethics MT113

This course is the entry point into the Massage Therapy program. Students will learn the current standards of ethics and professionalism in the field of massage therapy and will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

Anatomy MT114

This course offers massage therapy students an in-depth study of the organization and structure of the human body. Students will explore each level of organization and will learn terminology relating to the chemical, cellular, and tissue levels of the body along with the major organ systems. Students will gain an understanding of the interdependence of the major systems of the body.

Practical Anatomy MT115

This course is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks. The course will include a systematic investigation of the attachment sites and innervations of the major muscles relative to the different regions of the body.

Dynamic Practicum MT116

This course offers hands-on practice in a variety of modalities used in clinical settings. Students perform massage routines on each other, complete and evaluate intake forms, and enter data on SOAP notes. This course also offers introductory personal and group counseling, wherein students express their feelings about their future profession and life situations, with an opportunity to address specific issues.

Kinesiology MT117

In this course, students will be introduced to the study of movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups.

Sports Massage MT118

This course presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post-sporting event massage techniques, as well as preventive and rehabilitation massage methods.

Shiatsu MT119

This course presents the theory and practice of Shiatsu massage. Students will learn the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, and meridian theory as it relates to massage. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will be able to locate

Massage Therapy Course Descriptions

the major organ meridians, locate the major Chinese acupoints, and utilize these points in clinical applications.

Pathology for the Massage Therapist MT120

This course focuses on pathology for massage therapists. Students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage.

Passive Joint Mobilization MT121

In this course, students will learn how to apply joint movements while the client remains passive (non-moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.

Deep Tissue Massage MT122

This course provides students with the skills to perform various deep tissue massage techniques and to develop the proper body mechanics to prevent injury. Students will be able to perform deep tissue techniques for muscle redefinition by releasing stagnation, knots, and spasms that lie deep within the muscular tissue, and they will develop therapeutic strategies to address acute and chronic muscular conditions.

Massage Therapy: Communication & Law MT123

The focus of this course is on professionalism, communication, and the legal issues involved in therapeutic massage. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation for a successful career in massage therapy. Students will learn how to communicate professionally with clients and other healthcare professionals and will understand the information that forms the basis of HIPAA regulations.

Prenatal & Pediatric Massage MT124

This course presents applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy. Students will learn the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills appropriate for each stage of pregnancy. Students will understand the indications and contraindications of massage during pregnancy and learn the signs and symptoms of high risk pregnancies. In association with pregnancy massage, this course also presents the techniques to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises.

Business Management MT125

This course presents business management techniques necessary to build and maintain a massage practice. Students will learn how to effectively communicate with clients and associates and will be informed about permit requirements, record keeping, tax information, employment versus independent contracting, and advertising methods.

Acupressure MT126

This course is an introduction to the ancient healing art of acupressure, a therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress. Students will learn the fundamental theories of traditional Chinese medicine, breathing and mind-body centering techniques, as well as hands on techniques for giving and receiving acupressure massage.

CPR / First Aid MT127

This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented.

Massage Therapy Course Descriptions

Chair Massage MT128

This course provides instruction in chair massage, defined as a compact, efficient style of bodywork performed through the clothing while the recipient is in a comfortable seated position. Students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented.

Reflexology MT129

This course introduces the history, theory, and practice of reflexology. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. This course is designed to teach students the tools and techniques enabling them to perform a full reflexology session.

Aromatherapy & Hydrotherapy MT130

This course introduces the application of essential oils and water as therapeutic tools used in conjunction with massage therapy. The course provides students with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how to safely and effectively integrate the use of essential oils into a massage session. The course covers the profiles of 10 of the most commonly used essential oils along with their indications and contraindications. Students will also learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses.

Physiology MT131

This course examines the various functions of the human body, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

Clinical Internship MT132

Prerequisite: Swedish Massage Basics and Clinic Orientation

In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-keeping skills with a wide variety of clients.

Special Notice

Pursuant to California Business and Professions Code section 4611, It is an unfair business practice for a person to do any of the following:

- (a) To hold himself or herself out or to use the title of "certified massage therapist" or "certified massage practitioner," or any other term, such as "licensed," "certified," "CMT," or "CMP," in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
 - (b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.
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MI Visalia Only Section F-5

Massage Therapy

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Hours
PRE-REQUISITES					
SFS111	Strategies for Success	20	0	0	20
PDC111	Professional Development Course	20	0	0	20
MT111	Intro to Anatomy & Physiology	30	0	0	30
MT112	Swedish Massage Basics	5	35	0	40
MT113	Ethics	10	0	0	10
PRE-REQUISITES					
MT114	Anatomy	40	0	0	40
MT115	Practical Anatomy	5	35	0	40
MT116	Dynamic Practicum	0	20	0	20
MT117	Kinesiology	30	10	0	40
MT118	Sports Massage	5	15	0	20
MT119	Shiatsu	5	15	0	20
MT120	Pathology for the Massage Therapist	35	5	0	40
MT121	Passive Joint Mobilization	5	15	0	20
MT122	Deep Tissue	10	30	0	40
MT123	Massage Therapy: Communication & Law	20	0	0	20
MT124	Prenatal & Pediatric Massage	5	15	0	20
MT125	Business Management	15	5	0	20
MT126	Acupressure	4	16	0	20
MT127	CPR/First Aid	3	5	0	8
MT128	Chair Massage	2	10	0	12
MT129	Reflexology	5	15	0	20
MT130	Aromatherapy & Hydrotherapy	15	25	0	40
MT131	Physiology	35	5	0	40
CLINICAL PRACTICE					
MT132	Clinical Internship	0	0	140	140
TOTAL		324	276	140	740

Massage Therapy

760 Hours/36 Weeks



Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals.

The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 380 Hours/17.5 Weeks

2nd Evaluation Point: 760 Hours/35 Weeks

Objective

The Massage Therapy program is designed to prepare the student to function competently as a professional massage therapist in a variety of settings. The unique curriculum contains the best of Eastern, Western, ancient modalities and the latest skills and techniques. The student will receive ample hands-on training and knowledge required to function in a variety of settings including massage clinics, hospitals, doctors' offices, sporting events and more.

Occupations

Massage Therapist 51.3501

Funding Method

For Title IV purposes the funding method is based on Clock Hours.

Training Program

This training program is divided into learning units called modules or course groupings. Students must complete in sequence Strategies for Success, Professional Development Course, Intro to Anatomy and Physiology, Swedish Basics, and Ethics as prerequisites to any other course. Students must complete all courses MAS104 to MAS121 starting with a module or pre-determined course groupings and continuing in sequence until all courses are completed. Courses are stand alone and are not dependent upon previous training. Students will take a Massage Exam Preparation Course upon successful completion of all other courses. Students participate in an internship.

Course Descriptions

Strategies for Success SFS 111 Pre-requisite

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing goal setting, flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Introduction to Anatomy & Physiology MT111

This course is the entry point into the Massage Therapy program. It provides an introduction to anatomy, physiology, kinesiology, pathology and medical terminology. Students will gain familiarity with the major organ systems, cells, tissue, bones, muscles, joints, and other areas.

Massage Therapy Course Descriptions

Swedish Massage Basics MT112

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Ethics MT113

This course is the entry point into the Massage Therapy program. Students will learn the current standards of ethics and professionalism in the field of massage therapy and will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

Anatomy MT114

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Practical Anatomy MT115

This course is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks. The course will include a systematic investigation of the attachment sites and innervations of the major muscles relative to the different regions of the body.

Dynamic Practicum MT116

This course offers hands-on practice in a variety of modalities used in clinical settings. Students perform massage routines on each other, complete and evaluate intake forms, and enter data on SOAP notes. This course also offers introductory personal and group counseling, wherein students express their feelings about their future profession and life situations, with an opportunity to address specific issues.

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In this course, students will be introduced to the study of movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups.

Sports Massage MT118

This course presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post-sporting event massage techniques, as well as preventive and rehabilitation massage methods.

Shiatsu MT119

This course presents the theory and practice of Shiatsu massage. Students will learn the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, and meridian theory as it relates to massage. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will be able to locate the major organ meridians, locate the major Chinese acupoints, and utilize these points in clinical applications.

Massage Therapy Course Descriptions

Pathology for the Massage Therapist MT120

This course focuses on pathology for massage therapists. Students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage.

Passive Joint Mobilization MT121

In this course, students will learn how to apply joint movements while the client remains passive (non-moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.

Deep Tissue Massage MT122

This course provides students with the skills to perform various deep tissue massage techniques and to develop the proper body mechanics to prevent injury. Students will be able to perform deep tissue techniques for muscle redefinition by releasing stagnation, knots, and spasms that lie deep within the muscular tissue, and they will develop therapeutic strategies to address acute and chronic muscular conditions.

Massage Therapy: Communication & Law MT123

The focus of this course is on professionalism, communication, and the legal issues involved in therapeutic massage. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation for a successful career in massage therapy. Students will learn how to communicate professionally with clients and other healthcare professionals and will understand the information that forms the basis of HIPAA regulations.

Prenatal & Pediatric Massage MT124

This course presents applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy. Students will learn the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills appropriate for each stage of pregnancy. Students will understand the indications and contraindications of massage during pregnancy and learn the signs and symptoms of high risk pregnancies. In association with pregnancy massage, this course also presents the techniques to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises.

Business Management MT125

This course presents business management techniques necessary to build and maintain a massage practice. Students will learn how to effectively communicate with clients and associates and will be informed about permit requirements, record keeping, tax information, employment versus independent contracting, and advertising methods.

Acupressure MT126

This course is an introduction to the ancient healing art of acupressure, a therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress. Students will learn the fundamental theories of traditional Chinese medicine, breathing and mind-body centering techniques, as well as hands on techniques for giving and receiving acupressure massage.

CPR / First Aid MT127

This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented.

Chair Massage MT128

This course provides instruction in chair massage, defined as a compact, efficient style of bodywork

Massage Therapy Course Descriptions

performed through the clothing while the recipient is in a comfortable seated position. Students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented.

Reflexology MT129

This course introduces the history, theory, and practice of reflexology. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. This course is designed to teach students the tools and techniques enabling them to perform a full reflexology session.

Aromatherapy & Hydrotherapy MT130

This course introduces the application of essential oils and water as therapeutic tools used in conjunction with massage therapy. The course provides students with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how to safely and effectively integrate the use of essential oils into a massage session. The course covers the profiles of 10 of the most commonly used essential oils along with their indications and contraindications. Students will also learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses.

Physiology MT131

This course examines the various functions of the human body, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

Professional Development Course PDC111—Pre-requisite

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Clinical Internship MTC132

Prerequisite: Swedish Massage Basics and Clinic Orientation

In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-keeping skills with a wide variety of clients.

Massage Therapy Exam Preparation MT133

This course represents an overview of the style and subject matter included in the MBLEx. Students will review the contents of the exam. They will cover the process for applying to take the exam, eligibility requirements, test-taking strategies and preparation strategies. Students will take sample tests to examine their readiness for the exam.

