



# **SCHOOL CATALOG**

## **08/08/2022- 06/20/2023**

2929 – 19<sup>th</sup> St., 2<sup>nd</sup> Floor, San Francisco, CA 94110 (415)622-5432

\* (415)795-9693 Fax \* [www.mlvschool.org](http://www.mlvschool.org) MLVS is an Equal

Opportunity Employer/Educational Services Provider. Auxiliary aids/services  
are available upon request to individuals with disabilities

Mission Language and Vocational School (MLVS) is a private institution. MLVS is approved to operate by the Bureau for Private Postsecondary Education (BPPE). This approval to operate means that we are in compliance with state standards as set forth in the CEC and 5, CCR.

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## A LETTER FROM THE SCHOOL

### Welcome to MLVS!

We are very pleased that you have chosen us for your job training program. We know that you will make the most of your time with us and go on to join the over 40,000 successful MLVS graduates in the Bay Area labor force.

By attending this school, you are becoming a part of a proud tradition of people who have the confidence and motivation to change their, and their families' lives for the better. This road is challenging, but it is one that every future leader must take. All of us at MLVS are here to support you in your journey and help you with any problems you may encounter along the way. Our success relies on yours!

MLVS thrives on open communication between students, staff, and administration. We are always eager to have your suggestions and feedback about possible improvements for the school. We are happy that you have made the decision to join our community, and look forward to sharing in your success.

Sincerely,

### **Mission Language and Vocational School (MLVS) Staff & Faculty**

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, MLVS, may be directed to the BPPE at:

1747 N. Market Blvd. Ste 225

Sacramento, CA 95834

or

P.O. Box 980818

West Sacramento, CA 95798-0818

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

(888) 370-7589 or by fax (916) 263-1897

(916) 574-8900 or by fax (916) 263-1897

**A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888)370-7589 or by completing a complaint form, which can be obtained on the bureau's internet Web site at: [www.bppe.ca.gov](http://www.bppe.ca.gov).**

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

The transferability of credits you earn at MLVS is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the educational program Certificate you earn in the educational Program here at MLVS is also at the complete discretion of the institution to which you may seek to transfer. If the 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 MLVS will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending MLVS to determine if your Medical Assistant Certificate will transfer. MLVS has not entered into an articulation or transfer agreement with any other college or university. We do not accept credits from prior experiential learning.

MLVS' policies and procedures for the award of credit for prior experiential learning, including assessments, appeal and fees students are required to pay is as follows: There is no procedure for allowing transfer credits from a prior institution or any experiential learning. This includes any assessments completed at other institutions. We do not charge students a tuition fee, as such, there is no policy for or provisions for appeal.

We offer courses in English (Medical Assistant). We do not test for proficiency in English, however do require that a high school diploma, or equivalent be presented to prove proficiency for those taking English courses. We require a level of English proficiency of 3 (minimum professional proficiency), based on the United States Foreign Service Language Rating system. In the absence of a high school diploma or equivalent, we do offer students the ability-to-benefit test in their place and accept these test results in place of a high school diploma or equivalent.

## HISTORY

Mission Language and Vocational School (MLVS) is a non-profit, community service organization. Originally known as El Centro Social Obrero, MLVS was founded in 1962 by a group of Mexican construction workers who saw the need for language education and job training in their community. The School's original purpose was to teach Vocational English as a Second Language (VESL) and the fundamentals of getting a job, keeping it and excelling on the job.

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Over the years, MLVS has provided training for more than 20,000 people in fields as varied as telephone installation, grocery clerking and electronics assembly. The school served over five hundred (500) immigrants in 2005, and 75% of past participants have found jobs through MLVS' training programs.

MLVS is funded by local city government programs, and private sources who donate and give grants to our school which allows us to provide job training and placement services at no cost to the student as long as they meet income requirements (low income). Though our traditional client base has been the Latino community of San Francisco, we welcome students of every race and background.

