

LETTER FROM THE PRESIDENT

Welcome to



If your goal is to receive quality education and training in your chosen career, then Milan Institute 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  
75-030 Gerald Ford Drive  
Suite 203  
Palm Desert, CA 92211  
(760) 469-4545

*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**  
Branch Campus  
7001 I-40 West  
Amarillo, TX 79106  
(806)353-3500

[www.milaninstitute.edu](http://www.milaninstitute.edu)

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- I. STAFF
- II. SCHEDULE OF TUITION/COSTS
- III. CALENDAR

**Please note, not all programs may be offered at this time.**

**Please check with the Admissions Department for more information and 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](http://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**

The mission of Milan Institute 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 life style, 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**

**June 3, 1979:** ACR Inc. began training students in the court reporting field in San Diego, California.

**March 28, 1992:** ACR Inc. moved to its current facility located at 8376 Hercules, La Mesa, California.

**June 30, 1993:** ACR Inc. was purchased by Gary Yasuda and James Yasuda, O.D.

**December 1993:** ACR Inc. received national accreditation from ACCET (Accrediting Council for Continuing Education and Training).

**June 1995:** ACR Inc. received approval to open an auxiliary classroom in San Diego, California.

**February 2000:** ACR Inc. received approval to open a location in Amarillo, Texas.

**October 2000:** ACR Inc. received approval to open an auxiliary classroom in San Marcos, California.

**January 2001:** ACR Inc. received approval to open a location in Boise, Idaho.

**June 2002:** ACR Inc. received approval to open a location in Indio, California.

**September 2003:** ACR Inc. received approval to open an auxiliary classroom in Nampa, Idaho.

**December 2004:** ACR Inc. received approval for extension of the Boise, Idaho campus.

**July 2005:** ACR Inc. moved the La Mesa campus to 6160 Mission Gorge Road, Suite 300, San Diego, CA 92120.

**July 2005:** ACR Inc. was granted interim approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers. The San Diego, California campus located on Mission Gorge Road was changed to a branch campus according to ACCET and a main campus according to BPPVE.

**February 2006:** ACR Inc. moved their Texas location to 7001 I-40 West, Amarillo, TX 79106.

**June 2006:** ACR, Inc. completed a teach out of the La Mesa, San Diego and San Marcos campuses.

**September 2006:** ACR, Inc. was granted approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers.

**May 2007:** ACR, Inc. changed the school name from Academy of Professional Careers to Milan Institute.

**January 2009:** James M. Yasuda O.D. retired from ACR, Inc.

**February 2010:** ACR, Inc. completed a teach out of programs at the Nampa Auxiliary campus.

**January 2012:** ACR, Inc. merged with Amarillo College of Hairdressing, Inc. (ACH) d/b/a Milan Institute and Milan Institute of Cosmetology.

**May 2012:** Milan Institute in Indio, CA relocated to 75-030 Gerald Ford Drive Suite 203, Palm Desert, CA 92211.

**December 2012:** ACH, Inc. was granted approval to designate the Palm Desert campus as the main campus of Amarillo College of Hairdressing, Inc. d/b/a Milan Institute.

**February 2016:** Milan Institute, located in Palm Desert, CA and Amarillo, TX, 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 nationally accredited by the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA, 30350 (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 is a private institution with approval to operate as an accredited institution in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which was effective January 1, 2010. The Milan Institute in Palm Desert, CA under Section 94802(a) of CPPEA, under Section 94890(a)(1), is approved to operate by means of accreditation until December 15, 2018. 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 95798-0818  
(916) 431-6959  
[www.bppe.ca.gov](http://www.bppe.ca.gov)

## **RECOGNITION**

### **U.S. Department of Education (USDOE)**

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 PROGRAM APPROVALS**

Milan Institute is 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.

## **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**

This campus is an assigned school with the California Massage Therapy Council (CAMTC) and has sought this approval voluntarily (school code SCH0032). 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**

Milan Institute is located at 75-030 Gerald Ford Drive, Suite 203 in Palm Desert, CA. which consists of 14,342 sq. ft. of classroom and office space. The institution, the facility it occupies, and the equipment it uses comply with all federal, state and local ordinances and regulations, including requirements for fire safety, building safety and health. The facility is convenient to public parking and mass transit. The facility offers students comfortable learning atmospheres with carpeted or tiled classrooms, air-conditioning and a student lounge.

