



SAN DIEGO COMMUNITY TRAINING CENTER

2021

SCHOOL CATALOG / STUDENT HANDBOOK



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APPROVAL DISCLOSURE STATEMENT

San Diego Community Training Center (SDCTC) is a private postsecondary institution licensed to operate in the state of California based on provisions of the California Private Postsecondary education Act (CPPEA) of 2009, which is effective January 1, 2010 and is compliant with State Standards as set forth of the Education Code. The Act is administered by the Bureau for Private Postsecondary Education (BPPE), under the Department of Consumer Affairs.

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
1747 North Market, Suite 225
Sacramento, CA 95834
www.bppe.ca.gov
Phone (888)370-7589 Fax (916)263-1897

The institution is approved to offer the following program:

Pharmacy Technician	34.88 Semester Credit Hours	(720 Clock Hours)
IT Technician	14 Semester Credit Hours	(240 Clock Hours)

Instruction is in a residence with facility occupancy level accommodating 150 students at any one time. Prospective enrollees are encouraged to visit the physical facilities of the institution and to discuss personal educational and occupational plans with the institution personnel prior to enrolling or signing enrollment agreements. California Statue requires that a student who successfully completes a course of study be awarded an appropriate diploma verifying the fact.

In the event that English is not the prospect's primary language, the prospect is highly recommended to be accompanied by or can bring someone who can translate the documents to ensure full comprehension of the terms and conditions of the enrollment agreement and all cancellation and refund policies as mandated by the California Ed. Code §94906.

All recruitment leading to enrollment is to be conducted in English.

California Ed. Code §94906

(a) An enrollment agreement shall be written in language that is easily understood. If English is not the student's primary language, and the student is unable to understand the terms and conditions of the enrollment agreement, the student shall have the right to obtain a clear explanation of the terms and conditions and all cancellation and refund policies in his or her primary language.

(b) If the recruitment leading to enrollment was conducted in a language other than English, the enrollment agreement, disclosures, and statements shall be in that language.

CATALOG DISCLOSURE

San Diego Community Training Center will make every effort to maintain up to date information on the student catalog. Updates will be supplemented as addendums during the calendar year.

San Diego Community Training Center issues yearly catalogs.

This catalog is effective 01/01/2021 to 12/31/2021

CAMPUS LOCATION

All class sessions will be held on campus at:

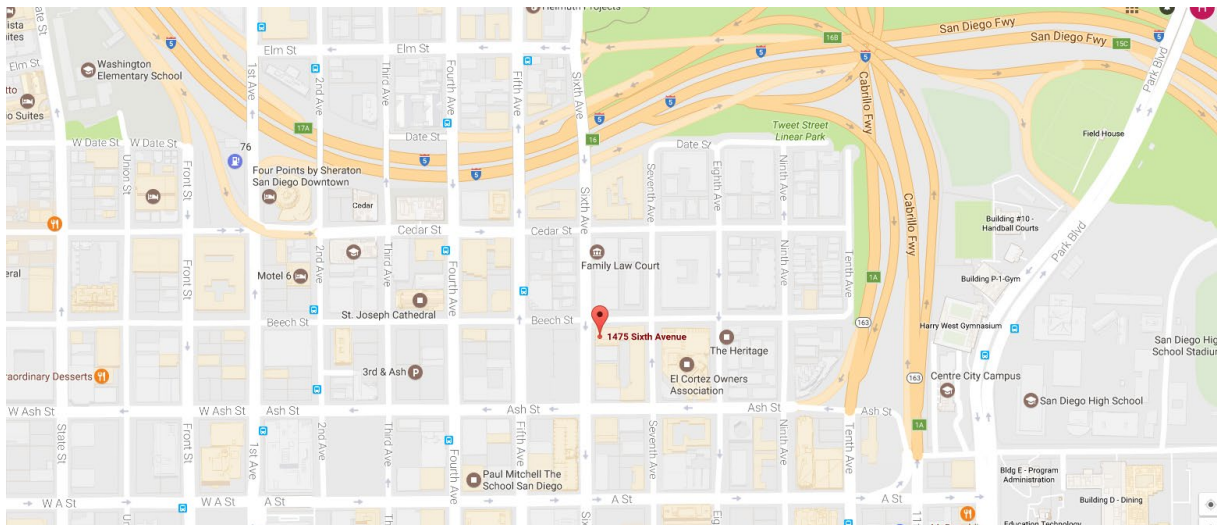
SAN DIEGO COMMUNITY TRAINING CENTER

1475 6TH Ave - 4TH FLOOR

SAN DIEGO, CA 92101

Phone 619-814-9068 Fax 619-814-9069

www.SDCTrainingCenter.com



WELCOME TO SAN DIEGO COMMUNITY TRAINING CENTER

Dear Student,

It is with great pleasure to welcome you to San Diego Community Training Center. I sincerely hope that the decision of continuing your education with us will be a rewarding experience.

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.

The effective dates of this catalog are from 01/01/2021 to 12/31/2021.

San Diego Community Training Center reserves the right to make any changes to its catalog/handbook as are deemed necessary. However, no change will affect your program cost, or program length as stated in your enrollment agreement.

Any such changes will be added to the Catalog Addenda at the back of your catalog. Please carefully read these changes as they are necessary changes that have been made to the 2021 Student handbook/catalog.

Should there be any questions regarding your understanding of the content of this catalog/handbook, please feel free to see me or the Director of Student Affairs.

San Diego Community Training Center wishes you the very best with your new endeavor, and stands ready to help you succeed in a wonderful and meaningful career.

Very truly yours,



Hernan Martinez
Campus Director

HISTORY AND OWNERSHIP

San Diego Community Training Center began operations in 2018 and it is located in San Diego, California. Mr. Larry N. Bay is the owner of San Diego Community Training Center.

EDUCATION PHILOSOPHY

San Diego Community Training Center is dedicated to providing trade and technical training relevant to the needs of the community it serves. Since its inception, the philosophy of the institution has been to:

- Offer medical technical programs so that students can achieve their career, educational, and personal goals.
- Provide training using actual on the job situations so graduates can have the skills and competencies needed for entry-level employment.
- Ensure only relevant equipment and materials are used in the training of students.
- Hire qualified faculty.

MISSION STATEMENT

“San Diego Community Training Center adheres to provide high quality job training that promotes healthcare and technology understanding, build careers; and serve the communities we work and live”

OBJECTIVES

San Diego Community Training Center will provide an industry-related educational and training environment that offers the skills and competencies needed for an entry level position into the student’s chosen field.

SDCTC will offer every student an opportunity to succeed by providing support during their entire experience while demonstrating mutual respect among faculty, staff and students. Providing students with high quality customer service which fosters teamwork, personal growth and respect for the student.

SDCTC will comply with all external and internal laws, regulations, and policies governing the institution.

SDCTC is committed to create a culture that empowers students and provides them with the opportunity to improve their lives for a better future.

STATE LICENSURE AND APPROVALS

San Diego Community Training Center is a private institution and is approved to operate by the Bureau for Private Postsecondary Education (BPPE). SDCTC’s approval to operate in the state of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. The Act is administered by the Bureau for Private Postsecondary education, under the Department of Consumer Affairs. The Bureau can be reached at: 1747 North Market, Suite 225 Sacramento, CA 95834. www.bppe.ca.gov - Phone (888) 370-7589 Fax (916) 263-1897

INSTITUTION DISCLOSURE

San Diego Community Training Center has never filed for bankruptcy petition, operated as a debtor in possession, or had a petition of bankruptcy filed against it under Federal law.

FACILITY, EQUIPMENT, AND STUDENT-INSTRUCTOR RATIO

San Diego Community Training Center is located at 1475 6th Ave, Suite 400 in San Diego, California 92101, with easy access to major freeways and bus stops. The 7500 square foot facility consists of lab and lecture rooms, library – resource center, administrative offices, and student and faculty lounges. The average student to instructor ratio in a class (lecture and lab) for all training programs is 20:1. The maximum number of students in a class is 20.

The campus is located in a centrally air-conditioned facility. To provide the best training possible, the campus has fully equipped pharmacy and computer laboratories. The equipment includes but is not limited to: computers, printers, WiFi, medical, office, and IT software. Students acquire hands-on experiences and training in our programs. The laboratories contain workstations simulating real work environments similar to those that students will encounter in the professional setting.

All students attending San Diego Community Training Center receive classroom instruction.

The student to computer ratio is 1:1.

The pharmacy lab has the necessary equipment to provide appropriate instructional laboratory practice. The equipment and materials are evaluated and updated to ensure that students are trained to achieve the level of competency required.

Students have access to a Media – Resource Center to supplement their learning experience. The Media – Resource Center is equipped with computer terminals with Internet access. All computers have access to Pharmacy Management Software, Visual Superscript. The room is also equipped with a projector and educational films.

Students may access the Media – Resource Center during the schools regular hours of operation.

Students are encouraged to increase their knowledge by use of these facilities. The institution, facility, and equipment comply with all federal, State, and local laws, regulations and ordinances including requirements relating to fire safety and health regulations.

ALL EQUIPMENT IS OWNED BY SAN DIEGO COMMUNITY TRAINING CENTER

FOREIGN STUDENTS

All instruction is conducted in English. San Diego Community Training Center does not offer English as a Second Language instruction. The institution does not offer visa services to prospective students from other countries or English language services.

CLASS SESSIONS

San Diego Community Training Center offers morning, afternoon, and night classes. Appropriate breaks are scheduled during all classes. Break time is calculated at ten minutes per instructional hour. Classes are offered Monday thru Friday on campus.

CLASS START SCHEDULE

San Diego Community Training Center offers year-round enrollment. The program consist of several modules. The beginning of each module offers an opportunity to join the program. Please see Academic Calendar Schedule for each educational program at the end of this catalog/handbook.

INSTITUTION HOLIDAYS 2021

In observance of these holidays, San Diego Community Training Center does not hold classes on New Year's Day, Martin Luther King, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Columbus Day, Thanksgiving Week (5 Days), Winter Break (10 Days).

OPERATING SCHEDULE

San Diego Community Training Center is open Monday thru Friday from 8:00 am to 2:00 pm.

EQUAL OPPORTUNITY STATEMENT

It is the policy of San Diego Community Training Center that all admissions, employment and promotion processes are free from conscious or inadvertent discrimination because of race, age, sex, religion, creed, color, national origin, physical handicap, political affiliation, sexual orientation, or beliefs. This policy applies to hiring for all positions and admission of students for all programs.

ADMISSIONS REQUIREMENTS

An applicant must:

- Be at least 18 years of age and must have a high school Diploma, G.E.D., or California Proficiency Certificate.
All foreign high school graduates must provide translated, notarized, and evaluated degrees. Visa services are not provided to foreign students.
- Have a personal interview with a Student Affairs Representative.
- Tour the facility in the company of a Student Affairs Representative.
- The programs do not have a class prerequisite to enroll.
- **The institution does not accept Ability To Benefit students.**

ADMISSIONS PRODECURE

Interested potential applicants should schedule a personal interview with a SDCTC Student Affairs Representative. At this interview, the representative will provide a complete tour of the SDCTC facility, provide detailed information on the offered programs, policies, discuss the applicant's qualifications, and assist him/her in determining the best way to meet his/her career objectives.

In order to be formally accepted. A potential student must do all of the following:

- Participate in a personal interview with a school representative to determine desire, ability, and commitment to the program.
- Tour with a Student Affairs Representative
- Complete and sign an admissions application

- Programs at the Institution will require prospective students to take and pass a nationally standardized test, the Wonderlic Scholastic Level Exam (SLE), with a minimum score in order to gain admittance. The minimum SLE score for all programs is 14. The SLE can be taken three times per start term, 6 total attempts and students may take the SLE twice on the day of their first attempt only but must wait until the next three-calendar day to test the third time.
- After admissions application is reviewed and achieving passing score on the required Wonderlic test, prospective student will meet with Student Affairs Director or School Director to determine acceptance in the school.
- Receive and read all required pre-enrollment disclosures
 - Institution Catalog
 - School Performance Fact Sheet (encourage to review prior to signing)
 - Enrollment Agreement (must be read and understood prior to signing)
- Make financial arrangements to cover tuition and fees.

