

DIVERSIFIED VOCATIONAL COLLEGE

DVC is accredited by the Accrediting Council for Continuing Education & Training (ACCET).

**1670 Wilshire Boulevard
Los Angeles, CA 90017
Phone: 213-413-6714
Web Site: www.dvcla.edu**

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DIVERSIFIED VOCATIONAL COLLEGE CATALOG

January 1, 2023 - December 31, 2023

DISCLOSURE STATEMENT

Diversified Vocational College (DVC), a private institution, is approved to operate in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009. Licensed to operate means compliance with state's minimum standards set forth in this Act. Approval to operate means the institution is in compliance with state standards as set forth in the CEC and 5, CCR. The Act is administered by the Bureau for Private Postsecondary Education (BPPE), under the Department of Consumers Affairs, P.O. Box 980818, West Sacramento, CA 95798-0818, Tel 888-370-7589 or 1747 North Market, Suite 225 Sacramento, CA 95834, www.bppe.ca.gov.

DVC under the terms of California Education Code (CEC) Section 94890(a) (1) will be in operation and it's approved to offer the as following programs below. Diversified Vocational College is accredited by the Accrediting Council for Continuing Education and Training (ACCET) for the following programs:

Business Office Administration
Medical Billing Electronic System
Transportation and Logistics Technology
Vocational English as a Second Language

The courses are taught full-time in thirty weeks of 36 Semester hours each. Students taking less than 36 Semester hours a week will take longer to complete. The Courses consist of lecture and practice, plus required outside preparation as noted for individual courses, and carry twenty-four Semester Hour Credits. Class times for full and part-time students will be found elsewhere in this catalog. Instruction is in residence. Approximately 250 students can be accommodated at the main campus. Sessions are available in the morning, afternoon and evening.

The School currently has available certain financial aid programs to assist qualified applicants in meeting their tuition expenses. The amount of financial aid for which a student qualifies is based on the Education Budget as determined by the **institution**.

Financial Aid Programs

For the Business Office Administration Program, Medical Billing Electronic System and the Transportation and Logistics Technology Program, the following budgets apply.

Independent students, the budget used is as follows: Tuition and Fees: \$17,042.50.; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$9,500.00; Transportation: \$1,440.00. Total budget \$29,832.50.

Dependent students, the budget used is as follows: Tuition and Fees: \$17,042.50; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$4,200.00; Transportation: \$1,440.00. Total budget \$24,532.50.

This figure is calculated from information provided by you in the (FAFSA) Free Application for Federal Student Aid. To determine the maximum amount of financial aid that may be awarded, the expected family contribution is deducted from the amount of the budget to determine the amount for which the student is eligible. Eligibility may be greater than the amount of funds actually available.

For Vocational English as a Second Language Program the following budgets are employed.

Independent students, the budget used is as follows: Tuition and Fees: \$7,545.00; Supplies: \$100.00; Personal Expenses: \$1,550.00; Room and Board: \$9,500.00; Transportation: \$1,240.00; Total budget \$19,935.00

Dependent students, the budget used is as follows: Tuition and Fees: \$7,545.00; Supplies: \$100.00; Personal Expenses: \$1,550.00; Room and Board: \$4,000.00; Transportation: \$1,240.00. Total budget \$14,435.00.

ANNUAL BORROWING LIMITS FOR DIRECT SUBSIDIZED AND UNSUBSIDIZED LOANS

LOANS	MAXIMUM SUBSIDIZED	MAXIMUM SUBSIDIZED AND UNSUBSIDIZED
Dependent Undergraduate	\$3,500.00	\$5,500.00
Independent Undergraduate (and Dependent Undergraduates whose parents are unable to borrow PLUS loans)	\$3,500.00	\$9,500.00

The following programs are available to Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology Programs:

1. FEDERAL PELL GRANT PROGRAM: This program awards money to eligible undergraduate students who qualify. The grant does not have to be repaid. Pell Grants are need-based grants. The amounts are determined by the student's expected family contribution (EFC), the cost of attendance, and whether or not the student is full-time or part-time. Students must file the Federal Student Aid Application (FAFSA) to determine the amount of eligibility. The FAFSA is required for all need-based programs. This program is available to all students.

2. FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT PROGRAM (FSEOG). This program provides funds for undergraduate students who demonstrate exceptional financial needs. The institution receives a fixed amount each year from the U.S. Dept. of Education which provides 75% of the grant. The institution matches this grant with 25% of its own funds. This need-based program gives priority to students with the lowest expected family contributions (EFC's) and who are already recipients of the full Federal Pell Grant Program. Funds are awarded throughout the fiscal year and the amount available may vary based on variations in enrollment. Grants usually range from \$200 to \$500 and are distributed in two payments by vouchers credited to the student tuition account. Funds do not need to be repaid. A limited amount of FSEOG funds are made available to the school yearly. Recipients and amounts are determined by the Financial Aid Office.

3. FEDERAL DIRECT LOAN PROGRAM. Federal Direct Loan Program for eligible students. Direct Loan Programs consist of low-interest loans for eligible students to help cover the cost of education. Eligible students borrow directly from the U.S. Department of Education. Direct loans include Direct Subsidized, Direct Unsubsidized, and Direct Plus Loans.

Direct Subsidized Loan

Direct Subsidized Loans are available to eligible students with financial need. Students may borrow funds at a fixed interest rate established annually by the U. S. Department of Education. The interest is paid by the federal government while students are in school.

Direct Unsubsidized Loan

Direct Unsubsidized Loans are available for eligible students to borrow for additional education costs. Students may borrow funds at a fixed interest rate established annually by the U. S. Department of Education. With the exception of demonstrating financial need, borrowers must meet all eligibility criteria of the Direct Subsidized Loan Program.

Direct Parent Loan for Undergraduate Students (PLUS)

PLUS loans are federal loans that parents of dependent undergraduate students can use to help pay education expenses. The U.S. Department of Education makes Direct Plus Loans to eligible borrowers through schools participating in the Direct Loan Program.

4. EXTENDED PAYMENT PLAN. Some students may qualify to participate in the School's Extended Payment Plan Programs Retail Installment Contract (RIC). Based on the amount of balance owed, student may be scheduled to pay off the balance prior to graduation in a monthly payment schedule or will be granted extended payment plan post-graduation. This payments are without interest, however, the School reserves the right to charge

up to 5% of the past due amount if payment is not made within 10 days of the due date, not to exceed a total of \$5.00 per defaulted payment. In case of withdrawal, the refund policy will apply and the amount due will be reduced according to the refund calculation, any balance due to be paid at the rate of \$50.00 per month until paid beginning one month from the date of withdrawal. Monthly payments begin after the student is graduated or withdraws. Your financial aid advisor will explain the program to you. Payments are recorded on the student's ledger as they are made.

Method and Frequency by which financial aid is disbursed

ALL FEDERAL RELATED STUDENT AID is disbursed by crediting the student's tuition account once per semester. The Enrollment Agreement covers the entire length of the course. Tuition is charged separately for each semester consisting of 15 weeks each.

Cancelling All or Part of your Direct Loan

You may cancel all or part of your loan before it is disbursed. After the loan is disbursed within 14 days after the school notifies you that it has credited loan money to your account you may cancel all or part of your loan that was credited to your account. The school will return the cancelled loan amount to the lender. You do not have to pay interest or a cancellation fee if you cancel within the time frame. Obtain the form for making this request from your financial aid office. The school may refund the loan beyond the 14-day period if it decides that the exception is warranted.

You have 120 days from the date the school credited your account by paying the amount directly to the lender. Contact the Direct Loan Servicing Center for guidance on how and where to cancel your loan. You do not have to pay interest on the loan fee on the amount returned. Your financial aid advisor will assist you in returning the money, if requested.

Campus Security and Drug and Policy

Jeanne Clery Disclosure of Campus Security Policy, Campus Crime Statistics and the school's Drug and Alcohol Policy booklets are distributed during Financial Aid Clearance or may be obtained on request during regular office hours from any Financial Aid Advisor. Full consumer information may be obtained on www.dvcla.edu.

GENERAL INFORMATION

Federal student loans are required by law to provide a range of flexible repayment options, including, but not limited to, income-based repayment and income –contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide; and (2) federal direct loans are available to students regardless of income. Prospective students should ask the Admissions Advisor for the current availability of these programs.

Statement of Ownership

Diversified Vocational College is owned and operated by Diversified Education Company, Inc., 1670 Wilshire Boulevard, Los Angeles, CA 90017 – A California Corporation. The owners are Samuel Romano and Lena Romano. Its executives include Samuel Romano, President, Lena Romano, Board Member, Mercedes Bombino, Executive Vice President and John Reitzell, Chief Financial Officer. All classes are held at the Los Angeles campus 1670 Wilshire Boulevard, Los Angeles, CA 90017.

Review of Catalog and School Fact Sheet

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.

Articulation Agreement

The school has not entered into any articulation agreements.

SCHOOL HISTORY

Diversified Vocational College was originally founded as Speak Easy Language Center in 1970, to meet the needs of the international community in Los Angeles for English language instruction. Since that time, students from all parts of the world have chosen Diversified Vocational College for their English studies. The name was changed to Diversified Language Institute in 1986. The name was changed again to Diversified Vocational College on November 22, 2013.

