Educational Services
& Solutions

EDUCATIONAL SERVICES & SOLUTIONS
COURSE CATALOG 01/01/2021 – 01/01/2022

1901 E Lambert rd., Suite 112
La Habra, CA 90631
Phone Number: (562)475-5013

Educational Services & Solutions
CATALOG INDEX

GENERAL INFORMATION
LOCATION:
1203 W Imperial Hwy Unit 103
La Habra, CA 92821
Phone Number: (562) 458-2239

Approval Disclosure Statement
Educational Services & Solutions is a private institution that received approval to operate by the California Bureau for Private Postsecondary Education (BPPE), which means it is in compliance with state standards as set forth in CEC and 5, CCR, and offers the following programs for its 01/01/2021– 01/01/2022 period:

Program	Clock Hours
Childcare Provider	480 Hrs.
Business Office Administration, Bookkeeping.	480 Hrs.
Computer Repair Technician	480 Hrs.
Medical Billing and Insurance Coding	450 Hrs.
Digital Photography and Video Editing	450 Hrs.

Accreditations, licenses and proof of eligibility are available at the office of the institute director should they be needed for review. Educational Services & Solutions is in good standing and does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding 5 years, and has not had a petition filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code. 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 1747 N. Market Blvd., Suite 225, Sacramento, CA 95834 P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppa.ca.gov , (insert telephone and fax numbers*) (888) 370-7589 or by fax (916) 263-1897.

Note of clarification: The statements described in the previous paragraphs will be placed in this catalog only if the Bureau for Private Post-Secondary Education approves the current application. They have been placed temporarily in this document for the purpose of showing an example of the catalog in the event it is approved.

COLLEGE ADMINISTRATION

Juan Carlos Leal   - **President, Chief Executive Officer**

Carmen Hamfong   - **Vice President**

Carmen Hamfong   - **Chief Academic Officer**

Daniel Forero   **- Chief Operating Office**

Juan C Leal   **- Students Accounts/Finance**

Luis Pacheco   **- Director of Admissions**

Carmen Ham   **- Register/Student Services**

Carlos Gonzalez   **- Academic Coordinator**

Luis Pacheco   **- Placement Services Coordinator**

Carmen Ham   **- Admissions Coordinato**r

FACULTY

All faculty members have 3 or more years of experience in their respective fields of instruction and take at least 3 hours of Continuing Education annually.

INSTITUTIONAL MISSION, VISION, INSTITUTIONAL OBJECTIVES AND POLICIES

MISSION
The mission of Educational Services & Solutions School is to promote excellence in academic studies by providing affordable, high standard education. We focus on social commitment and the idea that every individual is valuable to our society. Our programs are designed to prepare students to enter and remain competitive in a global workforce.

VISION
To be recognized as a leader in high-quality vocational education for its innovative and creative pedagogical approaches to students, as expressed through its teaching, programs, courses, activities and the quality of personalized services offered for students.

OBJECTIVES
Provide opportunities to those who do not intend or are not in the position of pursuing higher education in a university or college by delivering quality education in the most coveted programs which will provide the skills necessary to include or reinsert our alumni in America's workforce without jeopardizing the excellence demanded by today's standards and working eye to eye with our students to facilitate the learning process.

PHYSICAL DESCRIPTION OF INSTRUCTIONAL FACILITIES
Educational Services & Solutions facilities consist of a main building located at 1901 E Lambert Rd, Suite 112, La Habra, CA 90631   that covers an area of around 1.430 square fit. The building provides sufficient parking spaces for all of

the students (around 118 parking spots). All classrooms within the building are properly conditioned and arranged to provide a comfortable experience to all of our students, this includes but is not limited to cooling, heating,

ventilation, lighting, ramps, etc. Educational Services & Solutions maintains all valid permits required by any public agencies relating to the health and safety of the institution's facilities and equipment on file. Classrooms are equipped with the latest and most competitive configuration in the market so as to facilitate student's transition from school to a real job environment. All computers have at least a Core i5 processor, 8GB of DDR4 RAM memory, 512 GB of fast storage, with a flat screen monitor, keyboard, and mouse. Computers for programs such as Digital Photography and Video Editing, were purchased or built with Intel i7 processors or AMD Ryzen 7 processors, 16 GB of DDR4 RAM, 512 GB or more of fast storage, high-definition monitors, keyboard, and mouse. All computers are running the latest versions of Microsoft Windows or Mac OS as well as the latest versions of any other software required for class instruction.

ENTRANCE REQUIREMENTS AND ADMISSIONS POLICY

Each student admitted to Educational Services & Solutions shall possess a high school diploma or its equivalent, or otherwise successfully take and pass an "Ability to Benefit" exam to demonstrate that they meet established "Ability to Benefit" criteria and will also benefit from the training offered. Educational Services & Solutions uses an "Ability to Benefit" test, which is approved by the United States Department of Education, as an entrance exam for students who have not completed their high school diploma or a G.E.D. The school will only consider a non-high school graduate for enrollment if they exhibit an ability to benefit from the education and training that is offered; pass the United States Department of Education approved "Ability to Benefit" exam; and have met all other requirements for admission. Each high school/G.E.D. candidates accepted for training must provide a copy of their diploma and complete a "request for transcript form" to be sent to their high school or Postsecondary institutions.

Educational Services & Solutions is not accredited by an agency recognized by the United States Department of Education (USDE), and this Institution's students are therefore not eligible for federal financial aid programs. A degree program that is unaccredited or a degree from an unaccredited institution is not recognized for some employment positions, including, but not limited to, positions with the State of California. Andrew University programs are not designed to, and therefore do not prepare students for, licensure in any field of endeavor (CEC 94909(a)(16) and CEC 94897(p)).

STATEMENT OF NON-DISCRIMINATION

Educational Services & Solutions does not deny admission or discriminate against students currently enrolled based on Race, Color, Religion, Sex, Age, Handicap, Financial Status, Area of Origin, Residence, Sexual Orientation, from participation in any of the school's activities as stated in our Vision. Educational Services & Solutions will reasonably accommodate applicants and students with disabilities to the extent required by applicable law.

ENROLLMENT POLICY AND PROCEDURES

All candidates for all programs will set a meeting with an Admission Representative. Upon arrival at the school, the applicant will complete an application covering their personal, educational, and employment history, and indicate their program of interest. During the interview, they will discuss the program of study, the candidates' motivation and determination as well as the process of enrollment. The Admissions Representative will also determine if the program of study meets the personal goals and career objectives of the candidate.

The candidate will then be given a tour of the campus and shown the facilities and equipment. The tour also includes an explanation of classroom instruction and a review of coursework and materials. The candidate will also be given a brochure that is specific to their program of interest and "School Performance Fact Sheet", and if the candidate determines that they wish to enroll, the representative will continue with the required testing, and will also ensure that the candidate meets all other admissions criteria. As our admissions reps and most instructors are fully bilingual/bi-literate, Educational Services & Solutions can offer recruitment interviews, as well as all discussions, enrollment agreements, disclosures, and statements, in either Spanish or English. If necessary, a language proficiency assessment will be administered at this time to determine eligibility for English or Spanish instruction.

A meeting with a Financial Assistance representative is also held to help the candidate determine how they may be able to afford their tuition and fees. Presuming all requirements and standards of admissions are met, and the applicant is motivated and prepared to make the financial and personal commitment toward their chosen training program, an enrollment agreement between the school and the applicant is then completed and signed, and the registration fee is paid to the college.

When accepted into the college, each prospective new student must arrange their schedule to be at the campus location to attend a "new student orientation" conducted by college staff and faculty; they will be instructed as to the date and time of their orientation by their Admissions Representative. Educational Services & Solutions will inform candidates of their acceptance or denial status after the entire admissions process has been completed. Educational Services & Solutions retains the right to accept or reject an applicant based on the candidate's character reference, scholastic record and/or school financial record. Educational Services & Solutions has not entered into any articulation agreement or transfer agreement with any other college or university.

RE-ENROLLMENT POLICY

Students who wish to re-enroll in the same or another program should first submit in writing a letter to the School Director, explaining why he or she withdrew in the first place and explaining the reasons for the desire to re-enroll. Any student who re-enrolls (same program previously canceled or terminated from) must sign a new Enrollment Agreement at the current tuition rate. This procedure is for a "Seven Day Cancellation" as well as program cancellations or terminations. The Registration Fee must be paid prior to an applicant re-enrolling unless another approved arrangement has been made. All outstanding balance due to program cancellations/terminations must be paid in full unless approved arrangements are made before they can re-enroll. The student will be credited for any books and/or supplies that they have previously received and paid for. If an updated textbook is required, the student will incur the new textbook cost.

Any student, who re-enrolls from their last date of attendance, must sign a new enrollment agreement. Students re-entering may receive partial or full credit for any prior Educational Services & Solutions. School payments received will be credited to the applicable program. The remaining credit balances will be

transferred to the new program. Any increase in the books and/or supplies will be included in the enrollment agreement. The school at its sole discretion will determine the student's re-enrollment. Changes from one program to another are not considered re-enrollment and students must sign a new enrollment contract. Additional information on course changes can found in this catalog under "Changing or Switching Programs". Student's individual tuition and finance matters may differ; therefore, it is important that all financial obligations are discussed prior to re-enrolling.

CREDIT EVALUATION POLICY - ACCEPTANCE OF CREDIT FOR PRIOR EDUCATION OR EXPERIENCE

Educational Services & Solutions does not offer degree programs or accept transfer students, therefore no credit for prior training or education can be granted.

MAXIMUM ENROLLMENT AND CLASSROOM SIZE

Each course has a maximum class size of 8 students per classroom or laboratory study.

ENGLISH AS A SECOND LANGUAGE (ESL)

While Educational Services & Solutions does not offer ESL classes, faculty and staff are qualified to provide support and tutoring in Spanish as needed and requested.

FOREIGN STUDENTS AND STUDENT VISAS

Educational Services & Solutions does not enroll foreign students and does not offer student visas.

STUDENT STATUS

Programs offered by Educational Services & Solutions are considered as full-time programs; consequently, students enrolled in any of our programs are considered full-time students.

DISTANCE EDUCATION

To be able to house students who are not able to attend classes on campus, all the Educational Services & Solutions courses have been adapted and formatted for distance education. This method allows course participants to participate in live synchronous remote sessions using a 3rd party video conferencing software as well as to have access to all assignments and materials used in on-campus sessions. Also, a website has been built to provide asynchronous education which is available 24/7 to our students.

All coursework, projects and laboratories submitted are stored and backed up in our cloud platform and students received feedback from their asynchronous work within the next 48 Hrs. after submission.

SCHEDULE, CALENDAR, AND HOURS OF OPERATION

Educational Services & Solutions' administrative hours of operation are as follows:

Monday – Saturday: 9:00am to 5:30 pm (on campus) – 9:00 am to 9:30 pm (Distance Learning)

Sun: Closed

The following holidays are observed:

Holiday Name	2020	2021
Martin Luther King Day	Mon, January 20	Mon, January 18
President's Day	Mon, February 17	Mon, February 15
Good Friday	Fri, April 10	Fri, April 02
Memorial Day	Mon, May 25	Mon, May 31
Independence Day	Sat, July 04	Sun, July 04
Labor Day	Mon, September 7	Mon, September 06
Columbus Day	Mon, October 12	Mon, October 11
Veteran's Day	Wed, November 11	Sat, November 11
Thanksgiving Day	Thu, November 26	Thu, November 25
Holiday Recess	Mon, December 21 – Mon January 4, 2021	Mon, December 20 - Mon, January 03, 2022

Educational Services & Solutions reserves the right to modify this schedule with reasonable advance notice to students.