DISCLOSURE FOR PHARMACY TECHNICIAN PROGRAM:

Successful completion of the Pharmacy Technician program will qualify a student to apply for a Pharmacy Technician Registration/License with the California State Board of Pharmacy. The institution will provide a completed, signed and embossed “Affidavit of Completed Coursework or Graduation for Pharmacy Technician” document to be included with the application. Additionally, **the applicant must meet the following requirements and include the required documents with the application to register with the California State Board of Pharmacy:**

1. BASIC EDUCATION:

You must be a high school graduate or have a General Education Degree certificate equivalent.

Attach ONE of the following (A, B, C, or D):

- A. U.S. High School Graduate: Attach an official, embossed transcript (academic record) or notarized copy of your high school transcript. It must have the graduation date on it. To get a copy of your high school transcript, contact your high school or its school district office.
- B. Foreign High School Graduate: Attach a notarized copy of your foreign secondary school diploma or certificate OR a notarized copy of your foreign secondary school transcripts. If not in English, then include a certified translation in English. The translation may be from an evaluation service that states your education is equal to graduating high school in the U.S.
- C. California High School Equivalency Test (Attached 1, 2, or 3 to show documentation of completing one of the three California High School Equivalency Tests.)
 1. General Educational Development (GED): Attach an official transcript of your test results or equivalent. GED test results are official only if they are earned through an authorized GED Testing Center. To get your GED transcripts, go to <http://www.gedtestingservice.com/testers/gedrequest-a-transcript>. If your GED is from another state, you may need to request an official transcript of your GED test results from the agency in that state.
 2. HiSET: Attach an official transcript of your test results or equivalent. HiSET test results are official if they are earned through an authorized HiSET Testing Center. To request your HiSET transcripts, go to www.diplomasender.com.

3. TASC: Attach an official transcript of your test results or equivalent. TASC test results are official if they are earned through an authorized TASC Testing Center. To request your TASC transcripts, go to <http://www.tasctest.com/>.
- D. Certificate Equivalent – Attach an official “Certificate of Proficiency” showing you passed the California High School Proficiency Examination (CHSPE). To request a copy, go to <https://www.chspe.net/cert-trans/> or call (866) 342-4773.

2. DOCUMENTS:

Attach ONE of the following (A, B, C, or D):

- A. Affidavit of Completed Coursework or Graduation: The program director, school registrar or pharmacist must complete and sign the affidavit on Page 4. Copies or stamped signatures are not accepted. The school seal must be embossed on the affidavit and/or you must attach a pharmacist’s business card with license number. An affidavit is required for one of the following:
 - Associate Degree in Pharmacy Technology;
 - Any other course that provides a minimum of 240 hours of instruction as required;
 - Training course accredited by the American Society of Health-System Pharmacists (ASHP);
 - Graduation from a school of pharmacy accredited by the Accreditation Council for Pharmacy Education (ACPE).
- B. Pharmacy Technician Certification Board (PTCB) certified: Submit a copy of your PTCB certificate.
- C. National Healthcare Association Pharmacy Technician Certification Program (ExCPT): Submit a copy of your ExCPT certificate. Please check the box on the application on page 1 under the Pharmacy Technician Qualifying Method “Attached is a certified copy of PTCB certificate program”. By checking this box this will identify your application as applying under a certification program.
- D. Military Training: Submit a copy of your DD214 documenting evidence of your pharmacy technician training provided by a branch of the federal armed services.

3. SELF-QUERY REPORT:

Include a sealed, original Self-Query Report from the National Practitioner Data Bank (NPDB). It must be dated within 60 days of filing the application.

- Self-Query Reports that have been opened will not be accepted.
- The name on your Self-Query Report must be EXACTLY THE SAME as the name on your application.
- To request a Self-Query Report, go to the NPDB’s home page at <http://www.npdb.hrsa.gov/> or direct page at <https://www.npdb.hrsa.gov/ext/selfquery/SQHome.jsp>
- NPDB’s contact number (800) 767-6732 or TDD (703) 802-9395. Their website has a fact sheet and answers to frequently asked questions. The board is not able to assist you with requesting the Self-Query Report. For help, contact the NPDB directly.
- You must pay the fee directly to NPDB. The fee is \$5.
- You must submit a new Self- Query Report even if one was submitted with a previous application.

4. FINGERPRINTS:

- California residents must use Live Scan. Non-residents can visit California to complete a Live Scan or must submit professionally rolled fingerprints on cards supplied by the board.
- DO NOT complete the Live Scan service or fingerprint cards until you are ready to send your application.
- You must submit a copy of your Live Scan receipt or new fingerprint cards with your application.
- Each application requires you to complete a new Live Scan or submit new fingerprint cards.
- The Live Scan site may charge a processing fee.
- The board will accept fingerprint responses only from the California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI).

Please complete and attach ONE of the following (A or B):

- A. California Resident: Attach completed Live Scan receipt. The receipt shows you completed the Live Scan.
- California residents must use Live Scan only.
 - To find a Live Scan location, go to <https://oag.ca.gov/fingerprints/locations>
 - Live Scan operators can make mistakes. You must be sure everything on the form is correct.

Make sure the following information is correct when you complete your Live Scan:

- Type of License/Certification/Permit or Working Title: Pharmacy Tech-Sect 4015
 - Full Name: Must be EXACTLY THE SAME as the name on your state driver's license or state-issued identification card. (Jr., II, etc., must be included). It must also be EXACTLY THE SAME as the name on your application and Self-Query Report.
 - Date of Birth: Must be correct.
 - Social Security Number: Must be included and be correct, unless you have an ITIN. If you have an ITIN, enter this number in the SSN field.
 - Level of Service: Must include both DOJ and FBI.
- B. Non-California Resident: You may visit California and complete Live Scan, if you cannot then you must send two rolled fingerprint cards.
- You must use fingerprint cards from the Board of Pharmacy.
 - Request fingerprint cards through the board's online services at https://www.dca.ca.gov/webapps/pharmacy/pubs_request.php or email rxforms@dca.ca.gov.
 - Fee: Include fingerprint card processing fee of \$49 (\$32 DOJ and \$17 FBI), made payable to the Board of Pharmacy.
 - You can send one check or money order for both the application processing fee and fingerprint processing fee.
 - Print legibly or type your personal information on the fingerprint cards. If your personal information is not legible and DOJ enters your information incorrectly, you will be responsible to submit new fingerprint cards and pay the \$49 fingerprint processing fee again.
 - Fingerprints must be taken by a person professionally trained to roll prints.
 - Fingerprint clearances from cards take about six weeks longer than Live Scan.

- Poor quality prints will be rejected and will cause delay because new fingerprint cards will be required.

5. MILITARY EXPEDITE

The board will expedite review of an application that meets one of the following criteria. Please check the appropriate box and submit this page with your completed application.

SERVING IN THE MILITARY: Are you currently serving in the United States military?

Attach a copy of your military identification.

VETERAN: Have you served in the United States military?

- Attach a copy of your DD214 with your application.

ACTIVE DUTY MILITARY – SPOUSE OR PARTNER: If your spouse or partner is an active duty member of the U.S. Armed Forces and you hold a current license in another state, please provide the following:

Attach a copy of your current license in another state, district, or territory of the

United States documenting the profession or vocation for which you seek license from the board.

Attach a copy of the marriage certificate, or certified declaration/registration of domestic partnership, or other evidence of legal union.

Attach a copy of your spouse or partner’s military orders establishing duty station in California.

Additional Requirements:

You must provide a written explanation for all affirmative answers indicated below. Failure to do so may result in the application being deemed incomplete and being withdrawn.

1. Do you have a mental illness or physical illness that in any way impairs or limits your ability to practice your profession with reasonable skill and safety without exposing others to significant health or safety risks? Yes No

If “yes,” you will need to attach a statement of explanation. If “no,” proceed to #2.

Are the limitations caused by your mental illness or physical illness reduced or improved because you receive ongoing treatment or participate in a monitoring program? Yes No

If “yes,” you will need to attach a statement of explanation.

If you do receive ongoing treatment or participate in a monitoring program, the board will make an individualized assessment of the nature, the severity and the duration of the risks associated with an ongoing mental illness or physical illness to determine whether an unrestricted license should be issued, whether conditions should be imposed, or whether you are not eligible for license.

2. Have you previously engaged in the illegal use of controlled substances? Yes No

If “yes,” are you currently participating in a supervised substance abuse program or professional assistance program which monitors you in order to assure that you are not engaging in the illegal use of controlled dangerous substances? Yes No

You will need to attach a statement of explanation.

3. Do you currently participate in a substance abuse program or have previously participated in a substance abuse program in the past five years? Yes No

If “yes,” are you currently participating in a supervised substance abuse program or professional assistance program which monitors you to ensure you are maintaining sobriety? Yes No

You will need to attach a statement of explanation.

4. Has disciplinary action ever been taken against your designated representative, pharmacist, intern pharmacist and/or pharmacy technician license in this state or any other state? Yes No

If “yes,” you will need to attach a statement of explanation to include circumstances, type of action, date of action and type of license, registration or permit involved.

5. Have you ever had an application for a designated representative, pharmacist, intern pharmacist and/or pharmacy technician license denied in this state or any other state? Yes No

If “yes,” you will need to attach a statement of explanation to include circumstances, type of action, date of action and type of license, registration or permit involved.

6. Have you ever had a pharmacy license, or any professional or vocational license or registration, denied, suspended, revoked, placed on probation or had other disciplinary action taken by this or any other government authority in California or any other state? Yes No

If “yes,” you will need to provide the name of company, type of permit, type of action, year of action and state

7. Are you currently or have you previously been listed as a corporate officer, partner, owner, manager, member, administrator or medical director on a permit to conduct a pharmacy, wholesaler, medical device retailer or any other entity licensed in this state or any other state? Yes No

If “yes,” you will need to provide company name, type of permit, permit number and state where licensed.

8. Have you ever been convicted of, or pleaded guilty or nolo contendere/no contest to, any crime, in any state, the United States or its territories, a military court, or any foreign country? Include any felony or misdemeanor offense, and any infraction involving drugs or alcohol with a fine of \$500 or more. You must disclose a conviction even if it was: (1) later dismissed or expunged pursuant to Penal Code section 1203.4 et seq., or an equivalent release from penalties and disabilities provision from a non-California jurisdiction, or (2) later dismissed or expunged pursuant to Penal Code section 1210 et seq., or an equivalent post-conviction drug treatment diversion dismissal provision from a non-California jurisdiction. Failure to answer truthfully and completely may result in the denial of your application.

Yes No

NOTE: You may answer “NO” regarding, and need not disclose, any of the following: (1) criminal matters adjudicated in juvenile court; (2) criminal charges dismissed or expunged pursuant to Penal Code section 1000.4 or an equivalent deferred entry of judgment provision from a non-California jurisdiction; (3) convictions more than two years old on the date you submit your application for violations of California Health and Safety Code section 11357, subdivisions (b), (c), (d), or (e), or California Health and Safety Code section 11360, subdivision (b); and (4) infractions or traffic violations with a fine of less than \$500 that do not involve drugs or alcohol.

You may wish to provide the following information in order to assist in the processing of your application: descriptive explanation of the circumstances surrounding the conviction (i.e. dates and location of incident and all circumstances surrounding the incident.) If documents were purged by the arresting agency and/or court, a letter of explanation from these agencies is required.

Failure to disclose a disciplinary action or conviction may result in the license being denied or revoked for falsifying the application. Attach additional sheets if necessary.