Diversified Education Company, Inc., dba Diversified Vocational College does not have a pending petition in bankruptcy, is not operating as a debtor in possession, nor has it filed a petition within the past five years or had a petition, in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

INSTITUTIONAL MISSION

Diversified Vocational College's Mission is to teach accessible and affordable programs to enable students to gain the quality job skills needed for success in career areas offering long-range opportunities. Our programs are designed to place our graduates in jobs as quickly as possible consistent with the amount of training needed to gain employment.

To this end, Diversified Vocational College teaches Business Office Administration (BOA), Medical Billing Electronic System (MBES), Transportation and Logistics Technology (TLT) principles, and the computer skills necessary to become gainfully employed in those fields. DVC also teaches Vocational English as a Second Language.

PHYSICAL FACILITIES

Diversified Vocational College occupies its own building on Wilshire Boulevard just a few blocks from the heart of Los Angeles. Classrooms are small, accommodating a maximum of 35 students. BOA, MBES, and TLT students have workstations with computers and access the internet and to other office machines.

LIBRARY RESOURCES

Learning Resources each location maintains and develops information, resources, and services that support the education of its students, faculty, and staff. DEC subscribes to the Resource Network (LIRN) reached on the web at www.lirn.net. The log in information to access this library will be made available to all enrolled students by their teachers. The Resource Center has several computers sufficient in number to serve the student population. Students have access to any of the in-house material by showing their student ID. The Learning Resource Center is available to students during the following hours 9:30 a.m. -12:00 p.m. or 2:00 p.m. -5:00 p.m. Monday-Friday.

NON-DISCRIMINATION POLICY

Diversified Vocational College, in compliance with civil rights legislation, hereby asserts that it does not discriminate on the basis of race, color, ethnicity, national origin, religion, creed, sex, sexual orientation, gender identity or failure to conform to stereotypical notions of masculinity or femininity, part or full-time status, age or handicap in its employment, admissions or educational programs. Access is provided to the physically handicapped or disabled to attend classes. Access is provided to restrooms and classrooms. A waiver is required to release the School from providing placement in positions where the student is physically unable to perform required duties.

ACCESS FOR STUDENTS WITH DISABILITIES

Facilities are accessible to students with disabilities.

CREDIT FOR PRIOR EXPERIENTIAL LEARNING

This institution does not grant credit for prior experiential learning, challenge examinations, or achievement test.

ORIENTATION

You will attend an orientation session as part of the enrollment process.

ADMISSION REQUIREMENTS FOR BOA, TLT, MBES AND VESL

Applicants seeking admission to the School must be high school graduates or in possession of a G.E.D. certificate, and be beyond the age of compulsory high school attendance (18, or over). Proof of high school graduation or a G.E.D. certificate in the form of a diploma or a transcript issued by the attending institution is required. State issued Identification will be used to verify the validity of the documents submitted. If the School has any reason to believe that the high school diploma or transcript is invalid, the School will request an official transcript from the issuing institution. As an alternative, the School may contact the relevant department or agency in the state in which the issuing institution is located to verify that the school is recognized as a valid provider of secondary school education.

Any documentation that is required for admission (e.g. high school diplomas, school transcripts) which originates from a foreign country will be certified as equivalent to a US high school diploma and translated into English as needed and evaluated for US high school diploma-equivalency. The Records department will have this performed prior to enrollment and at the School's expense.

Employers conduct background checks and pre-employment screening methods to avoid hiring and training new employees who are not suitable for the job. We have listed a few standard background and screening methods, but there are many more techniques available to employers: Background Check, Criminal Background Check, Credit Report, Standard Screening Tests, Drug Testing, and Driving History Records.

An employment background check may include education verification, review of work history, verification of Social Security number, review of any criminal history, and review of your credit history. Typically, your criminal history and credit reports are the most requested information. Employers who offer jobs with driving requirements may conduct a check of your driving history record. A negative result during the background check, driving history record, or drug test may disqualify you for employment with certain employers.

Diversified Education Company, Inc. does not have any control over any employers' pre-employment screening process or any resulting decision-making process by prospective employers. Please make sure you discuss these with prospective employers.

Due to specific industry requirements there may be additional admissions requirements for acceptance into a program. See the description of specific courses for additional details. The school has no policy requiring vaccinations.

The School reserves the right to modify the schedule, curriculum or course content consistent with and in response to changes in the needs of students or their areas of specialization. Tuition, fees and other charges are also subject to change without notice, but changes will not be imposed retroactively.

Qualified applicants who desire to enroll in one of the programs offered must apply in person. The Admissions Department is open from 9 AM to 5 PM Monday through Friday, or by appointment. One of our Admissions Representatives will guide you through the following steps:

- Choosing from the courses available
- Showing you our facilities and equipment
- Arranging for you to be tested, or meeting other requirements for admission
- Arranging for an appointment with a Financial Aid Officer
- Submitting the Enrollment Agreement to the School Director or his/her designee for final approval

The Admissions Process is composed of the following steps:

1. Completing the entrance application
2. Meeting with an Admissions Representative
3. Touring the facilities
4. Testing (if applicable)
5. Attending an interview with a Financial Aid Officer
6. Attending an Orientation session

ENROLLMENT OF STUDENTS WITH SPECIAL NEEDS

Admission to DVC's VESL program is based on the applicant's ability to benefit from our program as determined by the CELSA Placement Test. For BOA, TLT and MBES, students with physical or mental handicaps or learning disabilities the School Director is responsible for determining whether an individual with such disabilities will be admitted to the school.

OFFICE HOURS

Business offices are open Monday through Friday from 8:00 AM. To 6:00 PM, or until 9 PM. by appointment. For additional information about this institution and its financial aid programs, contact the School Director at the address and telephone number listed on the front cover. The School Director's office is located at the school 1st Floor and the Director is available to meet with you during regular business hours and by appointment after 6 PM.

CALENDAR

Business Office Administration, Medical Billing, and Transportation and Logistics students will be admitted whenever a new, appropriate module begins.

The School will observe the following holidays in 2023:

New Year's Day - Martin Luther King Day - Memorial Day - Independence Day

Labor Day - Thanksgiving (Thursday and Friday) - Christmas Day

This list is subject to change without notice.

The School reserves the right to modify the schedule, curriculum or course content consistent with and in response to changes in the needs of the students and/or their area of specialization.

ACCESS TO FILES

Federal law guarantees students, or their parents, the right to examine student records and files maintained by the Institution. Except for this provision, access to student files is limited to those employees who have a legitimate reason for access and to outside agencies or individuals who have a legal right to access. Requests for examining files must be made through the School Director. No information will be released to third parties, except those with a legal right to access, without written permission from the student. The parents' right to access their children's files transfers to the student when he or she reaches the age of 18 or attends a post-secondary education.

TRANSCRIPT REQUEST

For students, to be furnished with transcripts the student must give written consent, authorizing the school to release his/her educational records along with a picture identification. Proof of authorization is established once the student fills out a Transcript Request form and pays the fee. Upon receipt of the request the school issues an official/unofficial transcript to the student, graduate or a third-party.

RECORDS RETENTION

The institution maintains current records for a period of not less than five years at its principal place of business within the State of California. However, transcripts are maintained indefinitely.

CLASS SIZE

Classes are with a maximum size of thirty-five students in the BOA, MBES and TLT programs and twenty students per instructor in the VESL program.

STUDENT SERVICES

Our student services department provides information for you in such areas as housing, transportation, baby-sitting, tutoring, financial planning, and other general life coping needs. Student Services is part of the Job Placement Assistance Department. Admissions Advisors also have access to this information. While the school provides information on housing, it does not own or have a dormitory under its control. There are many housing facilities available within a five-mile radius of the school with varying range of cost options varying from \$800 and up per month. The school is not responsible for securing housing for its students. The extent of our service is to provide very limited information assistance only.

SATISFACTORY ACADEMIC PROGRESS POLICY

To be eligible for graduation, all students must complete the program with a minimum of 80% attendance, a final grade of 70% or greater, and the program must be completed within a maximum time frame – equal to 150% of the published program length. The progress of each student is evaluated at set points throughout the course of their program to ensure that they are on track to meet the graduation eligibility requirements – i.e., that they are making Satisfactory Academic Progress. Maintaining Satisfactory Academic Progress is required for financial aid disbursements and, if completion of the program becomes mathematically impossible, termination will result.

This policy is applied equally to Title IV recipients, non-Title IV recipients, students from all programs, and all categories of students enrolled at the School.

Satisfactory Academic Progress Evaluation Schedule

Satisfactory Academic Progress is evaluated for academic purposes at the end of the 7th, 15th, and 22nd weeks, for all students. In order to successfully meet the Satisfactory Academic Progress requirement, the student's grade percentage must be a minimum of 65% at the 7th week and 70% at both the 15th and 22nd weeks. The required attendance percentage at the 7th, 15th, and 22nd weeks is 80%.

Satisfactory Academic Progress is evaluated for Financial Aid Purposes at the end of the 15th week, which coincides with the end of the payment period. In order to successfully meet the Satisfactory Academic Progress requirement for financial aid purposes, the student's grade percentage must be a minimum of 70% at the 15th week. The required attendance percentage at the 15th week is 80%.