SCHEDULE FOR PROGRAMS

All the programs contain different modules which are called courses

The vocational programs are structured modules, which include courses or sections of instruction. The subject matter is based on solid educational principles to assure that high standards are maintained. The design is flexible to provide for the integration of new technologies and techniques as they are developed.

The teaching, learning approach and materials are competence-based and allow an individual to progress as they gain competency in specific subjects. Instructional techniques are employed so that students receive the attention required to reach their objectives. This combination of methods and techniques plus scheduling assures that diligent participants can achieve their goals competently and effectively. Using this scheduling method and curriculum structure, along with competency-based learning and teaching methods, allows a student to start classes every four (4) to five (5) weeks on a space availability basis and progress through their program to graduation.

STUDENT SERVICES

STUDENT PARKING

Free student parking is available in a parking facility and/or area adjacent to the school building. Educational Services & Solutions is not responsible for parking violations, property theft, property damage, etc. Educational Services & Solutions cannot guarantee that at the moment of the student´s arrival there will be an available parking spot.

STUDENT ADVISING

The staff of the school makes every effort to maintain close communication with its students. Students have access to faculty and administrative staff for academic, financial assistance, vocational and academic advising. Students experiencing personal problems which require professional counseling will be referred to the appropriate agencies, at the request of the student.

STUDENT LEARNING RESOURCES

If a student wishes to gain access to a library, the office will provide them with the addresses and hours of operation of public libraries near the school or their home. Educational Services & Solutions also maintains a dedicated PC, located at the main campus, with an organized library of links to online resources for supplemental study materials, core skill-building, enrichment, and job search. Access is available to all students on a first-come, first-serve basis weekdays at business hours. The students also have access to an online portal designed to satisfy students´ needs regarding the program they are studying at Educational Services & Solutions.

STUDENT LOUNGE

The student lounge is available for the convenience of all students. Please dispose of all eating and drinking containers in the appropriate refuge container located in the student lounge.

REFRESHER TRAINING

Graduates who desire refresher training within 1 year of graduation, in any of the courses, may be admitted retaking the desired module. The charge for such training will be determined at the time of enrollment. Admittance is based on space availability.

TUTORING

The school provides tutoring based on the individual need of the student and the Instructor's schedule. Students with a module grade lower than 70% or "C" automatically become eligible for tutoring pending a review of their attendance status. If this should occur, the student is to make an appointment with the Instructor to arrange for a tutoring session(s)

CLASSROOM TEMPERATURES

Classroom temperatures may fluctuate slightly. It is impossible to accommodate every individual's comfort zone. However, the school will do its best to maintain a moderate/average temperature throughout all areas of instruction and administration. It is recommended that students dress appropriately to accommodate outside temperatures.

REFERRAL SERVICES

HOUSING

Educational Services & Solutions does not have dormitory facilities under its control, being a non-residential vocational training institution and, as such, dormitory housing is not offered, owned, or maintained by Educational Services & Solutions. However, many housing facilities can be found at close proximity of our campus with pricing ranging from 1.000 USD to 2.000 USD for an 821 sq. ft. house or apartment

MEDICAL CARE

Educational Services & Solutions does not have on-campus medical care. In the case of a medical emergency, 911 will be called and the student will be referred to the closest hospital or emergency facilities.

CAREER DEVELOPMENT AND EMPLOYMENT ASSISTANCE

Educational Services & Solutions offers employment preparation and job placement assistance to all graduates in good standing. The process may be on-going throughout training and included in each subject or module. Educational Services & Solutions maintains a Placement Department to assist graduates in contacting companies in order to secure employment. The Placement Assistance Coordinator acts as a liaison between the graduate and the employment community. Information on job search techniques is provided to soon-to-graduate studentsand graduates based on the current needs of local businesses and industries.

Instruction may include areas such as proper grooming for successful interviews, resume development, successful interviewing techniques and mock interviews. While it is not the intent to provide employment for the student during training, Educational Services & Solutions does provide a part-time employment opportunity board that lists temporary employment opportunities for those students in need of a job while in college. This information is posted outside the Student Lounge and is updated periodically.

Educational Services & Solutions does not guarantee employment upon completion of studies.

Educational Services & Solutions does not guarantee employment upon completion of studies. Educational Services & Solutions' Placement Services department provides direct assistance as students near their completion date and beyond graduation. Delays in course completion may result in delaying employment assistance activity. All students will be required to meet with the Placement Services Coordinator to ensure personal attention to the student's job-seeking needs. Each student shall submit a typed resume to the Placement Services Coordinator.

NOTE: All graduates will be considered in need of placement assistance unless a signed waiver of placement assistance, with a written explanation, is in the student file. Graduates waiving placement assistance may still receive placement assistance by notifying Placement Services that they wish to be placed in an active, placement seeking status. A successful job search is dependent upon a self-confident, well-prepared applicant with a pre-planned strategy. The entire staff as well as the Placement Services Coordinator will assist in this effort. While employment is not guaranteed, assuming cooperation on the part of the graduate, Placement Services will make every effort to assist a graduate with their job-seeking tasks.

The Placement Services Coordinator helps graduates develop and/or locate positions that best match the student's capabilities and experiences. The Placement Services Coordinator is always available to assist in future years for Educational Services & Solutions alumni contemplating a change in employment. Only graduates of Educational Services & Solutions are eligible for placement services from Educational Services & Solutions.

To effectively utilize Placement Services, the student must agree to the following policies regarding placement assistance:

1. An initial meeting with the Placement Services Coordinator.
2. Completion and submission of the Employment Questionnaire to the Placement Services Coordinator.
3. Completion and submission of a typed resume to the Placement Services Coordinator in an acceptable format.
4. Weekly communication with the Placement Services Coordinator. If an appointment with an employer or with the Placement Services Coordinator cannot be kept, prior to the appointment, a call must be made to the Placement Services department and/or employer to reschedule.
5. Notify the Placement Services department immediately of the results of each interview and when a job is offered and/or accepted.
6. Graduates must keep the Placement Services department advised on any changes in the name (in case of marriage), address, telephone number, temporary absence from the area, and of course, employment status.
7. Adhere to dress standards when with the Placement Services office and/or prospective employer.
8. Full completion of externship (required for graduation).

Educational Services & Solutions' primary objective is to provide its students with adequate training and assistance with employment in their chosen field and cooperation in the aforementioned process may assure a positive result.

RETENTION OF STUDENT RECORDS
All student records are retained by the institution for a minimum of five years and are maintained in fire retardant storage files.

Permanent transcripts of the student's progress record are maintained by the school and are available upon written request by the student. There is a $5.00 charge for education transcripts. A fee of $10.00 will be charged if the last day of attendance was more than three years from the date of the request. Under state regulations, the college is required to maintain a student's educational record for a period of not less than 5 years from the students' last date of attendance; all transcripts are permanently kept on campus.

DISCLOSURE OF EDUCATION RECORDS
The Family Right and Privacy Act of 1974 prohibits an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. Educational Services & Solutions protects the privacy and confidentiality of all student records. Students are guaranteed the right to access their own files and inspect, review, and challenge information contained in their education records. Students under the compulsory age may not review the tax information of the parents.

Parents of students or parents of tax dependent students, with the student's written approval, may inspect, review and challenge information contained in the students' records.

Education records are defined as files, materials, and documents which contain information directly related to the student and are maintained by the Institution. Written consent is required before education records may be disclosed to third parties except for regulatory education agencies. Students wishing to review their file must make an appointment with the Student Services Coordinator or College Administrator. All appointments must be made during regular business hours.

Under no circumstances may the student remove, destroy and/or damage in any way any documents or contents in the file. Certain documents may be reproduced, and a fee may be charged, depending on the specific documents to be reproduced.

Students are not allowed to inspect the financial records of their parents and or guardians. A school official must be present at all times during the examination of the student files. Student records are retained by this institution for a period of not less than five years from the date the student graduates, withdraws or otherwise ceases to be enrolled.

COLLECTION OF TUITION AND FINANCIAL ASSISTANCE

At the student's option, Educational Services & Solutions may accept payment in full for tuition and fees; including funds received from a third party, after the student has been accepted and enrolled, and has an enrollment agreement that states the first date of the class session. Educational Services & Solutions does not participate in federal and state financial aid programs. To assist students with their educational costs, the school provides a student with the opportunity to make monthly tuition payments while attending school. Students may also apply for financial assistance through private lending institutions. For a student to remain eligible for financial assistance,

the student must maintain satisfactory academic and attendance progress. Prior to graduation, each student must complete an "exit interview", so that they may review any remaining obligations and can discuss them with college administration.

Important: If you obtain a loan, you will have to repay the full amount of the loan plus interest, less the amount of any refund. If you receive federal financial aid funds, you will be entitled to a refund of the money not paid from the federal financial aid funds. Educational Services & Solutions complies with the requirements of the Federal Truth in Lending Act according to Title 15 of the United States Code.

ATTENDANCE AND ACADEMIC POLICIES

ATTENDANCE

The school must have a record of attendance for each student. Instructors will take daily attendance/roll call at any time during class hours. Specific hours of attendance are part of graduation requirements. Failure to meet the required hours of training will result in a denial of graduation status.

EXCUSED ABSENCES

Students are expected to be on time to class every day and complete the required work to the best of their ability. When students must be absent from class, the student should call Student Services prior to the start of class, noting the class they are in, an explanation of why they will not be in the class that day, and when can we expect their return. Absence will be considered excused under the following circumstances: illness, death, or birth in the immediate family, and other valid reasons substantiated in writing and at the discretion of the school director. All other absences will be considered unexcused. Regulations will permit excused absences of up to 10% (clock hours) of a program. The 10% allowed is the total amount allowed throughout the entire program of study.

Communication must be made with your instructor or academy administration for an absence to be considered "excused". This information will be provided to the Student Services department, which will then be documented as excused. Leave of absences are not considered excused but are deemed temporary.

Communication must be made with your instructor or college administration for an absence to be considered "excused". This information will be provided to the Student Services department, which will then be documented as excused. Leave of absences are not considered excused but are deemed a temporary leave. The excused absence policy was implemented for students who may experience unexpected or unforeseen problems. This time is not required to be made-up; however, you must still maintain the minimum cumulative grade point average for the completion of your studies.

UNSATISFACTORY ATTENDANCE AND UNEXCUSED ABSENCES

Recurring absences could result in disciplinary action, just as it would on a job. It may also lead to dismissal. Students must maintain a 70% attendance performance or better (Maximum program length) to be considered doing "Satisfactory Attendance Progress'' and/or to prevent their training from possibly being interrupted. Due to the nature and scope of the training, the school does not differentiate between an excused and a non-excused absence in computing the maximum number of allowable absences. Unsatisfactory attendance occurs when a student misses more than 30% of the maximum time frame of the program.

Excessive unsatisfactory attendance will lead to "probation" status and could lead to more severe attendance matters. A student is removed off probation status whenever they have brought attendance to the required

70%, this would include any make-up hours and or makeup assignments and any tests. Excessive absences may also result in suspension or termination of classes.