CREDIT EVALUATION POLICY

Students with previous training in the course to be pursued will be tested upon enrollment and given appropriate credit. Evaluation will be based upon a written exam, an oral exam, or both. Credit allowed will be recorded on the enrollment agreement and the length of the course shortened proportionately. In addition, the student and third party (Rehab Counselor, DVA, VA) shall be notified (see transfer credit section). Please see “Transfer of Credit”, “Internal Transfer”, “External Transfers”, and “Experiential Learning” sections for description, details and fees.

GRADING SYSTEM

SDCTC uses the following scale as its standard grading system:

Possible Percentage	Grade	Description	Grade Point
90-100	A	Excellent	4.0
80-89	B	Good	3.0
70-79	C	Average	2.0
0-69	F	Failure	0.0
	I	Incomplete*	N/A
	S	Satisfactory*	N/A
	U	Unsatisfactory*	N/A
	W	Withdraw*	N/A

**No grade points are awarded for Incomplete, Satisfactory, Unsatisfactory or Withdraw grades.*

ACADEMIC STANDARD

All students are required to maintain the academic standards of SDCTC. These standards are monitored on a regular basis and consist of maintaining a cumulative Grade Point Average of 70% or better.

ATTENDANCE STATUS

Students should attend classes as scheduled. In order to successfully complete a program, a student must have 80% attendance or better.

SATISFACTORY ACADEMIC PROGRESS

San Diego Community Training Center's standards for Satisfactory Academic Performance (SAP) are monitored no less than 2 times during a student's program of study, at the end of each module and the scheduled program completion date, at which time the student is expected to have progress at a satisfactory rate to allow expected program completion.

In order to maintain SAP, a student must achieve a minimum Grade Point Average of 70% and must maintain satisfactory attendance (see attendance policy for specific requirements).

If the student is not achieving SAP at midpoint, the student will be placed on academic probation.

ATTENDANCE POLICY

It is the goal of SDCTC to train and prepare students for a professional work environment. Future employers expect graduates with excellent to good attendance. Attendance is monitored and recorded daily. Attendance and punctuality helps students develop good habits and attitudes necessary to compete in the job market.

It is the student's responsibility to notify the school in advance if they will be absent or late, just as it is necessary to inform your employer.

Any student who is absent for three consecutive days or falls below 80% without the school's approval for special consideration will be dropped from the program. A student dismissed due to excessive absences will be re-admitted only at the discretion of the institution Director.

The minimum requirement for satisfactory completion of the program is 80% attendance.

ABSENCES

As an institution San Diego Community Training Center expects students to attend school every day. When you miss class, you not only fall behind on new material, but you miss the hands-on repetition that is so important in learning and developing your new skills. Your future employer is looking for graduates with perfect to near-perfect attendance.

Minimum Standard – SDCTC requires 80% minimum accumulative attendance for graduation.

Attendance is recorded daily by the instructor. The cumulative attendance information is contained on the module progress report given to all students each month. If a student does not agree with the attendance data, the student must submit a written appeal to the School Director within one week of the progress report distribution. If no appeal has been presented, the class attendance data becomes permanent and can no longer be challenged.

Absences will be reviewed for special consideration under the following circumstances: illness, death or birth in the immediate family, other possible reasons, which are substantiated in writing to be reviewed and seek approval by SDCTC.

MILITARY

Students who participate in military duties and are absent from their scheduled classes for 3 consecutive school days will not be dropped and will be offered an approved Leave Of Absence (LOA); student must provide appropriate official written documentation verifying the required military leave and the length of time requested.

INTERRUPTION FOR UNSATISFACTORY ATTENDANCE

If a student is absent for 3 consecutive sessions, the student will be terminated from the program. The date of determination of withdrawal is the next scheduled class day after 3 consecutive absences.

TARDINESS & EARLY DEPARTURE

As an institution, SDCTC expects students to be in class on time every day. Tardiness and early departure is disruptive to a learning environment. If you arrive late for class, your instructor will record a “tardy”. If you leave before the instructor dismisses class, the instructor will record an “early departure”. If you are tardy or have an early departure four times or more in a module, you will be placed on probation for the remainder of the module and be required to see the School Director for counseling.

ATTENDANCE PROBATION

Attendance probation will be for the remaining of the program. Students placed on attendance probation are expected to maintain perfect attendance during the probation period. If the student fails to comply with the probationary conditions, the student will be suspended or terminated.

MAKE-UP WORK (Assignments/Test/Time)

Regular scheduled class hours, missed assignments, test and/or retests will be made up at the discretion of the instructor and if the following conditions are met:

- All make up work must be completed no later than three school days from the scheduled date of the missed class, assignment, or test
- Make-up of scheduled class hours (attendance) must be arranged between the student and the instructor and must be cleared through the Campus Director
- Make-up of assignments, tests or retests must be approved by the instructor
- A maximum grade of C can be given for any make-up work

RE-ENTRY POLICY

Automatic re-entry is not allowed, and it is based on “seat-available” criteria. Any student who has been out of the program for twelve months or longer due to dropping the program voluntarily or for not complying with SDCTC academic/attendance policy, will need to take the entire program again and a new enrollment agreement will need to be signed.

Former students that have been terminated from school and/or have withdrawn from a program will need to submit a written request re-entry to the Office of Student Services that explains the reasons for re-admission.

The goal of SDCTC is to prepare the student for a successful career. Therefore, applicants re-entering the program will be evaluated on an individual basis by the instructor or designee for evaluation of

retained skills. This evaluation will determine whether the level or retained skills and knowledge is sufficient to warrant excusing the student from repetition of certain courses within the program. Additionally, students who are dismissed or terminated must present a written appeal demonstrating evidence that the condition(s) which caused the dismissal/termination has been rectified before re-entry shall be considered. If a student is terminated for being non-compliance for financial reasons, evidence that this problem has been resolved will be required.

A decision will be made within ten calendar days of receipt of written request, and the student will be notified in writing. This decision is final.

LEAVE OF ABSENCE - LOA

In the case of serious illness, death in the family or other emergency circumstance, a student may apply for a LOA. Requests for LOAs will be considered on an individual basis and must be approved by the Campus Director. LOAs are subject to the following conditions:

- a) A Leave of Absence must be requested in writing and must be signed by the student
- b) A Leave of Absence in no event can exceed 180 calendar days, or half of the program length, whichever is shorter
- c) Students may take up to two LOAs during any 12 month period. Any student requiring more than 2 leaves would need the Campus Director approval
- d) Students who fail to return to class following a LOA on the day scheduled to return from the LOA, will be withdrawn from the program.
- e) Students making tuition payments to the Institution remain under that obligation during a LOA.

GRADUATION REQUIREMENTS

A student who has completed all course work and achieved a final GPA of 70% or better, and has satisfied the attendance requirements (80%), will earn a diploma. All students are required to clear their financial obligations to the school before any diploma, letter, or academic transcript can be issued.

ACADEMIC PROBATION

A student will be placed on probation if he/she does not meet the requirements for Satisfactory Academic Progress at each of the SAP monitoring points and /or anytime the student completes a unit of study.

Academic Probation will be for no longer than thirty (30) calendar days. Students placed on academic probation will receive special instructions from the Campus Director and/or designee. Probation can be lifted prior to the end of the documented probationary period if the student has met all academic probationary conditions. The probation period can only be extended by the Campus Director for students who have not completed all of the probationary conditions but have demonstrated substantial documented progress toward their educational objectives. Extensions of probation will not exceed fifteen (15) calendar days. If the student fails to comply with probationary conditions the student will be suspended and/or terminated.

SUSPENSION AND TERMINATION

Students will be suspended or terminated by the Campus Director for any of the following reasons:

Excessive absenteeism or tardiness; cheating; conduct that reflects poorly upon the institution or staff; failure to meet financial obligations; possession of drugs, alcohol, or weapons on school premises; behavior creating a safety hazard to other persons at the institution; or any other determined infraction of conduct. (Please refer also to Student Services/Conduct section). Student have the right to appeal suspensions or terminations. (Please refer to Appeals rights and procedures below).

COURSE INCOMPLETE

Any incomplete grade (I) cannot be given as a final grade. The student must complete the required class work, assignments, and exams within two weeks of the original completion date with the instructor's approval. If the requirements are not completed by the end of the two-week period, the student will receive the earned grade.

APPEALS

Students who feel that they have been placed on academic or attendance probation unjustly, or feel they have been suspended or terminated unjustly, may appeal in writing to the Campus Director. This written appeal must specify the basis for the request and should include documentation. The Campus Director in conjunction with the Director of Student Affairs, and the instructor(s) will review all appeals.

Appeals must be submitted within five (5) school days from the date of suspension or termination. The Campus Director will respond to the appeal within two (2) school days of the appeal being filed.

COURSE REPETITIONS

Students with failing grades (less than 70%) in any module are required to repeat that subject with a passing grade to graduate. Grades earned for repeated modules will replace the original grade in determining academic progress. The first module to be retaken by the student during the student total tenure in the school will be free of charge. The second and thereafter will be at the prorated cost for the module. If the program consists of three modules, the tuition will be divided by three to establish the financial cost of the module.

TRANSCRIPTS AND RECORDS

Each Student's file is complete with copies and records, reports, and grades. Each student has the right to access review, and/or copy his/her own file at any time during his or her enrollment. Copies of transcripts are available to the student upon request. No officer, administrator, or employee of San Diego Community Training Center shall release information to any third-party concerning any enrolled student without prior written consent of the student, except for any regulatory agency. Transcripts may be requested at the Campus Director's Office. An administrative fee of five dollars will be required. SDCTC will withhold a student's transcript or grades if is in default on a student tuition contract or is not in good financial standing. If the student has made partial payment of his or her tuition obligation, the institution may only withhold that portion of the grades or transcript that corresponds to the amount of tuition or loan obligation that the student has not paid. If the course of study consists of only one course, the institution may withhold the grades or the transcript until the tuition or loan obligation is paid in full.

As required by the State of California, San Diego Community Training Center maintains records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program records of all the following

- a) The diploma granted and the date on which that diploma was granted
- b) The courses and units on which the diploma was based.
- c) The grades earned by the student in each of those courses.

San Diego Community Training Center maintains, for a period not less than five years, at its primary place of business in the state of California, complete and accurate records of all the following information:

- a) The educational programs offered by the institution and the curriculum for each program.
- b) The name, address, and educational qualification of faculty.
- c) Any other records required to be maintained by the state of California.

San Diego Community Training Center maintains indefinitely student transcripts showing all the following:

- a) The classes and courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal
- b) The final grade or evaluations given
- c) Credit awarded for prior experiential learning, including the course title for which credit was awarded and the amount of credit.
- d) Credit for courses earned at other institutions
- e) Credit based on any examination of academic ability or educational achievement used for admission or school placement purposes
- f) Diplomas awarded to the student; and the name, address, e-mail address, and telephone number of the institution.

CLOCK HOUR MEASUREMENT RATIO

The ratio of conversion from clock hours to credit hours is 15 clock hours of lecture, 30 clock hours of lab or 45 clock hours of externship to one semester unit. A clock hour is defined as a 60-minute span of time of lecture or lab, in which 50 minutes is devoted to actual class instruction, with the remaining being designated as a break.

STUDENT SERVICES

Student Services is dedicated to your success, The Student Services' vision is to enrich the student experience through collaborative outreach and innovative solutions. An outside counseling referral services is often available for our students to advise them and, if possible, assist students overcome any difficulties they may encounter in the institution. Students are encouraged to take advantage of this service, whenever difficulties arise and when available.

STUDENT CONDUCT

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DRUG AND ALCOHOL PREVENTION PROGRAM

In compliance with the Federal and State laws, San Diego Community Training Center has implemented a program to prevent the illicit use of drugs and abuse of alcohol by students and employees. All enrolled students are informed that unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance or alcohol within the premises of the school is strictly prohibited and must sign the statement indicating that they are aware, and will abide by, SDCTC's Drug Prevention Program. Students violating this policy will be subject to immediate termination.