MI Sparks Only Section G-5

Massage Therapy

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Hours
PRE-REQUISITES					
SFS111	Strategies for Success	20	0	0	20
PDC111	Professional Development	20	0	0	20
MT111	Intro to Anatomy & Physiology	30	0	0	30
MT112	Swedish Massage Basics	5	35	0	40
MT113	Ethics	10	0	0	10
CLINICAL PRACTICE					
MT114	Anatomy	40	0	0	40
MT115	Practical Anatomy	5	35	0	40
MT116	Dynamic Practicum	0	20	0	20
MT117	Kinesiology	30	10	0	40
MT118	Sports Massage	5	15	0	20
MT119	Shiatsu	5	15	0	20
MT120	Pathology for the Massage Therapist	35	5	0	40
MT121	Passive Joint Mobilization	5	15	0	20
MT122	Deep Tissue	10	30	0	40
MT123	Massage Therapy: Communication & Law	20	0	0	20
MT124	Prenatal & Pediatric Massage	5	15	0	20
MT125	Business Management	15	5	0	20
MT126	Acupressure	4	16	0	20
MT127	CPR/First Aid	3	5	0	8
MT128	Chair Massage	2	10	0	12
MT129	Reflexology	5	15	0	20
MT130	Aromatherapy & Hydrotherapy	15	25	0	40
MT131	Physiology	35	5	0	40
MT133	Massage Therapy Exam Preparation	40	0	0	40
CLINICAL PRACTICE					
MTC132	Clinical Internship	0	0	120	120
TOTAL		364	276	120	760

Medical Assisting

780 Hours/36 Weeks/52 Quarter Credits/36 FA Units



Medical assistants help doctors examine and treat patients, perform routine tasks, and keep the medical office running smoothly.

Duties vary from office to office, but normally include taking vital signs and information, taking medical histories, preparing patients for examinations, and assisting during the appointment.

Medical assistants may also take blood, give injections, take EKGs, remove sutures, collect and prepare laboratory specimens, instruct patients on special diets and medications, and sterilize medical instruments.

A medical assistant's job duties vary from day to day with each patient that comes into the office.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 18 FA Units/18 Weeks

2nd Evaluation Point: 36 FA Units/36 Weeks

Objective

The Medical Assisting program is designed to prepare students to function competently in an entry-level position in a variety of medical settings. The program will include current medical information, demonstrations and practice of administrative, clinical and laboratory skills.

Occupations

Medical Assistant 31-9092.00, Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Receptionist and Information Clerk 43-4171.00

Training Program

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G, starting with any module and continuing in any sequence until all seven are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students will participate in a 180-hour externship.

Course Descriptions

Strategies for Success SFS111 Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Professional Development Course PDC111

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media job search using LinkedIn and other online resources, recognize the effects of personal financial

Medical Assisting Course Descriptions

responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Medical Office Communications MOC111

Students will learn and demonstrate basic administrative skills used in the medical office setting and be able to demonstrate how to schedule appointments, to communicate over the phone, and to handle difficult patients. Students will be able to describe qualifications for success, to identify medical, legal and ethical boundaries, to demonstrate proper telephone techniques, to schedule and manage appointments and to perform the functions of medical office record keeping. Students also practice keyboarding to improve speed and accuracy.

Insurance Coding INC111

Students will learn about the different insurance available to patients, and be able to recognize when to use each of them. Students will learn and demonstrate how to process insurance forms, to use insurance coding, and to perform bookkeeping skills. Students will be able to classify insurance providers in the following groups: individual, hospital, medical, surgical, outpatient, major medical, dental and special risk insurance. Students will define insurance terms such as carrier, provider, coverage, subscriber, contract, premium, deductible, UCR fees, coinsurance and copayments. Students will be able to describe the process of insurance plans such as HMO, PPO, IPA, CHAMPUS and CHAMPVA. Students will perform insurance coding using CPT-4 and ICD-9-CM coding books.

Pharmacology/Nutrition PHN111

Students will be introduced to administering medications to a patient in a medical practice setting. Classes and uses of injections, oral medications and critical doses of medications will be covered. Students will be able to define pharmacology, list guidelines for administering and recording medications, describe the routes of medication administration, classify medications and their uses, list pharmacology abbreviations, convert mathematical doses, identify major nutrients, vitamins and minerals, list formulas and programs for weight loss, describe diseases caused from nutrition, and perform medication administrations.

Anatomy/Physiology ANP111

The student will learn and be able to identify the body systems and their structures and functions, as well as common diseases and treatments for the related body systems. Students will identify anatomical positions and points of reference on the human body; locate the four body cavities; name, locate and describe the functions of the ten major body systems. Students will be able to name, locate, and describe the functions of the major organs within the body systems and describe diseases and treatments related to the ten body systems. Students will be able to describe health education material for preventing diseases in the body systems.

Medical Office Emergency Procedures MOE111

Students will learn to distinguish an emergency from a non-emergency situation and act quickly when required. Students will learn and demonstrate the principles of assessment and triage and will learn how to use emergency equipment. Students will demonstrate how to develop a plan for emergencies and how to access community resources in dealing with emergencies. Students will also learn how to answer patient questions regarding diagnosis and treatment methods. Students will demonstrate knowledge of the uses of x-ray, ultrasound and fluoroscopy equipment and other tests and modalities used to serve the patient. Students will demonstrate how to prepare and maintain examination and treatment areas and assist with patient examination procedures and treatments.

Electrocardiography/Hematology EKG111

Students will be able to describe the reasons an EKG is performed and be able to perform a routine 12-lead EKG. Students will learn the components of blood; describe the basic blood testing procedures and their purposes; be able to define and demonstrate aseptic techniques and universal precautions; take

Medical Assisting Course Descriptions

vital signs and blood pressures; and perform invasive procedures. Students will be able to define hematology and its major components, functions, disease disorders and basic tests.

Microbiology/Patient Preparation MPP111

Students will learn and demonstrate the methods of infection control, universal precautions and sterilization techniques. Students will learn the role of microorganisms in causing disease and have a basic understanding of bacterial growth, cultures and specimen collection. Students will learn how to prevent spreading of disease-causing microorganisms and will demonstrate aseptic techniques. Students will demonstrate how to assist in minor in-office surgeries, including patient preparation, and be able to list basic medical instruments and their uses in the office. Students will learn and demonstrate how to position patients for exams and how to perform injections, anthropometric measurements, and vital signs.

Externship MXT111

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain additional experience.

MI Visalia & MI Sparks Section F-4

Medical Assisting

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits	Course Prep Hours	FA Units
PRE-REQUISITE											
SFS111	Strategies for Success	20	2.0	0	0.0	0	0.0	20	2.0	5	1.0
PDC111	Professional Development	20	2.0	0	0.0	0	0.0	20	2.0	5	1.0
MODULE A											
MOC111	Medical Office Communications	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MODULE B											
INC111	Insurance Coding	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MODULE C											
PHN111	Pharmacology/Nutrition	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MODULE D											
ANP111	Anatomy/Physiology	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MODULE E											
MOE111	Medical Office Emergency Procedures	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MODULE F											
EKG111	Electrocardiography/Hematology	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MODULE G											
MPP111	Microbiology/Patient Preparation	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
MXT111	Externship	0	0.0	0	0.0	180	6.0	180	6.0	0	6.0
TOTAL		320	32.0	280	14.0	180	6.0	780	52.0	150	36.0

Nursing Assistant

128 Hours/6 Weeks



This course of study provides instruction in the health care field of nursing assistants. Students will understand and demonstrate the role and responsibility of the nursing assistant, including communication, interpersonal relationships, safety and infection control, HIPAA and patient rights in the healthcare setting. Students will learn the skills necessary to function safely and efficiently as a nursing assistant in the healthcare setting.

The course will provide students with both lab and clinical experiences in addition to instruction on basic anatomy and physiology, bed making, environmental comfort, personal care procedures, vital signs, nutritional requirements and techniques, admission and discharge procedures, exercise and activity, elimination procedures, unsterile warm and cold applications, rehabilitation of clients with special needs such as nervous system diseases, diabetes, respiratory diseases, and cognitive impairment, as well as care of clients who are grieving, dying or deceased. Students will learn information and practical skills required by State and Federal laws necessary for

Objective

The Nursing Assistant course is designed to prepare students to function competently in healthcare support occupations. as a nursing assistant in the health care setting. The program will include personal care skills; safety and infection control, communications and interpersonal skills and a basic understanding of anatomy and physiology of the body systems.

Occupations

Nursing Assistant, Nursing Attendant 31-1014.00; Home Health Aide 31-1011; Psychiatric Aides 31-1013; Orderlies 31-1015; Personal Care Aides 39-9021

Subjects

Role and Responsibilities

Patient Rights, HIPAA, chain of command, scope of practice, legal issues, ethical behavior, promoting quality of life, and reporting elder abuse as a mandated reporter

Communication Process and Interpersonal Relationships

Elements of communication process, barriers to successful communication, non-verbal behavior, Maslow's Hierarchy, medical record information, legal and ethical responsibilities regarding medical records, and plan of care

Safety and Infection Control

CPR, general safety, first aid, principles of body mechanics, restraint application and safety rules, Standard Precaution techniques, proper hand washing, basic life-saving measures, transfer techniques, gowning, abdominal thrusts for obstructed airways, and gloving

Anatomy and Physiology of the Body Systems

Musculoskeletal system, urinary system, integumentary system, cardiovascular system, EKG, and monitoring lead placement, respiratory system, endocrine system, sensory system, digestive system, nervous system, growth and development, and medical terminology,

Bed Making and Environmental Comfort

Characteristics of a well-made bed, open and closed unoccupied bed, occupied bed, comfort devices to assist, and environmental comfort

Nursing Assistant Subjects

Personal Care Procedures

Skin care, back rub, male and female perineal care, oral hygiene, teeth and denture care, bathing procedures, dressing and undressing, shaving, nail and hair care.

Vital Signs

Pulse, blood pressure, various temperature procedures, and respirations

Nutritional Requirements and Techniques

Food pyramid, symptoms of dehydration, special diet requirements, completing intake and output records, preparing, serving, and feeding

Admission and Discharge Procedures

Vitals, proper procedures for measuring height and weight, facility/agency policies for admission and discharge, and inventory lists

Exercise and Activity

Basic Range of Motion, transfer processes and safety, positioning client in bed, control of client who falls, and ambulating client

Elimination Procedures

Characteristics of urine and feces, use of bedpans, urinals and commodes, male and female perineal care, catheter care, recording output, colostomy care, and collection of specimens.