TARDINESS
The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to be on time for each class session. A student is considered tardy for class if he/she arrives later than 15 minutes after the scheduled start of class. A tardy student will be marked daily as being tardy. Any combination of four documented events of unexcused tardiness will be considered as one (1) absence.

CUTTING CLASSES – LEAVING EARLY
The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to remain in class for the entire session. A student is considered leaving early from class if he/she leaves earlier than 30 minutes prior to the close of class. The instructor should be notified prior to an early departure to be approved and considered an excused absence. Deliberate acts of cutting classes will be considered as unexcused absences.

MAKE-UP WORK AND ATTENDANCE
Make-up work must be requested from and scheduled with your instructor to assure proper credit. Students must make up work/attendance for proper credit towards graduation. All work and attendance must be completed on the school premises. Make-up assignments and/or tests will be administered by the appropriate instructor or appointed staff member for those who need to make up for academic grades/ credit units.

LEAVE OF ABSENCE POLICY
If a "Leave of Absence" is required, a student must submit in writing to the Student Service Department the basis of the request, expected return date and the initial date of request with the student's signature. This does not automatically reflect the school's approval. A Leave of Absence may be limited to a specified number of days (NOT TO EXCEED 90 DAYS). Only one (1) Leave of Absence will be granted for a student during any 6-month enrollment period. If the student's leave of absence is NOT approved, the student will be considered to have withdrawn from the school.

If the Leave of Absence is approved, the student may return prior to or at the end of the Leave of Absence and resume training without paying any additional tuition. Students requesting Leave of Absences must understand that they must notify the admission department of their intent to return from LOA at least four (4) weeks prior to the returning date. A revised course completion date will be established, which will delay their graduation date. Remember, A LEAVE OF ABSENCE DELAYS YOUR OPPORTUNITY TO BEGIN YOUR NEW CAREER.

NOTE: At no time can the school backdate a leave of absence. Therefore, you must have a leave of absence prior to any absent days. Time taken on a leave of absence does not count in the satisfactory academic and attendance formula. FAILURE TO RETURN FROM LOA ON OR BEFORE THE DATE INDICATED WILL REVOKE THE CANCELLATION/REFUND POLICY.

GRADING SYSTEM
All classes are graded based on the grading format noted below reflecting the performance evaluation by Educational Services & Solutions. It is recommended that if a student receives an "I" (Incomplete), they complete the make-up coursework prior to completion of their program. Students should check with their instructor to arrange any/or all make-up course work. Incomplete (I) grades are used in calculating the cumulative grade point average and carry a value of zero (0). If the incomplete grade is made up, the two grades will be averaged for a final grade. This grade will be used in calculating the cumulative grade point average. Weekly grades reflect attendance, class participation, quizzes and tests. Students must complete, at a minimum, 70% of the program and their cumulative grade point average must be at a minimum 70% or "D". The overall grading system is as follows:

A	Excellent	93-100%
B	Above Average	85-92%
C	Average	77-84%
D	Below Average	70-76
F	Unsatisfactory	69 and under
I	Incomplete	-
W	Withdrawal	-

If a student withdraws from a course before the completion of a module, the student will receive a "W "for the module. If the student returns to school, all course work graded "I" (Incomplete) may be successfully completed within 30 days or training may be interrupted. If the student returns to school, all course work graded "W" must be completed. Any grade of "Incomplete" and "Withdrawal" will be counted as 0 in the overall cumulative

grade point average. It is important that the student makes up an Incomplete or Withdrawal as soon as possible so that it does not affect their graduation status.

Students will be allowed to repeat a module once at no additional charge. The time needed to repeat the module must be within the maximum time frame for that course. The student will be given this opportunity at the discretion of the College, and is subject to the availability of space, to repeat, remediate or make up lost work. This work shall be given full credit with respect to the student maintaining satisfactory progress.

SATISFACTORY ACADEMIC POLICY FOR CONTINUED ENROLLMENT AND GRADUATION
In addition to completion time frames, to be making satisfactory academic progress, each student must maintain a cumulative minimum grade point average of 70% = D or better. For determining satisfactory progress, each course is broken down into three (3) evaluation periods, 25%, 50% and 75% of the student's training period. A student achieving a cumulative grade point average below 70% or a "D" at the time of evaluation will be advised of their unsatisfactory academic progress and placed on academic probation until their cumulative grade point average reaches a minimum 70% or "D" however, may not exceed two evaluation periods (unless extenuating circumstances is established). At the end of this period of probation, the student must maintain, at a minimum, an academic grade point average of 70% or "D" or better.

If the student is unable to bring his or her grade up to 70% or "D" or better during the probation period, the Dismissal Policy will be in effect. Once a student is terminated from their training program, all appropriate agencies will be notified accordingly. Any student dismissed for failure to meet the academic requirements of the institution may appeal the dismissal by following the student appeals procedure outlined in this catalog.

GRADUATION   REQUIREMENTS
Students must have at a minimum, an accumulative grade point average of 70% or "D" grade, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. California statute requires that a student, who successfully completes a course of study, be awarded an appropriate diploma verifying the fact. Educational Services & Solutions awards its graduates a diploma as an acknowledgment of their successful accomplishment and graduation from their program of study. Diplomas will be made available to graduates not later than 30 days from the last day of attendance unless Student Services receives a written request for earlier availability.

Early graduation: This policy is at the sole discretion of the school. The school encourages all students to complete the entire program. A student must request this option to the administrator. The school administrator will evaluate the student academic file and make a preliminary determination. A final decision will be made by the school administrator in conjunction with all relevant departments.

UNSATISFACTORY PROGRESS AND DISMISSAL POLICY
Any student failing to maintain a minimum 70% or "D" within any time of an evaluation period of the program hours shall be, at a minimum, placed on "Academic Probation" (unless extenuating circumstances are established). The length of probation shall be for the period of time required for the student to reach a minimum

of grade of 70%, or "D" however, in no event shall exceed one evaluation period. Also, any student failing to maintain a minimum of 70% attendance at any time of an evaluation period shall be, at a minimum, placed on "Attendance Probation" (unless extenuating circumstances are established). The length of probation shall be for the period of time required for the student to reach a minimum of 70% of the scheduled class hours; however, in no event shall exceed one evaluation period. The probation period may be lengthened to assure that the student achieves and maintains satisfactory progress. The student will be allowed to make up hours, assignments and or exams if space is available, and be removed from probation. No more than two probationary terms will be allowed per student.

Educational Services & Solutions reserves the right to suspend or dismiss any student whose attendance, professional conduct, or academic performance does not meet the school's standards, and/or, one who fails to abide by the rules and regulations. Also, if a student does not improve the attendance average to the required minimum by the end of their probationary period, the student will be terminated from the training program.

Students, who have been dismissed for lack of satisfactory academic progress from any program, may apply to the school Director, in writing, to be readmitted to the school by following the "Reentrance and Re Enrollment Policy" outlined in this catalog. A student may appeal the determination of unsatisfactory academic progress and/or their dismissal based upon extenuating circumstances by following the "Student Appeals Procedure" outlined in this catalog.

ACADEMIC PROBATION
As indicated under the section "Unsatisfactory Progress and Dismissal Policy", if a student fails to achieve a cumulative grade point average of 70% or "D", the student will be placed on academic probation until their cumulative grade point average reaches 70% or "D". At the end of the probationary period, the student must continue to maintain a minimum cumulative grade point average of 70% or "D" for completion of the program. If a student maintains a grade point average of 70% or "D" and/or achieves a cumulative grade point average of 70% or "D", probation will be removed. However, if the student has failed to maintain a 70% or "D" grade point average and/or will be unable to achieve a cumulative grade point average within one evaluation period, the student will be dismissed from their program (unless extenuating circumstances are established).

MAXIMUM TIME FRAME FOR COURSE COMPLETION
A student must satisfactorily complete his/her program of training within a maximum time frame, defined as within 150% of the published program length, as illustrated below. Leave of Absences, holidays, excused non-attendance, winter break, in-service days, and school closed due to extenuating circumstances and terminations are not computed in the maximum time frame. If the student does not complete his/her program of study within the maximum time frame, the student must be dropped from their training program.

MAXIMUM TIME FRAMES ALLOWED		
Program	Program Length	Max. Time Frame
Childcare Provider	16 Weeks	24 Weeks
Business Office Administration, Bookkeeping	16 Weeks	24 Weeks
Computer Repair Technician	16 Weeks	24 Weeks
Medical Billing and Insurance Coding	15 Weeks	22.5 Weeks

RE-ENTRANCE AND RE-ENROLLMENT POLICY
A prior student requesting to be reinstated as an active student should do so in writing. Supporting documentation and/or information concerning any mitigating circumstances should be noted in the request. Reinstatement requests should be presented to the Academic Coordinator. The requesting prior student shall be notified of the Reinstatement Review within 48 hours following the decision of the Academic Coordinator The decision of the school shall be final.

CHANGING OR SWITCHING PROGRAMS

At times, a student may wish to change their career goals. The institution reserves the right to allow or disallow a transfer from one program to another offered at this institution. If a change of programs is permitted, the student will sign a new enrollment agreement and an addendum may be added to their financial assistance contract. The student will still be obligated to pay for any balance remaining from the prior program and will incur the total charges for the new program. The student must first notify the Admissions office or Student Services of their request to change programs and await a determination from the college. College Instructors, alone, are not allowed to authorize such a transfer as these changes will affect the student's academic status, financial balances and graduation dates.

MEASUREMENT OF CLOCK HOURS

A clock hour is defined as a period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction and 10 minutes allowed for student break. Attendance is considered critical, and a student must attend a minimum of three (3) days to earn those clock hours assigned to that specific week's work. Any days missed beyond two (2), the work must be made up to earn clock hours. The instructor may give a progress report, verbal or written, to the Director/Student Services to monitor a student's progress. If the instructor indicates there are special needs, additional services such as tutoring, or lab instruction may be scheduled to assist the student.

STUDENT CONDUCT POLICY

An important part of the training at Educational Services & Solutions includes the development of professional attitudes and behaviors. Prospective employers seek employees who will be positive additions to their companies

Therefore, Educational Services & Solutions has created a professional "work-like" environment in which students can grow and develop according to their professional expectations.

The effectiveness of any training program is dependent upon the full cooperation between students and school staff. Consequently, all students will be expected to extend their best efforts to work harmoniously and conscientiously with instructors and administrators to further their training program. Students must adhere to high standards of academics, attendance, and conduct. Students are also encouraged to pursue the development of their personal characters and behaviors as it may serve in their best interest when seeking employment. Those whose conduct reflects discredit upon themselves, or the school may be subject to dismissal. School administration reserves the right to dismiss a student on any of the following grounds, but not limited to:

1. Unprofessional behavior and/or conduct that reflects unfavorably upon the school and/or its students
2. Disorderly conduct that interferes with any other student, instructor, or the general progress of the class
3. Verbal, Gender, Academic, Sexual or any other form of Harassment.
4. Unsatisfactory academic performance
5. Unsatisfactory attendance
6. Use of drugs, narcotics, alcohol or any illegal substance
7. Gambling within the school premises
8. Inappropriate clothing worn during training
9. Failure to abide by the Rules and Regulations of the school
10. Failure to pay tuition (or any other charges) when due
11. Breach of the school enrollment agreement
12. Cheating or falsifying school records
13. Carrying a concealed or potentially dangerous weapon
14. Instigation and/or participation in rebellious activities against the school and/or its student(s)
15. Solicitation that reflects unfavorably upon the school and/or its students
16. Vandalism of school property
17. Any form of gang-related activity including but not limited to: flashing of gang signs, wearing of gang colors/attire, etc.
18. Fighting (physical or verbal)
19. Verbal confrontation with any college staff and/or student

20. Verbal, Gender, Academic, Sexual or any other form of Harassment.

Disciplinary action may include, but not be limited to, a verbal or written warning, probation, suspension, or dismissal.