Qualitative SAP Measure: Cumulative Grade Percentage

The School's programs are graded on a percentage scale. Each module of the program is scored between 0% – 100%. Scores between 70% - 100% are passing and 0%-69% are failing. The cumulative grade percentage is the total percentage score for all completed modules up to that point. Maintaining Satisfactory Academic Progress requires that students maintain a minimum cumulative percentage grade at the point of evaluation. The following chart illustrates the minimum grade percentage needed to be considered making Satisfactory Progress at each evaluation point.

Satisfactory Academic Progress (SAP) Evaluation Week	Minimum Grade Percentage to meet SAP Requirement
7	65%
15	70%
22	70%

Total Weeks in Program's Published Length	Minimum Grade Percentage to meet Graduation Requirement
30	70%

Cumulative Grade Percentage and Make-Up Policy

Students who wish to make-up modules in order to improve their grade in the program are permitted to do so, with prior authorization of the School (See make-up Policy). The make-up grades affect the Satisfactory Academic Progress qualitative grade percentage metric if courses are made up prior to any of the three SAP evaluation points (the end of the 7th, 15th, or 22nd weeks), as the make-up grades replace the grade of the module that was repeated.

Quantitative SAP Measure: Attendance Percentage

Students must have a total of 80% attendance in order to graduate and to meet the Satisfactory Academic Progress requirement at each evaluation point. Attendance percentage is determined by dividing the number of days the student was marked present in the attendance record up to the point of evaluation by the total number of class days to that point. The following chart illustrates the required attendance days at each evaluation point.

Satisfactory Academic Progress (SAP) Evaluation Week	Total Course Days Up to SAP Evaluation Point	Minimum Days of Attendance to meet 80% SAP Requirement
7	35	28
15	75	60
22	110	88

Attendance Percentage and Make-Up Policy

Students who repeat (make-up) modules have the attendance percentage calculation modified to add the number of additional days of attendance to the denominator of the percentage calculation. For example, in the case of a student who takes a class with 150 total class days and repeating one additional five (5) day module, the attendance percentage will be determined with the following calculation: $\frac{x}{155}$, with x being the number of actual days of attendance (marked present). A minimum of 80% attendance is still required to be considered making Satisfactory Academic Progress and for graduation.

Maximum Time Frame for Completion

The School's make-up policy allows students to, with prior authorization from the School, retake modules in which they scored grades below 70%. Taking advantage of this option allows students to improve their cumulative percentage grade in the course but also increased the length of time to complete the course beyond the published program length (See Make-Up Policy). Therefore, timely completion of the training program is an additional factor in determining Satisfactory Academic Progress.

The entire program must be completed within 150% of the normal program length of 150 days (30 weeks), or within a total of 225 days (45 weeks). This period is exclusive of periods of leave of absence or intervals between a student's withdrawal and re-entry of a program.

Satisfactory Academic Progress for maximum time frame for completion will be evaluated at the end of the 15th week, and again at the end of the 22nd week. The student's attendance will be reviewed and the number of days required to successfully complete will be determined and then compared to the number of days remaining for the student to complete the program within the maximum time frame. The following chart illustrates the maximum time remaining to complete the program at each evaluation point.

Financial Aid Warning

Students who fail to meet the above-stated standards for Satisfactory Academic Progress at the end of weeks 7 and 22 will be issued a Financial Aid Warning. A Financial Aid Warning form will be issued to all students below the qualitative or quantitative metrics. The form will identify the area or areas where the required Satisfactory Academic Progress metrics are not met, identify the conditions that are required to be met by the next evaluation period, and identify the possible outcomes if Satisfactory Academic Progress is not achieved.

Students who receive a Financial Aid Warning continue to be eligible for financial aid.

Appeal & Probation

Students who fail to meet the Satisfactory Academic Progress standards at the end of the 15th will become ineligible for further financial aid disbursement and may be terminated from the training program. Students faced with this situation will be advised of their option to submit a Satisfactory Academic Progress Appeal. The appeal process to petition for consideration of Federal Student Aid eligibility will, if successful, result in the student being placed on probation, simultaneously restoring their financial aid eligibility.

The appeal process is as follows: The student must submit a written appeal to the school within seven (7) calendar days after being notified of the adverse determination. The appeal must include what caused the student to fail to meet the Satisfactory Academic Progress requirements, for example, an extenuating circumstance, such as an illness or accident. The appeal must explain how the circumstance that affected their academic performance has been resolved so that the student will be able to maintain Satisfactory Academic Progress, going forward. Additional documentation may be required.

A final determination will be issued to the student within seven (7) calendar days of the School's receipt of their appeal. The decision of the college is final and may not be further appealed. If the appeal is accepted, the student is placed on probation and receives counseling, as elaborated upon in the School's Probation policy.

Termination

A student who does not meet the Satisfactory Academic Progress requirements and who not submit an appeal or whose appeal is rejected will be terminated from the training program. Termination will also result if at any point the student's graduation becomes mathematically impossible due to the 150% requirement. Students are informed in writing if they are terminated as a result of failure to maintain Satisfactory Academic Progress.

Withdrawals or Incomplete Grades

The School does not issue final grades of "incomplete," nor does it allow course withdrawal. Such cases result in a categorization of Drop.

Transfer of Credits

Transfer credit awarded by the college has no effect on grade calculations for Satisfactory Academic Progress but it does affect the 150% maximum time frame.

Documentation

Evaluation of Satisfactory Academic Progress quantitative and qualitative metrics are included on each student's grade sheet. Prior to disbursement the Financial Aid Supervisor or Financial Aid Officer must check the file containing the evaluation reports to ensure that the student is maintaining Satisfactory Academic Progress.

Transfer and Readmitted Students

Transfer students from outside the institution will be evaluated qualitatively only on the work completed while at Diversified Vocational College. The maximum time frame is reduced for transfer or readmitted students, based upon the remaining length of the program in which they enroll. If the student transfers in 90 hours towards a 720-hour program and therefore must complete 630 hours at the Institute, then $(630/720 \text{ hours} = 88\%)$, the maximum time frame is 30 weeks $(45 \text{ weeks} \times 88\%, \text{ rounded up}) \times 150\%$ or 59 weeks. Scheduling Students are expected to make satisfactory academic progress (SAP). Satisfactory Academic Progress is defined as satisfactorily completing courses and programs within the agreed upon schedule. Prior to starting a program, you will meet with the Registrar and create a schedule according to your needs that can be completed within the maximum timeframe defined in the program section of the catalog. We recognize that there are circumstances that arise which may cause you to need more time to complete your program. If after your schedule revision you are still unable to make SAP, you may be dropped from your program or request that DVC Director make an exception to the SAP policy.

ATTENDANCE:

You are expected to attend all scheduled classes. It is essential that you notify the School whenever an absence is unavoidable. Notice should be given in advance if you know of a pending absence. If not, you should call the School office and complete an absence form on your return. Excessive absences may be cause for dismissal, or recycling, as determined by the School Director. When necessary, make-up work will be scheduled following an absence. An overall attendance of 80% is required for graduation.

Instructors will advise you if your attendance is becoming a problem and assist you, where possible, in working out solutions. Poor attendance may cause your grade point average to fall below the acceptable level which could cause you to be placed on probation and eventual termination if improvement is not made. (See 'Satisfactory Progress' for more information.)

You may not have more than fourteen (14) consecutive absences. After fourteen consecutive absences, you will be terminated automatically. An automatic termination does not necessarily bar you from re-entering at a later date; however, a long absence may make it necessary for you to repeat portions of the course you have previously taken.

Diversified Vocational College attendance is reported on a daily basis by the instructor. Diversified Vocational College has a database where it keeps track of overall attendance. It will be student responsibility to monitor own attendance to ensure they are meeting the 80% standard. When available, you may be able to make up a missed session, see your Instructor to request this. If you do not agree with any of the attendance data you must submit a written appeal to the Instructor or Director as soon as possible, but no later than 30 days after the date where the attendance was recorded incorrectly.

TARDINESS

Students who are 1 to 15 minutes late for class are reported as present. Students who are late from 16 to 30 minutes of instruction are reported as tardy. Students who miss 31 minutes or more—whether they arrive late or leave early—are counted as absent. Any combination of three times tardy or leaving early will be counted as one absence.

Total minimum instruction time must equal 4 hours, 30 minutes from Monday through Thursday and 3 hours, 30 minutes on Friday.

Appeal Process: A student who is dismissed for any reason may appeal the dismissal by addressing the appeal in writing to the Director. The appeal should contain any special circumstances which may have contributed to the reason for Termination and an explanation of how the student plans to deal with those circumstances if re-admitted. The Director will review the appeal with an officer of Diversified Education Company within ten days and notify the student of the results in writing. If a student is reinstated following an appeal, DVC will provide the student with an academic plan to ensure the successful completion of the program.