**STUDENT HOUSING**

Milan Institute of Cosmetology 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 Palm Desert, CA rental properties start at approximately \$1000.00 per month. Milan Institute is not responsible for finding or assisting a student in finding housing.

# **ADMISSIONS INFORMATION**

## **ADMISSIONS POLICY**

Admission into the school's **Medical Assisting and Massage Therapy programs** 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.

### **Administrative Medical Assistant program:**

Admission into the school's **Administrative Medical Assistant, and Registered Dental Assistant (RDA) program** requires the prospective student to have a high school diploma (HSD) or a High School Equivalency Diploma (HSED).

Admission into school's programs requires the applicant to present a copy of the HS diploma, HSED, or transcripts showing high school completion.

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 program. A copy of the prospective student's high school transcript, diploma or a HSED is required.

All applicants in to the **Registered Dental Assistant (RDA) program** must provide proof of a current CPR and First Aid card or training prior to the end of 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.

### **General Requirements – all programs**

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 students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their 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.



## **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.

## **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 have the opportunity to meet other students, instructors, and the school's administration. Attendance, grading policies and financial aid information form a large part of the orientation information, which also includes projected graduation dates, holidays, and vacations pertaining to their specific enrollment period.

## **ENGLISH ONLY**

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

## **TRANSFERABILITY OF CREDITS 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 you earn in the Administrative Medical Assistant; Medical Assistant; Registered Dental Assistant or Associate of Applied Science in Information Technology program at Milan Institute 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 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 education goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your 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 agreements or relationships with 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 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.

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.

#### *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 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.

#### **STUDENTS WHO TRANSFER BETWEEN PROGRAMS**

Students may transfer to different programs within the institution. Credits will be evaluated by the Dean of Education 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 the 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.

### **HOW TO APPLY**

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.

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](http://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

### **METHODS OF DISBURSEMENT**

All Federal financial assistance awarded by the school is disbursed according to Federal regulations.

### **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**

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.

### **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, with or without request from the student.

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.

### **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 DATE**

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 30<sup>th</sup> 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](http://www.studentaid.ed.gov).

## **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 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.

**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.

## **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, ethnic origin, religion, 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://wdcrobcop01.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 Director of Education. 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](mailto:comments@milaninstitute.edu), or by calling (559) 735-3818 ext. 1012.

### **LEARNING RESOURCES**

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.

### **STUDENT RATIO**

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

In the Registered Dental Assistant program ratios range from 1 instructor for every 6 students to a maximum of 1 instructor to every 14 students, depending on the course of instruction.

### **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.

### **STUDENT DISMISSAL BY SCHOOL**

Milan Institute may dismiss a student from their program of study at any time for the following reasons: unsatisfactory grades, poor attendance, use of controlled substances on campus, conduct detrimental to the school, failure to comply with financial aid regulations or non-observance of other student regulations and conduct policies.

### **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 and 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.

### **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.

## **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.

## **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 or 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.

County of Riverside Substance Abuse	Awareness Program
1827 Atlanta Ave D1	45550 Grace Street
Riverside, CA 92201	Indio, CA 92201
(951) 955-210	(760) 342-1233

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:**

National Institute on Drug Abuse	(800) 662-HELP (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, as published in the Catalog, 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 Institute.

**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 Institute 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 Institute violate other Milan Institute 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 Institute (such as photos taken on grounds, "tags" with Milan Institute in them, comments regarding Milan Institute) 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 School 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](http://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](http://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](http://www.bppe.ca.gov).
  - c. 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](http://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, school 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](http://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 labs 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.

### **CATALOG INSERTS**

See the inserts for current information related to the school calendar, tuition and fees, listing of staff and faculty.

### **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, admissions 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 college 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.

## **ACADEMIC INFORMATION**

### **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.

#### **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.

#### **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 and 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.

#### **Registered 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 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.

## **MASSAGE THERAPY DRESS CODE, HYGIENE AND DRAPING**

### **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.

## **REGISTERED 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 is 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>

## **ACADEMIC POLICY**

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

## **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. Students are expected to check their attendance and progress through the student portal at least weekly to ensure they are meeting academic progress standards. 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

## **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.

### **Failed Course**

A student who fails a course and does not complete the Request to Complete Course Requirements Form will be required to repeat the course in its entirety upon availability. When a student fails a course, the student's



course schedule is impacted and often results in the student withdrawing from the program until the failed course is available.