The program consists of:

- a) Distribution of the "Drug Information" (provided at time of enrollment) describing the perils of drug abuse, health and life threatening risks associated with the use of illicit drugs and alcohol.
- b) Availability of drug and alcohol counseling, community treatment or rehabilitation programs and /or services.
- c) Referrals to workshop and seminars with outside experts conducting the lectures on antidrug abuse.

SMOKING AREA

San Diego Community Training Center maintains a smoke-free environment. Smoking areas are designated outside the school premises. No smoking shall be permitted in front of any doorway or any other area around school.

PERSONAL PROPERTY/LIABILITY

SDCTC is not responsible for loss or damage to personal property or for personal injury that may occur while on the school grounds or at a school function outside the facility.

FOOD AND DRINKS IN CLASSROOMS

No food or drinks allowed in any classroom, unless so designated by the school administration.

PERSONAL CALLS AND VISITS

Students are not allowed to use the school telephones for personal use. If a student receives a call at SDCTC, a message will be taken and sent to the class. If the call appears to be a valid emergency, every effort will be made to find the student and relay the message. Visitors are welcome at SDCTC, and a guided tour will be arranged by appointment.

SOCIAL MEDIA

No student or student group shall be required to:

- a) Disclose a username or password for any accessing personal social media.
- b) Access personal social media in the presence of a San Diego Community Training Center employee or representative.
- c) Divulge any personal social media information.

No student or student group will be penalized for refusing to comply with any demand or request for access to personal social media.

DRESS CODE

Appearance is important in the business world. It is SDCTC'S policy that while in attendance students should maintain a professional appearance. Therefore, tank tops, shorts, and sandals are not appropriate apparel. Students not complying with the dress code will be asked to leave the campus for that day and will be marked as absent.

STUDENT LOUNGE

The Student Lounge is open to students for relaxation. Vending machines provide a variety of snacks and refreshments. Students are encouraged to use the lounge when eating and are asked to respect the rights of all students for a clean environment.

FIELD TRIPS AND GUEST SPEAKERS

Field trips to program related medical clinics, laboratories, hospitals, businesses and manufacturing facilities will be scheduled by the instructor. The purpose of field trips is to introduce students to the working world in their respective career field and to augment classroom instruction. Guest speakers may be invited and scheduled to reinforce classroom training.

STUDENT ACADEMIC ADVISEMENT

SDCTC's Faculty and Staff are available to advise students on academic problems and, if necessary, provide referral to special counseling services when required. All efforts will be made to provide a supportive environment to assist each student in maintaining and continuing the program.

GENERAL ASSISTANCE (HOUSING, CHILD CARE, TRANSPORTATION)

SDCTC understands that students may require certain assistance regarding personal issues while attending our school.

SDCTC's staff maintains information pertaining to local temporary housing, child care facilities, and local transportation. If you are seeking part time employment while at school, please see the Student Affairs Department.

San Diego Community Training Center does not assume responsibility for student housing, does not have dormitory facilities under its control, nor does it offer student housing assistance. According to www.rentals.com for San Diego, CA rental properties start at approximately \$900.00 per month.

STUDENT GRIEVANCES

It is the goal of SDCTC to provide educational training programs of quality. When problems arise, students should make every attempt through the formal student grievance procedure within the school to find a fair and reasonable solution.

Students are encouraged to bring any grievance to the attention of their instructor. The instructor will attempt to resolve any problems. If the instructor is unsuccessful, he or she will notify the Campus Director who is designated to resolve student grievances. The Director will investigate student grievance by gathering information and documentation. The Director will make a determination, inform the student of the decision, and place a summary to the decision in the student's file.

However, in the event that a student has exercised the channels available within the school to resolve the grievance(s) by way of the school's formal student grievance procedure, and the grievance(s) have not been resolved, the student has the right, and encouraged to take further steps.

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 website www.bppe.ca.gov.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT

The practices and procedures of San Diego Community Training Center comply with the confidentiality and student record availability provisions of the Family Educational Rights and Privacy Act of 1974 and the Buckley Amendment. Students who are adults, parents of minors, and guardians of "tax dependent" students, have the right to inspect and challenge the information contained within the records for these students. Confidentiality to student and staff records is strictly protected.

The school complies with Title IX of the 1972 Educational Amendments, Equal opportunity Act of 1972 (Title VII) of the Civil Rights Act of 1964, and Section 504, Rehabilitation Act of 1973. Student

information is not available to anyone without: (1) written request or release from the student, (2) a court order, or (3) Bureau for postsecondary Education requirements.

NEW STUDENT ORIENTATION

Incoming students are introduced to the school through a New Student Orientation session, which is normally held before the first day of class start.

CRIME AWARENESS AND CAMPUS SECURITY

SDCTC distributes pertinent information related to the school's policies and procedures for maintaining campus security. The information provides the student with detailed information to the school's procedures and measures for crime prevention, and instructions for reporting crimes. This information is provided to students during the enrollment process.

TRANSFER OF CREDIT

Students previously enrolled in an accredited college may submit their academic record to San Diego Community Training Center for review and possible transfer of credit. In lieu of accepting transfer credit, in addition to evaluation of transcript, the school, at its sole discretion, may elect to administer a comprehensive exam for each course /module that measures/affirms the student's previous education and training experience. A score of 70% or better is required for each such exam in order to receive credit for that particular course/module. The student's training period will be reduced proportionately not to exceed 33% or 1/3 of the course content. Students who are granted such credit may have their tuition reduced on a pro rata basis.

The school has clearly defined guidelines on the transfer of students between programs within the institution and the transfer of students from other institutions.

These guidelines address transfer credits based on either coursework or occupational training and experience. Transfer requests are individually reviewed, and decisions are made within the established guidelines by the Campus Director. If there is not enough supporting documentation, students may receive transfer credit through written or performance – based assessments. Students also have the option to receive credit by taking a credit-by-examination test. The purpose of awarding credit by exam is to give students the opportunity to earn credits based on previous knowledge, thereby avoiding unnecessary repetition of content, which allows them to move more quickly toward graduation.

SDCTC should make every effort to obtain transcripts to comply with the requirement to evaluate and grant credit where appropriate. However, if a transcript cannot be obtained, we may continue to certify enrollment as long as the student has matriculated. Military education and training should be evaluated for prior credit.

Students wishing to transfer between programs within SDCTC must complete the following:

INTERNAL TRANSFER

- a) Request an application for transfer between programs.
- b) Obtain a transcript.
- c) Meet with the Campus Director

- d) Meet with Campus Director during pre-registration in order to review course history/transcript and to schedule the course for the next start date.
- e) Be in good academic standing.
- f) Meet admissions requirements of the new program.

EXTERNAL TRANSFER

Students wishing to transfer from other institutions must:

- a) Request course credit or advance placement into a program and provide official transcripts and other required records and reports to the Campus Director.
- b) Be in good academic standing in order to be admitted.

A fee of \$ 50.00 will be charged to the student to transfer credits from another institution.

All students will receive a written response from the Campus Director indicating the amount of course transfer of credit.

EXPERIENTIAL LEARNING

Students with prior subject matter experience may request to test-out of a course. Student must meet with the Program Director and arrange for testing before the first day of the course that the student is requesting to test-out of. There will be a charge of \$ 150.00 for testing-out of a course. Student must score a grade of 70% or better to test-out.

SDCTC may grant credit to a student for prior experiential learning only if:

- a) The prior learning is equivalent to a college or university level of learning;
- b) The learning experience demonstrates a balance between theory and practice and;
- c) The credit awarded for the prior learning experience directly relates to the student's program of study and is applied in satisfaction of some of the program requirements.

Each college or university level learning experience for which credit is sought shall be documented by the student in writing.

Each college or university level learning experience shall be evaluated by faculty qualified in the specific subject area who shall ascertain:

- a) To what college or university level learning the student's prior experience is equivalent and
- b) How many credits may be granted for that experience

TRANSFER OR ARTICULATION AGREEMENTS

This institution has not entered into any transfer or articulation agreements with any other college or university.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at San Diego Community Training Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in the educational program is also at the complete discretion of the institution to which you may seek to

transfer. If the credits, diploma which 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 San Diego Community Training Center to determine if your credits or diploma will transfer.

COURSE CHALLENGE

A \$150.00 fee per course will be charged for any module challenge by students. If the challenge test is not passed, the student will be required to take the module for credit and the fee paid for the challenge test will be applied toward the tuition of the class. The maximum percentage of the program that a student may challenge is 33% or 1/3 excluding externship.

TUTORIAL ASSISTANCE

San Diego Community Training Center provides tutorial assistance for students experiencing academic difficulties, and such will be required to participate in remedial classes outside of regular class time.

Instructors make every effort to identify students in need of assistance. Students themselves, however, are urged to take the initiative in seeking out-of-class help to discuss their difficulties with their instructors or Campus Director.

SEXUAL HARASSMENT

Sexual harassment of students or applicants in any form is unacceptable conduct that will not be tolerated. Sexual harassment includes unwelcomed sexual flirtations, advances or proposition, requests for sexual favors, verbal abuse of a sexual nature, subtle pressure or request for sexual activities, unnecessary touching, graphic verbal commentaries about an individual's body, sexually degrading words, a display of sexually suggestive objects or pictures in the school, sexually explicit or offensive jokes, physical assault, and other verbal, visual, or physical conduct of a sexual nature. No student, applicant, faculty member or other employee of San Diego Community Training Center shall threaten or insinuate, either explicitly or implicitly that a student's or applicant's refusal to submit to sexual advances will adversely affect that person's application, enrollment, grades or educational experience. Similarly, no faculty member or employee shall promise, imply or grant any preferential treatment in connection with any student or applicant with the intent of rewarding for or engaging in sexual conduct.

Any student or applicant who feels that he or she is a victim of sexual harassment by any student, applicant, faculty member or other San Diego Community Training Center employee should bring the matter to the attention of the Campus Director in person or at the telephone number specified in this catalog. Any questions about this policy or potential sexual harassment should also be brought to the attention of the above school official.

San Diego Community Training Center will promptly investigate all allegations of sexual harassment in as confidential a manner as possible and take appropriate corrective action if warranted.

JOB PLACEMENT ASSISTANCE

San Diego Community Training Center maintains a policy of providing job placement for all of its graduates. Placement assistance is a privilege of any graduate who requests it and who follows the SDCTC guidelines. SDCTC does not guarantee placement.

San Diego Community Training Center's job placement assistance is a vital part of the student's educational program. The Student Affairs Department is staffed with full-time placement professionals and offers students/graduates an active placement service and, although the securing of positions cannot be guaranteed, every avenue is pursued to assist students on obtaining desirable employment. SDCTC will do everything possible to provide students with the best and most up-to-date job placement opportunities. While locating a job as close to the student's home is desirable, sometimes the best jobs are located within a reasonable distance from the student's home. Prior to job placement, the Student Affairs Department will instruct and guide students/graduates with career planning, interviewing techniques, resume preparation, completing job applications, professional job counseling, professional attire workshops, interview follow-up, networking and time management.

Placement assistance is available to all students who successfully complete the requirements for graduation in their respective programs. Students must meet the following guidelines to assist in their career placement.

- First impressions are vital. Being neatly dressed and having a clean appearance greatly enhance your chances of making a good impression. Smoking and chewing gum are not acceptable during job interviews.
- Being punctual for your interviews is crucial. In addition, you must advise your placement coordinator promptly of any cancellation or rescheduling of your interviews.
- Your placement coordinator must be regularly informed of the status and results of your interviews, past, present, or future.
- The Student Affairs Department always attempts to find employment within the area of interest to the student. However, this area may not always provide opportunities. In that case, the department will look in areas within a reasonable distance from the chosen area.
- It is essential for the student not only to be proficient in his/her field of study, but also to be able to sell his/her abilities during an interview.