A student dismissed for unsatisfactory or unprofessional behavior or conduct may request re-admittance into their program by following the procedure set forth under "Reentrance and Re Enrollment Policy" as noted in this catalog.

SCHOOL POLICIES AND REGULATIONS

CAMPUS SAFETY

Educational Services & Solutions has considered different measures to ensure every student in our premises feels secure and guarded at all times. These are some of the measures we have put in practice to make our students feel safe:

- All kinds of weapons are prohibited
- Cameras have been placed in strategic places in classrooms, halls and common areas.
- Visitors, guests or family members are not allowed in the classrooms unless they receive special permission from the school director.

We encourage our students to keep their belongings within their sight at all times since the school will not be held responsible for the loss of properties within the facilities.

PROFESSIONAL DRESS POLICY

Professional dress is recommended at all times, and for some programs, specific uniforms are required. Educational Services & Solutions' "Professional Dress Policy" was established to enable our students to become comfortable with the type of apparel expected by industry and employers who hire our graduates.

Students should have discussions with their instructor and/or the Placement Office, to understand the typical type of clothing they should expect to wear in their proposed line of work. Educational Services & Solutions reserves the right to interpret this policy and enforce it based upon the professional expectations of Administration, Staff, Faculty and employers who hire our graduates.

Educational Services & Solutions reserves the right to interpret this policy and enforce it based upon the professional expectations of Administration, Staff, Faculty and employers who hire our graduates.

PROFESSIONAL DRESS ATTIRE FOR WOMEN	
Suggested	Not Recommended
Dresses	Backless Attire
Skirt and Blouse	Bare Midriff/low cut tops
Pant Suits	Tank Tops/Halters
Dress Jeans/Denim	Tattered Jeans/Denim
Dress Slacks and Blouse	Leggings
Sandals with Stockings	Sandals without Stockings
Dress Shoes/Boots	Hat/Cap/Hair Net
Sweater	Shorts, Athletic Attire
Limited jewelry	Heels over 2"
Prescribed Uniforms	See-through clothing
Athletic Shoes (clean/good condition)	Ragged, Frayed Clothing
Hair must be well-groomed	Spandex Pants
	Half Leg Pants
	Lack of appropriate undergarments

PROFESSIONAL DRESS ATTIRE FOR MEN	
Suggested	**Not Recommended**
Dress Shirt/Tie	T-Shirts/Tank Tops
Dress Slacks	Shorts/Athletic Attire
Dress Jeans/Denim	Tattered Jeans/Denim
Sport Shirt	Sandals
Sweater	Shoes without socks
Suit or Sport Coat	Hat/Cap/Hair Net
Clean Shaven/Trimmed Beard	Ragged, Frayed Clothes
Limited jewelry (watch, wedding ring)	T-Shirts/Tank Tops
Prescribed Uniforms	Shorts/Athletic Attire
Athletic Shoes (clean/good condition)	Tattered Jeans/Denim
Hair must be well-groomed	
Dress Shirt/Tie	
Dress Slacks	
Dress Jeans/Denim	

EATING, DRINKING AND SMOKING

Eating or drinking beverages is strictly prohibited in any classroom. Students may eat or drink nonalcoholic beverages in the lounge. Smoking is not permitted anywhere inside the school facilities or building and is only allowed outside the premises in designated areas. Students must use the appropriate disposal containers for all used cigarettes, food, and beverages.

TELEPHONES AND OFFICE EQUIPMENT

Students may use their own cell phone and electronic equipment such as tablets, smartphones, laptops, etc. The use of these devices inside the classroom has to be consulted with the instructor. The school is not responsible for any personal property that is lost, stolen or damaged. The Receptionist Desk will only take emergency calls for students. School phones are not intended for personal use by students. Students are not permitted to use any office telephones, copy machines, or other office equipment.

STUDENT GRIEVANCE PROCEDURES

Students who encounter difficulties, problems, or have complaints should first bring the matter to the attention of their instructor. If the instructor is unable to resolve the situation, the student is to meet with the Student Services Coordinator or Student Services Director for resolution. If the matter is still not resolved, it will be brought to the attention of the school Director for final resolution.

COMPLAINT PROCEDURE

Students are encouraged, at all times, to verbally communicate their concerns to members of the faculty and administration for amicable solutions. A written grievance letter addressed to the school Director, must be received from the student within 48 hours after the incident occurs.

The procedure is as follows: The written grievance must be submitted to the school Director within 48 hours of the incident. The School Director will verify that the student has made a verbal attempt to resolve the concern with the instructor or other staff member. If the student has followed the above steps, the school Director will call a Grievance Committee Hearing within 72 hours of receipt of the report.

All documentation must be submitted with the report which is to be signed and dated by the student. The school Director will chair a committee meeting which will consist of not less than 3 representatives, but not limited to, the following:

- o   Associate Director

  - o Faculty Staff
  - o Placement Services Department
  - o Student Services Department
  - o Admissions Department
  - o Finance/Student Accounts Department
  - o Security/Enforcement Personnel

In addition, all persons involved with the incident must be present at the time of the hearing. The committee shall hear all sides and will immediately meet in the absence of those involved to review the information and evidence and vote on a decision. The decision of the committee will be communicated immediately. If the decision is unacceptable to the student, the student must, within 24 hours, send copies of all documents and a cover letter explaining why the decision is unacceptable. All complaint decision appeals will be resolved within 30 days from the receipt date of the incident report.

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

STUDENT APPEAL PROCEDURES

A student, who wishes to appeal any disciplinary action and/or decision made by the college, must submit a written letter to the school Director to be reviewed by an Appeals Board. Students must provide supporting documentation along with their letter in order to support his/her position and any extenuating circumstances that may have existed. This Appeals Board shall not consist of less than three (3) attending members. The Appeals Board shall be chaired by a School Administrator and consist of, but not limited to, a representative from the Education Department, Financial Assistance Department, and Placement Department. The student will be

notified of the Appeals Board decision within 48 hours following the receipt of the student's appeal. The decision of the school shall be final.

DRUG-FREE SCHOOL AND COMMUNITY STATEMENT - CONTROLLED SUBSTANCE, ALCOHOL AND DRUG ABUSE POLICY

Educational Services & Solutions complies with the Drug-Free Schools and Communities Act Amendment of 1989, of section 1213, of the Higher Education Act of 1965, which states the following;

1. Any illegal possession, use or distribution of non-prescription or illicit drugs or alcohol on school property or in connection with any school activity is strictly prohibited. This applies to all students and employees of the institution.

2. Any member of staff or student who is a drug or alcohol offender will have disciplinary action imposed by the school; refer to the student or employee handbook for specific disciplinary guidelines. The disciplinary action may include discharge from employment or expulsion from the school.

3. The following legal sanctions are applicable for the unlawful possession and distribution of illicit drugs and alcohol:

   LOCAL – Penalties vary based on the severity of the offense and the number of offenses committed. Sanctions for possession of an illegal substance for the first time range from a fine of up to $70.00, and up to one year in State Prison (Health and Safety Code 11350). For further offenses and/or larger quantities of illegal substances, penalties may include up to life imprisonment.

   STATE – Penalties vary based on the nature of the illegal substance, the offense and whether there is a prior offense. First-time offenders may receive up to life imprisonment while repeat offenders could receive life imprisonment without the possibility of parole.

FEDERAL – Penalties for unlawful manufacturing, distribution and dispensing of a controlled substance are provided under the Federal Controlled Substance Act. The penalties are determined by the nature of the drug or substance, the amount of drug or substance involved, and the number of offenses committed.

All students and employees are informed that the illegal manufacture, distribution, dispersion, possession, or use of a controlled substance or alcohol 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 attendance.

STANDARDS FOR PROGRAM ADMISSION
All program candidates must: conduct an interview with a college representative; review the college performance fact sheet and program brochure; and attend college orientation. A high school diploma or otherwise a "PASS" score on an "ATB" exam is required prior to admission.
The following requirements must also be met by all candidates prior to admission:

LANGUAGE PROFICIENCY
Knowledge of English or Spanish, written and spoken is required to participate in our programs. English is the primary language of instruction in the classroom; however, students will receive instruction and tutoring support as needed in their native language (Spanish or English). Proficiency in the language of preference is established in the following ways:

- An official copy of a high school diploma from their country of origin or GED;
- An equivalent passing score on the CELSA ATB test (designed for non-native speakers);
- If native Spanish speaker, a rank of L4-L6 on US Foreign Service Language Rating System's ILR assessment tool

CATALOG CHANGES
This catalog is subject to change without notice. Our dynamic growth demands continuous change which leads us to update our catalog annually. Any changes made in policies, programs and general rules, will be reflected in the next edition of the catalog.

TUITION AND FEES
Students may pay tuition in full or establish a payment plan at the time of enrollment. A student doesn't need to pay for more than 4 months of tuition in advance, prior to entering college. If the tuition is not paid full upon completion of studies, a continued payment plan must be approved and in place for a student to be classified as a graduate and be eligible to receive a diploma and placement assistance. However, the Medical Assistant and Child Care Provider programs require full payment prior to completion of the study.

Program Name	Tuition	Registration Fee	Books/Supplies	STRF Fees	Total Fees
Business Office Administration, Bookkeeping.	$4,975	$75	$500	$15	$5,565
Computer Repair Technician	$4,975	$75	$500	$15	$5,565
Childcare Provider	$4,975	$75	$500	$15	$5,565
Medical Billing and Insurance cod.	$4,825	75	$650	$15	$5,565
Digital Photography and Video	$4,825	75	$650	$15	$5,565

The charges for a period of attendance are equal to the charges for the total period of attendance

Job placement assistance is provided, which includes resume preparation, job-seeking skills and employment support.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Educational Services & Solutions is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma and certificates you earn in our programs of study are also at the complete discretion of the institution to which you may seek to transfer. If the credits 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 Educational Services & Solutions to determine if your credits will transfer.

WITHDRAWAL AND CANCELLATION POLICY

Students have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later. Cancellation occurs when a written notice of cancellation is delivered to the college campus. Students may deliver a notice by mail, email, in person or by fax or telegram. The notice of cancellation, if mailed, is effective when postmarked, properly addressed with postage prepaid. The notice does not have to be in any particular format; it only needs to state the intention or desire to cancel. Any refunds owed to a student due to cancellation will be reimbursed within 45 days after the notice is received.

REFUND POLICY - (STUDENT'S RIGHT TO CANCEL)

Refund Policy – Students have the right to withdraw from the School at any time Students have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. Cancellation occurs when a written notice of cancellation is delivered to the college campus. Students may deliver a notice by mail, email, in person or telegram. The notice of cancellation, if mailed, is effective when postmarked, properly addressed with postage prepaid. The notice does not have to be in any specific format; it only needs to state the intention or desire to cancel. Any refunds owed to a student due to cancellation will be reimbursed within 45 days after the notice is received.