### **Course Repetition**

Students are allowed to repeat a failed class one time, without an appeal, and the prior attempted course will be listed with a grade of "R" for repeated attempt at the credits. Repeated courses count at attempted credits in determination of student progress, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The grade earned in the repeated attempt will replace the original grade provided.

Students are also allowed one change of program during an academic year. Students in Credit-Hour non-term and Clock Hour programs are not eligible for SFA Title IV funds for repeated coursework while attending in the program. SFA Title IV funds are delayed until All of the scheduled credits in the pay period or all of the scheduled clock hours in the pay period are earned/complete.

### **Withdrawal**

An official withdrawal from a course occurs when a student requests in writing or as a result of conversation with the campus Education Leader and/or School Director. Withdrawing will result in a "W" grade. Upon returning to complete the program, the course withdrawn from will be repeated in its entirety; the grade of "W" will be replaced with "R" (repeat). An unofficial withdrawal from a course or program is determined when a student fails to continue in attendance for 14 calendar days, fails to return from an LOA, or who fails to commence an externship within 15 days from the last date of recorded attendance. Students who are absent for 14 calendar days without communication with the school will be withdrawn from Milan due to abandonment of a program results in an "F" grade as the student failed to complete the requirements and therefore cannot earn credit.

### **Leave of Absence**

In the event that an interruption in academic study is required, and a Leave of Absence is needed, it is in a student's best interest to begin the leave once the course is completed. If that option is not possible and depending on when the Leave of Absence is requested, the student will either earn a grade in the course based on all coursework completed and not completed or be Withdrawn from the course with a grade of "W". In most cases a student will be with withdrawn and the course will have to be repeated in its entirety. When a student takes a Leave of Absence the student's course schedule is impacted and often may result in the student withdrawing from the program at a later time until the required course is available. Upon returning from a Leave of Absence, a student must return at the beginning of a module/course.

**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 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.

## **LEAVE OF ABSENCE**

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 School 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 School 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

### **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.

*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 15<sup>th</sup> 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.

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.

## **CLASS SCHEDULE**

Milan Institute holds classes each Monday through Saturday, with days and times varying for each program. Milan Institute also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see the insert in the back of the catalog). Students may be required to attend class for additional hours or days when a holiday falls on a scheduled class day.

Classroom instruction consists of 50-minute periods. Evening and Saturday classes are available for some programs. Please contact the admissions department for specific information.

## **EXTERNSHIP DISCLOSURE**

The 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 program. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to and from 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.

## **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:

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 Institute's process of protecting confidentiality of student's data can be directed to [comments@milaninstitute.edu](mailto: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.

## **POLICIES PERTAINING TO PROFESSIONAL DEVELOPMENT COURSES**

Some courses offered as part of a program may be taken as a single-subject for personal and/or professional development. See the applicable program outline section of this catalog for a list of available courses. All policies outlined in this catalog are applicable to students enrolled in a single-subject Professional Development Course, except as specified below:

### **Admissions Policy**

General requirements for enrollment in a Professional Development Course requires the prospective student be at least 17 years of age and have a high school diploma or have a High School Equivalency Diploma



(HSED). Prospective students currently attending secondary education (High School) are not eligible for enrollment. A copy of the prospective student's high school transcript, diploma or HSED is required.

**CPR/First Aid Course**—no additional requirements

**Dental Radiology Course**—in addition to the general requirements stated above the applicant must be a Registered Dental Assistant and provide proof of employment as a Registered Dental Assistant or Dental Assistant; or proof of prior education in a Dental Assisting program within the past five (5) years.

**Pit and Fissure Sealants Course**—in addition to the general requirements stated above the applicant must be a Registered Dental Assistant and provide proof of completing a course in Coronal Polish.

**Coronal Polish Course**—in addition to the general requirements stated above the applicant must be a Registered Dental Assistant.

### **Student's Right to Cancel and Refund Policies – Courses over 20 hours**

See the Student's Right to Cancel in the general policies included in this catalog.

### **Student's Right to Cancel – Courses 20 hours or less**

You have the right to cancel this agreement for a course of instruction including any equipment or other goods and services included in the agreements, and receive a full of all charges paid, through attendance in the first hour of the first class session. Cancellation shall occur when you give written Notice of Cancellation at the address of the school location you are attending. You can do this by mail or hand deliver.