Our placement services are available on an on-going basis to SDCTC graduates. Placement doesn't stop with the graduate's first employment site. We encourage our graduates to return for job placement at any time.

ESTIMATED SCHEDULE OF CHARGES

Pharmacy Technician (*SOC 29-2052) (720 Hours /34.88 Semester Credits)

Tuition (Charges for the period of attendance)	Registration Fee (Non-refundable Fee)	Books and Supplies	Pharmacy Technician License Processing Fee	Estimated Schedule of Charges	STRF***	Total Cost of the Program
\$9,700.00	\$100.00	\$500.00	\$300.00	\$10,600.00	\$5.30	\$10,605.30

IT Technician (*SOC 15-1232) (240 Hours /14 Semester Credits)

Tuition (Charges for the period of attendance)	Registration Fee (Non-refundable Fee)	**Books and Supplies	Estimated Schedule of Charges	STRF***	Total Cost of the Program
\$3,850.00	\$100.00	\$545.00	\$4,495.00	\$2.24	\$4,497.24

**United States Department of labor's Standard Occupational Classification code.*

***Includes online lab resources from publisher.*

****Student Tuition Recovery Fee (STRF); Per BPPE, the institution collects an assessment of fifty cents (\$.50) per one thousand dollars (\$1,000) of institutional charges*

The school reserves the right to change tuition and fees, make curriculum and/or textbook changes as required at any time. Any changes in tuition will not affect students in attendance.

TUITION PAYMENT

SDCTC believes that educational cost is primarily the responsibility of students. Several different payment plan options exist, and financial arrangements are made in advance of enrollment. Although tuition for all programs is payable in advance and is due at the time of enrollment, a student may enroll under one of the school's tuition payment plans. Arrangements are made and private payments will be made through the school's Business Office. Payment may be made with cash, check, or money order made payable to San Diego Community Training Center. Tuition payments should be made in person or mailed and postmarked prior to the module or class start. Checks that are returned for non-sufficient funds will be assessed a \$35 processing fee. If tuition payments by check are returned more than once for non-sufficient funds during the term of the enrollment agreement, all future payments must be in cash or by money order.

STUDENT TUITION RECOVERY FUND DISCLOSURE

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

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

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

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

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

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

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

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

FINANCIAL AID

Students at San Diego Community Training Center are not eligible for federal student loans. This institution is unaccredited and does not meet the U.S. Department of Education criteria that would allow its students to participate in federal student aid programs.

San Diego Community training Center is not participating with any Federal or State Financial aid programs or taking part of any program which provides any form or Financial Aid.

REFUND POLICY

STUDENT'S RIGHT TO CANCEL

1. You have the right to cancel your program of instruction, without any penalty or obligations, through attendance at the first class session or the fourteenth calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled days (or hours) in the current payment period in your program through the last day of attendance.
2. Cancellation may occur when the student provides a written notice of cancellation at the following address: San Diego Community Training Center, 1475 6th Ave. Suite 400, San Diego, California 92101.
This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.
5. If the Enrollment Agreement is cancelled the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$100.00, and less any deduction for equipment not returned in good condition, within 30 days after the notice of cancellation is received.
6. **If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.**
7. **If the student received federal student financial aid funds, the student is entitled to a refund of the moneys no paid from federal financial aid funds.**

VETERANS REFUND POLICY:

Acceptable refund policy. A refund policy meets the requirements of § 21.4254(c) (13), if it provides that the amount charged for tuition, fees, and other charges for a portion of the course does not exceed the approximate pro-rata portion of the total charges for tuition, fees, and other charges that the length of the completed portion of the course bears to the total length. The school may make provision for a refund within the following limitations:

REGISTRATION FEE: An established registration fee in an amount not to exceed \$10 need not be subject to proration. Where the established registration fee is more than \$10, the amount in excess of \$10 will be subject to proration.

WITHDRAWAL FROM THE PROGRAM

You may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the schedule days (or hours) in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$100.00 and less any deduction for equipment not returned in good condition, within 30 days of withdrawal, If the student has completed more than 60%

of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no fund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal. Whichever is latter
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the school.
- The student has failed to attend class for 3 days.
- Failure to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of 3 days.

For programs beyond the current "payment period" if you withdraw prior to the next payment period, all charges collected for the next period will be refunded. If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the agency that guaranteed or reinsured the loan.

DETERMINATION OF THE WITHDRAWAL DATE

The student's withdrawal date is the last date of academic attendance as determined by the institution from its attendance records. The withdrawal date for a student who does not return from an approved leave of absence is set retroactively to the last date of attendance, as determined by the institution's attendance records.

REFUND REQUIREMENTS

The institution is required to calculate a 100% pro rata refund for all students who withdraw, regardless of whether or not he/she received Title IV funds, as per California regulations, Section 94870 of the New Postsecondary and Vocational Education Reform Act, effective January 1, 1998.

FINANCIAL ASSISTANCE

San Diego Community Training Center offers students several options for payment of tuition. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.

Students at San Diego Community Training Center are not eligible for federal student loans. This institution does not meet the U.S. Department of Education criteria that would allow its students to participate in federal student aid programs.

San Diego Community Training Center is not participating with any Federal or State Financial Aid programs or taking part of any program which provides any form of Financial Aid.

PAST DUE ACCOUNTS

Students who fail to make a good-faith effort to process their financial paperwork in a timely manner or to make payments, will be subject to School disciplinary action.

Delinquent tuition payments over 30 days may cause an interruption of a student's training program. Delinquent tuition beyond 60 days will be turned over for collection efforts. Students who have been dismissed for non-payment of tuition will not be re-admitted until all delinquent tuition payments have been paid in full. San Diego Community Training Center reserves the right to withhold a student's transcript for hours completed but not yet paid.

EDUCATIONAL PROGRAMS OFFERED

Pharmacy Technician – SOC Code 29-2050

EXTERNSHIP

The Pharmacy Technician program offers an externship at the completion of in-house training. The externship is considered a part of the overall course curriculum and follows the same policies and procedures as the rest of the program. An externship supervisor will be assigned by the externship site.

Please see the program outline for the total number of hours. The specific site for externship will be determined by SDCTC. Students with unsatisfactory progress in the in-house training will not be allowed to continue on to externship. Students must complete externship with a satisfactory grade.

The Pharmacy Technician program is currently accredited by the American Society of Health-System Pharmacists (ASHP)/Accreditation Council for Pharmacy Education (ACPE) accreditation credential.* ASHP requires externship to be part of the Pharmacy Technician curriculum. Any status update with ASHP accreditation will be added to this catalog addenda.



NATIONAL CERTIFICATION

San Diego Community Training Center does not provide National Pharmacy Certification to its students. After successful completion of the Pharmacy Technician program, the institution will provide the graduate with a Diploma.

The Pharmacy Technician curriculum being offered in combination to the hands-on experience during the externship component of the program provides the fundamental instructional training an individual would require to sit for a national certification examination

Students who desire to be nationally certified will need to register with their chosen certifying agency and will be responsible for the cost of the examination and any other expenses associated with the certification process.

After completing the Pharmacy Technician program, students will be able to:

- Outline the typical responsibilities of a pharmacy technician and describe the personal and professional ethics required for success in this profession.
- Describe the roles and responsibilities of the pharmacy technician and the pharmacist, explain the differences between these two roles, and outline the regulations imposed on both by state and federal law.
- Demonstrate the standard techniques and procedures required of pharmacy technicians for pharmacy operations, including aseptic operations, medication transcriptions, metric/apothecary conversions, drug dispensation, record keeping, and patient profiling.
- List and explain all major classifications of drugs and understand their indications, therapeutic effects, side effects, dosing recommendations, routes of administration, and mechanisms of action.
- Interact with pharmacists, customers, and business associates, displaying professional skills, appearance, and ethics in a work-experience setting.

PROGRAM OUTLINE

The program is 36 weeks long (720 clock hours). The program consists of 360 lecture clock hours, 160 laboratory clock hours both conducted in a classroom or laboratory environment on campus and 160 externship hours to be completed at an approved facility.

The program consists of eight modules. Seven modules are four weeks (20 school days) long 80 clock hours each, and a final externship module consisting of 160 hours.

A clock hour is defined as a period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction, recitation, laboratory, of other academic related work.

As it is specified in section 1793.6 (c) of the California Code of Regulations instruction/training must at least cover the following:

- (1) Knowledge and understanding of different pharmacy practice settings.
- (2) Knowledge and understanding of the duties and responsibilities of a pharmacy technician in relationship to other pharmacy personnel and knowledge of standards and ethics, laws and regulations governing the practice of pharmacy.
- (3) Knowledge and ability to identify and employ pharmaceutical and medical terms, abbreviations and symbols commonly used in prescribing, dispensing and record keeping of medications.
- (4) Knowledge of and the ability to carry out calculations required for common dosage determination, employing both the metric and apothecary systems.
- (5) Knowledge and understanding of the identification of drugs, drug dosages, routes of administration, dosage forms and storage requirements.
- (6) Knowledge of and ability to perform the manipulative and record-keeping functions involved in and related to dispensing prescriptions.
- (7) Knowledge of and ability to perform procedures and techniques relating to manufacturing, packaging, and labeling of drug products.

CLASS SIZE

Maximum class size for any class is 20 students. The following chart indicates individual student-to-instructor ratios:

	Lecture	laboratory
Pharmacy Technician	20:1	20:1

MODULE OUTLINE & ASSESSMENT METHODOLOGY

PT110 Pharmacy Law and Regulations

Teaching Focus

Students will describe the duties of the pharmacy technician within their scope of practice according to federal and state law.

Students will demonstrate a working knowledge of federal and state laws that pertain to the practice of pharmacy when responding to pharmacy practice scenarios as a pharmacy technician.

Students will describe repercussions to the patient, the pharmacy, pharmacist, and pharmacy technician if the law(s) is not followed.

Students will be able to determine their own core values and recognize how they fit into the pharmacy technician code of ethics.

Students will be able to recognize an ethical issue, apply the pharmacy technician code of ethics and their core values to the issue, and use the five-step ethical decision-making process to determine a course of action.

Students will know the history of the professional pharmacy organizations, the impact they have had on the profession of pharmacy, the impact they are currently making, and the impact they will make in the future.

Students will know which professional pharmacy organizations are available to them, how to become a member, and how to help advocate for their profession.

Students will be able to demonstrate teamwork and soft skills when interacting with other pharmacy staff, health care staff, and patients on a daily basis.

Students will be able to work within the pharmacy's set workflow and effectively manage their time.

Students will write and demonstrate their personal mission statement as they simulate working in a pharmacy.

Students will be able to identify the key components in the communication model and use them for effective communication with various cultures.

Students will be able to demonstrate active listening skills.

Students will be able to implement strategies for communication with patients who do not speak English.

Students will recognize emerging pharmacy practice settings, the role they will play in these new specialty pharmacies, and the laws/regulations that are in place for these pharmacies.

Students will put together a well-written resume and begin to submit their resume in response to job postings for pharmacy technicians.

Students will be prepared for an interview as a pharmacy technician by participating in mock live and telephone interviews.