Procedures for Unsterile Warm and Cold Applications

General rules and safety for application of heat or cold to a part of the body, applying a K-pad, and applying an ice pack

Rehabilitation of Clients and Special Needs

Assisting clients with mental and physical limitations, rehabilitation needs of clients, identifying normal anatomical and physiological changes in the elderly, assisting clients with limited communication, vision, and hearing, care of clients with nervous system diseases, diabetes, respiratory diseases, cognitive impairment, and grieving, dying or deceased clients

Milan Institute evaluates Satisfactory Academic Progress at the end of the Nursing Assistant Program/128

Course Code	Course Title	Clock Hours
NAT002	Nursing Assistant Theory	56 Hours
NAL002	Nursing Assistant Lab	40 Hours
NAC002	Nursing Assistant Clinical	32 Hours

scheduled hours

PROGRAM TITLE: COSMETOLOGY

1600 hours

PROGRAM DESCRIPTION:

The primary purpose of the Cosmetology Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Cosmetology or related career field. All classes are taught in English. The course is divided into 2 sections – Phase 1 and Phase 2. Phase 1 is 360 hours taught in a minimum of 12 weeks for Day Sessions and 18 weeks for evening session.

PROGRAM OBJECTIVES:

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

OCCUPATIONS:

Cosmetologist, Hairstylist, and Hairdresser 39-5012.00; Manicurist and Pedicurist 39-5092.00

PROGRAM TEXTS:

- **Today's Class online curriculum – www.todaysclass.com**
- **Milady's Standard: Cosmetology- Online Licensing Preparation Access Code**, Cengage Publishing
- **State Board Rules and Regulations - https://www.barbercosmo.ca.gov/laws_regs/act_regs.pdf**
- **State Board Health and Training Course: https://www.barbercosmo.ca.gov/schools/healthsafety_textbook.pdf**
- **State Board Health and Training Course Exam Book: https://www.barbercosmo.ca.gov/schools/student_booklet.pdf**

REFERENCE MATERIALS:

In the Bag, Playing it Safe, Waxing Made Easy, Professional Men's Services: Haircutting, Step by Step Make up Videos, Art of Dressing Long Hair, Braids and Updo's Made Easy, The Cutting Book, Hair Coloring Hands On, Hair Care and Product Dictionary, Cosmetology Dictionary, Microdermabrasion, Peels and Peeling Agents, Nail Structure and Product Chemistry, Art of African Hair Design, Nail Questions and Answers Book, Wall Charts for Anatomy and Physiology, various subject relevant DVDs/Video and Online resources. Reference materials subject to change.

METHODS OF PRESENTATION:

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career oriented activities. The course is presented through well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

TESTING POLICY:

Theory knowledge will be evaluated after each unit of study. Students will also be required to pass written finals at the end of Phase 1, at mid-term and the end of the program. Practical Skills will be tested with a Practical Exam at the completion of Phase One Training, at mid-point and at the completion of approximately 1500 hours. Students are required to attend specific hours of technical instruction (theory) in each subject area in order to graduate. A student must complete the minimum hours in each subject in order to graduate and be eligible to take the state board exams.

EVALUATION METHODS:

To determine academic progress, students are assigned theory study and a minimum number of practical performances. Theory is evaluated after each unit of study with a written assessment on-ground. Practical assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations

will be conducted during the course of study. Practical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the practical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

GRADING SYSTEM:

WRITTEN AND PRACTICAL

90% - 100%	=	A
80% - 89%	=	B
70% - 79%	=	C*
60% - 69%	=	D
Below 60%	=	F

BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT*

*All Assessments (practical and/or written) must be passed with 70% or higher to graduate

KNOWLEDGE AND SKILL OBJECTIVES:

Important Notification – the minimum hours of technical instruction hours per subject must be completed to be eligible for completion and state board exams. In addition, the minimum number of operations and operation hours must be completed to be eligible for completion and state board exams. Depending on how long a student needs to complete the required number of practical operations, a student may exceed the total number of hours required in a subject, or may not have the minimum hours required in a subject. If a student does not have meet the total number of hours required, the student will need to complete additional hours to meet the requirements in that subject.

Technical Instruction and Practical Training in Hair Dressing – 1100 hours

The required subjects of instruction in Hair Dressing shall be completed with the minimum hours of technical instruction and practical operations for each subject-matter as follows:

Hairstyling - The subject of Hairstyling shall include, but is not limited to, the following techniques and procedures:

Hair analysis, shampooing, finger waving, pin curling, comb outs, straightening, waving, curling with hot combs and hot curling irons and blower styling.

Technical Instruction/Theory - 70 hours

Practical Instruction – 390 Total Operations

250 Wet Hairstyles/Shampooing

100 Thermal Hairstyling

20 Thermal Hairstyling: Press & Curl

20 Scalp and Hair Treatments

Permanent Waving and Chemical Straightening - The subject of Permanent Waving and Chemical Straightening shall include, but is not limited to, the following techniques and procedures: Hair analysis, acid and alkaline permanent waving, chemical straightening including the use of sodium hydroxide and other base solutions.

Technical Instruction/Theory - 40 hours

Practical Instruction - 105 Total Operations

80 Permanent Waving

25 Chemical Straightening

Hair Coloring and Bleaching - The subject of Hair Coloring and Bleaching shall include, but is not limited to, the following techniques and procedures (also including, the use of semi-permanent, demi-permanent and temporary colors): Hair analysis, predisposition and strand tests, safety precautions, formula mixing, tinting, bleaching, high and low lights, and the use of dye removers

Technical Instruction/Theory - 60 hours

Practical Instruction - 100 Total Operations

75 Hair Colorings

25 Hair Lightening

Hair Cutting - The subject of Hair Cutting shall include, but is not limited to, the following techniques and procedures: Use of scissors, razor (shaper), electrical clippers/trimmers, and thinning (tapering) shears for wet and dry cutting.

Technical Instruction/Theory - 30 hours

Practical Instruction - 100 Total Operations
100 Haircuts

Salon Business and Professional Development – communication skills, personal and professional ethics, customer service skills, decorum, record keeping, client service records, rules and regulations, field trips, job readiness skills, and seeking employment.

Technical Instruction/Theory – 8 hours

Practical Instruction – 75 Total Operations
70 Client Communication
5 Salon Business

Technical Instruction and Practical Training in Health and Safety – 200 hours

The required subjects of instruction in Health and Safety shall be completed with the minimum hours of technical instruction for each subject-matter as follows:

Laws and Regulations - The subjects of Laws and Regulations shall include, but is not limited to, the following issues: The Barbering and Cosmetology Act and the Board's Rules and Regulations.

Technical Instruction/Theory - 20 hours

Health and Safety Considerations - The subject of Health and Safety shall include, but is not limited to, the following techniques and procedures: Cosmetology chemistry including the chemical composition and purpose of cosmetic, nail, hair and skin care preparations. Elementary chemical makeup, chemical skin peels and chemical and physical changes of matter. Hazardous substances including training in chemicals and health in establishments, protection from hazardous chemicals and preventing chemical injuries, ergonomics, theory of electricity in cosmetology, bacteriology, communicable diseases, including HIV/AIDS, Hepatitis B, and staph and Material Safety Data Sheets.

Technical Instruction/Theory - 50 hours

Disinfection and Sanitation - The subject of Disinfection and Sanitation shall include, but is not limited to the following techniques and procedures: Disinfection and sanitation including proper procedures to protect the health and safety of the consumer as well as the technician. Proper disinfection procedures for equipment used in establishments. *Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment.*

Technical Instruction/Theory - 20 hours

Practical Instruction – 360 Operations

Anatomy and Physiology -The subjects of Anatomy and Physiology shall include, but is not limited to the following issues: Human Anatomy, Human Physiology.

Technical Instruction/Theory - 20 hours

Technical Instruction and Practical Training in Esthetics – 200 hours

The required subjects of instruction in Esthetics shall be completed with the minimum hours of technical instruction and practical operations for each subject-matter as follows:

Manual, Electrical and Chemical Facials - The subject of manual, electrical and chemical facials shall include, but is not limited to the following techniques and procedures: Manual Facials including cleansing, scientific manipulations, packs, and masks. Electrical Facials include the use of electrical modalities, dermal lights and electrical apparatus, for facials and skin care purposes; however, machines capable of producing an electrical current shall not be used to stimulate so as to contract, or for the purpose of contracting, the muscles of the body or face. Chemical Facials include chemical skin peels, packs, masks and scrubs. Training shall emphasize that only the non-living, uppermost layers of facial skin, known as the epidermis, may be removed, and only for the purpose of beautification.

Technical Instruction/Theory - 30 hours

Practical Instruction - 40 Total Operations

10 Manual Facials

15 Electrical Facials

15 Chemical Facials

Eyebrow Beautification and Make-up -The subject of Eyebrow Beautification shall include, but is not limited to, the following issues: Eyebrow Arching and Hair Removal, including the use of wax, tweezers, electric or manual, and depilatories for the removal of superfluous hair. The subject of Makeup shall include, but is not limited to, the following issues: skin analysis, complete and corrective makeup, the application of false eyelashes, and lash and brow tinting, if a product exists that is not disapproved, prohibited or banned by the U.S. Food and Drug Administration, the Occupational Safety and Health Administration, or the U.S. Environmental Protection Agency.

Technical Instruction/Theory - 35 hours

Practical Instruction - 40 Operations

20 Eye Beautification (Hair Removal)

20 Make Up Applications

Salon Business and Professional Development -communication skills, personal and professional ethics, customer service skills, decorum, record keeping, client service records, rules and regulations, field trips, job readiness skills, and seeking employment.

Technical Instruction/Theory – 13 hours

Practical Instruction – 20 Total Operations

16 Client Communication

4 Salon Business

Technical Instruction and Practical Training in Manicuring and Pedicuring – 100 hours

The required subjects of instruction in Manicuring and Pedicuring shall be completed with the minimum hours of technical instruction and practical operation for each subject-matter as follows:

Manicuring and Pedicuring - The subject of Manicuring and Pedicuring shall include, but are not limited to, the following issues: Water and oil manicure, including nail analysis, and hand/foot and arm/ankle massage.

Technical Instruction/Theory - 15 hours

Practical Instruction - 35 Operations

20 Manicures

15 Pedicures

Artificial Nails and Wraps - Artificial nails including acrylic: liquid and powder brush-ons, artificial nail tips and nail wraps and repairs.

Technical Instruction/Theory - 25 hours

Practical Instruction - 120 (nails) Total Operations

50 Acrylic Nails

50 Artificial Nails

20 Nail Wraps

Salon Business and Professional Development– communication skills, personal and professional ethics, customer service skills, decorum, record keeping, client service records, rules and regulations, field trips, job readiness skills, and seeking employment.

Technical Instruction/Theory – 4 hours

Practical Instruction – 16 Total Operations

14 Client Communication

2 Salon Business

1600 TOTAL HOURS

Satisfactory Academic Progress Evaluation Points:

Day program

1st Evaluation Point: 450 Hours/15 Weeks

2nd Evaluation Point: 900 Hours/30 Weeks

3rd Evaluation Point: 1250 Hours/42 Weeks

4th Evaluation Point: 1600 Hours/54 Weeks

Evening program

1st Evaluation Point: 450 Hours/22.5 Weeks

2nd Evaluation Point: 900 Hours/45 Weeks

3rd Evaluation Point: 1250 Hours/62.5 Weeks

4th Evaluation Point: 1600 Hours/80 Weeks

CATALOG ADDENDA

The following policy and/or program changes have occurred since this catalog was originally published.