The written Notice of Cancellation, if sent by mail, is effective when deposited in the mail properly addressed and with correct postage prepaid. Any written expression that you wish not to be bound by in this agreement will serve as Notice of Cancellation of this agreement if provided to the school through attendance in the first hour of the first class session. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less any deduction for equipment not returned in good condition (equipment seal cannot be broken, log-on occurred, or is marked or damaged in any way) within 45 days after the notice is received.

If you do not return equipment to the school, the school shall deduct the cost of the equipment (as specified on the Course Cost Addendum D) from the amount of the refund.

A full refund will be granted if: 1) the applicant fails to begin the program; 2) the applicant is deemed ineligible or unsuited for admission; 3) there is a program cancellation by the school.

### **Withdrawal from the Program/Refund Policy – Courses 20 hours or less**

You have the right to withdraw from the course of instruction at any time. If you withdraw from the course after the period allowed for cancellation of the agreement stated above, you will receive a pro-rata refund of the amount being charged if you have completed 60% or less of the period of attendance being charged. The amount of that refund is to be "pro-rated" according to the portion of the period of attendance not completed, less the cost of any equipment returned in good condition to be paid within 45 days of withdrawal. If you obtain equipment, as specified in the agreement as a separate charge, and return 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, the school shall refund the charge for the equipment paid by you. If you fail to return the equipment in good condition, allowing for reasonable wear and tear, within this 45-day period, the school may offset against the refund of the documented cost to the school of the equipment. You 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 the school has charged in the contract. For a list of these charges, see the attached Addendum D.

### **Withdrawal Date**

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.

### **Completion Requirements**

Milan Institute will award a Certificate of Completion to all students who successfully complete all completion requirements as stated below.

- **Courses less than 100 Hours**

Students enrolled in courses that are less than 100 hours must attend all scheduled course hours and pass a written and/or practical exam.

- **Courses 100 Hours or more**

Students enrolled in courses 100 hours or more must attend all scheduled course hours and must pass a written and/or practical exam(s).

## **PROGRAMS OF STUDY AND COURSE DESCRIPTIONS**

### **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.

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.

Registered 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.

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# Registered 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 Registered 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.

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## Registered Dental Assistant Course Descriptions

### **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.

### **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

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## Registered Dental Assistant Course Descriptions

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 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 to 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

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**MI Palm Desert Only Section A-4**

## Registered Dental Assistant

step-by-step procedures, which includes materials and instrumentations involved. Students will be provided an overview on how to study for their RDA written exam using their exam prep book and take a 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
<b>PRE-REQUISITES</b>					
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
<b>MODULE A</b>					
ADA111	Administrative Applications	40.0	40.0	0	80.0
<b>MODULE B</b>					
DSC111	Dental Sciences	40.0	40.0	0	80.0
<b>MODULE C</b>					
PCP111	Pre-Clinical Procedures	40.0	40.0	0	80.0
<b>MODULE D</b>					
RAD111	Dental Radiology	30.0	32.0	18.0	80.0
<b>MODULE E</b>					
OPN111	Oral Pathology & Nutrition/	40.0	40.0	0	80.0
<b>MODULE F</b>					
CPF111	Coronal Polish & Pit & Fissure Sealants	34.0	34.0	12.0	80.0
<b>MODULE G</b>					
LAB111	Lab Procedures	24.0	56.0	0	80.0
<b>MODULE H</b>					
SPE111	Dental Specialties	28.0	52.0	0	80.0
<b>EXTERNSHIP</b>					
DXT111	Clinical Externship	0	0	160	160
<b>TOTAL</b>		<b>318.5</b>	<b>336.5</b>	<b>190.0</b>	<b>845</b>

# 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

### Funding Method

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

### 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,



## Massage Therapy Course Descriptions

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 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.

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## Massage Therapy Course Descriptions

### **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.

### **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.

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## Massage Therapy Course Descriptions

### **CPR / First Aid MT127 (this course may be taken as a stand-alone course)**

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 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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**Section B-5 –Palm Desert, CA**

## Massage Therapy

\*This course may be taken as a stand-alone course.

<b>Course Code</b>	<b>Course Title</b>	<b>Lecture Hours</b>	<b>Lab Hours</b>	<b>Clinical Hours</b>	<b>Total Hours</b>
<b>PRE-REQUISITES</b>					
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
<b>PRE-REQUISITES</b>					
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
<b>CLINICAL PRACTICE</b>					
MT132	Clinical Internship	0	0	140	140
<b>TOTAL</b>		<b>324</b>	<b>276</b>	<b>140</b>	<b>740</b>

# 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 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 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

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## 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 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 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.