Mission Language and Vocational School (MLVS), located in the San Francisco Mission District, is a non-profit community education center whose mission is to improve the socioeconomic conditions of low-income minorities in San Francisco, CA. Currently, MLVS offers job-specific classroom training programs in the areas of medical assisting. In addition, the new Digital empowerment Project consists of two technology-based programs-the Computer Literacy Program and Mission Community Internet Center-both of which aim to demythologize computers among minority users and help stem the tide of population displacement from San Francisco's low-income areas by improving their career prospects.

In addition to learning new job skills, students acquire "soft skills" designed to improve integration into the culture of the workplace, such as business etiquette, study habits, disciplined attendance, analytical thinking skills, learning techniques, and safety awareness. Career guidance, counseling, employment, and referral services for legal, childcare, health, and housing assistance are also an integral part of all MLVS programs. In addition, students are given intensive case management and are followed from the time they are enrolled to six-month job retention after they are employed. Students are also assigned mentors who work with the students during their course of study.

In its current programs, MLVS serves a multicultural population of all ages and special needs, averaging an annual enrollment of more than 500 participants from the Bay Area. Percentage wise, 20% school participants are welfare-to-work public assistance recipients, 90% low-income

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minorities, and 70% women. Breakdown by ethnicity includes 65% Latino, 26% Asian, 3% African-American, 3% White and 3% other. Age of adult trainee's ranges from 18 to 65, and more than 200 at-risk youth attend the after-school program. Approximately 70% of students are Non-or Limited-English Proficient. More than half are single parents, 80% low-income earners (working poor), and 20% Temporary Assistance to Needy Families (TANF) recipients.

MLVS has been in continuous operation for nearly 35 years. Since the time of its inception, more than 18, 000 students have been placed in jobs, and more than 80% of these students have continued to be employed after one year, managing to escape the cycle of poverty and become self-sufficient, productive individuals in their communities.

## **MISSION STATEMENT**

Mission Language and Vocational School's (MLVS) mission broadly expects to improve the socio-economic condition of limited or non-English speaking, low-and moderate-income Latinos and other minorities in San Francisco and the Bay Area. through job-specific language and vocational training programs and the creation of economic development initiatives. Support services such as career counseling, employment, job placement, and referral services are an integral part of MLVS' programs. MLVS strives to empower underserved populations and improve the community through social, economic and educational advancements. The objective of our Medical Assistant Program is to train and prepare qualified, dedicated community members to serve the public in the Healthcare field with pride as they go into positions in their community with MA Certificates after graduating from MLVS. We expect that members of our program will acquire the body of knowledge necessary to achieve these objectives by being presented with the required curriculum in our educational programs, that is focused on development of intellectual, analytical, and critical abilities, and the fostering of values that promote a commitment to pursuing lifelong learning.

## **PHILOSOPHY**

Mission Language and Vocational School believes in achievement through education. Students can best achieve the optimum outcomes for their lives: well-paying jobs, and stable and productive relationships in their communities, through receiving education and training that makes them capable and confident. The Board of Directors also emphasizes the importance of instructing students in their rights and responsibilities as citizens, and instilling a sense of community. The staff and faculty of MLVS are committed to providing quality programs leading to the betterment of our students' lives and futures.

## **STATEMENT OF NON-DISCRIMINATION**

Mission Language and Vocational School does not discriminate on the basis of race, sex, age, physical challenge, national origin, ethnic background, creed, sexual orientation or religion in employing school personnel, or in granting admission to the school, or in offering its students

counseling, training, or placement opportunities, or in any other of its programs or activities.

## **STATEMENT OF COMMUNITY**

The Mission Language and Vocational School is foremost an institution of learning and teaching, committed to serving the needs of our community. Our school community reflects and is a part of a society comprising all races, creeds, and social circumstances. The successful conduct of the school's affairs requires that every member of the school community acknowledges and practices the following basic principles:

We affirm the dignity inherent in all of us, and we strive to maintain a climate of justice marked by respect for each other. We acknowledge that our society carries within it historical and deep-rooted misunderstandings and biases, and therefore we endeavor to foster mutual understanding among the many parts to our whole.