The Catalog Addenda make any previous version null and void from the date of publication of the addenda.

Effective Date: May 6, 2019

Academic Information, COSMETOLOGY RELATED Programs

SATISFACTORY ACADEMIC PROGRESS POLICY

Grading

To assess the qualitative measure of academic progress, students are assigned theory study and a minimum number of practical performances. Theory is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the skill does not meet satisfactory requirements, it is not counted and the skill must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the practical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass a FINAL academic and skill exam prior to graduation. Students must make up failed or missed tests and incomplete assignments.

Non-credit Remedial Courses

Non-credit remedial courses have no effect upon the institution's satisfactory academic progress standards as no such courses are offered.

Institutional Withdrawal

Withdrawing from the institution has no effect upon the student's satisfactory academic progress.

The school uses a four –point scale to determine academic standing according to the following grading chart:

Letter Grade	Numerical Percentage	Description	Quality Points
A	90 – 100%	Outstanding	4.0
B	80 - 89%	Above Average	3.0
C	70 – 79%	Average	2.0
D	60 – 69%	Below Average	1.0
Grad	N/A	Grad	N/A

Grad (Grad): A student who successfully completes a Cosmetology, Barbering, Esthetician, or Manicuring program and meets the requirements for graduation from that program will receive a grad grade (Grad) for the final grade of the program.

Effective Date: May 6, 2019

Academic Information, COSMETOLOGY RELATED Programs

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS

Qualitative Evaluation - The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned theory study and a minimum number of skill assignments as required for course completion. Academic progression is evaluated after each unit of study. Students must maintain an academic grade average of 2.0 or 70% and pass a final academic and skill exam prior to graduation. Students must make up failed or missed tests and/or courses. Grades for Transfer clock hours or financial aid credits and Withdrawal (W), Withdrawal Cancel (WC), Incomplete (INC) will not count towards Qualitative Evaluation. For Repeat classes, the latest grade will be included in the Qualitative Evaluation.

Effective Date: May 6, 2019

Academic Information, Modular Programs

SATISFACTORY ACADEMIC PROGRESS POLICY

Grading

The school uses a four –point scale to determine academic standing according to the following grading chart:

Letter Grade	Numerical Percentage	Description	Quality Points
A	90 – 100%	Outstanding	4.0
B	80 - 89%	Above Average	3.0
C	70 – 79%	Average	2.0
D	60 – 69%	Below Average	1.0
Fail	0 – 59%	Failing	0.0
Pass	N/A	Pass	N/A
INC	N/A	Incomplete	N/A
W	N/A	Withdrawn	N/A
WC	N/A	Withdrawn – Cancel	N/A
Repeat	N/A	Repeated	N/A

Failing (Fail): A student who unsuccessfully completes a course and receives a 59% or lower in required course elements receives a failing grade (Fail) for the course. Students who receive a failing grade (Fail) in a required course must repeat the course and receive a passing grade or receive transfer credit for the course in order to graduate. When the student repeats the course with a passing grade or receives transfer credit, original failing grade will be changed to a repeated grade (Repeat) on the transcript. A failed course may only be repeated one time. Two failed courses results in withdrawal from the program.

Passing (Pass): A student who is granted credit for previous training or experiential training will have the relevant courses assigned a passing grade (Pass), which will not affect the student's grade point average and will not affect this element of satisfactory progress.

Incomplete (INC): An incomplete grade (INC) signifies not all the required coursework was completed during the course. Students receiving an incomplete grade (INC) will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade. An incomplete grade (INC) will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. For credit hour courses, if the incomplete work is not finished within this time frame, the incomplete grade (INC) will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. For clock hour courses, if the student did not complete the hours, the incomplete grade will become a Failing (F) grade.

Withdrawal – Cancel (WC): A student who elects to withdraw from his or her program of choice during the cancellation period will receive a withdrawal – cancel (WC) grade for all courses attempted or completed during the cancellation period. A grade of Withdrawal – Cancel (WC) will not count towards the quantitative evaluation.

Withdrawal (W): Students who are withdrawn from a course after the cancellation period will receive a withdrawal grade (W). In addition, students who are withdrawn from a program will receive a withdrawal grade (W) for all courses that were being attempted at the time of the withdrawal.

Catalog Addenda

Repeat (Repeat): A student who repeats a previously attempted course will have the grade from the original attempt at the course changed to a repeated grade (Repeat) on the transcript.

Effective Date: May 6, 2019

Academic Information, Modular Programs

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS

Qualitative Evaluation The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students complete various in and out of class assignments, quizzes, projects, technical skills, and exams required for each course. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each course is completed. Students must maintain a grade point average of 2.0 or higher. Grades for Transfer credit, clock hours or financial aid credits and Withdrawal (W), Withdrawal – Cancel (WC), Incomplete (INC) will not count towards Qualitative Evaluation. For Repeat classes, the latest grade will be included in the Qualitative Evaluation.

Effective Date: May 9, 2019

Student Information

ARBITRATION POLICY

Should a dispute arise which could not be settled through the school's internal grievance procedures, students and the school have agreed to arbitration at the time of enrollment as the only means legal recourse. Any dispute a student may bring against Amarillo College of Hairdressing, Inc., and/or any of its wholly owned subsidiaries, Milan Institute, Milan Institute of Cosmetology, or any of its parents, subsidiaries, successors, officers, directors, or employees, without limitation, (hereinafter collectively and individually referred to as "ACH") or which ACH may bring against a student, no matter how characterized, pleaded or styled, shall be resolved by binding arbitration pursuant to the Federal Arbitration Act and conducted by the American Arbitration Association ("AAA"), at the ACH location which the student attends or was attending, and under its Supplementary Rules for Consumer Related Disputes, and decided by a single arbitrator. Any dispute over the interpretation, enforceability or scope of this Arbitration Agreement shall be decided by the Arbitrator, and not by a Court. Both students and school explicitly waive any right to a jury trial, and understand that the decision of the arbitrator will be binding, and not merely advisory.

Neither ACH nor student shall file any lawsuit against the other in any court and agree that any suit filed in violation of this provision shall be promptly dismissed by the court in favor of arbitration. Both ACH and school agree that the party enforcing arbitration shall be awarded costs and fees of compelling arbitration.

The costs of the arbitration filing fee, arbitrator's compensation, and facilities fees that exceed the applicable court filing fee will be paid by ACH.

Any dispute or claim brought by ACH or student shall be brought solely in their individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Any remedy available from a court under the law shall be available in the arbitration.

To the extent a student has outstanding federal student loan obligations incurred in connection with their enrollment at ACH, any arbitration award providing monetary damages shall direct that those damages be first paid toward the student loan obligations.

Students and/or ACH may, but need not, be represented by an attorney at arbitration.

Information about the AAA arbitration process and the AAA Supplementary Rules for Consumer Related Disputes can be obtained at www.adr.org or 1-800-778-7879. Students must disclose the Arbitration Agreement document they signed at the time of enrollment to the AAA.

We agree that neither we nor anyone else who later becomes a party to this predispute arbitration agreement will use it to stop you from bringing a lawsuit concerning our acts or omissions regarding the making of the Federal Direct Loan or the provision by us of educational services for which the Federal Direct Loan was obtained. You may file a lawsuit for such a claim or you may be a member of a class action lawsuit for such a claim even if you do not file it. This provision does not apply to other claims. We agree that only the court is to decide whether a claim asserted in the lawsuit is a claim regarding the making of the Federal Direct Loan or the provision of educational services for which the loan was obtained. We make the proceeding agreement only to the extent required by a valid regulation issues by the U.S. Department of Education.

Effective Date: July 1, 2019

ACADEMIC INFORMATION – ***Cosmetology Related Programs***

Appeal Procedure

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and,
- The reason why the student failed to meet the SAP standard(s) and,
- What has changed in the student's situation so that he or she will now be able to meet SAP standards.

Students are allowed one appeal to remain eligible for financial aid in an academic program.

Leave of Absence / Temporary Interruptions – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

SAP Re-Entry - Students who have violated FA Probation and have been dismissed shall not be eligible for financial aid in the same program of study. Students may have the opportunity to return in a different program of study and be eligible for financial aid with an additional Satisfactory Academic Progress appeal.

Re-enrollment/Re-entrance

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

Effective Date: July 1, 2019

ACADEMIC INFORMATION – ***Allied Health Related Programs***

Appeal Procedure

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and,
- The reason why the student failed to meet the SAP standard(s) and,
- What has changed in the student's situation so that he or she will now be able to meet SAP standards.

Students are allowed one appeal to remain eligible for financial aid in an academic program.

Leave of Absence / Temporary Interruptions – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

SAP Re-Entry - Students who have violated FA Probation and have been dismissed shall not be eligible for financial aid in the same program of study. Students may have the opportunity to return in a different program of study and be eligible for financial aid with an additional Satisfactory Academic Progress appeal.

Re-enrollment/Re-entrance

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

Effective Date: July 1, 2019

ACADEMIC INFORMATION – **ALL PROGRAMS**

STUDENT CODE OF CONDUCT

The school sets forth specific expectations for the purpose of promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude and definite goals during training can only enhance the graduate's potential for success.

Students are expected to:

1. Attend all classes according to the assigned schedule including theory classes even if all required tests are completed. Theory class is a critical part of your training.
2. Arrive for all classes on time. Students may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness may result in suspension.
3. Complete all assigned theory, practical and clinic assignments in the designated time frames. It is the student's responsibility to contact the instructor regarding makeup exams. The Final Transcript of Hours will not be released to the student or State Board until all graduation requirements have been met and a comprehensive final written and practical exam has been passed.
4. Notify a staff member within one (1) hour of your start time of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
5. Notify a staff member when leaving the facility for any reason other than lunch time and closing.
6. Only perform services on clients after successfully completing the Phase One Requirements and have passed a written and practical competency evaluation.
7. Practice courtesy and professionalism at all times when dealing with other students, clients, instructors, staff and visitors.
8. Follow all state laws and regulations at all times during school.
9. Comply with the school's Satisfactory Academic Progress Policy at all times. Failure to maintain satisfactory progress may cause loss of or delays in funding, delay in graduation and additional tuition charges.
10. Park only in the designated areas for student parking. Front row parking is ALWAYS reserved for client use. The school does provide parking for its students.
11. Keep all student and client analysis and service records up to date.
12. Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills.
13. Strive to continually improve abilities through education and practice.

GROUNDS FOR DISCIPLINARY ACTION

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. *Milan Institute of Cosmetology reserves the right to take any disciplinary action it deems necessary and reasonable under the circumstances.*

- a. Refusing to service an assigned customer or refusing to comply with the instructor's assignment. Unprepared or refusal to perform a clinic service or practical assignment may result in the student leaving for the day. Excessive refusals may result in termination.
- b. Disrupting class or sleeping in class.