Students will integrate behaviors favorable to a successful interview and have prepared answers for behavioral questions during mock interview processes.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	5 1/3	4

Lesson plan & Objective

- Define “law” and how laws impact pharmacy practice.
- Explain the sources of United States law.
- Describe, in detail, laws that impact the pharmacy practice.
- Outline the drug approval process.
- Discuss the trial process.
- Recognize the historical basis and importance of ethics in health care.
- Explain the purpose of informed consent in the delivery of medical treatment.
- Define core values and explain their importance to the delivery of patient care for pharmacy technicians.
- Conduct a personal inventory to determine individual core values and how they complement or contrast the Code of Ethics for Pharmacy Technicians.
- Examine the Code of Ethics for Pharmacy Technicians and 10 core values of professionalism that each represents.
- Define three key ethical principles that may be applied to pharmacy technician practice.
- Describe professional situations that may create ethical dilemmas, and apply strategies for resolution using the five steps of the ethical decision-making process.
- Explain the rationale for the existence of professional pharmacy organizations.
- Describe the pharmacy organizations that are relevant to technician practice and their importance to the profession.
- Discuss the importance of attending professional conferences and how to prepare.
- Describe how a pharmacy technician may use effective teamwork behaviors in order to demonstrate professionalism in the workplace.
- Define the term “soft skills” and how pharmacy technicians use them in the performance of daily tasks.
- Explain how pharmacy technicians use critical thinking skills to support and assist pharmacists.
- Recognize the critical importance of adopting a *multidisciplinary mindset* when approaching the health care team and patient care.
- Explain the characteristics of collaborative interdepartmental work relationships.
- Employ consistent use of a systematic approach to solving problems encountered in one's work as a technician.
- Explain the concept of workflow management.
- Explain the role of pharmacy technicians in managing their own work.
- Formulate a personal mission statement that describes a pharmacy technician's responsibility as a member of the pharmacy and multidisciplinary health care team.

- Broadly define culture and its effect on the health care team's delivery of patient care.
- Explain each of the key components of the communication model as it applies to health care.
- Describe methods for giving and receiving feedback.
- Explain the importance of active listening to effective communication.
- Discuss progressive levels of cultural competence as they apply to health care.
- Examine factors that affect cross-cultural interactions.
- Describe how each of the following communication methods is used in health care: face-to-face, telephone, and electronic communication.
- Explain how communication should be modified to suit different health care groups.
- Discuss effective strategies for communicating with patients who do not speak English.
- Explain the need for remote technician monitoring in various pharmacy settings.
- Describe pharmacy settings that may utilize telepharmacy or remote pharmacy technician monitoring.
- Describe the benefits of utilizing a remote monitoring system for the advancement of patient care and staffing challenges.
- Describe key components of electronic supervision, detailing the various tasks that a pharmacist can monitor remotely.
- Describe various states' laws and practice models related to remote technician monitoring.
- Describe the framework for managed care pharmacy practice, and explain the roles for pharmacy technicians at pharmacy benefit management (PBM) organizations.
- Describe the nuclear pharmacy practice.
- Describe the knowledge and skill training requirements of pharmacy technicians in nuclear pharmacy practice.
- Describe opportunities for pharmacy technicians in pharmaceutical sales and marketing.
- Describe opportunities for pharmacy technicians in higher education.
- Discuss future roles for pharmacy technicians as identified by individuals across the profession of pharmacy and in industry settings.
- Describe key elements of a well-written resume.
- Approach suggestions for how best to approach live and online job searches.
- Describe behaviors that will prepare an applicant for a telephone interview.
- Describe behaviors that will prepare an individual for a successful live interview, as well as behaviors that one should avoid.
- Define various types of interview questions.
- Describe how best to approach behavior-based interview questions.

PT120 Community and Institutional Pharmacy Practice

Teaching Focus

- Students should be able to perform prescription order entry, fill, and refill processes according to state and federal guidelines.
- Students will know necessary requirements for prescription orders, controlled substance record keeping, components of medication stock bottle label, sound-alike/look-alike drugs, and maintaining inventory.
- Students will be able to implement strategies to minimize fill errors.

- Students will be able to formulate and implement appropriate responses to customer inquiries or concerns within their scope of practice and within legal guidelines.
- Students will be able to recognize the organizational structure and operations of a hospital as it pertains to pharmacy and which organization sets and enforces standards for hospital pharmacies.
- Students will be able to recognize the types of pharmacies classified as institutional pharmacies and the duties they may perform in each setting.
- Students will be able to recognize a medication order and demonstrate how it would be processed.
- Students should be prepared to follow unit-dose packaging guidelines in order to prepare unit-dose packing or repackaging for a variety of dose forms.
- Students should be prepared to provide maintenance support and troubleshooting of automated devices and unit-dose packaging equipment and supplies.
- Students should be prepared to pick unit-dose medications for patient-specific cart fills and for automated drug storage.
- Students should be prepared to additionally help maintain inventory by crediting unused patient medications.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	4 2/3	4

Lesson plan & Objective

- Recognize the general layout of a community pharmacy practice setting and common technician workspaces.
- Describe each of the critical tasks associated with the prescription order entry, fill, and refill processes.
- State the components of a complete prescription/medication order including prescription/medication orders for controlled substances.
- Name key components of a medication stock bottle label.
- Discuss and evaluate appropriate strategies for minimizing fill errors caused by look-alike/sound-alike drugs during the medication order entry and filling process.
- Given various fill counter and telephone scenarios, formulate appropriate responses to customer inquiries or concerns.
- Describe the processes currently performed for inventory management within a community pharmacy practice setting, including quality control, stock level adjustment, and procedures for shipping/receiving using a purchase order requisition.
- Explain the organizational structure, functions, responsibilities, and operation of hospitals and health systems, central pharmacies, and decentralized (satellite) pharmacies.
- Define various types of organizations classified as institutional pharmacies.
- Briefly describe regulatory standards for hospital and health system practice, including The Joint Commission (TJC) Accreditation and Medication Management Standards and TJC's National Patient Safety Goals.

- List the roles and responsibilities of pharmacy technicians in various types of institutional pharmacies.
- Identify key components of the medication order.
- Define how medication orders are processed in an institutional practice.
- Explain how drug distribution drives workflow processes in a hospital pharmacy.
- Describe the pharmacy technician’s role in the use and management of various types of automated drug dispensing systems.
- Outline the unit-dose batch process.
- Describe the technician’s role in the medication cart fill process.

PT130 Retail Pharmacy Procedures

Teaching Focus

- Students should be able to perform prescription order entry, fill, and refill processes according state and federal guidelines.
- Students will know necessary requirements for prescription orders, controlled substance record keeping, components of medication stock bottle label, sound-alike/look-alike drugs, and maintaining inventory.
- Students will be able to implement strategies to minimize fill errors.
- Students will be able to formulate and implement appropriate responses to customer inquiries or concerns within their scope of practice and within legal guidelines.
- Students will be to explain the laws in place that govern how health and prescription benefits affect providers and consumers.
- Students will be able to recognize various sources of health and prescription benefit plans and the role they play in the pharmacy.
- Students will be able to recognize and troubleshoot common prescription eligibility and coverage issues and know how to contact the prescription benefit provider for help if needed.
- Students will be able to help explain prescription benefits to patients and help them process claims if needed.
- Students will be able to implement strategies to help diffuse upset/angry uncooperative customers.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	3 1/3	4

Lesson plan & Objective

- Recognize the general layout of a community pharmacy practice setting and common technician workspaces.
- Describe each of the critical tasks associated with the prescription order entry, fill, and refill processes.
- State the components of a complete prescription/medication order including prescription/medication orders for controlled substances.
- Name key components of a medication stock bottle label.

- Discuss and evaluate appropriate strategies for minimizing fill errors caused by look-alike/sound-alike drugs during the medication order entry and filling process.
- Given various fill counter and telephone scenarios, formulate appropriate responses to customer inquiries or concerns.
- Describe the processes currently performed for inventory management within a community pharmacy practice setting, including quality control, stock level adjustment, and procedures for shipping/receiving using a purchase order requisition. Explain the relevance of accessible health care and benefits to protecting public health.
- Differentiate private and public sources of health benefit plans.
- Describe government benefit plans including pharmacy benefits.
- Explain the rationale for pharmacy benefits management, and describe how employers commonly implement it.
- Discuss how the Affordable Care Act of 2010 is expected to impact the delivery of pharmacy benefits to patients and how pharmacy staff should respond to customers' changing needs.
- Define the role of the pharmacy benefit management (PBM) company and the types of jobs that pharmacy technicians perform within those organizations.
- Examine common coverage and eligibility issues that may influence successful pharmacy benefit claims processing.
- Given various insurance scenarios, effectively assess the most appropriate verbal responses and actions to patients concerning their benefits and eligibility.
- Appreciate the necessity for taking ownership of customers' needs related to claims processing.
- Consider strategies for troubleshooting pharmacy claim billing issues, including asking probing questions, gathering pertinent information, and sharing resources.
- Discuss the type of information and industry terminology that a pharmacy technician must utilize in order to assist patients with pharmacy benefit claims processing.
- Examine strategies for diffusing an angry or uncooperative customer.

Pharmacy Management Software

Learning Objectives

- Maintaining active patient profiles and physician information.
- Processing new prescriptions, including refills, transfers, reversals, and prior approvals from walk-ins or call-in or electronic submission.
- Simulating third party adjudication and reject code submissions.
- Using electronic patient profiles for preparing medication incorporating DURs.
- Processing extemporaneous prescriptions and medications.
- Processing nursing home "batch" refills.
- Entering and updating inventory and third-party information
- Performing steps required for handling recalls, items for destruction, narcotics, and special medications.
- Using technology with bar codes, NDCs, and processes for validation and participating in a final check of final prescriptions ready for pick up.
- Preparing immunization doses, completing activities with wellness prevention and OTC and DME items, and preparing for emergencies.

PT140 Pharmaceutical Calculations

Teaching Focus

- Students will apply arithmetic skills to solve problems using fractions, conversions between Fahrenheit and Celsius, and conversions between the apothecary, household, and metric systems.
- Students will calculate correct dosage, quantity to dispense, and day supply for prescription orders.
- Students will calculate correct dosage or quantity to prepare from percent strength or ratio strength.
- Students will determine which formula to use when calculating pediatric dosages and correctly calculate the dosage.
- Students will calculate intravenous dosages and intravenous drip rates from intravenous medication orders.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	4	4

Lesson plan & Objective

- Solve computations using addition, subtraction, multiplication, and division.
- Solve computations of weight and volume.
- Convert between the three main systems of pharmaceutical measurement: the household, metric, and apothecary systems.
- Calculate prescription quantities and number of day supply to be dispensed.
- Make dosage calculations using ratio and proportion.
- Perform the basic calculations necessary to prepare a weight-to-weight, weight-to-volume, and volume-to-volume solution.
- Utilize Clark's rule, Young's rule, Fried's rule, and the BSA rule to calculate pediatric medication doses.
- Calculate the correct flow rate for intravenous (IV) admixtures to deliver the appropriate amount of drug and/or fluid prescribed.
- Solve pharmaceutical calculations using ratio strength or percentage to prepare compounds or admixtures.
- Perform pharmaceutical calculations that require conversion between Fahrenheit and Celsius (Centigrade) temperatures.

PT150 Pharmacology

Teaching Focus

- Students will be able to describe the five primary rationales for medication therapy and demonstrate how a pharmacy technician can obtain and use this information in patient care.
- Students will be able to identify which auxiliary labels to be placed on various drugs.

- Students will be able to alert the pharmacist to patient-specific factors that may affect pharmacodynamics, pharmacokinetics, and pharmacotherapy.
- Describe the drug dosage form.
- Describe the different drug delivery systems and their uses.
- Students will be able to recognize the different drug delivery systems and describe each of their uses.
- Students will be able to recognize solid, semisolid, and liquid dose forms, describe when each should be used, and recognize which will cause a local or system effect.
- Students will be able to determine when each dose form would be more advantageous over other dose forms according to patient needs.
- Students will be able to recognize dose forms by their packaging and implement proper storage.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	5 1/3	4

Lesson plan & Objective

- Explain the five primary rationales for medication therapy and the ways pharmacy technicians use this information to provide patient care.
- Differentiate between pharmacognosy and biopharmaceutics with regard to the pharmaceutical products currently available.
- Identify and describe each of the four phases of the pharmacokinetic drug cycle.
- Give examples of circumstances in which a drug may become toxic, either as the result of the adsorption, distribution, metabolism, and elimination (ADME) process or because of a reaction caused by concomitant administration of another drug.
- Give examples of key risk factors related to pharmacotherapy that may lead to medication fill errors and list the steps that pharmacy technicians can take in order to prevent them.
- Describe the drug dosage form.
- Describe the different drug delivery systems and their uses.
- Describe the physical properties of solid drug dosage forms.
- Identify the solid and semisolid dosage forms, along with their uses.
- Describe the physical and chemical properties of various liquid drug dosage forms.
- Differentiate drug dosage forms that provide either local or systemic effects.
- Discuss advantages and disadvantages of the different dosage forms.
- Describe packaging and storage requirements of drug dosage forms in the pharmacy and health care environments.