We affirm the right to expression within our community and also affirm our commitment to the highest standards of civility and decency towards all. We recognize the right of every individual to speak and think as dictated by personal belief, to express any idea, and to disagree with or counter another's point of view, limited only by the school's regulations governing time, place, and manner. The Mission Language and Vocational School promotes open expression of our own individuality and our diversity within the bounds of courtesy, sensitivity, and respect.

The Mission Language and Vocational School confronts and rejects all manifestations of discrimination, including those based on race, ethnicity, gender, age, disability, sexual orientation, religious or political beliefs, or any other differences among people which have been excuses for misunderstanding, dissension, or hatred. We recognize and cherish the richness contributed to our lives by our diversity.

We recognize that each of us has an obligation to the community of which we have chosen to be a part. We strive to build a true community of spirit and purpose based on mutual respect and caring.

## **Staff & Faculty Directory**

### **Administration**

Chef Aleks Zavaleta (415) 622-5432  
[ChefAleks@mlvs.org](mailto:ChefAleks@mlvs.org)  
Executive Director/Chief Operating Officer

Mr. Sebastian Alioto (415) 622-5432  
[Salioto.mlvs@gmail.com](mailto:Salioto.mlvs@gmail.com)



Chief Financial Officer

Monica Barboza (415) 622- 5432

[monica@mlvs.org](mailto:monica@mlvs.org)

Dean of Students/Chief Academic Officer

## **Student Services & Education Department**

Joshua Jacobo (415) 622- 5432

[Josh@mlvs.org](mailto:Josh@mlvs.org)

Education Services Manager

## **Employment Department**

Khephra Shaw-Meredith

[Khephra@mlvs.org](mailto:Khephra@mlvs.org)

Education and Career Counselor

## **Hospitality & Catering Department**

Chef Julio Garcia (415) 622-5432

[Chef.Julio@mlvs.org](mailto:Chef.Julio@mlvs.org)

Catering/Kitchen Manager

## **Faculty/Qualifications**

Dr. Nisa/B.A. Medicine/Surgery, MA LAB Instructor, Anatomy and Physiology Instructor [A.nisa@mlvs.org](mailto:A.nisa@mlvs.org) Mr. Edman Vargas,ASU Cred MA Medisoft Instructor, Medical Office Administration Instructor [Edman@mlvs.org](mailto:Edman@mlvs.org)

## **POLICIES AND PROCEDURES**

All trainees are expected to attend training sessions as scheduled. In addition, each trainee is to arrive on time so that maximum benefit can be derived from the instruction given. Our goal throughout the program is to train you with the skill set necessary for successful employment placement with retention. MLVS' academic and work ethics parallel medical, and clerical employment expectations in terms of integrity, attendance and punctuality.

***The success of our program depends on open communication.***

## **GUIDELINES FOR SUCCESS: Expectations**

- **Respect for all faculty members, staff, students and self: Courtesy and consideration for all members of the school community: no bullying, fighting, harassment or graffiti.**
- Attend classes on time every day and complete your training cycles. If you are late, please go to the Employment and Education dept. and get a tardy slip.
- **Respect for all school property and school uniform:** Act and dress professionally, failure to comply with the uniform policy can result in you being sent home.
- Respect classroom lectures and labs by not being disruptive.
- Per COVID-19 safety guidelines, participants must be vaccinated against COVID-19 to be allowed on campus.
- **No food or beverages** are allowed in the medical lab, computer labs, and all classrooms during class session in addition to other assigned instructional areas.
- Help and cooperate with the faculty and staff. Students are required to fulfill a minimum of four (4) MLVS community hours during the training program.
- Students will come to class prepared to learn with the required supplies and materials, textbooks, and in uniform.
- Students must agree to adhere to the terms outlined in the Student Handbook provided to you during orientation in regards to the **externship placement**. Failure to honor this commitment may result in being prohibited from further participation in the externship for your program.
- **CELL PHONES, CHARGING CELL PHONES OR PERSONAL ELECTRONIC DEVICES DURING CLASS SESSION WILL NOT BE TOLERATED:** Students will be required to place phones in the teacher’s organizer at the beginning of each class period and may retrieve them at break, until class is over for the day. **Failure to comply with this rule will result in you being asked to leave.**

**Standards for Student Achievement:** Students required to pass all classes with 70% or higher.

A	B	C D F
90-100%	80-89%	70-79% 60-69% 0-59%

# ATTENDANCE

## Unexcused Absences

Trainees are required to phone the school personally within a minimum of **30 minutes** before school starts on the day of the absence at **415-622-5432**. Not calling within this period will be considered an absence without notification. The Student Services Department will apply criteria for corrective action when there is no valid excuse.