LEAVE OF ABSENCE (TITLE IV and VETERANS)

Although we do not recommend that a student interrupt his or her training, we do permit students to take a Leave of Absence for specific reasons. You may take more than one LOA not to exceed a total of 75 days for full-time students. In the VESL program you may take more than one LOA not to exceed a total of 75 days for full-time students, or 100 days for part-time VESL students in the Evening Session. You must request the LOA in writing before you begin your leave. You must give a valid reason for the leave and sign your request. Valid reasons include the following:

Jury duty or court related matters, military service, temporary child care issues, temporary transportation issues, temporary housing issue, health issues for the student or immediate family member, and a death in the family.

If you fail to return from an LOA, you will be terminated on the day following your scheduled return date and the refund policy will be applied as of the last day of attendance; any monies due will be returned according to the school's refund policy.

Upon your return from an LOA you will be placed in a class that will allow you to make up the work that you missed. If a Leave of Absence total exceeds 75 days (100 days for three-quarter time students) you may be terminated. This termination does not bar you from returning at a later date but you may be required to recycle a part of your course when you return. Keep in mind that our regulatory agencies require that a course of study be completed in no more than 150% of the originally scheduled length of time.

MAKE UP WORK

Make-up work will be scheduled by your instructor on an individual basis, as necessary. If you have missed homework assignments or lab assignments due to an absence, you will have two school days to make it up.

RIGHT TO APPEAL FROM TERMINATION

A termination for failure to meet the requirements of satisfactory progress may be made. Follow the procedure described under 'Complaint Procedures' elsewhere in this catalog.

CONDUCT

Students are expected to conduct themselves in a manner conducive to learning. Students who engage in disruptive behavior will receive one warning from the Director. A repeat offense will be grounds for dismissal.

Students who engage in behavior judged to be dangerous or life-threatening will be dismissed immediately.

Any student who has been dismissed because of conduct may appeal his or her dismissal, in writing, to the school's owner. The appeal should be addressed to the school at the address on the cover.

GRADING POLICY

The following grading policy is in effect:

90-100%	=	Excellent	80-84%	=	Good
85-89%	=	Very Good	70-79%	=	Average

Below 70% is considered Failing.

COURSE LENGTH:

Full time students attend supervised class for 24 hours per week and are expected to complete at least six hours in outside preparation for a total of 30 hours per week. One semester hour credit hour is awarded for each 30 hours completed. The hour used is defined as at least fifty minutes within a sixty-minute hour.

OUTSIDE PREPARATION

The VESL (full-time), Business Office Administration (BOA), Medical Billing Electronic System (MBES) and the Transportation and Logistics Technology (TLT) programs are 30 weeks in length and worth 36 Semester Units. The VESL (three-quarter time) program is 40 weeks in length and worth 48 Semester Units. A grade percentage of at least 70% is required to earn Semester Units of credit.

Students in the VESL Program receive six (6) Semester Units for each full level completed. Students who complete only a portion of a Level are awarded a fraction of the six Units in proportion to the amount of time attended.

To maintain satisfactory academic progress, students enrolled in all programs generally spend at least 180 clock hours of preparation outside of class. This preparation is in the form of homework assigned in class by the teacher. The assigned homework is in the form of reading and study assigned in preparation for weekly tests.

COURSES AND OBJECTIVES

The Business Office Administration program is comprised of three main modules: Front and Back Office Operations, Computer Applications and Business English, and Human Resources. The Medical Billing Electronic System is comprised of courses in Computerized Office (Medisoft), Medical Terminology, Medical Coding and Microsoft Office programs. The Transportation and Logistics Technology program consists of five parts: Dispatching; Shipping/receiving; Importing/Exporting; Freight Forwarding; and Computer Applications.

Diversified Vocational College's VESL program is divided into nine Levels - Beginning through Advanced. Students are placed in the Level best suited to their present English skills based on entrance test results and personal interviews. In this way, students' progress at their fastest pace.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

TRANSFER OUT

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Diversified Vocational College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn in the Business Office Administration, Medical Billing Electronic System, English as a Second Language and Transportation and Logistics Technology program is also at the complete discretion of the institution to which you may seek to transfer. If the diploma or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Diversified Vocational College to determine if your diploma or certificate will transfer.

Transfer in – Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology

Students wishing to transfer credit to Diversified Vocational College should have official transcripts sent directly from the accredited institution to Diversified Vocational College. All transcripts received will be reviewed by the Registrar for transfer credit. Credit will only be transferred from courses equivalent to those offered by Diversified Vocational College.

The Registrar will provide a written report of the action taken for each transcript submitted, the student will also sign one copy of the report to acknowledge receipt of the report. That copy will then be made a part of the student's official record. Students have the right to challenge the decision of the Registrar to accept or deny credit. To do so the student must submit the challenge in writing within 30 days of receiving notice of the results of their transcript review. They must state what they are challenging and provide specifics of why they are challenging the decision. The Registrar will review the challenge and reply in writing within 10 business days. In case of a continued disputing of the results by the student, the student will have 10 business days to respond in writing. The dispute will then be forwarded to the Director of Diversified Vocational College for final review and resolution. The decision of the Director is final.

BOA, MBES and TLT students may be awarded credits for comparable work completed at other accredited colleges and postsecondary vocational institutions, subject to submission of a valid transcript showing work completed. Diversified Vocational College accepts Credit at another institution only if that institution is accredited by an agency recognized by either the U.S. Department of Education or the Council for Higher Education Accreditation. It must also meet the following required elements.

1. The transcript must be dated no farther back than three years of application to DVC.
2. The transcript must show a minimum GRADE PERCENTAGE of 80% in the subject matter to be credited and the student must pass DVC's equivalent module's weekly test with a GRADE PERCENTAGE minimum of 80%.
3. The maximum amount of credits awarded for comparable course work cannot exceed more than 2.4 credit units

The school does not give any credits through examinations such as the ACT Proficiency Examination Program (PEP), the Regents' College Examinations, the College Examinations, the College Board's Advanced Placement (AP) program and College –Level Examination Program (CLEP), the Defense Activity for Non-Traditional Educational Support (DANTES) subject Standardized Testing (DSST).

Tuition and fees will not be assessed for any courses transferred in. Diversified Vocational College will only charge tuition and/or fees for courses taken at Diversified Vocational College. Any tuition or fees prepaid for courses which were later transferred in will be refunded within 45 days of the transfer being recorded, unless challenged, in which case payment will be made within 45 days of resolution of the challenge. There is no charge to the student for the evaluation and recording of transfer credits. It is possible that students receiving Financial Aid may have their financial aid reduced by the amount that their tuition and other fees are reduced at Diversified Vocational College by transferring in credits.

ENGLISH AS A SECOND LANGUAGE

Diversified Vocational College offers English as a Second Language course at its main branch. Proficiency in Reading and Writing in English is required to be able to participate and benefit from the training programs offered since all vocational classes are conducted in the English language. The School establishes this proficiency via multiple in-person interviews, ability to read and complete enrollment forms and the evidence of completing high school or obtaining a GED Certificate from the United States. As part of the admissions process, applicants are required to take a reading and mathematics assessment to determine ability to benefit from the program.

Although DVC does not award official credit hours for work done at other ESL schools, students are given credit for what they've learned elsewhere through the use of our Placement Test. Students are placed in our program according to the results of the placement test. If a student places at a high level and cannot complete the entire program, tuition is adjusted to reflect the difference.

CLASS START DATES

A list of Start Dates on which new students may start classes will be found at the end of the college catalog. Calendar vary due to holidays review dates prior to enrolling.

GENERAL INFORMATION

EMPLOYMENT ASSISTANCE SERVICES (Placement)

The School provides placement assistance to all of our graduates who qualify to work in this country. Although we cannot make job promises or guarantees, the graduate will be given assistance in writing a resume and preparing for and setting up job interviews. Our Placement Office maintains contact with a variety of companies. Job openings are posted and the Placement Advisor will assist you in applying for jobs in your field. You should contact the Placement Office at least a month before your graduation to begin the placement assistance process.

JOB CERTIFICATION AND LICENSURE EXAMINATION UPON COMPLETION

No certification or Licensing is required to be employed in the occupations for which our courses train you in the following programs, Medical Billing Electronic Systems, Business Office Administration, Transportation and Logistics Technology and Vocational English as a Second Language.

GRADUATION REQUIREMENTS

A Diploma will be awarded for the Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology programs. A certificate of completion will be awarded for the Vocational English as a Second Language program.

To receive a diploma or certificate (VESL) the student must

- Have an overall Grade percentage of 70%
- Have overall attendance of 80%
- And finish at least 36 semester credit hours (MBES, BOA, TLT)
- And finish at least 48 semester credit hours (VESL)

Other documents that may be issued include:

- A Certificate of Attendance which states the length of time the student attended.
- An Academic Record, which is issued to all students who finish at least one Level. It includes a record of all grades received at Diversified Vocational College.
- A transcript of all work completed in the Business Office Administration, Medical Billing Electronic System the Transportation and Logistics Technology programs and Vocational English as Second Language.

FINANCIAL STABILITY STATEMENT

Diversified Education Company, Inc., parent company of Diversified Vocational College, has never filed a petition in bankruptcy and is not operating as a debtor in possession.