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## 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 1101**

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 AXT111**

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.

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**Section C-4 – Palm Desert, CA & Amarillo, TX**

**Administrative Medical Assistant**

<b>Course Code</b>	<b>Course Title</b>	<b>Lecture Hours</b>	<b>Lecture Credits</b>	<b>Lab Hours</b>	<b>Lab Credits</b>	<b>Extern Hours</b>	<b>Extern Credits</b>	<b>Total Hours</b>	<b>Total Credits</b>	<b>Course Prep Hours</b>	<b>FA Units</b>
<b>PRE-REQUISITE</b>											
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	0.0	20	2.0	5	1.0
<b>MODULE A</b>											
OBA111	Office Basics	55	5.5	25	1.25	0	0.0	80	6.75	20	4.0
<b>MODULE B</b>											
BTC111	Business Technology	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
<b>MODULE C</b>											
ICO111	Information Coding	50	5.0	30	1.5	0	0.0	80	6.5	20	4.0
<b>MODULE D</b>											
INT111	Insurance Theory	50	5.0	30	1.5	0	0.0	80	6.5	20	4.0
<b>MODULE E</b>											
ACB111	Accounting Basics	45	4.5	35	1.75	0	0.0	80	6.25	20	4.0
<b>MODULE F</b>											
COB111	Computerized Billing	45	4.5	35	1.75	0	0.0	80	6.25	20	4.0
<b>MODULE G</b>											
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
<b>TOTAL</b>		<b>380</b>	<b>38.0</b>	<b>220</b>	<b>11.0</b>	<b>180</b>	<b>6.0</b>	<b>780</b>	<b>55.0</b>	<b>150</b>	<b>36.0</b>



# 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.

## 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

## 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 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 an 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 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.

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## Medical Assisting Course Descriptions

### **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-10 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 vital signs and blood pressures; and perform invasive procedures. Students will be able to define

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## Medical Assisting Course Descriptions

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 MXT 111**

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.

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

Medical Assisting Program

390 scheduled hours

780 scheduled hours

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**Section D-4 – Palm Desert, CA & Amarillo, TX**

**Medical Assisting**

<b>Course Code</b>	<b>Course Title</b>	<b>Lecture Hours</b>	<b>Lecture Credits</b>	<b>Lab Hours</b>	<b>Lab Credits</b>	<b>Extern Hours</b>	<b>Extern Credits</b>	<b>Total Hours</b>	<b>Total Credits</b>	<b>Course Prep Hours</b>	<b>FA Units</b>
<b>PRE-REQUISITE</b>											
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
<b>MODULE A</b>											
MOC111	Medical Office Communications	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
<b>MODULE B</b>											
INC111	Insurance Coding	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
<b>MODULE C</b>											
PHN111	Pharmacology/Nutrition	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
<b>MODULE D</b>											
ANP111	Anatomy/Physiology	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
<b>MODULE E</b>											
MOE111	Medical Office Emergency Pro.	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
<b>MODULE F</b>											
EKG111	Electrocardiography/Hematology	40	4.0	40	2.0	0	0.0	80	6.0	20	4.0
<b>MODULE G</b>											
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
<b>TOTAL</b>		<b>320</b>	<b>32.0</b>	<b>280</b>	<b>14.0</b>	<b>180</b>	<b>6.0</b>	<b>780</b>	<b>52.0</b>	<b>150</b>	<b>36.0</b>

# 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 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 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

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## Dental Assistant Course Descriptions

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 periodontic 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.

### **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.

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**Section E-3—Amarillo, TX**

# Dental Assistant

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

# 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*

*Effective Date: May 6, 2019*

## **Academic Information**

### **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.

#### Catalog Addenda

**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.

**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**

### **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](http://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

### **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

### 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.

## Catalog Addenda

- 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

## Catalog Addenda

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 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**

### *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

### *Registered 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

*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

## Catalog Addenda

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

## Catalog Addenda

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](http://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 Milan Institute, located at 75-030 Gerald Ford Drive, Suite 203 in Palm Desert, CA. The facility consists of 14,342 sq. ft. of classroom and office space. The institution, the facility it occupies, and the equipment it uses comply with all federal, state and local ordinances and regulations, including requirements for fire safety, building safety and health. The facility is convenient to public parking and mass transit. 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 **Medical Assisting and Massage Therapy programs** 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.