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- c. Not involved in curriculum related activities at all times while clocked in. Students who are clocked in may not linger in the facility and distract other students from training responsibilities. Excessive time in the student lounge is not allowed.
- d. Unauthorized personal visitors to the school. Guests will be asked to leave unless they are scheduled for a service in the student salon.
- e. Using the business phone or personal cellular phone for incoming or outgoing calls without the expressed permission of a staff member.
- f. Cheating, dishonesty or falsification of records.
- g. Not following scheduled breaks. The time for breaks will depend on the classes scheduled and the student salon floor services that are assigned. Students are required to clock out for a minimum of 30 minutes each day for a lunch break. Failure to do so may result in lost time and/or disciplinary action. As consideration to fellow students, clients and instructors, please notify the school if you are not returning from a lunch break.
- h. Not following time clock procedures by not clocking in and out accurately to reflect hours in attendance. No student may clock in/out for others. If a student fails to clock in/ out, they will not receive credit for time in school.
- i. Not following sanitation requirements. Understand that training involves sanitation, cleanliness and equipment care. Students are responsible for personal workstations and work areas. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow sanitation rules and practices at all times.
- j. Non-compliance with the published dress code which includes students wearing the required name badge and practicing proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock in until in compliance.
- k. Violation of Student Social Media policy or Anti-Bullying policy.
- l. Criticizing another student's work.
- m. Cursing; using foul language or vulgar language; immoral or unprofessional conduct, discussing sexual activities or beliefs, unethical and unprofessional subject matter during school hours.
- n. Arguing with an instructor in the presence of another student or customer.
- o. Consuming or possessing alcoholic beverages and/or illegal substances during school time or on school grounds.
- p. No smoking, chewing gum, eating and/or drinking except in designated areas.
- q. Theft from a student, customer, or school (property and/or money) will result in immediate termination. Students are responsible for the security of their own property. The school is not responsible for lost, stolen, missing, and/or broken items.
- r. Behavior which creates a safety hazard to self, students, faculty, or staff including, but not limited to willful destruction of property and possession of weapons while on campus.
- s. Threats of violence, or the credible accusation of such, will result in IMMEDIATE suspension to allow for a thorough investigation of the situation. This investigation will be conducted within 3 business days and the student will be notified of the outcome by the Campus Director.

A student who, upon violation of a conduct policy or other egregious behavior or incident, may be placed on a status of Conduct Probation due to conduct unbecoming of a student at Milan. This status is an official warning that the student's conduct is in violation of Milan Student Rules, but does not merit, at this point, an expulsion or suspension.

A student on conduct probation is deemed "not in good standing" with Milan. If there is a finding of responsibility for subsequent violations of the student rules during this period of time, more severe sanctions may be administered including immediate termination. Student who are subjected to Conduct

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Violations face actions to be determined based on the severity of the issue at hand and documentation of such will remain in the permanent student file.

Effective Date: July 1, 2019

ACADEMIC INFORMATION – **COSMETOLOGY PROGRAMS**

RULES OF CONDUCT

Remove this section.

Effective Date: July 9, 2019

SATISFACTORY ACADEMIC PROGRESS POLICY

VETERANS

Veterans may have different evaluation points for Satisfactory Academic Progress than non-veteran students. Refer to the Academic Information – All Programs, Veterans and Eligible Persons Receiving Educational Benefits section of this catalog for more information.

ACADEMIC INFORMATION - ALL PROGRAMS

VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

Satisfactory Academic Progress

Veterans students must have a minimum of four evaluations points for Satisfactory Academic Progress (“SAP”) during their program, regardless of the length of the program. All Evaluation Points are listed in the Program Outlines portion of the catalog. All Quantitative and Qualitative Evaluation benchmarks are still required. Students should refer to the “Satisfactory Academic Progress Policy” portion of this catalog for more detailed information specific to their program.

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student’s progress is still unsatisfactory, the student’s VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately. Students will only receive VA benefits, based on their eligibility, for the published length (100%) of the program. Students should refer to the “Satisfactory Academic Progress Policy” portion of this catalog for more detailed information specific to their program.

ACADEMIC INFORMATION – Cosmetology related programs

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS

Evaluation Periods - Milan shall evaluate academic progress for all students at regular intervals (i.e. end of each payment period, academic year or program completion as detailed in the Program Overviews). Evaluations must be performed when a student reaches the scheduled hours of a payment period.

ACADEMIC INFORMATION – Allied Health related programs

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS

Evaluation Periods - Milan shall evaluate academic progress for all students at regular intervals (i.e. end of each payment period, academic year or program completion as detailed in the Program Overviews). Evaluations must be performed when a student reaches the scheduled hours or FA credits of a payment period.

Effective Date: July 9, 2019

The following language is added to the end of the Program Overviews listed below:

PROGRAM OVERVIEWS

Cosmetology:

Veterans Satisfactory Academic Progress Evaluation Points:

Day program

- 1st Evaluation Point: 450 Hours/15 Weeks
- 2nd Evaluation Point: 900 Hours/30 Weeks
- 3rd Evaluation Point: 1250 Hours/42 Weeks
- 4th Evaluation Point: 1600 Hours/54 Weeks

Evening program

- 1st Evaluation Point: 450 Hours/22.5 Weeks
- 2nd Evaluation Point: 900 Hours/45 Weeks
- 3rd Evaluation Point: 1250 Hours/62.5 Weeks
- 4th Evaluation Point: 1600 Hours/80 Weeks

Massage Therapy:

Veterans Satisfactory Academic Progress Evaluation Points:

- 1st Evaluation Point: 185 Hours/8.5 Weeks
- 2nd Evaluation Point: 370 Hours/17 Weeks
- 3rd Evaluation Point: 555 Hours/25.5 Weeks
- 4th Evaluation Point: 740 Hours/34 Weeks

Medical Assisting:

Veterans Satisfactory Academic Progress Evaluation Points:

- 1st Evaluation Point: 9 FA Units/9 Weeks
- 2nd Evaluation Point: 18 FA Units/18 Weeks
- 3rd Evaluation Point: 27 FA Units/27 Weeks
- 4th Evaluation Point: 36 FA Units/36 Weeks

Administrative Medical Assistant

Veterans Satisfactory Academic Progress Evaluation Points:

- 1st Evaluation Point: 9 FA Units/9 Weeks
- 2nd Evaluation Point: 18 FA Units/18 Weeks
- 3rd Evaluation Point: 27 FA Units/27 Weeks
- 4th Evaluation Point: 36 FA Units/36 Weeks

Dental Assistant:

Veterans Satisfactory Academic Progress Evaluation Points:

- 1st Evaluation Point: 211.25 Hours/10.75 Weeks
- 2nd Evaluation Point: 422.5 Hours/21.5 Weeks
- 3rd Evaluation Point: 633.75 Hours/32.25 Weeks
- 4th Evaluation Point: 845 Hours/43 Weeks

Administrative Specialist

Veterans Satisfactory Academic Progress Evaluation Points:

- 1st Evaluation Point: 8.5 FA Units/8.5 Weeks
- 2nd Evaluation Point: 17 FA Units/17 Weeks
- 3rd Evaluation Point: 25.5 FA Units/25.5 Weeks
- 4th Evaluation Point: 34 FA Units/34 Weeks

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Computer and Network Technician Program

Veterans Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 9.25 FA Units/11.75 Weeks

2nd Evaluation Point: 18.5 FA Units/23.5 Weeks

3rd Evaluation Point: 27.75 FA Units/35.25 Weeks

4th Evaluation Point: 37 FA Units/47 Weeks

Effective Date: July 31, 2019

ACADEMIC INFORMATION - ALL PROGRAMS

VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

Regarding PL 115-407 Section 103 and 104 Compliance: Title 38 USC 3679 (e): Milan Institute/Milan Institute of Cosmetology does not impose any penalty, including assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds while awaiting payment of VA funds under chapter 31 and 33.

Eligible students must submit a certificate of eligibility, a written request to use such entitlement, and any additional information needed to certify enrollment. Students will continue have access to classes, libraries, and other institutional facilities as outlined in our catalog. No late fees will be assed and student's accounts will be considered on hold, up to 90 days. Title 38 USC 3679 (e).

Effective Date: August 9, 2019

ACADEMIC INFORMATION - ALL PROGRAMS

Re-entry/Reinstatement Assessment

All programs except Cosmetology-related programs

Re-entry/Reinstatements *less than 6 months from Last Day of Attendance (LDA)*

1. If applicable, a student's technical skills will be evaluated to determine current competency in the practical aspects of the program and treated as if the student did not cease attendance for purposes of determining the student's academic standing for the period. If skills are lacking, a Course Improvement Action will be required.
2. The student will be given credit for the courses previously successfully passed. Any student reinstating with a cumulative grade-point average below a 2.00, will repeat any course(s) below a 2.00 GPA.
3. A student with only externship course remaining must be evaluated on technical based skills required for externship. If a student is proficient in all the technical/hands on skills, the student may proceed to externship. If a student is not proficient in all the technical/hands on skills, the student will need to be placed on a Course Improvement Action Plan until skills are considered proficient for the externship.
4. A student may have a discussion with the campus Education Leader to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education Form.
5. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

Re-entry/Reinstatements *greater than 6 months from LDA*

1. A student accepted for re-entry/reinstatement will be required to pass academic and/or technical skill assessments with a 70% or higher for each course previously completed with a 2.00 GPA or higher to be eligible for course credit. Any course below a 2.00 GPA will be repeated. The Education Leader will set up course and skill assessment with the instructors.
2. A student may have a discussion with the campus Education Leader, after the review of the evaluation for acceptance of prior education, to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education.
3. A student must be enrolled in any courses that have changed since the prior enrollment (Strategies for Success (SFS), Professional Development Course (PDC), Externship hours modified, course hours/content changed, etc.). In instances when a student receives credit for

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SFS and/or PDC, the student will be encouraged to attend SFS/PDC PRIOR to re-entry/reinstatement to re-acclimate to the educational setting.

4. Any student who is reinstating directly to externship will reinstate dependent upon Career Services placement of the student on an extern site. The re-entry/reinstatement date will be provided by Career Services to ensure that a site is available.
5. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

Additional Re-entry/Reinstatement Guidelines

Re-entering/Reinstating a student who needs skill improvement prior to beginning courses or going to externship:

1. After the evaluation of prior education has been completed, if applicable, a Course Improvement Plan will be executed to enroll a student into a specific course to prepare the student to successfully move forward in the program (examples - additional modules or externship). This will often be used for skill improvement in medical, dental, and massage.
2. The Course Improvement Plan should include specific skills and/or knowledge the student is deficient and needs improving. The student will be enrolled into the course that offers laboratory/clinical that will allow the student to successfully reach proficiency. A student will be enrolled into an entire course or module focusing on specific skills that requirement improvement.
3. The Course Improvement Plan must contain the specific course or module the student is enrolling and specific skills focusing on (in addition to the course content). It is imperative that the student is enrolled and scheduled in a specific course or module.
4. Once the student is enrolled in the course, the course grade previously earned will revert to Repeat ("R"). A new course with scheduled and attended hours will appear on the transcript.