TOTAL CHARGES FOR PROGRAMS

Program	Program Length Program hours/ Weeks	Tuition	Registration (non-refundable)	STRF (non-refundable)	Uniforms	Equipment Fee	Supplies	Books	Administrative	Total Charges
Transportation and Logistics Technology	720/30	\$16,925	\$75	\$42.50	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17,042.50
Medical Billing Electronic System	720/30	\$16,925	\$75	\$42.50	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17,042.50
Business Office Administration	720/30	\$16,925	\$75	\$42.50	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17,042.50
English as A Second Language	720/30	\$7,450	\$75	\$20.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,545.00

TUITION

Tuition for the Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology programs:

VESL

Registration Fee (Non-refundable)	\$ 75.00	\$ 75.00
1 st half -	\$ 8,462.50	\$3,725.00
2 nd half -	\$ 8,462.50	\$3,725.00
STRF Fee (Non-refundable)	\$ 42.50	\$ 20.00
Total tuition and registration fee	\$17,042.50	\$7,545.00

Budgets used to determine the amount of financial aid available to the student are found on Page 2.

Tuition for the VESL course covering 30 weeks of full-time instruction is \$3,725 for each 15 weeks; \$7,450 total.

Tuition for the VESL course covering 40 weeks of part-time instruction is \$3,725 for each 20 weeks; \$7,450 total.

There is a one-time registration fee of \$75.00 payable at the time of registration.

Students who pay on a month-to-month basis pay a registration fee of \$75 and \$993.333 per each 4 week session. For a total of \$7450 for the 720 Hour program.

NOTICE: DVC does not accept advance payments for periods of enrollment that exceed *one academic year*.

STUDENT TUITION RECOVERY FUND

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.

Effective **April 1, 2022**, the Student Tuition Recovery Fund (STRF) assessment rate changed from fifty (\$.50) per one thousand dollars (\$1,000) of institutional charges to two dollars and fifty cents (\$2.50) per one thousand dollars (\$1,000) of institutional charges. (5, CCR Section 76120)

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, 1747 N. Market Avenue., Suite 225 Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818, Phone: (888) 370-7589 or (916) 574-8900.

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

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

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

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

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

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

REQUIREMENT TO REPAY LOANS

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 money's not paid from federal financial aid funds.

BOOKS, SUPPLIES AND EQUIPMENT

Students are responsible for disposable items such as pencils and papers. These are not sold by the school. All materials and equipment required for classroom instruction are maintained by the School. Textbooks are handed out at the beginning of each subject matter.

Students may expect to pay approximately \$800.00 a month for shared housing. Diversified Vocational College does not find or assist a student in finding housing and does not have dormitory facilities under its control. Transportation costs, depending on mode of transportation and distance can run \$20.00 per week, or more. No food service is provided.

FEES AND OTHER COSTS

The Registration (Application) Fee is \$75.00. The fee is not refunded if the student cancels enrollment.

FINANCIAL AID

BOA, MBES and TLT: Diversified Vocational College is eligible to provide financial assistance to those who qualify under the Federal Pell Grant Program and the federal student loans. Applications for assistance under these programs may be obtained from the Financial Aid Office. Eligibility for all Federal programs is based on financial need computed on the basis of a federally provided needs analysis.

VESL: Students enrolled for the full course may apply for the Federal Pell Grant. A privately funded payment plan may be used to cover the balance not paid by grant. It is available only to U.S. Citizens and permanent residents. Ask your Financial Aid Advisor for details. Any portion of tuition not covered by the Grant and plan is payable in monthly installments.

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

DELINQUENT TUITION

Full tuition is payable by the date of graduation or last day in school unless other arrangements are made in advance. If a student is on monthly payments and is in arrears more than one month the student will be dismissed. The student may be reinstated when the student's account is brought up to date. Exceptions may be made in cases of hardship at the discretion of the Director.

METHODS OF PAYMENT:

DVC ACCEPTS PAYMENTS IN CASH, CHECK, MONEY ORDER, DEBIT CARD OR CREDIT CARD.

COMPLAINT AND GRIEVANCE PROCEDURES

If you have a complaint about any matter relating to the School you should follow this procedure: First, discuss your complaint with your instructor. If you do not receive a satisfactory resolution, discuss the matter with the School Director. If you feel your grievance needs more attention, put your complaint in writing and address it to the President, Diversified Education Company, Inc., 1670 Wilshire Boulevard, Los Angeles, California 90017. Your complaint will be address within ten (10) working days of receipt.

You may also make a complaint, as follow:

The Accrediting Council for Continuing Education & Training (ACCET), 1722 N. Street N.W., Washington D.C. 20036. Telephone (202) 955-1113. The procedures for forwarding complaints to ACCET are posted at the School.

“Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market, Suite 225, Sacramento, CA 95834 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897

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

STUDENT RIGHTS TO CANCEL

You have the right to cancel your enrollment agreement including any equipment such as books, materials, and supplies, or any other goods related to the instruction offered in the Agreement, and obtain a refund of charges paid through attendance at the first-class session, or seven (7) business days after enrollment, whichever is later. Cancellation shall occur when you give notice of cancellation at the address of the school shown on top of the front page of your enrollment agreement. You can also do this by mail, hand delivery, phone or e-mail. The notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement. If you cancel this agreement, the school will not charge institutional charges; however, the school will retain the non-refundable \$75.00 registration fee and you may keep any uniform that you have received.

CANCELLATION PROCEDURES

If your application for enrollment is rejected by the school you will receive a full refund of any money paid. You may cancel your enrollment at any time up to and including the first scheduled class day, or the seventh business day after enrollment, whichever is later, and receive a full refund of any money paid not including the registration fee. Cancellation may be in any form including by phone, email, USPS mail or in person but preferably should be in writing. Should the program for which you enrolled be canceled prior to your starting class a full refund will be made of any money paid.

If you fail to appear for class on the date scheduled for class start you will be classified as a 'no start'. Your enrollment will be cancelled and any money paid will be refunded. Such a cancellation will not prevent you from starting at a later date should you wish to do so. A new enrollment agreement may be necessary. All refunds due to cancellations will be made within forty-five days of the date of cancellation. After you begin classes, the refund policy will apply.

WITHDRAWING FROM CLASS

You may withdraw from your course at any time by completing a withdrawal form obtained at the Records Office. Written notice should be e-mail from your personal e-mail account or by letter signed by you and mailed to the school address. Notice of withdrawal may be in any form including by phone, email, USPS mail or in person but preferably should be in writing. If you are absent fourteen consecutive days without notifying the school, you will be considered to have withdrawn and the Refund Policy will apply. When you withdraw, you withdraw from the entire course. The Financial Aid Office is informed of the withdrawal and is responsible for completing the refund calculation. If Title IV funds have been disbursed a refund is made within forty-five (45) days from the withdrawal date. Any refund not applied to Title IV funds will be made to the source of the payment. You will receive a letter informing you of the calculation and the amount of any refunds made and to which funds it was applied. Contact your Financial Aid Advisor if you have any questions. If a balance remains in your account after refunds have been calculated and made, you are responsible for paying the balance.

ALCOHOL AND DRUGS

We are deeply concerned about the dangers associated with drug and alcohol abuse. As an institution of learning our principle role is to encourage an education which leads toward high standards and respectful conduct in our students. While we seek to educate and encourage, we also have a responsibility to restrict any behavior that adversely affects members of this campus. We feel we have a compelling obligation to eliminate drugs and alcohol from our campuses.

Jeanne Clery Disclosure of Campus Security Policy, Campus Crime Statistics and the school's Drug and Alcohol Policy booklets are distributed during Financial Aid Clearance or may be obtained on request during regular office hours from any Financial Aid Advisor.

A student who is convicted of any offense under any Federal or State law involving the possession or sale of a controlled substance for conduct that occurred during a period of enrollment for which the student was receiving any grant, loan, or work assistance under Title IV shall not be eligible to receive any grant, loan or work assistance under this title from the date of that conviction for possession 1 year to an indefinite period; from sale of a controlled substance from 2 years to indefinite.

SETTLEMENT OF OTHER CHARGES

If a student withdraws from DVC, DVC will settle reasonably any other DVC charges that the student may have incurred.

PROFICIENCY REQUIREMENT

Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology students are required to take a weekly test to determine their proficiency in each module.

Upon completion of the VESL course, a proficiency test will be given. Students who complete the 30-week course but who have not achieved satisfactory proficiency may choose to take additional instruction without charge until the student has attained the required proficiency, or to receive a full refund of the total charges for VESL instruction. However, there is no proficiency requirement to graduate, as long as the student completes the program with a **GRADE PERCENTAGE** of 70% and attendance of 80%.

TUITION REFUND POLICY

Tuition refund policy and calculation applies during any of the following conditions;

- Student has canceled enrollment
- Students has stopped attending
- Student does not meet the program performance requirements
- Student has completed the program

A student has the right to withdraw from a program of instruction at any time. Students wishing to officially withdraw must provide notification of their intent to withdraw to the Director of Education. The withdrawal date for students who officially withdraw will be the last date of attendance.

A student who ceases attendance without official notification of their intent to withdraw will be terminated automatically fourteen (14) days after the last day of recorded attendance. The withdrawal date for students who unofficially withdraw will be the last date of attendance. An automatic termination does not necessarily bar a student from re-entering at a later date. Students may also be terminated by the institution if the code of conduct is not met or the minimum required performance is not achieved.