#### **Administrative Medical Assistant program:**

Admission into the school's **Administrative Medical Assistant, and Registered Dental Assistant (RDA) program** requires the prospective student to have a high school diploma (HSD) or a High School Equivalency Diploma (HSED).

Admission into school's programs requires the applicant to present a copy of the HS diploma, HSED, or transcripts showing high school completion.

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 program. A copy of the prospective student's high school transcript, diploma or a HSED is required.

All applicants in to the **Registered Dental Assistant (RDA) program** must provide proof of a current CPR and First Aid card or training prior to the end of 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.

#### **General Requirements – all programs**

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 students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their 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.

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

#### **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

## Catalog Addenda

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.

<b>Description</b>	<b>Valid Completion Dates</b>
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*

## **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](http://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](http://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](http://www.bppe.ca.gov).
- c. 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](http://www.camtc.org), phone (916) 669-5336, or fax (916) 669-5337.

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

*Effective Date: October 4,2019*

## **Academic Information**

### **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.

Catalog Addenda

*Effective Date: October 9, 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](http://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**

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

*Effective Date: October 9, 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 9, 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 9,2019*

## **Student Information**

### **STUDENT HOUSING**

Milan Institute does not have student housing facilities. Although it is the student's responsibility to find living accommodations, the Institution will help locate lodging for any student needing assistance. Available lodging may include rooms in private homes, apartments, and rental houses. The approximate cost for housing in the area is \$744 per month.

*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 9,2019

## **Academic Information**

### **LEARNING RESOURCES**

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.

### **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 15<sup>th</sup> 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

#### Catalog Addenda

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.

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

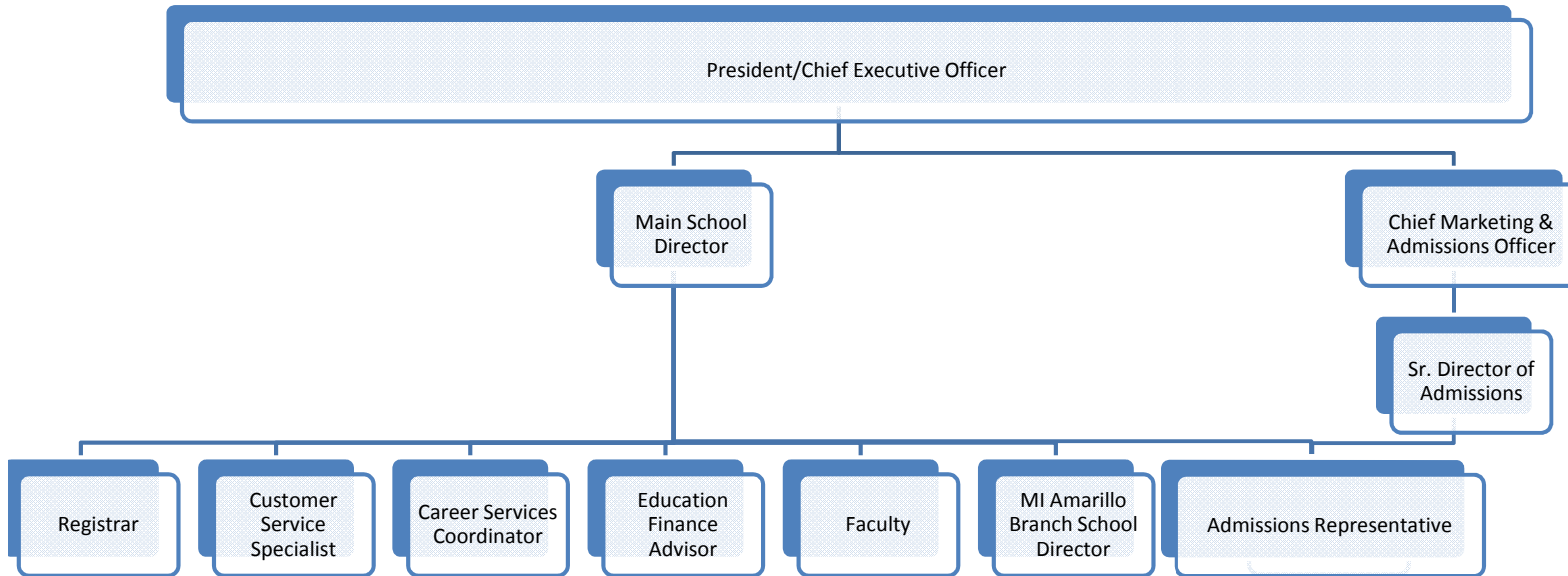
**Quizzes** – If absent for a scheduled quiz, the scheduled quiz must be completed the day the student returns to class with a 10% deduction; unannounced quizzes may not be made up.