All Cosmetology Related Programs

Re-entry/Reinstatements *less* than 6 months from LDA

1. The student will be given credit for the technical skills, academic tests, and hours previously completed. In addition, if applicable, attendance, academic, and practical action plans will be created to ensure student success.
2. Students who are accepted for re-entry/reinstatement in these clock hour programs within 180 days from their last date of attendance will be allowed to maintain their prior earned hours.
3. A student may have a discussion with the campus Education Leader to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education.
4. Any student re-entry/reinstatement with a cumulative grade-point average below a 2.00 will have an academic assessment completed (written assessment). If applicable, an academic action plan will be created to assist the student in achieving the required 2.00 GPA.
5. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

Re-entry/Reinstatements *greater* than 6 months from LDA

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1. Any student accepted for re-entry/reinstatement in a clock hour program after 180 days from their last date of attendance will have assessment testing completed to determine retention of prior education – both academic and technical assessments.
2. Assessments determines the prospective student's technical skills and academic knowledge compared to Milan's check points as defined for student progress.
3. A student may have a discussion with the campus Education Leader, after the review of the evaluation for acceptance of prior education, to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education.
4. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

Catalog Addenda

Effective Date: October 3,2019

Contents

After the table of contents, the section below replaces the current catalog language:

Please note, not all programs are offered at each location, or may not be offered at this time. Please check with the Admissions Department for more information on class availability.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement.

You will be provided an electronic copy of this catalog through email prior to enrollment. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

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

Catalog effective dates January 2019 – December 2019

Effective Date: October 3,2019

About Milan Institute

FACILITIES

All course instruction occurs at 6500 S. Mooney Blvd., Visalia, California. The facility consists of 22,318 sq. ft. of classrooms and offices. This institution, the facilities it occupies, and the equipment it uses, comply with all federal, state and local ordinances and regulations, including those requirements for fire safety, building safety and health. The facility has on-site parking. The facility offers students comfortable learning atmospheres with carpeted or tiled classrooms, air-conditioning and a student lounge.

BANKRUPTCY STATEMENT

This institution 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 United States Bankruptcy Code.

Effective Date: October 3, 2019

ADMISSIONS INFORMATION

ADMISSIONS POLICY

Admission into the school's **Administrative Medical Assistant; Administrative Specialist; Cosmetology, Massage Therapy, and Medical Assisting** requires the prospective student to have a High School Diploma (HSD) or a High School Equivalency Diploma (HSED), or for those students enrolling as Ability to Benefit students -pass the U. S. Department of Education approved ability to benefit (ATB) test (please see the Ability to Benefit section below). In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.

Admission to the school's **Computer & Network Technician program and Dental Assistant (DA) program** requires that the prospective student to have a High School Diploma (HSD) or a High School Equivalency Diploma (HSED),

Admission into school's **Administrative Medical Assistant; Administrative Specialist; Computer & Network Technician; Cosmetology, Dental Assistant; Massage Therapy; and Medical Assisting programs** requires the applicant to present a copy of the HS diploma, HSED certificate, or transcripts showing high school completion.

Admission procedures include individual advising, explanation of course descriptions, appointment with financial aid, enrollment, a tour of the campus, and orientation to the school regarding the policies, regulations and requirements for the various classes.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. Students under the age of 18 must have a parent or guardian sign the enrollment agreement. The enrollment agreement and the catalog details the student's and the school 's obligations. The final decision to admit an applicant rests with the school's administration.

Prospective **Cosmetology Program** students must be beyond the age of compulsory school attendance and must be 17 years old upon completion of their program.

Prospective **Administrative Medical Assistant; Administrative Specialist; Computer & Network Technician; Dental Assistant; Massage Therapy; and Medical Assisting program** students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their program.

Due to the nature of the massage therapy field any student that has been convicted of a crime that is of sexual nature will be denied admission into the **Massage Therapy program**.

All applicants for the **Dental Assistant program** must provide proof of a current CPR and First Aid card or training prior to the end the *Strategies for Success* course (week 1). A training course will be available at Milan Institute, or applicants may attend a CPR and First Aid training program from a qualified outside vendor. Failure to provide proof of training by the end of the cancellation period will prevent applicants from continuing in the DA program.

Re-enrollment or re-entrance will be approved only after evidence is shown to the School Director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

Please replace the Transferability of Units Earned at this School section with the language below.

Catalog Addenda

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (certificate) you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your (credits or certificate) will transfer.

When requested Milan Institute will provide a student transcript and course outline to assist in the transfer process.

Milan Institute has not entered into any articulation of training agreements with other educational entities.

Please add the following to the Admissions Information Section

Ability to Benefit

In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.

California Education Code (CEC) §94811 defines an ability-to-benefit (ATB) student as a student who does not have a certificate of graduation from a school providing secondary education, or a recognized equivalent of that certificate.

Under CEC §94904(a) an institution is required, prior to executing an enrollment agreement with an ATB student, to have the student take and pass an independently administered examination from the list of examinations prescribed by the United States Department of Education (USDE). This school accepts the following tests with a completion date between the range listed for the test. The test score needed is the passing score for the exam, as determined by the testing provider.

Description	Valid Completion Dates
ASSET Program: Basic Skills Tests	11/1/2002 - 10/31/2015
Career Programs Assessment (CPAt) Basic Skills Subtests	11/1/2002 - 6/30/2015
Combined English Language Skills Assessment (CELSA)	11/1/2002 – present
COMPASS Subtests	11/1/2002 - 10/31/2015
Computerized Placement Tests (CPTs)/ACCUPLACER	11/1/2002 - present
Descriptive Tests: Language Skills and Mathematical Skills (DTLS/DTMS)	11/1/2002 - 4/27/2007
ESL Placement Test (COMPASS/ESL)	5/19/2006 - 10/31/2015
Wonderlic Basic Skills Test (WBST)	11/1/2002 - present
WorkKeys Program	3/11/2005 - 6/30/2015
Test of Adult Basic Education (TABE)	11/1/2002 - 5/11/2004
Spanish Assessment of Basic Education (SABE)	11/1/2002 - 10/31/2015
Wonderlic Basic Skills Test - Spanish (WBST-Spanish)	7/1/2015 - present

Effective Date: October 3,2019

FINANCIAL INFORMATION

REFUND POLICY

Institutions are required to apply State, Licensing and/or Accreditation refund policies as applicable to the location and program attended. If more than one set of regulations applies, the calculation that best benefits the student will be the refund policy adopted.

The student has the right to withdraw from a course of instruction at any time. The student is obligated to pay only for educational services rendered and for unreturned equipment. If the student withdraws from a program of instruction after the period allowed for cancellation of the agreement, as listed above in "Cancellation of Agreement," the school will remit a refund within 45 days following the student's withdrawal whether officially or unofficially.

A "fair and equitable refund" will be computed based on scheduled hours of class attendance through the last date of attendance. Leaves of absence and school holidays will not be counted as part of the scheduled class attendance.

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

Effective Date: October 3,2019

Academic Information, All Programs

CAREER SERVICES/PLACEMENT

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred.

Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

Academic Information, Cosmetology Related Programs

Remove the Career Services section as it was moved to the Academic Information, All Programs section.

Academic Information, Modular Programs

Remove the Career Services section as it was moved to the Academic Information, All Programs section.

LAB AND PRACTICAL TRAINING

All students at Milan Institute receive lab and practical training.

Administrative Medical Assisting students work on computers, ten-key adding machines, telephones, and with other equipment commonly found in the front office settings of medical offices.

Administrative Specialist students work on computers, telephones, and with other equipment commonly found in the front office settings of businesses.

Students in the Computer and Technician Training program will work with computers, laptops, wireless network equipment and software commonly used in computer and network support occupations.

Dental Assistant students will use dental equipment commonly found in dental offices, such as dental patient chairs, high speed and low speed prophylaxis hand-pieces, dental instruments; dental trays, impression materials, x-ray machines, patient charts.

Medical Assisting students work with equipment commonly found in doctors' front and back offices including scales, syringes, microscopes, charts, skeletons, autoclaves, and more.

Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment that is commonly found in clinics, health spas and other locations where massage therapy is performed.

Effective Date: October 3,2019

Student Information

STUDENT GRIEVANCE POLICY

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue cannot be resolved with the Instructor, contact the School Director to schedule a meeting to discuss the concern.
3. If a mutual solution cannot be reached with the School Director, the student should submit an appeal using the written complaint online at milaninstitute.edu/student-complaint-form. A corporate mediator will facilitate review of the grievance within 10 days and a written response will be sent to the complainant with the decision and/or resolution.

The student has the right to submit a complaint letter to the school's state agencies and/or accrediting agency at any time.

- a. The school's accrediting agency is the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: (770) 396-3898 / FAX: (770) 396-3790, www.council.org.
- b. A student of any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by completing a complaint form, which can be obtained on the bureau's website: www.bppe.ca.gov.
- c. The school has an additional state agency for cosmetology-related programs: Board of Barbering and Cosmetology (BBC), P.O. Box 944226, Sacramento, CA, 94244, Phone (800) 952-5210 / FAX: (916) 575-7281.
- d. A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite 800, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337.

The school maintains its complaint log for at least two years.

Catalog Addenda

Effective Date: October 11, 2019

Contents

After the table of contents, the section below replaces the current catalog language:

Please note, not all programs are offered at each location, or may not be offered at this time. Please check with the Admissions Department for more information on class availability.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement.

You will be provided an electronic copy of this catalog through email prior to enrollment. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

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

Catalog effective dates January 1, 2019 – December 31, 2019

Effective Date: October 11, 2019

ADMISSIONS INFORMATION

English Only

Milan Institute does not offer English as a Second Language instruction and all instruction will occur in English; therefore, all students must be able to read, write, speak, understand and communicate in English at a high school level. Applicants from foreign countries where English is not the primary language must be proficient in English with a minimum TOEFL score of 450.

TRANSFER OF CREDIT TO MILAN INSTITUTE

Incoming students may request credit for previous coursework or experiential training for any program offered by the school.

Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit if completed in the past 3 years. The program content for transferred courses must be comparable to the program in which the student will enroll.

A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution is required. No limits on the amount of credit for previous coursework or experience are set.

Transfer of Credit Administration Policy – All Programs Except Massage Therapy

If a student is granted credit for previous training or experiential training, the relevant courses will not be assigned a letter grade, but will be recorded with a grade of "pass," which will not affect the student's grade point average and will not affect this element of satisfactory progress.

At the discretion of the Dean of Education, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school's regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

Milan Institute will accept a maximum of 75% of the program credits or hours in transfer from another institution. Students requesting credit for previous coursework or experience are asked to notify their admissions representative during the enrollment process. The request will be forwarded to the Dean, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the student's first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.

Milan Institute will accept experiential training for modular programs (non-cosmetology related programs) only, excluding Massage Therapy. Applicants should inform their Admissions Representative of any potential experiential learning/training during the enrollment process. Milan staff will review any provided experiential training as it would apply to the course content. If the prior experience matches the course content, the student would take the applicable course assessments (technical and academic as applicable) to determine if they have retained at least 70% of the course content. If an applicant disagrees with the evaluation of their experiential training, the applicant may submit a written letter to the Director of Education within 5 days of the outcome of the evaluation explaining why the evaluation should be re-evaluated. Milan does not charge students to evaluate their prior education or experiential training.