An unexcused absence is when you do not have a legitimate reason for not coming to school/ not having previously approved your absence with the Student Services dept. **Taking a vacation is not a legitimate reason for missing classes.**

## Excused Absences

An excused absence means that you **spoke in person** to Program Personnel at **(415)622-5432** at MLVS **before** your absence. If you need to be absent, be sure to inform the Education Program Director and Student Services Department ahead of time.

An excused absence must be for a good reason – such as an illness, family emergency, and doctor appointments with doctor notes supporting your absence. If you have excessive absences, you will be asked for documentation to substantiate your absence. Excessive absences and tardiness may lead students to a written warning, up to and including termination from the program. (Procedure can be found on next page)

## Tardiness

You are expected to come to school on time every day. If you have **three (3) unexcused absences OR excessive tardiness, you may be asked to leave the program.**

It is essential that you come to school on time. Punctuality is a **job skill** and a habit to practice while at MLVS. MLVS must keep careful records of your attendance. To help us do this, you must get a pass from the Education Department office if you come to class late or leave class early.

## Leave of Absence

We recommend that students who have upcoming prior engagements that are more than 3 days long consider taking the course at a later date. We do not grant a leave of absence unless medically necessary, or a family emergency. The student must provide a doctor's note, detailing the expected date of return. All other leaves of absence, not approved by a doctor will be denied. If you have to take a prolonged leave, over 3 days, we will need you to sign an attendance contract upon return, and you may be made to retake certain courses at a later date if you miss them.

## PROCEDURES FOR DEALING WITH UNEXCUSED ABSENCES/TARDINESS

- MLVS Faculty & Administration gives **Verbal Warning**. Trainees are notified that recurring absences will result in a written warning by Student Services Manager or Case Manager.
- Student Services Manager and/or Case Manager gives **Written Warning**. Trainees are notified that the recurrence of absence will result in **suspension** by the Dean of Students.
- **Suspension** of classes for two (2) days by the Dean of Students. Trainees are notified that reoccurrence will result in **termination of the program**. The student has a right to appeal to the Executive Director, by writing them a letter explaining your side of the situation and making a plea for why you should not be terminated from the program, it is then up to the discretion of the Director to approve or deny the appeal. Students can be placed on probation upon returning from suspension.
- **Attendance Contract**: Also known as a probationary period for those who are chronically absent or tardy. Students will be called into a meeting with the Education Services Manager to discuss their ability to remain in the program under strict guidelines of no unexcused absences. If a student should have an unexcused absence while on probation they will be dropped from the program. Absences are allowed with an excusal note, on a case by case basis.

## PROCEDURES FOR DEALING WITH A DISRUPTION

- **Verbal Warning** given by MLVS Faculty & Administration.
- **Written Warning** given by Student Services Manager and/or Case Management.
- **Termination** of trainee is given by the Dean of Students with the right to appeal to the Executive Director, by writing them a letter explaining your side of the situation and making a plea for why you should not be terminated from the program, it is then up to the discretion of the Director to approve or deny the appeal.

## UNDER THE INFLUENCE OF SUBSTANCE ABUSE & VIOLENT BEHAVIOR

Use of drugs, alcohol, physical violence, abusive language or any illegal act will result in **IMMEDIATE TERMINATION** from MLVS.

## DISHONESTY DURING EXAMINATIONS

Students are required to comply with the school regulations; any dishonesty during quizzes and exams will not be tolerated, and **may be grounds for termination of trainees**.

## **DRESS CODE**

Students are requested to be well groomed and dressed professionally each day. Jeans, sagging, skinny, jeggings, boot cut, capris, all forms of shorts, yoga pants, leggings, sweatpants, pajamas, flip flops, open toe, all forms of high- heels, wedge shoes, caps, beanie hats, and tennis shoes are considered to be INAPPROPRIATE attire FOR THE CLASSROOM SETTING.