Pro-Rata Refund Model

Educational Services & Solutions provides a full Pro-rata refund policy if a student decides to cancel the enrollment agreement or withdraws during a period of attendance and has completed 60% or less of the program term. The pro-rata refund shall be no less than the total amount owed by the student for the portion of the course provided, subtracted from the amount paid by the student or the paying entity, calculated as follows:

1. The amount owed equals the daily charge for program instruction (a total institutional charge, divided by the number of days or hours in the program) multiplied by the number of days or hours students attended or was scheduled to attend, prior to withdrawal.

2. Except as provided for in subdivision 3, all amounts paid for by the student over what is owed as calculated in subdivision 1 shall be refunded 3. Except as provided herein, all amounts that the student or the paying entity has paid shall be subject to refund excluding the amount of the registration fee, the Student Tuition Recovery Fee, and any unreturned/used books, supplies or equipment. This non-refundable amount shall not total more than $250. Books, supplies, and equipment are considered non-refundable once they have been opened or used.

If the student withdraws after attending more than 60% of their study program, Educational Services & Solutions may retain 100% of the tuition charges.

If the school is in the process of any transmittal on the student's behalf such as fees, licenses, applications, examinations among others and it has collected money from the student for this but has not paid the money a third party at the time of the student's withdrawal or cancellation, the institution will refund the money to the student within 45 days after the date of the student's completion of, or withdrawal from, their educational

program in which they were enrolled. For purposes of this section "day" means calendar day.

IF THE AMOUNT THAT YOU HAVE PAID IS MORE THAN THE AMOUNT THAT YOU OWED FOR THE TIME YOU ATTENDED, THEN A FULL REFUND WILL BE MADE WITHIN 45 DAYS OF WITHDRAWAL DATE. IF THE AMOUNT THAT YOU OWE IS MORE THAN THE AMOUNT YOU HAVE ALREADY PAID, THEN YOU WILL HAVE TO MAKE ARRANGEMENTS TO PAY IT.

HYPOTHETICAL REFUND EXAMPLE:
Assume you, upon enrollment in a 400-hour course, pay $2,000 for tuition, $75.00 for registration, and $150 (fair market value) for equipment and withdraw after completing 100 hours (25%) without returning the equipment you obtained.

$2075 ($2,000 Tuition + $75.00 Registration Fee) Amount Paid (minus) $75.00 Registration Fee Retained by the School. The calculation would be as follows: X = (.75) or 300 Hours of Instruction Paid for & Not Received (Divided by) 400 Hours of Instruction for which you have paid = $1,500.00 Actual Refund Amount.

If you return the equipment in good condition within 30 days following withdrawal, the School shall refund the charge for the equipment as described above. The actual refund amount would then be ($1500.00+$150) = $1650.00.

To determine the amount you owe, you shall be deemed to have withdrawn from the course when any of the following occurs:

(a)   You notify School of your withdrawal or the actual date of withdrawal;

(b)   School terminates your enrollment;

(c)   You fail to attend classes for a three-week period (15 school days);

(d) You fail to return from a leave of absence - in this case, the last date of recorded attendance shall be deemed the date of withdrawal.

STUDENT TUITION RECOVERY FUND
The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students 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 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 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.

You must 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 Student Tuition Recovery Fund may be directed to the Bureau for Private Postsecondary Education:

Bureau for Private Postsecondary Education
Department of Consumer Affairs
2535 Capitol Oaks Drive, Suite 400
Sacramento CA 95833
www.bppe.ca.gov
(916) 431-6959 or (888) 370-7589

To be eligible for protection from the STRF, you must be a California resident or be 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 the 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 days 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 the 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 of value of the program more than 120 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 over tuition and other costs.
6. You have been awarded restitution, a refund, or another 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 of 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.

BUSINESS OFFICE ADMINISTRATION, BOOKKEEPING.

Program Description
The "Business Office Administration, Bookkeeping'' program prepares students for an entry-level position such as account clerk, accounting assistant, accounting clerk, among others. The student will learn leading computer office applications (Microsoft Word, Microsoft Excel, Microsoft Outlook and Inuit QuickBooks) under Windows and Mac OS operating system as well as personalization of its environment, cloud computing, cloud storage and file sharing. Students will be able to keep financial records up to date through computing, classifying, calculating, reviewing and recording numerical data. On site training is specially focused on providing a nurturing environment that will guide students to computer proficiency

Program Objectives
To provide students with core computing and accounting skills to perform, according to standard, entry-level positions while using modern information technology equipment and software.

Occupational Objectives.
The skills developed during this training will help the student to maximize the potential of their business or performance of entry-level positions. For example, Accounting Assistant, Accounting Associate, Accounting Clerk, Accounting Specialist, Accounting Technician, Accounts Payable Clerk, Accounts Payable Specialist, Accounts Payables Clerk, Accounts Receivable Clerk.

Licensure Goal/Requirements: *None*

Program Length/Class Hours
4 hours a day, 6 days a week, 20 weeks, 480 hours

Module Title	Total Hours	Lecture	Labs
Introduction to Computers	40	30	20
Word Processing	50	20	30
Operating Systems	60	30	30
Introduction to the Internet	50	20	30
Microsoft Word	90	30	60
Microsoft Excel	90	40	50
Bookkeeping Essentials	45	20	25
Intuit QuickBooks	55	30	25

Module Description:
Introduction to Computers: Students will learn full working knowledge of a Personal Computer in a Microsoft Windows and Mac OS environment.

Word Processing: Students will learn how to properly use the keyboard along with techniques and shortcuts.

Operating Systems: In this module, students will learn how operating systems work and their importance when using a computer. Students will also learn how to run programs, download applications in a safe way, personalize the interface of their operating system, create folders and subfolders, drag and drop files, use the search options embedded in the OS to quickly find files and programs as well as the different commercial operating systems in the market.

Microsoft Word – Students will learn what a word processor is, how to launch and open MS Word, create new files, save them in different formats as well as all the most relevant options included in the ribbon interface of the 2019/365 MS Word.

Microsoft Excel – Students will learn what a spreadsheet is and will be introduced to the Excel world. Students will learn how to simplify day to day tasks by mastering concepts and practice of cells, rows and columns, functions, formulas, tables, filters, graphics and other functions related to spreadsheets.

Bookkeeping Essentials – Students will understand the fundamentals of tax and business reports resulting from bookkeeping data.

QuickBooks Essentials – Students will learn all the features and tools that a small business, or even a contractor, would need to keep track of vendors, customers, and financial accounts.

Introduction to the Internet – Students will learn about web browsers, search engines, surfing the web, cloud services, downloading and saving information from the Internet, E-mail, and internet security.

Course Materials/Equipment:
- Laptop computer, with Windows or Mac OS.
- Microsoft Office Suite.
- Intuit QuickBooks
- Learning Microsoft Office, Deluxe Edition

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. An internship/externship is not required.

CHILDCARE PROVIDER

Program Description
This program will help students grasp a better understanding of the fundamentals of childcare as a provider. Students in this on-site program will learn in a participative environment how to effectively care for infants, young children and older children in different situations such as when their parents or legal guardians are working away from home or any other reason. Students acquire the skills to be able to work one on one with a single child or a group of children in a secure, creative atmosphere.

Program Objectives
This program has been developed to provide the core skills and knowledge to successfully accomplish the tasks and duties of Childcare Provider. These duties include the caring of infants and children at various stages of development. This program has its focus on the development of cognitive, physical, social and creative skills without neglecting learning goals.

Occupational Objectives
Graduates of the program may qualify for an entry-level position as a Childcare Provider in a private academic environment.

Licensure Goal/Requirements: *None*

Program Length/Class Hours
4 hours a day, 6 days a week, 20 weeks, 480 hours

Module Title	Total Hours	Lecture Hours	Lab Hours
Learning Development for Infants	30	20	10
Learning Development for 2 and 3-year old children	50	40	10
Learning Development for Preschool Children	50	30	20
Emotional and Self Development	20	15	05
Social, Physical and Cognitive Development	60	50	10
Language and Creative Development	50	40	10
Learning through Observation	20	15	05
Families and Communities	40	30	10
Guidance, health and Safety and Nutrition	40	30	10
Program Management and Externship	120	00	00

Module Description:

Learning Development for Infants – Students will learn how to properly take care of infants. These aspects include sleeping routines, feeding, bathing as well as the instruction to provide the right stimulus for optimal progress in their development.

Learning Development for 2 and 3-Year-Old - Students will learn how to recognize and comprehend the major motor, intellectual, social and emotional changes of a 2 or 3-year-old child. Students will also learn how to successfully communicate with children to help ease frustration and misconduct.
Learning Development for Preschool Children – Students will learn how to create a learning atmosphere for preschool-aged children which promotes educational learning and helps develop social skills.
Emotional and Self-Development – Students will learn how to provide development in the physical, emotional, and social development areas of young children. Students will also learn how to support the development of

social awareness and communication skills in young children to relieve stressful situations and misbehavior.
Social, Physical and Cognitive Development – Students will learn how to establish an environment that promotes social, physical and cognitive growth in young children. This may include but not limited to learning devices, toys

and equipment that promotes child development.
Language and Creative Development – Students will learn how to create a learning environment that encourages the learning of language and the creativity of a young child and how it aids their cognitive growth.

Learning Through Observation – Students will learn how to create a learning atmosphere that promotes positive learning by observation. Students will also learn how to use effective creativity through the use of visual aids and simple communication with young children.

Families and Communities – Students will learn how to have a better understanding of the needs of working families and communities, and also learn how to adapt to specific care needs such as scheduling, age-specific diets, or other special care needs a family may require.

Guidance, Health, Safety and Nutrition – Students will learn how to correctly provide guidance to those in their care, while also establishing a safe care environment. Students will also learn about nutrition and health needs of infants and young children

Program Management and Internship – Students will conduct a 120-hour internship at a childcare facility where they will apply their knowledge and skills learned. Upon completion of their internship, students will have satisfactorily completed their program.

Course Materials/Equipment:
- Caring for Your Baby and Young Child - Birth to Age 5 (textbook also available in Spanish),
- Craft and classroom prep materials, pediatric first aid/CPR certification,
- Trust line registry,
- Live scan fingerprinting

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended and complete a 120-hour Internship/externship to be considered for graduation.

COMPUTER REPAIR TECHNICIAN

Program Description
The Computer Repair Technician Program allows participants to familiarize themselves with the latest information technologies by taking the students on the history of the first personal computers and the extreme advances the industry has gone through. Students will learn in a hands-on manner how to identify and select the best parts to build new computers and upgrade existing ones. On-campus education is designed to extensively familiarize students with the use of tools and software to maintain computers in optimal condition.

Program Objectives
This program is designed to provide students with the fundamental skills and knowledge to perform repair and maintenance duties on a Personal Computer (Laptops and Desktops) as well as selecting the appropriate parts to build new computers and upgrade existing ones.

Occupational Objectives
Graduates of the program may qualify for entry-level positions as a Computer Repair Technician in small offices and offer their services to individuals.