**CATALOG STAFF INSERT  
MILAN INSTITUTE**

75-030 Gerald Ford Drive Suite 203  
Palm Desert, CA 92211 P: (760) 469-4545  
F: (760) 262-3750

[www.milaninsitute.edu](http://www.milaninsitute.edu)

Effective: August 2019



**ADMINISTRATION**

President/Chief Executive Officer  
VP of FA and Regulatory Affairs  
Chief Mktg & Admissions Officer

Gary Yasuda  
Linda Buchanan  
Fred Carini

Senior Director of Admissions – Mgt  
Senior Director of Admissions – Ops  
Director of Education

Roger Moore  
Carla Larson  
Jean Rydahl

**CAMPUS ADMINISTRATION**

Main Campus School Director  
MI Amarillo Branch Campus Director  
Assisant Director of Admissions  
Admissions Representative  
Admissions Representative

Katherine Meola  
Lanecia Erington  
Chris Zamets  
Denise Morgan  
Nancy Cruz-Olah

Registrar  
Career Services Coordinator  
Customer Service Specialist  
Customer Service Specialist  
Education Finance Advisor

Maritza Beso  
Michelle Ruff  
Isabel Rodriguez  
Joanna Loreda-Sotelo  
Stephanie Guzman

**FACULTY****Administrative Medical Assistant Program****Full Time Faculty**

Instructor Regina Crawford Associates of Arts in Business and Accounting conferred by L.A. Trade Tech College. 12 years experience in administrative medical assistant and instruction fields.

**Part Time Faculty**

Instructor-Sub Maria Cortez Administrative Medical Assisting Certificate conferred by Milan Institute. 3 years experience in administrative medical assisting field.

**Medical Assisting Program****Full Time Faculty**

Instructor LaQuitta Cramer-Pollard Medical Assisting Certificate conferred by Regional Occupational Program. 20 years experience in medical assisting and instructor fields.

Instructor Marisela Martinez Medical Assisting Certificate conferred by Milan Institute. 3 years experience in medical assisting and instructor fields.

**Part Time Faculty**

Instructor-Sub Selen Berumen Medical Assisting Certificate conferred by Milan Institute.

Instructor-Sub Diane Von Kaenel Medical Assisting Certificate conferred by Bryman College. Phlebotomy Certificate conferred by Wagner Training Institute. Certified Nursing Assistant Certificate conferred by 4-D Success Academy. 12 years experience in medical assisting and instructor fields.

Instructor-Temp Alexia Escobar Medical Assisting Certificate conferred by Milan Institute. 5 years experience in medical assisting field.

Teachers Aid Liduvina Gallardo Certificate of Completion conferred by Milan Institute.

Teachers Aid Alejandra Calderon Medical Assisting Certificate conferred by Milan Institute. 6 years experience in medical assisting field.

**Registered Dental Assistant Program****Full Time Faculty**

Program Director Terri Calderon Registered Dental Assistant conferred from Regional Occupation Program. 18 years experience in dental assisting and instruction fields.

Instructor LouAnn Carrasco Dental Assistant conferred from Regional Occupational Program. 8 years experience in dental assisting and instruction fields.

Instructor Paula Ramirez Registered Dental Assistant conferred from Dental Career Institute. 13 years experience in dental assisting and 2 years in instruction fields.

**Part Time Faculty**

Instructor-Sub Vicki Dunn 27 years experience in dental assisting and instruction fields.

**Massage Therapy****Full Time Faculty**

Instructor Crystal Paluck Massage Therapy Certificate conferred by Milan Institute. Associates in Business Management conferred from Ventura College. 9 years experience in massage therapy and instruction fields.

**PartTime Faculty**

Instructor Apollo Alva Massage Therapy Certificate conferred by Milan Institute, Bachelor of Science in Health and Wellness from Purdue University Global, CAMTC Certified, 4 years as a massage thereapy program director, and 14 years of experience in massage therapy field.

Instructor-Sub Wendi Gengler B.A. Degree from Newcastle University, England in Sport Studies and 25+ years of experienced in massage therapy.