When student reaches the end of the enrollment or the 150% allowable time, a review of the ledger is conducted to determine if any refund is due or if the student has any remaining financial responsibilities to the institution. The tuition charges apply to each semester separately. The withdrawal date is the last day of recorded attendance. Upon withdrawal (beyond the cancelation period), the tuition refund is calculated in the following manner:

1. The total tuition cost for the semester is divided by the number of days in the semester to obtain a daily tuition charge for the program.
2. The total number of days from the start of the semester to the date of withdrawal are multiplied by the daily tuition charge as calculated in step 1. The cost of textbooks, tools and training related materials are charged at the rate of \$30 per each weekly module attempted. The addition of these two amounts determine the amount of tuition owed to the school.
3. The amount of tuition paid by the student is determined.
4. If the amount of the tuition paid by the student is more than the amount owed to the school in step 2, the difference is the amount to be refunded. Refunds are made within 45 days. Note that if the student has completed more than 60% of the semester, no refund is made. Refunds are made within 45 days from the last day of attendance. For academic purposes only, holidays and weekends are not counted in determining completion of the course.

If any portion of the student’s tuition is paid with Title IV funds, as previously described, the school will calculate the amount of financial aid earned up to the last date of recorded attendance using a formula mandated by the U.S. Department of Education. This requirement is a pro-rata calculation performed on the amount of Title IV aid received only, taking the number of days attended divided by the number of days in the period, up to 60% completion. If the amount of Federal Financial Aid Funds received is more than the amount of the aid earned, the difference must be returned to the appropriate Title IV program as soon as possible, and but no later than 45 days after the withdrawal. The funds will be returned in the following order:

1. Direct Unsubsidized Loan
2. Direct Subsidized loan
3. Direct Plus Loan
4. Federal Pell Grant
5. Federal SEOG Grant

The following illustrates the application of the refund policy, per semester, assuming that the full tuition has been paid in advance (this calculation takes into account \$30 per weekly module charge for textbooks and other related training materials).

Percent of Program Completed:	10%	25%	50%	60%	Over 60%
Tuition paid	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000
Tuition owed by the student	\$890	\$2,240	\$4,450	\$5,340	No refund

If the amount calculated as earned by the school is more than the amount that has been paid, the student is responsible for the balance. Upon the return of the Title IV funds, the student is entitled to a refund of funds paid cash if the total charges are less than total funds paid. Please check with your Financial Aid Officer to determine the amount you may owe or be due. **If you have received federal student financial aid funds, you are entitled to a refund of moneys not paid from federal student financial aid program funds.**

Credit Balances

If the refund calculation results in a credit balance on the students account, the balance will be paid as soon as possible, but no later than ten (10) days after the date of the refund calculation.

Post-withdrawal Disbursements

The School disburses title IV funds only as a credit to student ledger accounts and not directly to students. Therefore, the school does not make post-withdrawal disbursements.

Notification of Return of Title IV Refund Requirements (R2T4)

The Federal Government requires that a separate refund calculation be made for students receiving Federal Financial Aid (Title IV). This requirement is a pro-rata calculation performed on the amount of Title IV aid received only, taking the number of days attended divided by the number of days in the period, up to 60% completion. If the student has not attended long enough to ‘earn’ the amount of financial aid applied to his/her tuition, the difference must be refunded to the Department of Education. If a refund is paid to the Department of Education under this calculation, it will be the responsibility of the student to pay this amount to the school. Payment is due within 10 days of withdrawal. For example, if the amount of refund calculated is greater than the amount paid, you would own the balance to the school.

Return of Unearned Aid

For students who are required to return Title IV aid in addition to the portion of aid the school is required to return, there is a 50% protection allowance on unearned Title IV student grants only. Loans would need to be repaid in full.

Billing Procedures and Delinquent Tuition

The Business Office will prepare and mail monthly statements to students based upon the terms of their enrollment agreement. Both graduates and drops, with a balance owing, will be billed in the same manner. Dropped students should receive the first bill one month from the drop date.

For students in the Los Angeles main campus, the Business Office will interview students prior to graduation to remind them of their responsibility to make payment and answer students' questions.

If payments are not received, a past-due notice will be sent with the next billing. If payments are still not received, the Business Office will attempt to contact the student to remind them of the promised payments. If the student is unable to pay, the Business Office is authorized to defer payments. This is especially important if the student has not yet been placed. Deferments may also be granted for lost jobs and other financial emergencies.

If payment has not been received and the above efforts have been tried, billing may temporarily be suspended after nine (9) unsuccessful billings.

CONSUMER INFORMATION SECURITY AND PROTECTION

1. Policies and procedures for protecting consumer information shall be the responsibility of the DEC Corporate Staff and their designated assistants.
2. Consumer information shall be safeguarded against access except by designated employees and others who have a legal right to inspect such records including police departments and oversight agencies, or by other legal authority. Any breach of this policy must be reported promptly to Corporate.
3. Electronic records shall be protected by secure passwords.
4. Social Security numbers shall list the last four digits only in printouts and searches except for those individuals who have legitimate need for the full number.
5. Areas where student records are kept shall be securely locked when not occupied by appropriate personnel.
6. Personal information about students and employees shall not be released to the public without student permission, with the exception of parents or guardians of minor children, or agencies who have the authority to request such information without obtaining permission from the individual.
7. Personal information may not be released over the telephone even if the caller identified himself or herself as the individual involved. Information requested by current or former students may be released in person or by mail addressed to that individual.
8. Personal information about students or employees shall not be mailed to anyone other than the student or employee or with their written and signed request.
9. Credit cards used to make payments to the school will be identified by the last four digits only.
10. All discarded documents containing personal information is shredded either at the company or by a company employed to do so by DEC.
11. Security programs will be evaluated at least once a year by the school director, his designated representative or by Corporate staff.

TITLE IX NON DISCRIMINATION POLICY

Title IX originated in 1972 as part of the educational amendments of the US Department of Education, since updated, to now include barring discrimination on the basis sex, gender, identity, or failure to conform to stereotypical notions of masculinity or femininity, race, disability, full or part-time status, or national origin in all activities. The non-discriminatory policy applies to both students and employees in education and all other activities that take place on campus. Also barred are all forms of sexual harassment, abuse or assault. Discrimination is also barred because of parental status, nor can parental status be required as a requirement for enrollment.

Any student or employee who feels that he/she has been subjected to discrimination, harassment or assault at the Wilshire Blvd. campus should report the incident(s) to Lorraine Bauchiero, Title IX Coordinator, located in the first floor of the ATC campus. Telephone: (213) 353-1858; email: titleIXcoordinator@atcla.edu. The Coordinator recommends appropriate action to the school administration and records the outcome of any action taken, or reasons for rejecting the complaint, and maintains a record of complaints, action recommended, and resolution of the conflict. All information given is confidential and can only be accessed by persons with a need to know, or by government order.

Diversified Education Company, Inc., vocational schools have no athletic programs, nor do they provide school owned residential facilities.

ADMINISTRATIVE/STAFF OF DIVERSIFIED VOCATIONAL COLLEGE

SAMUEL ROMANO, **President of Diversified Education Company**, 213-353-1838; decatc@earthlink.net

CHRISTINE PRECIADO, **School Director**, 213-353-1823, christine.preciado@dvcla.edu

JACQUELINE VENTURA, **Financial Aid Director/Financial Aid Advisor**, 213-353-1815; jackie.ventura@deccs.org

KENYA SANCHEZ, **Assistant Director/Job Placement Advisor**, 213-353-1946; kenya.sanchez@atcla.edu

LORRAINE BAUCHIERO, **Title IX Coordinator/Records/Registrar** 213-353-9046; titleIXcoordinator@atcla.edu

JOHN REITZELL III, **Loan Management Coordinator**, 213 353-1872, johnm.reitzell@deccs.org

ANA QUINTANILLA, **Financial Aid Advisor**, (213) 235-9078, ana.quintanilla@decvs.com

SUYIN FLORES, **Admissions Advisor**, (213) 353-1199, suyin.flores@atcla.edu.