Licensure Goal/Requirements: None

Program Length/Class Hours
4 hours a day, 6 days a week, 20 weeks, 480 hours

Module Title	Total Hours	Lecture Hours	Laboratories
Introduction to Computers	60	20	40
Word Processing	40	10	30
Operating Systems	80	30	50
P.C Parts and Components	40	15	25
Computer Networks	40	15	25
Mobile Devices	40	15	25
Printers and Scanners	40	15	25
Malware, Troubleshooting and Repair	100	30	70
Internet and Browsing	40	10	30

Module Description:
Introduction to Computers – Students will learn full working knowledge of a Personal Computer in a Microsoft Windows and Mac OS environment.

Word Processing and Keyboarding - Students will learn how to properly use the keyboard along with techniques and shortcuts.

Microsoft Windows Operating System – Students will learn common Microsoft Windows OS tasks, including but not limited to accessing and managing files, creating folders and subfolders, launching applications, personalization.

P.C Parts and Components –. Students will learn how to select the best components to avoid "bottlenecks" and build a computer from zero as well as upgrading systems that require newer components for optimum operation.

Computer Networks –. Students will learn about the different network topologies, cabling, routers, extenders and repeaters and their implementation in real home and business networks.

Mobile devices –. Students will learn about different mobile devices such as laptops, smartphones, smartwatches, GPS among others as well as basic troubleshooting of these devices.

Printers and Scanners: –. Students will learn about the different printer technologies as well as basic

troubleshooting and maintenance. Students will also learn the concept of image digitization, communication ports, wireless printing, etc

Computer Troubleshooting and Repair – Students will learn how to install and uninstall software in computers running Microsoft Windows OS. Students will also learn how to troubleshoot the most common issues a computer may encounter during its lifetime. Students will be taught different tools, freeware and general software to maximize the device performance as well as integrated system tools.

Internet and Browsing – Students will learn how to sign-on to an Internet connection on a PC, and will also learn search engine, email and the TCP/IP protocol.

Course Materials/Equipment:
- CompTIA A+ Certification All-in-One Exam Guide.
- "iFixit" tool Kit.
- Computer parts (motherboards, processors, RAM, power supplies, storage devices, etc.)

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. Internship/externship not required.

MEDICAL BILLING AND INSURANCE CODING

Program Description
This program provides students with theory and hands-on skills necessary for entry-level positions in the Medical Billing and Insurance Coding field.

Program Objectives
The program is designed to provide comprehensive training in Medical Billing and Insurance Coding. The student will receive theory and practical training in processing payments for a medical facility. Students will gain knowledge of ICD-10 and CPT-Plus insurance coding and billing procedures. Students will also learn to use medical office software used to process billing claims and will practice medical administration procedures.

Occupational Objectives
These skills will enable graduates to qualify for entry-level positions as administrative medical assistants, medical record clerks, medical office managers, medical insurance billing clerks, medical receptionists, and also work directly with physicians.

Licensure Goal/Requirements: None

Program Length/Class Hours
4 hours a day, 6 days a week, 19 weeks, 450 hours

Module Title	Total Hours	Lecture Hours	Laboratories
Word Processing	30	10	20
Introduction to Computers	30	10	20
Microsoft Word	40	10	30
Microsoft Excel	40	10	30
Medical terminology and Anatomy	120	60	60
Medical billing Software	80	20	60
Insurance Coding	100	50	50
Professional Development	10	5	5

Module Description:
Word Processing - Students will learn keyboarding skills and techniques to improve keyboarding speed, they will also learn how to create documents on a PC and know how to edit, save, retrieve, merge and format common business documents. Students will also learn how to add, remove and edit basic graphics and pictures on documents.
Introduction to Computers – Students will learn a full working knowledge of a PC running Microsoft Windows and learn how to operate the Microsoft Office Suite.
Microsoft Word – Students will learn how to use MS Word on a PC including how to create, store and manage documents. Students will also learn how to use various styles, formats and insert images onto a document.
MS Excel – Students will learn how to create spreadsheets along with assigning particular functions to individual cells, including adding graphs, text and numerous data entry functions associated with spreadsheets.
Medical Terminology and Anatomy - The student will learn the basic concepts of human anatomy, including the body as a whole, its functions, tissues and major organ systems. The student will also learn medical terminology including areas such as pronunciation, spelling origin and construction.
Medical Billing Software – Students will learn about electronic health records, how to use medical billing software and how to initiate a patient record in a database. Students will also learn how to navigate through the software and use common functions of the software for medical billing purposes.
Medical Billing and Insurance Coding – The student will learn the aspects of the collection process including collection-servicing agencies. The student will also learn insurance programs, including; HMO, PPOs and Workers' Compensation plans and the national coding systems used for claims processing. Students will develop speed and accuracy on the computer keyboard as well as the 10-key pad. The student will also learn how to use

software to process claims.

Professional Development – Students will participate in a class review and practice professional office etiquette regarding proper office attire, professional demeanor, motivation and customer service.

Course Materials/Equipment:
- Laptop computer
- MS Office and billing/coding training software,
- ICD-10 code reference book,
- CPT Plus reference book,
- Insurance Handbook for the Medical Office textbook and workbook
- Medical Terminology Dictionary
- HCPCS 2020

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade, or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. An internship/externship is not required.

DIGITAL PHOTOGRAPHY AND VIDEO EDITING

Program Description
This on site program is designed to prepare our students in an environment that fosters creativity and ideas while providing them with skills and knowledge in photographic digital imaging including the scanning of images, digital retouching, color manipulation, special effects and printing using computer output devices.

Program Objectives
This program is designed to provide students with the fundamental skills and knowledge to perform the duties of a Digital Photographer and Video Editor including how to use digital photography and video recording equipment and editing software to create digital imagery and videos.

Occupational Objectives
Graduates of the program may qualify for an entry-level position as a Digital Photographer and Video Editor in a commercial setting.

Licensure Goal/Requirements: None

Program Length/Class Hours
4 hours a day, 6 days a week, 19 weeks, 450 hours

Module Title	Total Hours	Lecture Hours	Laboratories
DSLR Camera Basics	60	20	40
Photography Lighting and Composition	90	30	60
Working with Digital Image Files	30	10	20
Introduction to Photoshop Image Editing	90	30	60
Image Editing, Retouching, and Color Manipulation Tools and Techniques	60	20	40
Special Effects of Images	30	10	20
Output Devices and Printing	30	10	20
Introduction to Video Editing and Mixing	30	10	20
Audio and Video Inserts	30	10	20

DSLR Camera Basics – Students will learn the principles and mechanics of the DSLR camera, its key features, and operation.

Photography Lighting and Composition – Students learn about lighting and composition as the core elements of good photography.

Working with Digital Image Files – Students learn the basics of working with image files and develop an understanding of storage formats for various purposes.

Introduction to Adobe Photoshop and Image Editing - Students will learn full basic functions Photoshop imaging editor including scanning images, basic image editing skills, changing the number of pixels in an image, defining colors using the Color Palette, blurring the edges of a selected area, and applying filter effects.

Image Editing, Retouching and Color Manipulation Tools and Techniques – Students will learn how to: apply Photoshop editing tools, retouch photographs by applying various forms of filters, e.g. removing red-eye, blurring edges and enhancing resolution; manipulate colors of an image using the color palette and painting tools; and, applying other custom filter settings onto an image.

Special Effects of Images – Students will learn how to apply special effects onto images using the tools window including background textures, bevels, and text effects.

Output Devices and Printing – Students will learn how to utilize devices for printing completed projects in high-resolution format from a PC.

Introduction to Video Editing and Mixing – Students will learn basic digital video editing techniques including the understanding of timecode, organizing and previewing clips, and assembling clips in Storyboard and Timeline. Additionally, they will learn how to mix video using various methods and editing software into the storyboard and timeline of a master video copy.

Audio and Video Inserts – Students will learn how to perform video inserts, like inserting transitions, titles, and special effects, and audio inserts like narration, movie soundtracks, and other special effects.

Course Materials/Equipment:
- DSLR camera with lens
- Laptop or Desktop Computer
- The Beginner's Photography Guide
- Guia de Fotografia Digital study guide (available in Spanish only)
- Adobe Photoshop
- Adobe Premiere Rush

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. An internship/externship is not required.

Educational Services & Solutions, Inc
**Policies and Program Descriptions
(Distance Education)**

COURSE STRUCTURE

Educational Services & Solutions offers several hybrid/blended online courses. These courses include a mixture of live lectures led by an accredited instructor which is accessed remotely via videoconferencing using third-party software, and autonomous lab hours accessing the material which was designed specifically for this purpose and weekly which can be found 24/7 on the student web portal. Students are required to attend an orientation class where an instructor will install the necessary software and guide the student to make the online experience as rewarding as possible.

ENTRANCE REQUIREMENTS AND ADMISSIONS POLICY

Before starting the course, students interested in enrolling in an online course must demonstrate that they can meet the minimum technical requirements (high speed internet, a computer with a webcam, microphone, etc.) and that they feel comfortable with the use of computers. They must also complete a **self-assessment test** that will allow the admission coordinator to better understand the student's competencies and ensure a successful outcome to their distance learning experience. If approved by the admissions coordinator, the student will be contacted, and an online orientation class will be arranged.

Educational Services & Solutions is not accredited by an agency recognized by the United States Department of Education (USDE), and this Institution's students are therefore not eligible for federal financial aid programs. A degree program that is unaccredited or a degree from an unaccredited institution is not recognized for some employment positions, including, but not limited to, positions with the State of California. Andrew University programs are not designed to, and therefore do not prepare students for, licensure in any field of endeavor (CEC 94909(a)(16) and CEC 94897(p)).

TECHNICAL REQUIREMENTS
A laptop equipped with everything needed to participate remotely and complete the course: webcam, microphone, the latest version of Windows operating system, Zoom video conferencing and messaging app suite or equivalent and a web browser.

Online students must have reliable, high-speed Internet access. If a student does not have access to the internet off-campus, local public libraries offer the use of PCs with Internet access for free.

Also, an email address must be set up prior to the start of class for use in communicating with the instructor. Students can use their own personal email address or request to have an Educational Services & Solutions email address created for you.

COURSE COMMUNICATION
Communication with instructors and peers takes place on the student web portal or via the RingCentral videoconferencing and messaging system. Instructors may post announcements daily regarding important news, upcoming assignments, or class management issues. Students can use RingCentral's chat feature to participate in live lectures or ask questions during virtual office hours; or, they can call or message instructors after hours and expect a response within 24 hours. Links to Technical Support and Student Services are found throughout the student portal.

HOMEWORK POLICY
Students are expected to complete assignments for each lesson and submit homework online the week it is assigned. Students can expect feedback/grading from instructors within 1 working week of submission. Students may be asked to submit documents, spreadsheets, or photos of work completed, generally sent via email, to receive credit.

ATTENDANCE AND PARTICIPATION POLICY

Online students are expected to participate just as if they were on-campus – daily attendance is extremely important to your success. You will be expected to participate in live lectures, login to the student portal on a daily basis, and complete your lesson assignments and quizzes the week in which they are assigned.

Attendance is based on completed and submitted work. A student receives full attendance credit as long as he or she attends and participates in live lecture sessions and submits weekly assignments (weekly assignments are geared to approximately 15-20 hours per week of concentrated study.) The supervising instructor will record attendance for every live lecture session and students will receive full or partial attendance credit each week based on completion of assignments and quizzes, if applicable. Consistent failure to attend and participate in a class or submit completed assignments may result in being dropped from the course.