PT160 Patient Safety and Infection Control

Teaching Focus

- Students will be able to identify various pathogenic organisms, the infection chain associated with each pathogenic organism, and how to break that chain.

- Student will be able to identify key behaviors that help prevent the spread of pathogenic organism and demonstrate how to perform them (i.e., aseptic handwashing and proper wearing PPE).
- Students will be able to describe the different isolation risks and precautions used to keep pharmacy personnel from being exposed to disease.
- Students will know where to go to find out more information related to infection control in the pharmacy.
- Students will be able to describe what a formulary is and how it determines what stock a pharmacy will have on its shelves.
- Students will be able to describe their role in the maintenance of pharmacy stock.
- Students will be able to identify where and how stock should be stored.
- Students will be able to properly document controlled substances lost/removed from stock and how to file paperwork.
- Students will be able to describe various reasons why stock should be removed from the shelves, how to take it out of inventory, how to get credit for it, and how to replace it.
- Students will know where to report errors, the documentation required, and where to find more information on how to prevent them.
- Students will be able to recognize and explain the difference between a medication error and a medication misadventure.
- Students will be able to recognize how medication errors may occur and strategies to prevent them.
- Students will be able to recognize common medication errors/misadventures that occur in a community/hospital pharmacy, strategies to prevent them, and how to educate their peers on how to avoid them.
- Students will recognize and know how to implement a sustainable health care culture.
- Students will recognize risks of PIE.
- Students will be knowledgeable on how to help educate patients to help reduce PIE.
- Students will recognize the importance of reducing PIE.
- Students will recognize green pharmacy practices and how to help reduce waste in the pharmacy.
- Students will be knowledgeable about take-back programs, how to help educate patients about them, and where to go to find more information about coordinating a program in their area.
- Students will recognize steps on how to become a certified green pharmacy and who the certifying agencies are.
- Students should be prepared to describe the role of an effective manager in a pharmacy.
- Students should be prepared to describe the factors that contribute to medication errors and implement strategies to help reduce each factor.
- Students should be prepared to describe the quality improvement process and implement the FOCUS-PDCA methodology.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	5 1/3	4

Lesson plan & Objective

- Relate the importance of maintaining infection control in both community and institutional practice settings.
- Identify the three major components in the infection cycle.
- Describe the modes of transmission for various diseases.
- Identify the four factors that affect the survival of bacteria.
- Describe key behaviors that prevent the spread of particulate and microbial contamination in the pharmacy environment.
- Describe methods for performing proper hygienic and aseptic handwashing.
- Describe various types of personal protective equipment (PPE) that may be used to control infection in the pharmacy environment.
- Explain the different types of isolation, risk, and precautions used to keep pharmacy personnel from being exposed to disease.
- Review standards of the Occupational Safety and Health Administration (OSHA) related to infection control in the health care environment.
- Describe the materials management process for both community and institutional pharmacy settings.
- Explain how a formulary is used for determining items procured and maintained in pharmacy stock.
- Discuss some of the factors that influence product selection.
- Outline the roles and responsibilities of pharmacy technicians in the inventory management process.
- Identify various storage requirements for pharmaceuticals.
- Examine how technology has impacted the process of materials management.
- Detail the process for the removal of products from inventory.
- Describe the process for maintaining a record of controlled substances received, stored, and removed from inventory.
- Explain the importance of deterring theft or medication diversion.
- Describe the three types of voluntary manufacturer recall and the role of pharmacy technicians in gathering recalled pharmaceuticals.
- Explain the process for reporting errors.
- Explain the difference between a medication error and a medication misadventure with regard to medication administration.
- Relate the five rights of medication administration to explain how medication errors may occur.
- Discuss how medication misadventures may occur.
- Describe how medication order entry and fill errors may occur in community and hospital pharmacies.
- Examine strategies for preventing medication errors and misadventures
- Discuss how the pharmacy profession shares information to prevent medication errors.
- Define sustainable health care culture.
- Explain the risks of pharmaceuticals in the environment (PIE).
- Describe green pharmacy practice within both the community and hospital pharmacy practice settings.
- Briefly describe key components of green certification in the pharmacy practice.
- Provide examples of energy conservation in the pharmacy and health care environments.
- Describe how industry impacts PIE and how drug manufacturers can drive positive change.
- Differentiate the characteristics of an effective leader versus a manager.

- Discuss key attributes that highly effective managers possess.
- Discuss key opportunities for pharmacy technicians to fulfill management or supervisory roles.
- Relate each of the steps of the successful change initiative.
- Describe how medication errors occur as a result of faulty processes.
- Relate how medication errors may occur throughout the medication order, fill, and dispensing processes and how they may be prevented.
- Describe each of the steps of the continuous quality improvement (CQI) process, utilizing the methodologies of FOCUS-PDCA.

PT170 Sterile and Extemporaneous Compounding

Teaching Focus

- Perform calculations necessary for a compounded preparation.
- Identify key instruments and equipment used in the compounding process and how to properly care for and document maintenance.
- Demonstrate proper compounding techniques, labeling, packaging, storage, documentation, and quality assurance measures as outlined by USP<795> and by USP<797>
- Students will be able to determine high, medium, and low risk Compound Sterile Products (CSPs), which Laminar Airflow Workbench (LAFW) to use for each risk level, and Beyond Use Dates (BUD) and storage based on risk level.
- Student will be able to demonstrate proper aseptic technique when compounding sterile products.
- Students will be able to perform the necessary calculations when compounding sterile products.
- Students will be able to demonstrate proper documentation of quality assurance measures and identify when each should be performed.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	3 1/3	4

Lesson plan & Objective

- Describe the compounding pharmacy as an institution and the services commonly provided.
- Review pharmaceutical dosage forms and compound ingredients commonly dispensed.
- Identify key instruments of measurement used in the preparation of nonsterile pharmaceuticals.
- Perform mathematical operations necessary for compound preparation.
- Describe key pieces of equipment used in pharmaceutical compounding.
- Describe various nonsterile pharmaceutical compounding techniques.
- Discuss quality assurance measures required for nonsterile pharmaceutical compounding.
- Describe stability, packaging, and storage considerations for nonsterile pharmaceuticals.
- Explain the rationale for creating a controlled environment.
- Explain the regulatory standards of practice for aseptic intravenous (IV) admixture.
- Recognize key components of a USP <797>-compliant clean room.

- Describe proper use and maintenance of products and equipment in preparing compounded sterile products.
- State the storage, labeling, and documentation requirements for various types of injectable drugs.
- Describe proper aseptic technique for preparing sterile vials and ampules.
- Describe each of the types of sterile supplies that are used during the aseptic admixture process.
- Compare and contrast the types of glass and solution containers into which drug additives may be injected.
- Describe proper aseptic technique for the preparation and handling of hazardous drugs in ampules, vials, and other containers.
- Discuss various methods for solution and container sterilization.
- List types of parenteral drugs commonly prepared in a controlled environment.
- Describe each of the quality assurance processes that must be performed daily, weekly, and/or monthly in the controlled environment.
- Perform various mathematics calculations to solve compounding problems.

PTEXT Pharmacy Technician Externship

CLOCK HOURS	CREDIT HOURS	WEEKS
160	3.55	8

- This module immediately follows the successful completion of classroom and laboratory training. Externships are served in approved facilities that provide the students with the opportunity to apply skills and knowledge acquired during the program. Externs are evaluated on skill performance, subject knowledge, professionalism and attendance. Externship evaluations become part of the student’s permanent record. Satisfactory completion of externship training is required for graduation.
- Externship is a pass/fail class. Grades for courses taken on a pass/fail basis will be indicated as satisfactory (S) or unsatisfactory (U) without any computation of grade points for the courses into the semester or cumulative grade point average (GPA).

STUDENT REQUIRED PERFORMANCES:

- A. Tests given throughout module.
- B. Assigned Labs, Projects, and/or Exercises.
- C. End-of-chapter Tests and an **Exam given at conclusion of each module.**
- D. Attendance, Participation, and Professionalism.

EVALUATION CRITERIA

Participation	=	10 %
Assignment/Homework	=	10 %
Tests/Quizzes	=	40 %

Module Exam = 40 %

Total = 100 %

GRADING SYSTEM

Possible Percentage	Grade	Description	Grade Point
90-100	A	Excellent	4.0
80-89	B	Good	3.0
70-79	C	Average	2.0
0-69	F	Failure	0.0
	I	Incomplete*	N/A
	S	Satisfactory*	N/A
	U	Unsatisfactory*	N/A
	W	Withdraw*	N/A

(* No grade points are awarded for Incomplete, Satisfactory, Unsatisfactory or Withdraw grades.)

ATTENDANCE POLICY AND MAKE UP

Students are expected to be on time for class every day and complete the required coursework to the best of their ability in order to benefit from the training provided.

Class Schedule:

Morning Session	Monday	8:00 am to 12:00 pm
	Tuesday	8:00 am to 12:00 pm
	Wednesday	8:00 am to 12:00 pm
	Thursday	8:00 am to 12:00 pm
	Friday	8:00 am to 12:00 pm

Attendance is not part of the academic grade. However, at least eighty percent (80%) of attendance is required to pass the class.

Students are required to call the school and contact their instructor via telephone or email when they will be absent on that day. If, for any reason, a student expects to be absent, the student should inform the instructor, in advance, and/or contact the school.

Students are reminded to refer to the school catalog regarding attendance requirements, tardiness/leaving early policy, and make-up work policy.

The maximum enrollment in the Pharmacy Technician program that the current location can be held is 180 students.

EXTERNSHIP

The IT Technician program does not offer an externship at the completion of in-house training.

IT TECHNICIAN PROGRAM SYLLABUS

Program Code: ITT

Length of program: **Instructional Hours:** 240 Clock Hours (12 weeks)

Semester Credit Units: 14 **Total Program:** 240 Hours (12 weeks)

Textbook and other required materials:

Title: CompTIA A+ Guide to Managing and Troubleshooting PCs
Author(s): Meyers, Mike
Publisher/Edition: McGraw Hill/Sixth Edition
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Schedule:

Morning Session	Monday	8:00 am to 12:00 pm
	Tuesday	8:00 am to 12:00 pm
	Wednesday	8:00 am to 12:00 pm
	Thursday	8:00 am to 12:00 pm
	Friday	8:00 am to 12:00 pm

PROGRAM DESCRIPTION:

This program prepares students with foundational skills in any business environment that require computer repair, install operating systems and software, configure, maintain, and troubleshoot computer systems. Major topical areas include PC components; basic networking; operating systems installation, configuration, and troubleshooting; virtualization; and operational procedures.

This program will also prepare the student to sit in to take the CompTIA A+ Certification Exam.

PROGRAM OBJECTIVES:

Upon successful completion of the program with readings, exercise labs, and assignments, the student will be able to:

- Present yourself appropriately; talk to customers in a professional, productive manner; and discuss the tools of the trade and preparations necessary to deal with problems proactively.
- Describe how computing devices work; identify common connectors and devices on a typical computer system; and discuss features common to operating system software.
- Identify the core components of a CPU; describe the relationship of CPUs and memory; explain the varieties of modern CPUs; select and install a CPU; and troubleshoot CPUs.