AFFILIATED SCHOOLS

The following schools are owned and operated by Diversified Education Company:

The following are accredited by The Accrediting Council for Continuing Education & Training (ACCET):

Diversified Vocational College
1670 Wilshire Boulevard
Los Angeles, California 90017
Main campus of DVC
Phone: (213) 413-6714

The following schools are accredited by **The Accrediting Commission for Career Schools and Colleges (ACCSC)**:

Associated Technical College
1670 Wilshire Boulevard
Los Angeles, CA 90017
Phone: (213) 353-1845

Associated Technical College
2650 Camino Del Rio N #100,
San Diego, CA 92108
Phone: (619) 234-2181

THE FACULTY OF DIVERSIFIED VOCATIONAL COLLEGE

LOS ANGELES MAIN CAMPUS

Business Office Administration (BOA)

Jessica Alvarez, *Business Office Administration Instructor*

jessica.alvarez@dvcla.edu

B.S. in Business Administration, CSULA

Medical Billing Electronic System (MBES)

Dr. Ricardo Rivera, *Medical Billing Electronic System Instructor*

ricardo.rivera@atcla.edu

Doctor of Medicine, Evangelical University of El Salvador, Central America

Transportation and Logistics Technology (TLT)

Willie Pope, *Transportation and Logistics Technology Instructor*

willie.pope@dvcla.edu

Western Michigan University, BA - Org. Communication, Kalamazoo, MI

Compton Junior College, Associates, Business Compton, CA

Vocational English as Second Language (VESL)

Justo J. Rodriguez, *Vocational English as Second Language Instructor*

B.A. in Spanish (Language and Literature), California State University, Los Angeles

Quy Tran, *Vocational English as Second Language Instructor*

Bachelor of Arts – Sociology, 2007

Bachelor of Arts - Religious Studies, 2007

Master Degree- TESOL, 2009, California State University, Long Beach

ADVISORY BOARDS AT DVC

Business Office Administration

Janice Millare
Client Relationship Manager
Kforce
Culver City, CA

Manuel Cuadros
Education Department Manager
Midnight Mission, Los Angeles, CA

Leticia Castillo
Regional Executive Recruiter
EmployBridge Workforce Specialists
Los Angeles, CA

Transportation and Logistics Technology

William Flores
Dispatch Manager
Pacifica Trucks
Long Beach, CA

Brian Estrada
LAX Air Export Supervisor
MAPCARGO Global Logistics
Redondo Beach, CA

Leticia Castillo
Regional Executive Recruiter
EmployBridge Workforce Specialists
Los Angeles, CA

Medical Billing and Coding

Fatma Girit
CEO
Girit Consulting, Los Angeles, CA

Mane Mazmanyman
Dental Office Manager
Suren Chtchyan DDS, Los Angeles, CA

Yessenia Soto
Clinic Manager/Coordinator
San Judas Medical Group-Wilshire, Los Angeles, CA

Antonio Arista
Director of Logistics & Warehousing
Oblong Industries
Los Angeles, CA

Steve Horowitz
Compliance Officer/Licensed Customs Broker
Hahn International Inc.
Los Angeles, CA

DISCLOSURES

The following information is provided in compliance with various state and federal regulations.

Family Educational Rights and Privacy Act (FERPA)

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond high school level. Students to whom the rights have transferred are "eligible students".

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student has the right to a formal hearing. After the hearing, if the school still decides not to amend the records, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information. Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose these records, without consent, to the following parties or under the following conditions: a) School officials with legitimate educational interest; b) Other schools to which a student is transferring; c) Specified officials for audit or evaluation purposes; d) Appropriate parties in connection with financial aid to a student; e) Organizations conducting certain studies for or on behalf of the school; f) Accrediting organizations; g) to comply with a judicial order or lawfully issued subpoena; h) Appropriate officials in cases of health and safety emergencies; and i) State and local authorities within a juvenile justice system, pursuant to specific State law. DVC follows the above procedures.

Students may request to review records in person at the DVC Records Office. Giving a 7-10 business days in advanced notice is desirable to avoid having to wait while files are retrieved from storage.

Diversified Vocational College does not maintain a student directory. Further information or complaints on adherence to this policy may be obtained by calling the Family Policy Compliance Office of the U.S. Department of Education at (202) 260-3887.

Review of the School's Accreditation, Approval and/or Licensing

Examination of the school's accreditation documents and state approval is available by making an appointment with the School Director during regular daytime business hours Monday-Friday, except holidays.

Unlawful copying or sharing of copyright material

The downloading or copying of copyright material, including computer programs for personal use or distribution is prohibited both by DVC and by federal law. Persons found to be violating this prohibition are subject to dismissal as well as criminal penalties. A person who violates federal copyright law under Chapter 12 shall be fined not more than \$500,000 or be imprisoned for not more than five years, or both for a first-time offense and not more than \$1,000,000 or be imprisoned for not more than 10 years, or both for each subsequent offense.

Vaccinations

Diversified Vocational College does not have a policy requiring vaccinations of any kind for Business Office Administration, Transportation and Logistics Technology, Medical Billing Electronic Systems, and Vocational English as a Second Language. However, we advise students in attendance during fall and winter months to obtain the current flu vaccine.

Student Visas

The school does not enroll students from other countries.

CREDIT HOUR POLICY

Definition of a Clock Hour:

A clock hour is defined as a 60-minute span of time in which no less than 50 minutes is devoted to actual class instruction, with the remaining portion being designated as a break.

Credit conversion of clock to credit hour for **academic** purposes is as follows:

For Academic Purposes: 15:1 Lecture; 30:1 Lab; 45:1 Externship

Credit Conversion of clock to credit hour for **financial aid** purposes is as follows:

For Financial Aid Purposes: 30:1 plus 7.5:1 (homework) or 37.5:1

For financial aid purposes, semester credit hours are measured in terms of the amount of time in which a student is engaged in academic activity (lectures, labs, hands on and homework) that is a minimum of 37.5 clock hours.

Laboratory hours:

Definition: Supervised student practice of a previously introduced theory/principle during which practical skills and knowledge are developed and reinforced.

Laboratory Credit Hours: Thirty (30) Class Laboratory Hours = 1 semester credit.

The institution's programs are recognized by ACCET for academic purposes as follows:

Program	Clock Hours	Semester Credit Hours
Business Office Administration	720 Clock Hours	36 Credit Hours
Transportation and Logistics Technology	720 Clock Hours	36 Credit Hours
Medical Billing Electronic System	720 Clock Hours	36 Credit Hours
English as a Second Language	720 Clock Hours	48 Credit Hours

BUSINESS OFFICE ADMINISTRATION, TRANSPORTATION AND LOGISTICS TECHNOLOGY, and MEDICAL BILLING ELECTRONIC SYSTEM (CREDIT HOUR POLICY)

Diversified Vocational College will award Credit Unit Hours based on the following formula:

For academic purposes, each six-day semester segment includes a minimum of 9.5 hours of assigned homework.

For the purpose of a weekly homework grade (for each 5 days of a given module and 7.5 hours of assigned homework) teachers will assign homework on a daily basis and document the assignments on the appropriate forms. Completion of the assigned homework is checked daily, and a maximum of 2.5 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The Business Office Administration, Medical Billing Electronic System and Transportation Logistics Technology programs consist of 720 Class Hours, plus a minimum of 180 hours of outside preparation (assigned homework), totaling 900 hours. The syllabus for each Module within the program identifies the components outlined above. The student's performance is graded and monitored within each component.

VESL

For academic purposes, each 30-hour semester segment includes a minimum of 9.5 hours of assigned homework. Completion of the assigned homework is checked daily and a maximum of 2 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The student must complete a minimum of 720 hours with a grade percentage of 70%, or better, and an overall attendance of 80%. The course at **full-time** is 30 weeks in length, 24 hours per week. The course at **part time (3/4 time)** is 40 weeks in length, 18 hours per week. Instruction time is 50 minutes for every hour (60minutes). The VESL program consists of 720 hours of instruction, plus at least 180 hours of homework. Each full Level is valued at 6 Semester Units. A total of 48 Semester Units is required for graduation. A certificate is awarded upon completion

Courses Offered – Semester and Clock Hours – Occupational Codes

Business Office Administration (Semester Credits): Computer Application and Operations, Office Administration Support. 36 Credit Hours; 720 Clock Hours and 180 Hours outside preparation; 30 Weeks. CIP Code: 52.0408

Medical Billing Electronic System (Semester Credits): This program prepares students for entry-level positions such as medical billers, medical office clerks, medical receptionists, coders and medical transcribers. 36 Credit Hours; 720 Clock Hours and 180 Hours outside preparation; 30 Weeks. CIP code: 51.0714

Transportation and Logistics (Semester Credits): 36 Credit Hours; 720 Clock Hours and 180 Hours outside preparation; 30 Weeks. This program prepares individuals with skills and knowledge in the field of Transportation and Logistics – 53.6099; Shipping and Receiving – 43.5071; Office Operations – 43.9199; Dispatching – 43-5032; Cargo and Freight Agents – 43.5011; and Freight Forwarders – 43.5011. CIP Code: 52.0410

Vocational English as A Second Language (Semester Credits): This program is designed for individuals who already have a job skill or want to continue their education. Therefore, job opportunities will depend on the student's previously acquired skills. CIP Code: 32.0109, Full time course is completed in 30 Weeks, Part-time (3/4 time) course is completed in 40 Weeks. For a Program Total of Forty-eight (48) Semester hours. CIP Code: 32.0109

ARBITRATION AGREEMENT

Any and all disputes, losses, and/or claims arising out of and/or relating to this Agreement including, without limitation, those as to the performance of the parties, the terms of this Agreement, its interpretation, its negotiation, or a party's breach of this Agreement shall be resolved by way of binding arbitration by a single neutral arbitrator by and pursuant to the rules of the American Arbitration Association (or any successor entity thereto) in the City of Los Angeles, County of Los Angeles. In rendering its decision and award, the arbitrator shall follow California law, rules and procedures and shall not modify the provisions of this Enrollment Agreement/Contract. The award entered in such a proceeding shall be fully binding, final and not subject to appeal and may be entered and enforced as a final judgment by any Court of competent jurisdiction. In the event of any arbitration or other proceeding between the parties hereto arising out of or in any manner relating to this Agreement including, without limitation, its negotiation, terms, interpretation, performance and/or breach and in addition to all other recoveries and awards, the prevailing party shall recover from the non-prevailing party any and all reasonable attorneys' fees incurred including those incurred on appeal, in enforcement proceedings and/or in connection with bankruptcy proceedings. Please read the statement shown on your enrollment agreement.