Transfer of Credit Policy – Massage Therapy Only

Incoming students may request credit for previous coursework from another program or another institution approved by the California Massage Therapy Council. Courses taken at schools that are not approved by the California Massage Therapy Council are not eligible for transfer. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original

Catalog Addenda

catalog description of the course from his/her former institution. A student may not transfer in more than 250 clock hours into the program. Per the California Massage Therapy Council, Massage Therapy students are not eligible to receive credit for challenge examinations, achievement tests, or experiential learning.

Ability to Benefit

In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.

California Education Code (CEC) §94811 defines an ability-to-benefit (ATB) student as a student who does not have a certificate of graduation from a school providing secondary education, or a recognized equivalent of that certificate.

Under CEC §94904(a) an institution is required, prior to executing an enrollment agreement with an ATB student, to have the student take and pass an independently administered examination from the list of examinations prescribed by the United States Department of Education (USDE). This school accepts the following tests with passing scores and an effective date after the date provided below.

1. Test: Wonderlic Basic Skills Test (WBST) Verbal Forms VS-1 & VS-2
Quantitative Forms QS-1 & QS-2. This is a paper and pencil test.
Effective Date: July 1, 2015.
Passing Scores: Verbal (200), Quantitative (210).
Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.
Contact: Mr. Chris Young.
Telephone: (847) 247-2544, Fax (847) 680-9492.
2. Test: Wonderlic Basic Skills Test (WBST) Verbal Forms VS-1 & VS-2
Quantitative Forms QS-1 & QS-2. This is an online version of the tests.
Effective Date: July 1, 2015.
Passing Scores: Verbal (200), Quantitative (210).
Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.
Contact: Mr. Chris Young.
Telephone: (847) 247-2544, Fax (847) 680-9492.
3. Test: Spanish Wonderlic Basic Skills Test (Spanish WBST) Verbal Forms VS-1 & VS-2
Quantitative Forms QS-1 & QS-2. This is a paper and pencil test.
Effective Date: July 1, 2015.
Passing Scores: Verbal (200), Quantitative (200).
Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.
Contact: Mr. Chris Young.
Telephone: (847) 247-2544, Fax (847) 680-9492.
4. Test: Spanish Wonderlic Basic Skills Test (Spanish WBST) Verbal Forms VS-1 & VS-2
Quantitative Forms QS-1 & QS-2. This is an online version of the tests.
Effective Date: July 1, 2015.
Passing Scores: Verbal (200), Quantitative (200).
Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.
Contact: Mr. Chris Young.
Telephone: (847) 247-2544, Fax (847) 680-9492.
5. Test: Combined English Language Skills Assessment (CELSA), Forms 1 and 2
Effective Date: November 1, 2002.
Passing Scores: CELSA Form 1 (97) and CELSA Form 2 (97).
Publisher: Association of Classroom Teacher Testers (ACCT)
1187 Coast Village Road, Suite 1, #378, Montecito, CA 93108.
Contact: Pablo Buckelew.
Telephone: (805) 965-5704, Fax (805) 965-5807.
6. Test: ACCUPLACER (Reading Comprehension, Sentence Skills, and Arithmetic)
Effective Date: November 1, 2002.

Catalog Addenda

Passing Scores: Reading Comprehension (55), Sentence Skills (60), and Arithmetic (34).

Publisher: The College Board, 250 Vesey Street, New York, New York 10281.

Contact: ACCUPLACER Program.

Telephone: (800) 607-5223, Fax (212) 253-4061.

Effective Date: October 11, 2019

FINANCIAL INFORMATION

TUITION POLICY

It is the policy of the school that four months of tuition and fees are due and payable on the first day of attendance. Students must make other payment arrangements in advance of the first day of class with school officials. Once 50 percent of the program has been offered, the remainder of the tuition and fees are due.

The school accepts payments in cash, check, MasterCard and Visa. Prices are subject to change.

Books, materials and supplies are provided at no charge to the student, unless otherwise indicated. For any materials that are an additional charge, the student may choose to opt-out on the Enrollment Agreement.

PROGRAM CANCELLATION POLICY

If a program or course is cancelled subsequent to a student's enrollment, and before instruction in the program has begun, the school shall provide a full refund of all monies paid.

If the school closes permanently and ceases to offer instruction after students have enrolled, or if a program is cancelled after students have enrolled or instruction has begun, the school will provide a pro rata refund for all students transferring to another school, as approved by the Bureau of Private Postsecondary Education, based on the hours accepted by the receiving school or if a student does not transfer to another school a full refund of all monies paid.

Add the following to the Financial Information Section:

STUDENT TUITION RECOVERY FUND DISCLOSURES

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

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

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

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

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which

Catalog Addenda

the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

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

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

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

Effective Date: October 11,2019

Student Information

Add the following to the Student Information Section:

INSTITUTIONAL STUDENT RECORDS RETENTION

Milan Institute shall maintain for a period of 5 years the pertinent student records and other institutional documents from the student's date of completion or withdrawal. Additionally, transcripts will be kept permanently.

Effective Date: October 11,2019

Academic Information – All Programs

ATTENDANCE POLICY

Due to the fast-paced environment of vocational education, attending every class hour is extremely important. Students who do not attend class hours are missing relevant academic knowledge and career skills. Students who miss class hours are not able to participate in the classroom discussions, questions and answers, cooperative learning activities, and/or hands on activities that improve skill and knowledge retention. Lack of attendance can result in termination of enrollment.

Students may miss 15% of a course without impact to the final grade (3 hours during a 20-hour course; 4.5 hours in a 30-hour course; 6 hours in a 40-hour course; or 12 hours in an 80-hour course). For every hour missed beyond the 15% stated as allowable, the student's final grade percentage will be decreased by 2%. In addition, missed assignments, exams, activities, homework, etc. are still subject to reduction in points, zero points, etc.

Students are expected to attend and complete all hours scheduled within their academic program.

To ensure the commitment to student success, Milan expects that attendance be taken in all classes, starting with the first day of the class. Class attendance is monitored beginning with the first class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur.

Tardiness– If a student is more than 10 minutes late to class, returning to class from breaks and lunch, the student is considered tardy and attendance is penalized in quarter hour increments. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus.

Absences

Any time that a student misses time (excluding tardiness) will be consider absent. Hours absent are deducted from total daily class time.

Example – Daily class time: 5 hours

Student misses 2 hours; time recorded in the Student Information System is 3 hours.

Student is considered absent for 2 hours.

Excused/ Unexcused absences

Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

Maximum Consecutive Days Absent

If student misses 14 consecutive calendar days without communication to the school regarding the absences and a plan to return on a specific date, the student will be withdrawn from the program on the 15th consecutive calendar day absent. The date of determination that the student is considered to have withdrawn is no later than 14 days after the student's last date of attendance as determined by its attendance records.

Make-up Work

Students may make-up hours and assignments during the course. Make-up time is scheduled after class with instructor supervision and proper documentation. Students who do not complete make-up hours and assignments by the end of the module/course, may complete the Request to Complete Course Requirements form and submit to the instructor for approval or denial. If approved, the student will **receive a grade of "I" (incomplete) and** have 14 calendar days from the end of the course to complete hours and assignments. See instructor for make-up schedule.

Make-up Education

Assignments/Projects- If absent, classroom Assignments/Projects must be complete upon return within 2 class sessions and will automatically receive a 50% deduction.

Catalog Addenda

A student must notify the Front Desk to report any absence to be eligible to make-up time, assignments, quizzes, exams, and/or homework. The Front Desk will notify the instructor and Education Leader of the absence.

Homework – Homework turned in after the due date will receive a 25% deduction and must be completed within 2 class sessions of the assignment due date or return from an absence

Final Exams – If absent on the day of the Final Exam, Exam must be completed upon return within 2 scheduled class sessions and will automatically receive a 10% deduction

Quizzes – If absent for a scheduled quiz, the scheduled quiz must be completed the day the student returns to class with a 10% deduction; unannounced quizzes may not be made up.

Add the following to the Academic Information – All programs section:

LEARNING RESOURCES

Cosmetology students follow Today's Class e-curriculum and reference Milady's Standard Textbook of Cosmetology.

Milan Institute has a variety of reference books and current publications available to students. All reference materials may be checked out by the students from the instructors that maintain the libraries. Students are also encouraged to use local public libraries. During the first day of class students are provided the links and web addresses of digital curriculum, CA State Board Rules and Regulations (cosmetology related programs only), student email and student portal.

Effective Date: October 11,2019

Academic Information – Cosmetology Related Programs

Please remove the Learning Resources section.

CATALOG STAFF INSERT

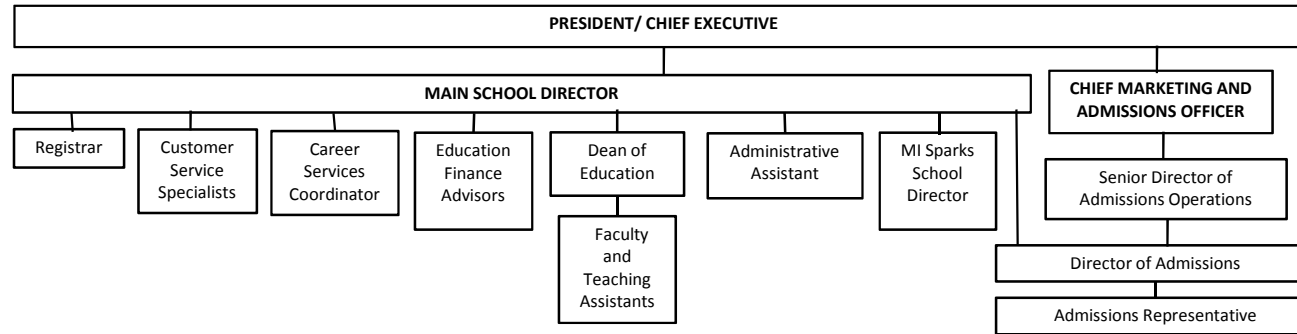
Effective: September 2019

MILAN INSTITUTE
6500 S. Mooney Blvd.
Visalia, CA 93277

P: (559) 684-3900

F: (559) 684-3990

www.milaninstitute.edu



ADMINISTRATION

President/Chief Executive Officer	Gary Yasuda	Senior Director of Admissions – Mgt	Roger Moore
VP of FA and Regulatory Affairs	Linda Buchanan	Senior Director of Admissions – Ops	Carla Larson
Chief Mktg & Admissions Officer	Fred Carini	Director of Education	Jean Rydahl