GRADING POLICY

Assignments are geared to provide practice and assist in identifying areas of improvement, so while not all assignments will be graded, instructors will provide feedback on all coursework submitted. Each lesson will include a lesson review quiz and at least one assignment.

Grades are accessible from the student portal and should be checked regularly to ensure all assignments have been received. A link to Grades is on the upper right of your home screen. If you have a question about a grade, use the 'Contact Instructor' button to send a private message via RingCentral.

ACADEMIC INTEGRITY POLICY

Students are Educational Services & Solutions who engage in any of the following will face disciplinary action and risk jeopardizing their academic standing:
- Cheating
- Plagiarizing, that is, using another person's words or ideas as your own without proper attribution or credit
- Collaborating with others unless required by the instructor for assignment or discussion.
- Allowing another student to log into your student account

Please contact the instructor for additional information about plagiarism and how to avoid it.

ACCESSIBILITY

All aspects of the online learning experience are made accessible by design and by law. Please contact the instructor if you have or think you may need any software and hardware adaptations to assist you with taking this course or have any issues the instructor should be aware of.

ACADEMIC ASSISTANCE

Educational Services & Solutions offers academic assistance based on staff availability and is subject to change without prior notice. Contact your instructor to discuss your needs and possible arrangements for assistance outside of class hours.

TECHNICAL SUPPORT

Educational Services & Solutions offers Technical Support and PC Basics sessions to all students. Students can fill out a Laptop Service Request in person and leave their PCs at the main office during these hours. The student will be contacted after the initial inspection with an approximate pick up date.

Online students needing Technical Support should first call their instructor to explain the technical difficulty you are having for initial troubleshooting; if further assistance is needed, they will be directed to call the office and/or submit a service request via messaging from the online student portal. A tech support rep will respond within 24 hrs. to arrange a troubleshooting session and/or provide instructions for sending their laptop in for service.

PC Basics sessions and Distance Education Orientations are designed to prepare students with limited prior knowledge of computers and review their hardware/software setups for their course. PC Basics sessions are

scheduled based on availability at any time for any students. Distance Education Orientation sessions will be scheduled by Student Services with new online students one week prior to their course start.

DISTANCE EDUCATION REFUND/RIGHT TO CANCEL POLICY (71716)

For distance educational programs where the instruction is not offered in real-time, students have the right to cancel the enrollment agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice is sent. Educational Services & Solutions shall make the refund pursuant to section 71750 of the Regulations. If the institution sent the first lesson before an effective cancellation notice was received, Educational Services & Solutions shall refund any credit balance within 45 days after the student returns any materials.

DISTANCE EDUCATION DISCLOSURE

For institutions offering a distance education program where the instruction is not offered in real-time, the enrollment agreement shall disclose that 1) Educational Services & Solutions shall transmit all lessons and materials to the student if the student has fully paid for the educational program and, after having received the first lesson and initial materials, requests in writing that all of the material be sent. 2) If an institution transmits the balance of the material as the student requests, the institution shall remain obligated to provide the other educational services it agreed to provide, such as responses to student inquiries, student and faculty interaction, and review/feedback on completed assignments submitted by the student but shall not be obligated to pay any refund after all of the lesson and materials are transmitted.

BUSINESS OFFICE ADMINISTRATION, BOOKKEEPING

Program Description
The "Business Office Administration Bookkeeping'' program is designed to provide students with a personalized learning experience through the use of technologies that allow vast one-on-one time with each student. This course prepares students for an entry-level position such as account clerk, accounting assistant, accounting clerk, among others. The student will learn leading computer office applications (Microsoft Word, Microsoft Excel, Microsoft Outlook and Inuit QuickBooks) under Windows and Mac OS operating system as well as personalization of its environment, cloud computing, cloud storage and file sharing. Students will be able to keep financial records up to date through computing, classifying, calculating, reviewing, and recording numerical data.

Program Objectives
To provide students with core computing and accounting skills to perform, according to standard, entry-level positions while using modern information technology equipment and software.

Occupational Objectives.
The skills developed during this training will help the student to maximize the potential of their business or performance of entry-level positions. For example, Accounting Assistant, Accounting Associate, Accounting Clerk, Accounting Specialist, Accounting Technician, Accounts Payable Clerk, Accounts Payable Specialist, Accounts Payables Clerk, Accounts Receivable Clerk.

Licensure Goal/Requirements*: None*

Program Length/Class Hours
4 hours a day, 6 days a week, 20 weeks, 480 hours

Module Title	Total Hours	Lecture	Labs
Introduction to Computers	40	30	20
Word Processing	50	20	30
Operating Systems	60	30	30
Introduction to the Internet	50	20	30
Microsoft Word	90	30	60
Microsoft Excel	90	40	50
Bookkeeping Essentials	45	20	25
Intuit QuickBooks	55	30	25

Module Description:
Introduction to Computers: Students will learn full working knowledge of a Personal Computer in a Microsoft Windows and Mac OS environment.

Word Processing: Students will learn how to properly use the keyboard along with techniques and shortcuts.

Operating Systems: In this module, students will learn how operating systems work and their importance when using a computer. Students will also learn how to run programs, download applications in a safe way, personalize the interface of their operating system, create folders and subfolders, drag and drop files, use the search options embedded in the OS to quickly find files and programs as well as the different commercial operating systems in the market.

Microsoft Word – Students will learn what a word processor is, how to launch and open MS Word, create new files, save them in different formats as well as all the most relevant options included in the ribbon interface of the

2019/365 MS Word.

Microsoft Excel – Students will learn what a spreadsheet is and will be introduced to the Excel world. Students will learn how to simplify day to day tasks by mastering concepts and practice of cells, rows and columns, functions, formulas, tables, filters, graphics and other functions related to spreadsheets.

Bookkeeping Essentials – Students will understand the fundamentals of tax and business reports resulting from bookkeeping data.

QuickBooks Essentials – Students will learn all the features and tools that a small business, or even a contractor, would need to keep track of vendors, customers, and financial accounts.

Introduction to the Internet – Students will learn about web browsers, search engines, surfing the web, cloud services, downloading and saving information from the Internet, E-mail, and internet security.

Course Materials/Equipment:
- Laptop computer, with Windows or Mac OS,
- Microsoft Office Suite,
- Learning Microsoft Office, Deluxe Edition

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. An internship/externship is not required.

CHILDCARE PROVIDER

Program Description
This program will help students grasp a better understanding of the fundamentals of childcare as a provider. The online modality allows to create a highly interactive learning environment that guides Students of this program to learn how to effectively care for infants, young children and older children in different situations such as when their parents or legal guardians are working away from home or any other reason. Students acquire the skills to be able to work one on one with a single child or a group of children in a secure, creative atmosphere.

Program Objectives
This program has been developed to provide the core skills and knowledge to successfully accomplish the tasks and duties of Childcare Provider. These duties include the caring of infants and children at various stages of development. This program has its focus on the development of cognitive, physical, social and creative skills without neglecting learning goals.

Occupational Objectives
Graduates of the program may qualify for an entry-level position as a Childcare Provider in a private academic environment.

Licensure Goal/Requirements: *None*

Program Length/Class Hours
4 hours a day, 6 days a week, 20 weeks, 480 hours

Module Title	Total Hours	Lecture Hours	Lab Hours
Learning Development for Infants	30	20	10
Learning Development for 2 and 3-year old children	50	40	10
Learning Development for Preschool Children	50	30	20
Emotional and Self Development	20	15	05
Social, Physical and Cognitive Development	60	50	10
Language and Creative Development	50	40	10
Learning through Observation	20	15	05
Families and Communities	40	30	10
Guidance, health and Safety and Nutrition	40	30	10
Program Management and Externship	120	00	00

Module Description:
Learning Development for Infants – Students will learn how to properly take care of infants. These aspects include sleeping routines, feeding, bathing as well as the instruction to provide the right stimulus for optimal progress in their development.

Learning Development for 2 and 3-Year-Old - Students will learn how to recognize and comprehend the major motor, intellectual, social and emotional changes of a 2 or 3-year-old child. Students will also learn how to successfully communicate with children to help ease frustration and misconduct.

Learning Development for Preschool Children – Students will learn how to create a learning atmosphere for preschool-aged children which promotes educational learning and helps develop social skills.

Emotional and Self-Development – Students will learn how to provide development in the physical, emotional, and social development areas of young children. Students will also learn how to support the development of social awareness and communication skills in young children to relieve stressful situations and misbehavior.

Social, Physical and Cognitive Development – Students will learn how to establish an environment that promotes

social, physical and cognitive growth in young children. This may include but not limited to learning devices, toys

and equipment that promotes child development.

Language and Creative Development – Students will learn how to create a learning environment that encourages the learning of language and the creativity of a young child and how it aids their cognitive growth.

Learning Through Observation – Students will learn how to create a learning atmosphere that promotes positive learning by observation. Students will also learn how to use effective creativity through the use of visual aids and simple communication with young children.

Families and Communities – Students will learn how to have a better understanding of the needs of working families and communities, and also learn how to adapt to specific care needs such as scheduling, age-specific diets, or other special care needs a family may require.

Guidance, Health, Safety and Nutrition – Students will learn how to correctly provide guidance to those in their care, while also establishing a safe care environment. Students will also learn about nutrition and health needs of infants and young children

Program Management and Internship – Students will conduct a 120-hour internship at a childcare facility where they will apply their knowledge and skills learned. Upon completion of their internship, students will have satisfactorily completed their program.

Course Materials/Equipment:
- Caring for Your Baby and Young Child - Birth to Age 5 (textbook also available in Spanish),
- craft and classroom prep materials, pediatric first aid/CPR certification,
- Trust line registry,
- Live scan fingerprinting

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended and complete a 120-hour Internship/externship to be considered for graduation.

COMPUTER REPAIR TECHNICIAN

Program Description
The Computer Repair Technician Program allows participants to familiarize themselves with the latest information technologies by taking the students on the history of the first personal computers and the extreme advances the industry has gone through. Students will learn how to identify and select the best parts to build new computers and upgrade existing ones. Students will also learn about tools and software to keep computers in optimal conditions. Online mode promotes skill development on remote support and troubleshooting as well as provides a safe environment for software solutions research and application.

Program Objectives
This program is designed to provide students with the fundamental skills and knowledge to perform repair and maintenance duties on a Personal Computer (Laptops and Desktops) as well as selecting the appropriate parts to build new computers and upgrade existing ones.

Occupational Objectives
Graduates of the program may qualify for entry-level positions as a Computer Repair Technician in small offices and offer their services to individuals.

Licensure Goal/Requirements: None

Program Length/Class Hours
4 hours a day, 6 days a week, 20 weeks, 480 hours

Module Title	Total Hours	Lecture Hours	Laboratories
Introduction to Computers	60	20	40
Word Processing	40	10	30
Operating Systems	80	30	50
P.C Parts and Components	40	15	25
Computer Networks	40	15	25
Mobile Devices	40	15	25
Printers and Scanners	40	15	25
Malware, Troubleshooting and Repair	100	30	70
Internet and Browsing	40	10	30

Module Description:

Introduction to Computers – Students will learn full working knowledge of a Personal Computer in a Microsoft Windows and Mac OS environment.