**FACULTY CONTINUED**

**Massage Therapy**

**PartTime Faculty**

Instructor-Sub Kathleen Cumplido Massage Therapy Certificate education conferred from Bryman College. 19 years experience in massage therapy field.

**Strategies for Success/Professional Development**

**PartTime Faculty**

Instructor Robin Rosenberg Bachelors Degree-Liberal Arts conferred by Excelsior College

Instructor James W Hum Masters Degree-Education Administration conferred by California State University.

Instructor-Temp Karyne Miller 4 years staffing/recruiting services.

**Schedule of Tuition and Costs for Milan Institute - Palm Desert, CA**

**Catalog Insert II**

**All courses taught at 75-030 Gerald Ford Drive, Palm Desert, CA 92211**

**Effective October 2019**

<b>Program</b>	<b>Effective Date</b>	<b>Student Tuition Recovery Fund (STRF)</b>	<b>Supplies with Tax</b>	<b>Lab Fee</b>	<b>Tuition 1st Payment Period</b>	<b>Tuition 2nd Payment Period</b>	<b>Total charges for the entire educational program</b>
<i><b>Administrative Medical Assistant</b></i>	7/1/2019	\$0.00	\$232.72	\$100.00	\$6,826.09	\$6,826.08	<b><u>\$13,984.89</u></b>
<b>Program</b>	<b>Effective Date</b>	<b>Student Tuition Recovery Fund (STRF)</b>	<b>Supplies with Tax</b>	<b>Lab Fee</b>	<b>Tuition 1st Payment Period</b>	<b>Tuition 2nd Payment Period</b>	<b>Total charges for the entire educational program</b>
<i><b>Medical Assisting</b></i>	7/1/2019	\$0.00	\$232.72	\$100.00	\$6,701.09	\$6,701.08	<b><u>\$13,734.89</u></b>
<b>Program</b>	<b>Effective Date</b>	<b>Student Tuition Recovery Fund (STRF)</b>	<b>Supplies with Tax</b>	<b>Lab Fee</b>	<b>Tuition 1st Payment Period</b>	<b>Tuition 2nd Payment Period</b>	<b>Total charges for the entire educational program</b>
<i><b>Registered Dental Assistant</b></i>	7/1/2019	\$0.00	\$232.72	\$100.00	\$8,076.09	\$8,076.08	<b><u>\$16,484.89</u></b>
<b>Program</b>	<b>Effective Date</b>	<b>Student Tuition Recovery Fund (STRF)</b>	<b>Supplies with Tax</b>	<b>Lab Fee</b>	<b>Tuition 1st Payment Period</b>	<b>Tuition 2nd Payment Period</b>	<b>Total charges for the entire educational program</b>
<i><b>Massage Therapy</b></i>	7/1/2019	\$0.00	\$232.72	\$100.00	\$6,676.09	\$6,676.08	<b><u>\$13,684.89</u></b>

**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

Effective: January 2019

**MILAN INSTITUTE - PALM DESERT**  
**75-030 Gerald Ford Drive, Suite 203**  
**Palm Desert, CA 92211**  
 P: (760) 469-4545 F: (760) 469-4636  
[www.milaninstitute.edu](http://www.milaninstitute.edu)

Business Hours  
 Mon-Thur 9:00am-6:00pm  
 Friday 8:30am-5:00pm

### CLASS START CALENDAR

	Day Programs	Evening Programs
<b>2019</b>	<b>Administrative Medical Assistant, Medical Assistant, Massage Therapy, Registered Dental Assistant (RDA day &amp; afternoon)</b>	<b>Administrative Medical Assistant, Medical Assistant, Registered Dental Assistant</b>
	<b>(Mon. - Thurs.)</b>	<b>(Mon. - Thurs.)</b>
<b>January</b>	01/16/19	01/16/19
<b>February</b>	02/14/19	02/14/19
<b>March</b>	03/18/19	03/18/19
<b>April</b>	04/15/19	04/15/19
<b>May</b>	05/13/19	05/13/19
<b>June</b>	06/11/19	06/11/19
<b>July</b>	07/16/19	07/16/19
<b>August</b>	08/13/19	08/13/19
<b>September</b>	09/11/19	09/11/19
<b>October</b>	10/09/19	10/09/19
<b>November</b>	11/06/19	11/06/19
<b>December</b>	12/05/19	12/05/19

\*\*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

<b>2019 STUDENT HOLIDAY CALENDAR</b>	
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