CAMPUS ADMINISTRATION

Main School Director	Patrick Taylor	Registrar	Open
Branch School Director	Belinda Alcid	Education Finance Advisor	Patty Martinez
Dean of Education	Judy Perry	Education Finance Advisor	Sara Stacey
Director of Admissions	Andrea Gonzales	Director of Career Services	OPEN
Admissions Representative	Brenda Garza	Career Services Coordinator	Theresa Orosco
Admissions Representative	Natalie Conde	Career Services Coordinator	Florine Hall Green
Admissions Representative	Charmaine Wojtas	Career Services Coordinator	Reggie Trevino
Customer Service Specialist	Angela Holguin		
Customer Service Specialist	Rebecca Roth		

FACULTY**Administrative Specialist Program****Full Time Faculty**

Instructor Susan Nejman 20 years Accounting and Business Administration experience

Part Time Faculty

Substitute Instructor Juan M Alvarez 8 years Accounting and instruction background, Masters of Business Administration- Fresno Pacific University

Computer Network Technician Program**Part Time Faculty**

Instructor Victor Estevez CompTIA A+ and Security +, MCP, MTA, BS in Information Technology and Master of Business Administration conferred by University of Phoenix

Massage Therapy Program**Full Time Faculty**

Instructor Daniella Rose Whittle Certified Massage Therapist, AS general/business Grossmont College
Instructor Meghan Calloway Certified Massage Therapist, Diploma in Massage Therapy conferred by Milan Institute, Certificate in Esthetician conferred by Manchester Beauty College
Instructor Jessica Joosten Certified Massage Therapist, 8 years Massage Theray Spa owner experience

Administrative Medical Assistant and Medical Assisting Programs**Full Time Faculty**

Instructor Victoria Grader Diploma in Medical Assisting conferred by San Joaquin Valley College.
Instructor Geralyn Betancourt Associates of Medical Assisting conferred by San Joaquin Valley College.
Instructor Anna Salazar University of Phoenix Bachelor of Science Criminal Justice and Administrative Management Graduated 2013; Accounting and Finance, Milan Institute-Visalia, California Graduated 2015; Phlebotomy Boston Reed College Kaiser Permanente Fresno, California Graduated 2002; Medical Assisting, Milan Institute-Visalia, California Graduated 2002; 8 years medical and accounting experience
Instructor Maryann Cuellar Associate of Administrative Studies conferred by San Joaquin Valley College.
Instructor Maria Coronado Medical Assisting Certificate conferred by Golden State Business College.
Instructor Delores Syra Healthcare Administration Certificate conferred by San Joaquin Valley College.

Part Time Faculty

Substitute Instructor Lenslie Acoba Certificate in Medical Assisting conferred by Milan Institute.
Teachers Aid Lorlyn Umaguig Certificate in Medical Assisting conferred by Milan Institute.

Registered Dental Assistant Program

Supervising Dentist Dr. Swanson DDS

Full Time Faculty

Dental Program Director Tammy Wright Associates Degree in Dental Assisting conferred by San Joaquin Valley College.
Instructor Kelly McFadden Dental Assisting Certificate conferred by Galen College.
Instructor Margarita Sanchez Dental Assisting graduate at San Joaquin Valley College.

Cosmetology Program**Full Time Faculty**

Instructor Terry Lynn Post Cosmetology Diploma conferred by Estes School of Cosmetology
Instructor Lorraine Gasper Cosmetology Diploma conferred by Modern Beauty Academy

Professional Development**Full Time Faculty**

Instructor Suzi Picaso
Instructor Rebecca Mueller

Temp Faculty

Instructor Blanca Hernandez

Schedule of Tuition and Costs for Milan Institute - Visalia, CA

Catalog Insert II

Effective October 11, 2019

Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	Total charges for the entire educational program
<i>Administrative Medical Assistant</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$7,050.23	\$7,050.22	<u>\$14,434.79</u>
Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	Total charges for the entire educational program
<i>Administrative Specialist</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$6,575.23	\$6,575.22	<u>\$13,484.79</u>
Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	Total charges for the entire educational program
<i>Computer & Network Technician</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$7,650.23	\$7,650.22	<u>\$15,634.79</u>
Day Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Academic Year	Tuition 2nd Academic Year	Total charges for the entire educational program
<i>Cosmetology 1600 Hours</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$11,053.38	\$8,597.07	<u>\$19,984.79</u>
Evening Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Academic Year	Tuition 2nd Academic Year	Total charges for the entire educational program
<i>Cosmetology 1600 Hours</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$11,053.38	\$8,597.07	<u>\$19,984.79</u>
Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	Total charges for the entire educational program
<i>Medical Assisting</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$6,950.23	\$6,950.22	<u>\$14,234.79</u>

Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	Total charges for the entire educational program
<i>Dental Assistant</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$8,075.23	\$8,075.22	<u>\$16,484.79</u>
Program	Effective Date	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Payment Period	Tuition 2nd Payment Period	Total charges for the entire educational program
<i>Massage Therapy</i>	7/1/2019	\$0.00	\$234.34	\$100.00	\$6,825.23	\$6,825.22	<u>\$13,984.79</u>

* *Non-Refundable*

Additional Cost Disclosures:

Massage Therapy Students will be responsible for upkeep and maintenance of their tables and sheets for class use. Massage Therapy Students will receive sample oils upon enrollment, but will be responsible for obtaining additional oils and lotions as needed.

Externship Students will be responsible for their own transportation to and from the externship sites. Student cost may vary due to location of externship site and student's choice of transportation.

Book Costs - Students have to option to purchase required books and materials separately, see Enrollment Agreement.

CATALOG INSERT III - CLASS START CALENDAR AND STUDENT HOLIDAYS

Amarillo College of Hairdressing d/b/a Milan Institute

Effective: October 2019

MILAN INSTITUTE

6500 S. Mooney Blvd.

Business Hours

Visalia, CA 93277

Monday-Friday 8:00am-6:00pm

P: (559) 684-3900 F: (559) 684-3990

www.milaninstitute.edu

CLASS START CALENDAR

	Day Programs	Evening Programs	Day	Evening	Day (M-T-Sat)	Day (W-Th-Fri)	Eve M-F
2019	Administrative Medical Assisting, Administrative Specialist, Massage Therapy, Medical Assisting, Registered Dental Assistant (day & afternoon)	Administrative Medical Assisting, Massage Therapy, Medical Assisting, Registered Dental Assistant	Computer and Network Technician	Computer and Network Technician	Cosmetology	Cosmetology	Cosmetology
January	1/7/2019	1/28/2019	1/7/2019	1/28/2019	1/22/2019	1/23/2019	1/7/2019
February	2/5/2019	2/26/2019	2/5/2019	2/26/2019	2/4/2019	2/20/2019	2/19/2019
March	3/6/2019	3/26/2019	3/6/2019	3/26/2019	3/4/2019	3/6/2019	3/11/2019
April	4/3/2019	4/23/2019	4/3/2019	4/23/2019	4/15/2019 4/29/2019	4/17/2019	4/22/2019
May	5/1/2019	5/21/2019	5/1/2019	5/21/2019	5/28/2019	5/15/2019 5/29/2019	5/13/2019
June	6/27/2019	6/19/2019	6/27/2019	6/19/2019	6/10/2019	6/26/2019	6/24/2019
July	No Starts	7/24/2019	No Starts	7/24/2019	7/15/2019 7/29/2019	7/17/2019	7/22/2019
August	8/1/2019 8/29/2019	8/21/2019	8/1/2019 8/29/2019	8/21/2019	8/26/2019	8/14/2019 8/28/2019	No Starts
September	9/30/2019	9/19/2019	9/30/2019	9/19/2019	9/9/2019	9/25/2019	9/3/2019 9/23/2019
October	10/28/2019	10/17/2019	10/28/2019	10/17/2019	10/7/2019 10/21/2019	10/9/2019	No Starts
November	11/25/2019	11/14/2019	11/25/2019	11/14/2019	11/18/2019	11/6/2019 11/20/2019	11/4/2019 11/25/2019
December	No Starts	12/16/2019	No Starts	12/16/2019	12/2/2019	No Starts	No Starts

***If classes are cancelled due to extenuating circumstances, notification will be announced through the local media and a message will be placed on the school's phone system.*

STUDENT HOLIDAY CALENDAR

2019 STUDENT HOLIDAY CALENDAR

New Year's Day - CLOSED	1/1/2019
Martin Luther King, Jr. Day - CLOSED	1/21/2019
President's Day - CLOSED	2/18/2019
Memorial Day - CLOSED	5/27/2019
Summer Break (Student unscheduled)	7/1/2019-7/6/2019
Independence Day - CLOSED	7/4/2019
Labor Day - CLOSED	9/2/2019
Thanksgiving - CLOSED	11/28/2019-11/30/2019
Winter Break - (students unscheduled)	12/23/2019-12/31/2019
Christmas Day - CLOSED	12/25/2019

Program Schedules

All instruction takes place at Milan Institute located at 6500 South Mooney in Visalia, CA 93277.

Administrative Medical Assistant:

All instruction takes place at Milan Institute located at 6500 South Mooney in Visalia, CA 93277. Day classes are Monday – Thursday from 8:00 a.m. to 1:00p.m. Evening classes are Monday – Thursday 5:30 p.m. to 10:30 p.m. Specific class times vary per module.

Administrative Specialist:

Day classes are Monday – Thursday from 8:00 a.m. to 1:00p.m. Evening classes are Monday – Thursday 5:30 p.m. to 10:30 p.m. Specific class times vary per module.

Computer and Network Technician:

Day classes are Monday – Thursday from 8:00 a.m. to 1:00p.m. Evening classes are Monday – Thursday 5:30 p.m. to 10:30 p.m.

Cosmetology:

Day classes are offered Saturday, Monday, Tuesday, or Wednesday through Friday, 8:00 a.m. to 6:30 p.m. Evening classes are offered: Monday through Friday, 5:30 p.m. to 9:30 p.m.

Dental Assistant:

Session I/Day Classes are offered Monday through Thursday, 7:45 a.m. to 12:45 p.m. Session II/Day Classes are offered Monday through Thursday, 1:00 p.m. to 6:00 p.m. Session III/Day Classes are offered Monday through Thursday, 10:00 a.m. to 3:30 p.m. Session IV/Evening Classes are offered Monday through Thursday, 5:30 p.m. to 10:30 p.m.

Medical Assistant:

Session I classes are offered Monday through Thursday, 8:00 a.m. to 1:00 p.m. Session II classes are offered Monday through Thursday, 10:00 a.m. to 3:00 p.m. Session III classes are offered Monday through Thursday, 5:30 p.m. to 10:30 p.m. Session IV classes are offered Monday through Thursday, 9:00 a.m. to 2:00 p.m. Specific class times vary per module.

Massage Therapy:

Day classes are Monday – Thursday from 8:00 a.m. to 1:00p.m. Evening classes are Monday – Thursday 5:30 p.m. to 10:30 p.m.

Modular programs

The Administrative Medical Assistant, Administrative Specialist, Dental Assistant, and Medical Assistant programs are modular and open-entry by module. Students may enter the program at the beginning of a module and progress through until all modules are completed. At the completion of the modules, students will enter into an externship at an assigned medical/dental facility. The extern hours must be completed prior to graduation from the program.