## **UNIFORMS ARE TO BE WORN AT ALL TIMES.**

**Medical Assistant:** Solid navy blue or light blue scrubs (top and bottom complete set) and non-slip shoes ONLY.

## **MLVS Participant Formal Complaint and Grievance Procedures**

It is the strict policy of the Mission Language and Vocational School to provide fair and equitable treatment to its students. By law MLVS must provide services without discriminating on the basis of race, creed, disability, sexual orientation or identity, or by religious affiliation. Recognizing that mistakes can occur, the following procedures should be followed by students, enrollees, or applicants wishing to file a formal complaint.

1. A written complaint should be given to the Education Services Manager. Within five (5) working days, a meeting or meetings should be scheduled to discuss the nature of the complaint and measures taken to resolve the complaint.
2. If not satisfied with the initial meeting or meetings, the issuing party may request a hearing with the Dean of Students. Within five (5) working days the requesting party should be given written notice regarding the time, date, and location of the scheduled hearing.
3. Within ten (10) working days from the date of the hearing, a written decision regarding the matter shall be issued to the participant and all other involved parties.
4. The decision shall be final unless the matter concerns contractual responsibilities of the school to one of its funding sources.
5. Upon request, the school shall provide the participant with the name and telephone number of a contact person at a respective funding or regulatory agency.

## **STUDENT SERVICES/EDUCATION DEPARTMENT**

Student Services assist & inform students with student services' processes, procedures and policies, which include, but are not limited to: admissions, advising, assessment/testing; community resources-referrals, and orientation.

For academic tutoring or problems with an instructor, students should see the Student Services

Manager. We are always ready and eager to help students enhance their personal growth in their training at MLVS.

## **COUNSELING SESSIONS: ACADEMIC AND CAREER COUNSELING**

Personal and academic counseling is always available to students who are having trouble at home or in their classes. Appointments can be made in advance through the counseling office. Case Managers maintain a list of community-based organizations that provide services in the areas of child care, legal assistance, health, housing, alcoholism and drug abuse, and domestic violence, among others.

## **EMPLOYMENT DEPARTMENT: WORKFORCE DEVELOPMENT**

### **Employment Counseling**

Counseling is done at the beginning of each training cycle to the group as a whole, once a month to each individual trainee assigned and prior to each job referral.

Both at the initial group and the first individual counseling session, the Employment Representative discusses roles with the students. Punctuality, attendance and performance are key to obtaining employment.

All trainees are counseled once a month. If special problems arise or preparation for job referrals is necessary, special counseling sessions are scheduled.

Trainees are informed of proper organizational procedures, company regulations, etc. so that they are aware of their rights and responsibilities.

Students are advised of the importance of developing good working relationships with co-workers and how this increases their advancement opportunities.

Job Developers will refer applicants to Counselor or appropriate service (i.e., tutoring, testing, etc.) when needed.

### **Job Referral and Placement Services**

After all necessary job research has been made of the job market and a complete assessment

has been made of trainee's acquired skills, the student is then referred to job interviews.

Prior to sending students on a job interview, the Job Developer will evaluate the trainee through a review of his or her personal profile and by consulting the Employment Manager, Counselor, and Job Developer through Education Coordinator will inform companies of trainee's potential, work experience, course work progress and motivation and request interview appointments.

The Job Developer will follow-up with the company to discuss the outcome of the interview and inform the trainee of the results. If a trainee was not accepted, the Job Developer will suggest corrective actions.

## **EMERGENCY PROCEDURES**

Taking appropriate action in an emergency can save your life. Reflect and proceed according to the situation at hand. You must remain calm. Do not lose control.