Word Processing and Keyboarding - Students will learn how to properly use the keyboard along with techniques and shortcuts.

Microsoft Windows Operating System – Students will learn common Microsoft Windows OS tasks, including but not limited to accessing and managing files, creating folders and subfolders, launching applications, personalization.

P.C Parts and Components –. Students will learn how to select the best components to avoid "bottlenecks" and build a computer from zero as well as upgrading systems that require newer components for optimum operation.

Computer Networks –. Students will learn about the different network topologies, cabling, routers, extenders and repeaters and their implementation in real home and business networks.

Mobile devices –. Students will learn about different mobile devices such as laptops, smartphones, smartwatches, GPS among others as well as basic troubleshooting of these devices.

Printers and Scanners: –. Students will learn about the different printer technologies as well as basic

troubleshooting and maintenance. Students will also learn the concept of image digitization, communication ports, wireless printing, etc.

Computer Troubleshooting and Repair – Students will learn how to install and uninstall software in computers running Microsoft Windows OS. Students will also learn how to troubleshoot the most common issues a computer may encounter during its lifetime. Students will be taught different tools, freeware and general software to maximize the device performance as well as integrated system tools.

Internet and Browsing – Students will learn how to sign-on to an Internet connection on a PC, and will also learn search engine, email and the TCP/IP protocol.

Course Materials/Equipment:
- CompTIA A+ Certification All-in-One Exam Guide.
- "iFixit" tool Kit.
- Computer parts (motherboards, processors, RAM, power supplies, storage devices, etc.)

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. Internship/externship not required.

MEDICAL BILLING AND INSURANCE CODING

Program Description
  This program provides students with theory and hands-on skills necessary for entry-level positions in the Medical Billing and Insurance Coding field. Online mode gives a special emphasis on software oriented solutions and alternatives.

Program Objectives
The program is designed to provide comprehensive training in Medical Billing and Insurance Coding. The student will receive theory and practical training in processing payments for a medical facility. Students will gain knowledge of ICD-10 and CPT-Plus insurance coding and billing procedures. Students will also learn to use medical office software used to process billing claims and will practice medical administration procedures.

Occupational Objectives
These skills will enable graduates to qualify for entry-level positions as administrative medical assistants, medical record clerks, medical office managers, medical insurance billing clerks, medical receptionists, and also work directly with physicians.

Licensure Goal/Requirements: None

Program Length/Class Hours
4 hours a day, 6 days a week, 19 weeks, 450 hours

Module Title	Total Hours	Lecture Hours	Laboratories
Word Processing	30	10	20
Introduction to Computers	30	10	20
Microsoft Word	40	10	30
Microsoft Excel	40	10	30
Medical terminology and Anatomy	120	60	60
Medical billing Software	80	20	60
Insurance Coding	100	50	50
Professional Development	10	5	5

Module Description:
Word Processing - Students will learn keyboarding skills and techniques to improve keyboarding speed, they will also learn how to create documents on a PC and know how to edit, save, retrieve, merge and format common business documents. Students will also learn how to add, remove and edit basic graphics and pictures on documents.
Introduction to Computers – Students will learn a full working knowledge of a PC running Microsoft Windows and learn how to operate the Microsoft Office Suite.
Microsoft Word – Students will learn how to use MS Word on a PC including how to create, store, and manage documents. Students will also learn how to use various styles, formats and insert images onto a document.
MS Excel – Students will learn how to create spreadsheets along with assigning particular functions to individual cells, including adding graphs, text and numerous data entry functions associated with spreadsheets.
Medical Terminology and Anatomy - The student will learn the basic concepts of human anatomy, including the body as a whole, its functions, tissues and major organ systems. The student will also learn medical terminology including areas such as pronunciation, spelling origin and construction.
Medical Billing Software – Students will learn about electronic health records, how to use medical billing software and how to initiate a patient record in a database. Students will also learn how to navigate through the software and use common functions of the software for medical billing purposes.
Medical Billing and Insurance Coding – The student will learn the aspects of the collection process including collection-servicing agencies. The student will also learn insurance programs, including; HMO, PPOs and Workers' Compensation plans and the national coding systems used for claims processing. Students will develop speed and accuracy on the computer keyboard as well as the 10-key pad. The student will also learn how to use

software to process claims.

Professional Development – Students will participate in a class review and practice professional office etiquette regarding proper office attire, professional demeanor, motivation and customer service.

Course Materials/Equipment:
- Laptop computer
- MS Office and billing/coding training software,
- ICD-10 code reference book,
- CPT Plus reference book,
- Insurance Handbook for the Medical Office textbook and workbook
- Medical Terminology Dictionary
- HCPCS 2020

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade, or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. An internship/externship is not required.

DIGITAL PHOTOGRAPHY AND VIDEO EDITING

Program Description

This program prepares students with skills and knowledge in photographic digital imaging including the scanning of images, digital retouching, color manipulation, special effects and printing using computer output devices. Online modality heavily focuses on providing vast one on one training to each student to develop their individual skills and help them specialize in their individual interests while also providing a group dynamic that allows them to familiarize themselves with different styles and approaches invaluable for the professional environment.

Program Objectives

This program is designed to provide students with the fundamental skills and knowledge to perform the duties of a Digital Photographer and Video Editor including how to use digital photography and video recording equipment and editing software to create digital imagery and videos.

Occupational Objectives

Graduates of the program may qualify for an entry-level position as a Digital Photographer and Video Editor in a commercial setting.

Licensure Goal/Requirements: None

4 hours a day, 6 days a week, 19 weeks, 450 hours

Module Title	Total Hours	Lecture Hours	Laboratories
DSLR Camera Basics	60	20	40
Photography Lighting and Composition	90	30	60
Working with Digital Image Files	30	10	20
Introduction to Photoshop Image Editing	90	30	60
Image Editing, Retouching, and Color Manipulation Tools and Techniques	60	20	40
Special Effects of Images	30	10	20
Output Devices and Printing	30	10	20
Introduction to Video Editing and Mixing	30	10	20
Audio and Video Inserts	30	10	20

DSLR Camera Basics – Students will learn the principles and mechanics of the DSLR camera, its key features, and operation.

Photography Lighting and Composition – Students learn about lighting and composition as the core elements of good photography.

Working with Digital Image Files – Students learn the basics of working with image files and develop an understanding of storage formats for various purposes.

Introduction to Adobe Photoshop and Image Editing - Students will learn full basic functions Photoshop imaging editor including scanning images, basic image editing skills, changing the number of pixels in an image, defining colors using the Color Palette, blurring the edges of a selected area, and applying filter effects.

Image Editing, Retouching and Color Manipulation Tools and Techniques – Students will learn how to: apply Photoshop editing tools, retouch photographs by applying various forms of filters, e.g. removing red-eye, blurring edges and enhancing resolution; manipulate colors of an image using the color palette and painting tools; and, applying other custom filter settings onto an image.

Special Effects of Images – Students will learn how to apply special effects onto images using the tools window

including background textures, bevels, and text effects.

Output Devices and Printing – Students will learn how to utilize devices for printing completed projects in high-resolution format from a PC.

Introduction to Video Editing and Mixing – Students will learn basic digital video editing techniques including the understanding of timecode, organizing and previewing clips, and assembling clips in Storyboard and Timeline. Additionally, they will learn how to mix video using various methods and editing software into the storyboard and timeline of a master video copy.

Audio and Video Inserts – Students will learn how to perform video inserts, like inserting transitions, titles, and special effects, and audio inserts like narration, movie soundtracks, and other special effects.

Course Materials/Equipment:
- DSLR camera with lens
- Laptop or Desktop Computer
- The Beginner's Photography Guide
- Guia de Fotografia Digital study guide
- Adobe Photoshop
- Adobe Premiere Rush

Requirements for Graduation: Students must pass a final exam with a score of 70%, "D" grade or better, along with a minimum of 70% of the total scheduled program hours attended, to be considered for graduation. An internship/externship is not required.

GAINFUL EMPLOYMENT – STANDARD OCCUPATIONAL CLASSIFICATION CODES BY PROGRAM

BUILDING MAINTENANCE
47-2000 Construction Trades Workers
47-2031 Construction Carpenters
37-0000 Building and Grounds Cleaning and Maintenance Occupations
37-2010 Building Cleaning Workers
47-3012 Helpers - Carpenters
47-3013 Helpers - Electricians
47-3011 Helpers - Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters
47-2141 Painters, Construction and Maintenance

CAKE DECORATION
51-3011 Bakers/Pastry Chef
51-3000 Food Processing Workers
51-0000 Production Occupations

CHILDCARE PROVIDER
39-9010 Childcare Workers
39-0000 Personal Care and Service Occupations

COMPUTER REPAIR TECHNICIAN
15-1150 Computer Support Specialists
15-1199 Computer Occupations, All Other
49-2010 Computer, Automated Teller, and Office Machine Repairers
15-1190 Miscellaneous Computer Occupations

FLORAL AND BRIDAL
27-1020 Designers
27-1023 Floral Designers
27-1000 Art and Design Workers
27-0000 Arts, Design, Entertainment, Sports and Media Occupations
27-1022 Fashion Designers

MEDICAL ASSISTANT
31-9092 Medical Assistants
39-0000 Personal Care and Service Occupations
31-9093 Medical Equipment Preparers
31-9095 Pharmacy Aides
31-9099 Healthcare Support Workers, All Other

SOLAR PANEL INSTALLATION
47-2730 Solar Photovoltaic Installers
47-2000 Construction Trades Workers
47-0000 Construction and Extraction Occupations

COMPUTER OFFICE APPLICATIONS
43-6014 Secretaries and Admin. Assistants, Except Legal, Medical and Executive
43-9199 Office and Administrative Support Workers, All Other
43-4171 Receptionists and Information Clerks
43-4071 File Clerks
43-9022 Word Processors and Typists
43-9061 Office Clerks, General

DIGITAL PHOTOGRAPHY AND VIDEO EDITING
27-4020 Photographers
27-4032 Film and Video Editors
27-4090 Miscellaneous Media and Communication Equipment Workers
27-4099 Media and Communication Equipment Workers, All Other
27-4030 TV, Video, and Motion Picture Camera Operators and Editors
27-4031 Camera Operators, TV, Video and Motion Picture

MEDICAL BILLING AND INSURANCE CODING
29-2071 Medical Records and Health Information Technicians
43-3021 Billing, Cost and Rate Clerks
43-6013 Medical Secretaries
11-9111 Medical Records Administration
31-9094 Medical Transcriptionists
29-2012 Medical and Clinical Laboratory Technicians
43-2011 First-Line Supervisors of Office and Administrative Support Workers
29-2011 Medical and Clinical Laboratory Technologists
43-4171 Receptionists and Information Clerks
31-9092 Medical Assistants

PROFESSIONAL MAKEUP ARTIST
39-5091 Makeup Artists, Theatrical and Performance
41-4012 Sales Reps, Except Technical
41-2031 Retail Salespersons
39-1021 Personal Service Worker Supervisors

PROPERTY MANAGEMENT
11-9140 Property, Real Estate, and Community Association Managers
43-3010 Bill and Account Collectors
43-3000 Financial Clerks
43-0000 Office and Administrative Support Occupations
11-0000 Management Occupations
11-9000 Other Management Occupations