- Identify the different types of DRAM packaging; explain the varieties of RAM; select and install RAM properly; and perform basic RAM troubleshooting.
- Explain the function of the BIOS; distinguish among various CMOS setup utility options; describe option ROM and device drivers; troubleshoot the power-on self-test (POST); and maintain the BIOS and CMOS properly.
- Explain how motherboards work; recognize modern expansion buses; upgrade and install motherboards; and troubleshoot motherboard problems.
- Explain the basics of electricity; describe the details about powering the PC; install and maintain power supplies; and recognize power supply troubleshooting and fire safety issues.
- Explain how hard drives work; identify and explain the PATA and SATA interfaces; describe how to protect data with RAID; and outline the hard drive installation process.
- Explain the partitions available in Windows; discuss hard drive formatting options; partition and format hard drives; and maintain and troubleshoot hard drives.
- Explain how to support multipurpose connectors; identify and install standard peripherals on a computer; and identify and install standard storage devices (that aren't SSDs or HDDs) and their media.
- Research and summarize the specifications of specialized PCs; install and upgrade Windows; and describe Windows post-installation best practices.
- Work with the Registry; understand and observe the Windows boot process; manage processes, services, and threads; and explore Windows tools for programmers.
- Create and administer Windows users and groups; define and use NTFS permissions for authorization; share a Windows computer securely; and secure PCs with policies and User Account Control.
- Perform operating system maintenance tasks; optimize operating systems; and prepare appropriately for potential problems.
- Explain the operation of the command-line interface; describe fundamental commands; explain file manipulation; describe additional useful Windows commands; describe additional helpful macOS and Linux commands and explain scripting languages and platforms.
- Troubleshoot boot problems, GUI problems, and application problems.
- Explain how video displays work; select the proper video card; install and configure video; and troubleshoot basic video problems.

- Describe the basic roles of various networked computers; discuss network technologies and Ethernet; and describe a typical Ethernet implementation.
- Explain the basics of TCP/IP; install and configure wired networks; and troubleshoot wired networks.
- Describe wireless networking components; analyze and explain wireless networking standards; install and configure wireless networks; and troubleshoot wireless networks.
- Explain how the Internet works; describe ways to connect to the Internet; use Internet application protocols; and troubleshoot an Internet connection.
- Explain why virtualization is so highly adopted today; create and use a virtual machine; and describe the service layers and architectures that make up cloud computing.
- Describe the many types of portable computing devices available; explain ways to expand portable computers; manage and maintain portable computers; upgrade and repair portable computers; and troubleshoot portable computers.
- Explain the features and capabilities of mobile devices; describe the major mobile operating systems; and describe how to configure mobile devices.
- Troubleshoot common mobile device and application issues; explain basic mobile device security; and describe typical mobile OS and application security issues.
- Describe current printer and multifunction device technologies; explain the laser printing process; install and configure a printer or multifunction device; and recognize and fix basic printer and multifunction device problems.
- Explain the threats to computers and data; describe key security concepts and technologies; and explain how to protect computers from network threats.
- Compare best practices associated with various types of documentation; implement basic change management properly; implement basic disaster prevention and recovery.

CLASS SIZE

Maximum class size for any class is 20 students. The following chart indicates individual student-to-instructor ratios:

	Lecture	laboratory
IT Technician	20:1	20:1

PROGRAM OUTLINE

The program is 12 weeks long (240 clock hours). The program consists of 120 lecture clock hours, 120 laboratory clock hours both conducted in a classroom or laboratory environment on campus.

The program consists of three modules. Each module is four weeks (20 school days) long, 80 Clock hours. 40 lecture hours and 40 laboratory hours.

A clock hour is defined as a period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction, recitation, laboratory, of other academic related work.

MODULE OUTLINE & ASSESSMENT METHODOLOGY

ITT110 System Components

Demonstrate knowledge and understanding of the duties and responsibilities of an IT technician in the field.

Demonstrate basic knowledge and understanding of different computer parts.

Installing and configuring a printer or multifunction device; recognizing and fixing basic printer and multifunction device problems

CLOCK HOURS	CREDIT HOURS	WEEKS
80	4 2/3	4

System Components

- Hardware Fundamentals
- Managing System Components
- Managing Data Storage
- Supporting Display Devices
- Installing and Configuring System Peripherals
- Troubleshoot PC Issues

Printers, Mobile Devices, and Networking

- Supporting Printers and Multifunction Devices
- Supporting Mobile Devices
- Networking Technologies
- Installing and Configuring Networking Capabilities
- Network Types and Security Fundamentals
- Upgrading and replacing hardware
- Windows OS installation and configuration
- Troubleshooting hardware and software

ITT120 Operating Systems:

Performing operating system maintenance tasks; optimizing operating systems; preparing for potential problems.

Troubleshooting boot problems, GUI problems and application problems.

Installing Windows and Linux Operating Systems.

CLOCK HOURS	CREDIT HOURS	WEEKS
80	4 2/3	4

Operating Systems

- Operating Systems Fundamentals
- Installing and Configuring Microsoft Windows
- Optimizing and Maintaining Microsoft Windows
- Working with OS X Operating System
- Working with Linux Operating System
- Upgrading OSs
- File and Folder Management
- Troubleshooting Operating Systems

ITT130 Networking Fundamentals:

Demonstrate knowledge and understanding of the basic roles of various networked computers; network technologies and Ethernet; a typical Ethernet implementation.

The basics of TCP/IP; installing, configuring and troubleshooting wired networks

Wireless networking components; wireless networking standards; installing, configuring and troubleshooting wireless networks

Today's high adoption rate of virtualization; creating and using a virtual machine; the service layers and architectures that make up cloud computing

CLOCK HOURS	CREDIT HOURS	WEEKS
80	4 2/3	4

- Network Essentials
- Building Simple Networks for home and Small Businesses
- Configuration of Routers, Switches, and Workstations
- Configuration of a basic virtual system

STUDENT REQUIRED PERFORMANCES:

- E. Tests given throughout module.
- F. Assigned Labs, Projects, and/or Exercises.
- G. End-of-chapter Tests and an **Exam given at conclusion of each module.**
- H. Attendance, Participation, and Professionalism.

EVALUATION CRITERIA

Participation	=	10 %
Assignment/Homework	=	10 %
Tests/Quizzes	=	40 %
Module Exam	=	<u>40 %</u>
Total	=	100 %

GRADING SYSTEM

Possible Percentage	Grade	Description	Grade Point
90-100	A	Excellent	4.0
80-89	B	Good	3.0
70-79	C	Average	2.0
0-69	F	Failure	0.0
	I	Incomplete*	N/A
	S	Satisfactory*	N/A
	U	Unsatisfactory*	N/A
	W	Withdraw*	N/A

(* No grade points are awarded for Incomplete, Satisfactory, Unsatisfactory or Withdraw grades.)

ATTENDANCE POLICY AND MAKE UP

Students are expected to be on time for class every day and complete the required coursework to the best of their ability in order to benefit from the training provided.

Class Schedule:

Morning Session	Monday	8:00 am to 12:00 pm
	Tuesday	8:00 am to 12:00 pm
	Wednesday	8:00 am to 12:00 pm
	Thursday	8:00 am to 12:00 pm
	Friday	8:00 am to 12:00 pm

Attendance is not part of the academic grade. However, at least eighty percent (80%) of attendance is required to pass the class.

Students are required to call the school and contact their instructor via telephone or email when they will be absent on that day. If, for any reason, a student expects to be absent, the student should inform the instructor, in advance, and/or contact the school.

Students are reminded to refer to the school catalog regarding attendance requirements, tardiness/leaving early policy, and make-up work policy.

The maximum enrollment in the IT Technician program that the current location can be held is 120 students.

ACADEMIC CALENDAR

Pharmacy Technician

PROGRAM	AM START DATES	AM ANTICIPATED DATES
PT	1/4/2021	9/23/2021
PT	2/2/2021	10/22/2021
PT	3/3/2021	11/30/2021
PT	4/5/2021	1/11/2022
PT	5/3/2021	2/9/2022
PT	6/1/2021	3/9/2022
PT	6/29/2021	4/6/2022
PT	7/28/2021	5/4/2022
PT	8/25/2021	6/1/2022
PT	9/23/2021	6/29/2022
PT	10/22/2021	7/27/2022
PT	11/30/2021	8/24/2022

IT Technician

PROGRAM	AM START DATES	AM ANTICIPATED DATES
ITT	1/14/2021	4/14/2021
ITT	2/12/2021	5/12/2021
ITT	3/15/2021	6/10/2021
ITT	4/15/2021	7/9/2021
ITT	5/13/2021	8/6/2021
ITT	6/11/2021	9/3/2021

ITT	7/12/2021	10/1/2021
ITT	8/9/2021	11/1/2021
ITT	9/6/2021	12/8/2021
ITT	10/4/2021	1/20/2022
ITT	11/2/2021	2/17/2022
ITT	12/9/2021	3/17/2022

**SDCTC is currently offering morning sessions only for the Pharmacy Technician Program and IT Technician Program. An addendum will be provided to this catalog if other sessions open.*

CORPORATE OFFICERS AND STAFF

Larry N. Bay	Owner
Marco Quesada	IT Administrator, COO
Hernan C. Martínez	Campus Director / CEO
Jesse R. Greer	Pharmacy Technician Program Director

FACULTY

Hernan Martinez

Pharmacy Technician Instructor

Mr. Martinez has been in the pharmaceutical and career college education combined fields for over twenty five years. He served as Campus Director and Chief Administrative Officer for San Diego College for two years. Beforehand, he spent three years as the Regional Director of Pharmacy for Newbridge College, and five years as the Pharmacy Technician Chair for International Education Corporation, overseeing six campuses throughout California.

Additionally, He spent two years at MedImpact as a Pharmacy Network Development Administrator and Rebates Supervisor, where he managed and maintained a national pharmacy network of over fifty thousand pharmacies. Prior to MedImpact, he spent nine years at Chronimed - StatScript, where he managed several pharmacies throughout the United States.

During 1998 and 1999 he volunteered as a counselor and coordinator for the Aids Health Project (AHP-UCSF) in San Francisco and participated in the development and implementation of the organ transplant mail order pharmacy at UCSF.

As a contracted employee he managed the Medicaid national pharmacy contracting system for Athena Rx Home Pharmacy, a division of Elan pharmaceuticals.

Mr. Martinez received his BA in Business Administration from the University of Medellin in 1994. He also possesses a Pharmacy Technician License from the State of California and he is nationally certified by the Pharmacy Technician Certification Board.

Marco Quesada

IT Technician Instructor

Mr. Quesada comes with over fifteen years of experience in the Information Technology field. His professional experience has been acquired by working with private colleges and business companies as IT Instructor, IT Manager, Network Administrator, and Director of Operations.

He has also implemented various educational technologies for ground and online educational programs.

Jesse R. Greer

Pharmacy Technician Program Director

Mr. Greer comes with over ten years of experience in the pharmacy and business arenas. After serving in the U.S. Navy as an Electronics and Communications Technician, Mr. Greer graduated from IEC in 2005 where he received his Pharmacy Technician Diploma and License; he is also nationally certified by the Pharmacy Technician Certification Board. Mr. Greer possesses a Bachelor's Degree in Business Administration – Finance, from San Diego State University. Mr. Greer is also a member of the Finance and Investment Society at SDSU.

In the pharmacy and business industry Mr. Greer spent ten years at Centralized Admixture Pharmacy, where he serves as a Quality Control Specialist and as the Liaison for the Management Area Committee for B. Braun Pharmaceuticals. He has also worked at the Veteran's Hospital in San Diego and at Profil Institute for Clinical Research.

ADDENDUM