### **IN CASE OF AN EARTHQUAKE**

In case of an earthquake, follow these procedures:

- Do not yell or panic.
- Do not run.
- Remain where you are. If you are outside of the school, stay outside. If you are in school, remain inside.
- If you are inside a classroom, please remain calm and, if possible, get underneath a table or desk and remain in that position until the tremor stops. If you are in a hallway, sit with your knees bent and your back against the wall (preferably a corner) making sure to protect the back of your neck and head with your arms.
- Move away from windows since the glass may shatter.
- If you are on the street, move away from electrical wires; and do not walk near buildings.
- If you are driving, stop as soon as possible in an open area away from buildings, bridges or overpasses. Remain in your car until the earthquake is over. Look out for fallen debris. ➤ Be extremely careful when entering buildings that may have been damaged by the earthquake. They may be unstable and could crumble. There could also be gas leaks and electrical short circuits.
- Do not smoke or light any matches since there could be gas leaks.
- Do not use the phone.
- Prepare yourself for the possibility of aftershocks.

## IN CASE OF FIRE

- Bell will ring long and loud. Fire alarms will also ring.
- Go outside as soon as possible.
- Do not panic. Avoid unnecessary risk.
- Once outside, stay away from the building.
- All students and staff from the second floor will use upstairs fire exits or emergency exits.

## EMERGENCY AND RESOURCE SERVICE NUMBERS

### ***EMERGENCY:***

San Francisco Police Department 911  
San Francisco Fire Department 911  
San Francisco General Hospital (415)206-8000

### ***SUPPORTIVE SERVICES:***

- |   |  |
|---|--|
| ➤ Mission Neighborhood Health Center<br>240 Shotwell St.<br>San Francisco, CA 94110<br>(415)552-3870                    | Services<br>170 Otis St.<br>San Francisco, CA 94103<br>(415)557-5000                                 |
| ➤ Employment Development<br>Department-Mission District<br>3120 Mission St.<br>San Francisco, CA 94110<br>(415)401-4800 | ➤ Project Open Hand-San Francisco<br>730 Polk St.<br>San Francisco, CA 94109<br>(415)447-2300        |
| ➤ Children's Council of San Francisco<br>445 Church St.<br>San Francisco, CA 94114<br>(415)276-2900                     | ➤ Centro Legal de la Raza<br>474 Valencia St., Suite 295<br>San Francisco, CA 94103<br>(415)575-3500 |
| ➤ San Francisco Department of Human   | ➤ Instituto Familiar de la Raza<br>2919 Mission St.<br>San Francisco, CA 94110<br>(415)229-0500      |



➤ Iris Center of San Francisco  
12 Gough St.  
San Francisco, CA 94103  
(415)864-2608

➤ Project Homeless Connect  
25 Van Ness Ave. Suite 340  
San Francisco, CA 94102  
(415)503-2123

➤ Mission Mental Health  
2712 Mission St.  
San Francisco, CA 94110  
(415)401-2700

➤ Compass Connection Point  
995 Market St.  
San Francisco, CA 94103  
(415)644-0504

➤ La Casa de las Madres

➤ Mission Family Center  
759 South Van Ness Ave.  
San Francisco, CA 94110

1663 Mission St. Suite 225  
San Francisco, CA 94103  
(415)503-0500

➤ Life Long Medical  
837 Addison St,  
Berkeley, CA 94710  
(510) 981-4100

➤ The Women's Building  
3543 – 18<sup>th</sup> St.  
San Francisco, CA 94110  
(415)431-1180

## Frequently Asked Questions

1. MLVS does not provide federal, state or private financial aid services to it's students.  
MLVS does not participate in federal or state financial aid because it is not an accredited institution. Students enrolled at an unaccredited institution are not eligible for federal financial aid programs. If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.
2. MLVS does not participate in any housing or dormitory services, as MLVS does not have any of those facilities under our control. Located near the school there are housing

opportunities with an estimated average rent of \$3,446 for a one-bedroom. Due to these high rates, MLVS makes housing referrals to its students through its community partners who can help them locate more affordable housing. MLVS is not responsible for assisting students in finding housing.

3. MLVS retains student records in compliance with BPPE. (CEC 94900, 5, CCR 71810 (b)(15) and 71920) This can be found on their website at: [www.bppe.ca.gov](http://www.bppe.ca.gov) . We will maintain a hardcopy of your student file, for five years, along with transcripts and any Certificates you obtain for life.
4. The job classifications ( along with their Standard Occupational Classification codes) for each program that we prepare students to be placed in are as follows: Medical Assistant Program: Medical Assistant 31-9092; Professional Cooking Intensive Course Program: Cook 35-20000, Lead Line Cook 35-2014, Line Cook 35-2014, Saucier Cook 35-2014, Prep-Cook 35-2020, Kitchen Manager 11-9051.
5. MLVS does not offer distance or online learning courses at this time. 6. MLVS students have access to a computer/resource lab. There are 30+ computers for your studying, job readiness, job search, and researching purposes. Along with this, we also have a number of resource binders and a library of literary sources for you to use. Students are welcome to access the computer labs when classes are not in session, this can be arranged by scheduling time with your instructors or coming into the Education Department to verify the space is open. Should you require assistance, anyone in the education and employment office can help you access these resources at any time. 7. Total cost of attendance for both programs at MLVS: Professional Cooking - Intensive Program is \$8,758.00, for 810 hours of instruction; Medical Assistant Program is \$9,122.00 for 760 hours of instruction. Students are not expected to pay this amount, as we are funded by donors and grantors, who set requirements for income eligibility for our students to attend at no cost, aside from purchasing textbooks, and uniforms. The cost of those items are as follows: \$245.60 for Professional Cooking, and \$760.00 for Medical

Assistant students if books are purchased brand new. MLVS does not offer financial aid for the cost of textbooks or uniforms. If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the monies not paid from financial aid funds.

# MLVS Programs

## ABOUT THE MEDICAL ASSISTANT PROGRAM

The goal of the MLVS Medical Assistant Program is to prepare each student to handle basic front and back office duties in the Healthcare Industry. The program provides students with new opportunities and skills that make them viable and competitive healthcare providers. The course will familiarize students with medical terminology, technical vocabulary used in medical facilities, as well as, clinical techniques and procedures.

The program is divided into eight (8) 4-week modules, for a total of 760 instructional hours, plus a 120 hour externship at a qualified medical workplace required for program completion. Changes or modification to the standard module sequence design will be based on the particular needs of each group of students. Students may enter program groups up to Module IV, and then will be required to circle back or take simultaneously courses missed in previous modules to enter into the program (Modules I-III).

Classes will take place at MLVS on the 2nd Floor of 2929 19th Street in San Francisco California, the school is located in a 35,072 square foot building. There are a total of twenty classrooms, a testing unit, administration offices, and a host of other non-profit community organizations that share the space. There are two computer labs, a lecture classroom and skills lab, a terminology, anatomy, and physiology classroom and study hall where you will be instructed. In the lab you will have hands-on learning, using all medical office supplies, and equipment, such as, Ekg machine, stethoscope, Autoclave, injections, blood pressure cuffs, thermometer, scales, and examination tables. You will have access to a study hall and breakroom to use on your breaks, and free time.

### Education Plan

#### Prerequisites of the Program:

1. Admissions policy: MLVS does not accept credits earned at other institutions or through challenge examinations and achievement tests, we do accept and offer ability-to-benefit tests. MLVS does not award credit for prior experiential learning as we do not have an agreement with any other institutions for transfer of credits.
2. The following is a list of our minimum requirements:
  - a. Government Identification: MLVS does not provide Visa services.
  - b. Social Security Card
  - c. Proof of Residency in San Francisco, California
  - d. High School Diploma/GED or equivalent/ Ability-to-benefit test
  - e. Income Verification
3. Orientation to MLVS, Medical Assistant Program
4. Introduction to Medical Assisting (120 hrs)

5. Introduction to Medical Terminology, Anatomy, & Physiology (120 hrs)
6. Medical Lab (240 hrs)
7. Computer Information Systems- Medisoft, Microsoft Word/Excel (120 hrs)
8. Job Readiness/Soft skills such as bedside manner, CPR Certification. (160 hrs)

**Core Curriculum:** Successful completion of all listed facets of the curriculum are required to pass the course and be considered for Medical Assistant Certificate.

1. Medical Office Procedure Simulation (MOA) 120 total hours:
  - a. Medical Assisting
  - b. Administrative Assisting
  - c. Medical Office Management
  - d. Medical Office Practice
  - e. MediSoft Final: overall grade of 70% or higher needed to pass course
  
2. Medical Terminology, Anatomy, and Physiology (TAP) 120 total hours: Each section has a final which must be passed with a 70% or higher grade.
  - a. Body Structure – Introduction
  - b. The Nervous System
  - c. The Senses System
  - d. The Integumentary System
  - e. The Skeletal System
  - f. The Muscular System
  - g. The Respiratory System
  - h. The Circulatory System
  - i. The Immune System
  - j. The Digestive System
  - k. The Urinary System
  - l. The Endocrine System
  - m. The Reproductive System
  
3. Clinical Laboratory Procedures (LAB) 240 total hours for LAB, 120 total hours for Intro to MA:  
Each lab section has a final along with clinical lab evaluations which must be completed and passed with a 70% or higher.
  - a. Introduction to Medical Lab I
  - b. Medical Procedures Lab II
  - c. Medical Specialty Lab III
  - d. Medical Specialty Lab IV
  - e. Medical Specialty Lab V
  - f. Medical Specialty Lab VI
  
4. Job Readiness 160 total hours: No final test, only requirements are to complete all assignments and maintain good attendance.

- a. Applications, resume, cover and thank you letters
- b. Interview Skills
- c. Understanding the field of medicine

5. CPR Certification

- a. Two-hour onsite certification class in basic life skills and CPR is required to complete the MA program at MLVS.

6. Externship

- a. 160 hours (1-month) offsite at a reputable hospital or clinic must be completed in order to graduate from the MA program at MLVS.

7. Job Placement Assistance

- a. Certificate of Completion from the Medical Assistant Program is received once you are job placed and return the employment verification form.

## **Student Tuition Rights and Responsibilities**

“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.”

In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

“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 non collection 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.”

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, 94924 and 94925, Education Code

### **Cancelation Process**

- Students are able to cancel, and withdraw from the program at any time. We ask that you communicate this to the Education Services Manager in writing. The Student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

### **Refund Information**

You may withdraw from a course after instruction has started and receive a prorated refund for the unused portion of the tuition, and other refundable charges, if you have completed 60% or less of the instruction. You must notify the school in writing of your wish to withdraw from the program. To determine your refund, you would deduct a registration fee not to exceed one hundred dollars (\$100.00) from the tuition charge. You would then divide this figure by the number of hours in the program. The result is the hourly charge for the program. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended, by the hourly charge for instruction, plus the amount of the registration fee and the documented cost of any books or equipment that was not returned. For example if the student completed only 10 hours of a 40- hour course and paid \$400.00 tuition, and a registration fee of \$100.00, the student would receive a refund of \$300.00. That is \$500.00 tuition and registration fee, less the registration fee (\$100.00) yields a tuition charge of \$400.00, divided by the 40 hours of the program for a net tuition charge of \$10.00 per hour. Multiply this quotient times the hours completed 10 hrs completed x \$10.00 per hour, totaling \$100.00 for the tuition charge. This charge plus the registration fee would be deducted from the amount paid. The total paid \$500.00, less the registration fee \$100.00, less the tuition charge \$100.00 would result in a refund paid of \$300.00.

The School will also refund money collected for sending to a third party on the student's behalf; e.g. for license or application fees. If the School cancels or discontinues a course or educational program, the School will make a full refund of all charges.

Refunds will be paid within 30 days of cancellation or withdrawal.

Please note should a student obtain a personal loan to pay for their program, the student accepts responsibility to repay the full amount of the loan plus interest, less the amount of any refund. In addition, if the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

Should a student default on a federal or state loan, both of the following may occur: (1) The

federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan;

(2) The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

## **Statement of Financial History**

MLVS does not have a pending petition in bankruptcy, nor is MLVS operating as a debtor in possession, MLVS has not filed a petition within the preceding five years, nor has MLVS 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 (11 U.S.C. Sec. 1101 et seq.). (CEC §94909(a)(12))