Data Entry / Office Clerk**12 Lecture Hours 12 Practicum Hours**

Students will learn to key in text, enter data into a computer, operate other office machines, and perform other clerical duties, all in a mock-up office environment. Students will learn specific duties of an Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

Introduction to the Internet**12 Lecture Hours 12 Practicum Hours**

Students will learn internet terminology, surf the Web, work with and customize a browser, optimize file usage, and learn tips on making a browser work for the student.

Microsoft Access and 10 Key**24 Lecture Hours 24 Practicum Hours**

Students will learn database concepts; learn to create a database using a wizard in design view, format tables and use templates. Will also learn the operation of 10 Key machine.

Microsoft Excel**36 Lecture Hours 36 Practicum Hours**

Students will learn basic spreadsheet concepts, navigate in workbooks, enter, edit, format and print data, charts, tables, as well as to record and edit simple macros.

Microsoft Word**36 Lecture Hours 36 Practicum Hours**

Students will learn to create, edit, format, and print Word documents as well as to record and edit simple macros.

Office Equipment Protocol**12 Lecture Hours 12 Practicum Hours**

Hands-on training to become knowledgeable about multiple office equipment found throughout business offices.

Microsoft Outlook**12 Lecture Hours 12 Practicum Hours**

Students will learn how to use outlook for e-mail, schedule and maintain appointments, events and meetings, and organize personal folders.

Microsoft PowerPoint**12 Lecture Hours 12 Practicum Hours**

Students will learn slide layout and different views, enter data, create slide shows, insert other application objects, save, open, print and show presentations.

Microsoft Publisher**12 Lecture Hours 12 Practicum Hours**

Students will learn to demonstrate the placing and editing of text, add art and special text effects to create flyers, newsletter and publications.

Human Resources Generalist Track**48 Lecture Hours 48 Practicum Hours**

Students will learn entry level Human Resources support skills such as understanding H.R. policies, equal employment, technological changes, employee recruiting and hiring practices, pay and benefits administration, Labor Laws, Employee rights, administering personnel policies and the role and risk of social media in H.R.

Receptionist**12 Lecture Hours 12 Practicum Hours**

Students will learn real world work skills in answering telephones, operating multiple lines, routing and screening calls, greeting visitors, handling in-company mail and packages, updating appointment calendars, preparing travel vouchers, providing information to company visitors and employees. Students will learn specific duties of an

Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

Introduction to Web Page Design 24 Lecture Hours 24 Practicum Hours

Students will learn to design, build and post a Web Page, and build pages with HTML, web design software and online tools. It includes the creation of a website portfolio for use in the job market,

Introduction to Windows 12 Lecture Hours 12 Practicum Hours

Students will learn to use basic Windows applications to create documents, view files, customize Windows, create user accounts, passwords, browse the Web, and exchange e-mail.

The Business Office Administration Program includes daily practice in Keyboarding and Typing.

Medical Billing Electronic System

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance. This program prepares students for entry-level positions such as medical billers, medical office clerks, medical receptionists, coders and medical transcribers. **CIP Code: 51.0714. Standard Occupational Classification Code: 31-0000.**

Prerequisite: None

Length of Program: **36 Semester Hours (30 Weeks)**

The Program includes a minimum of 180 hours of assigned homework.

Graduation Requirements

The student must complete a minimum of 720 hours with a grade percentage of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. Instruction time is 50 minutes for every hour (60minutes). A total of 36 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

Career Development

12 Lecture Hours 12 Lab Hours 24 total hours

This course is designed to prepare students back in the workforce in the field of study; students are taught skills that are necessary to prepare them to the job search process. Through various exercises and the use of electronic and traditional media, students are taught how to develop career goals. They are also challenged to realize their potential in their chosen fields and how to use this knowledge in the job-hunting process. Students are required to write a resume, cover letter, job application, interview techniques, and other related assignments.

Computerized Office (Medisoft)

48 Lecture Hours 48 Lab Hours 96 total hours

This course introduces the student to common financial and administrative procedures necessary in family practice, medical specialty offices, and large medical facilities. Students will learn to input various patient information, submit insurance claims to various companies, and schedule office visits, laboratory, and specific diagnostic and procedural testing appointments. The student will be able to run common reports associated with the medical practice. Day sheets, patient ledgers, and other financial reports important to the day-to-day financial operations of the medical facility.

Customer Service, Office Equipment Protocol, and Front Office Business Clerk

Customer Service

12 Lecture Hours 12 Lab Hours 24 total hours

Office Equipment Protocol

12 Lecture Hours 12 Lab Hours 24 total hours

Students will have entry-level knowledge of a variety of receptionist tools including how to answer telephones, operate multiple lines, route and screen calls, greet visitors, handle in/outgoing mail and packages, research and organize information, file, update appointment calendars, and arrange meetings and travel. Students will learn document processing, multiple computer applications, and a foundation in the use of office equipment. Students will also learn how to input data, manipulate various types of data, and edit and/or proofread the data. In addition to the above skills, students will be able to identify the principles of good customer service and will develop customer friendly service techniques and systems.

Objective: Upon successful completion of the Receptionist, Office Equipment Protocol, and Customer Service modules, students will have knowledge of entry-level business and office administration, as well as having knowledge of entry-level technical and computer skills in the workplace. In addition to the above skills, students will know the principles of good customer service and how these skills play a necessary and significant role in each business transaction and in each job function in the workplace.

Transportation and Logistics Technology

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance. This program prepares individuals with skills and knowledge in the field of Transportation and Logistics – 53.6099; Shipping and Receiving – 43.5071; Office Operations – 43.9199; Dispatching – 43-5032; Cargo and Freight Agents – 43.5011; and Freight Forwarders – 43.5011. **CIP Code: 52.0410. Occupational Classification Code: 53-0000**

Prerequisite: None

Length of Program: 36 Semester Hours, (30 Weeks)

The Program includes a minimum of 180 hours of assigned homework.

The student must complete a minimum of 720 hours with a grade percentage of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. Instruction time is 50 minutes for every hour (60minutes). A total of 36 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

Program of Study

Administrative Skills/Business English 12 Lecture Hours 12 Practicum Hours

Students will learn grammar, usage and style. They will learn techniques and formats to editing, proofreading letters, memos, publications, and other business documents.

Students will learn to perform a variety of administrative and clerical tasks necessary to help run an organization. Students will learn document processing and multiple computer applications, as well as learn how to organize and manage an office.

Career Development 12 Lecture Hours 12 Practicum Hours

This course is designed to prepare students back in the workforce in the field of study; students are taught skills that are necessary to prepare them to the job search process. Through various exercises and the use of electronic and traditional media, students are taught how to develop career goals. They are also challenged to realize their potential in their chosen fields and how to use this knowledge in the job-hunting process. Students are required to write a resume, cover letter, job application, interview techniques, and other related assignments.

Dispatching Procedures 48 Lecture Hours 48 Practicum Hours

Introduction to dispatching skills and responsibilities, including Dispatcher's role, responsibilities, types of dispatchers, organizational and record keeping systems and procedures required for the industry.

Microsoft Excel 36 Lecture Hours 36 Practicum Hours

Students will learn basic spreadsheet concepts, navigate in workbooks, enter, edit, format and print data, charts, tables, as well as to record and edit simple macros.

Freight Forwarding 84 Lecture Hours 84 Practicum Hours

Introduction to the responsibilities of a freight forwarder, including International Goods and Trades, Freight HanDVCng, International Logistics, Freight Movement Types, Rules and Governing Laws, Foreign Currency and Money Exchange, and International Insurance Policies.

Importing / Exporting**48 Lecture Hours****48 Practicum Hours**

International Trading, Import vs. Export. Target Identification, Negotiation Skills, International Trading Laws.

Internet Applications**12 Lecture Hours****12 Practicum Hours**

Students will learn internet terminology, surf the web, work with and customize a browser, optimize file usage, and learn tips to make a browser work efficiently.

Word Processing**24 Lecture Hours****24 Practicum Hours**

Students will learn to create, edit, format and print Word documents as well as to record and edit simple macros.

Microsoft Outlook**12 Lecture Hours****12 Practicum Hours**

Students will learn how to use outlook for e-mail, schedule and maintain appointments, events and meetings, and organize personal folders.

Microsoft PowerPoint**12 Lecture Hours****12 Practicum Hours**

Students will learn slide layout and different views, enter data, create slide shows, insert other application objects, save, open, print and show presentations.

Microsoft Publisher**12 Lecture Hours****12 Practicum Hours**

Students will learn to demonstrate the placing and editing of text, add art and special text effects to create flyers, newsletter and publications

Shipping and Receiving**48 Lecture Hours 48 Practicum Hours**

Principals of Warehousing, Inbound vs. Outbound Shipping, Measuring and Benchmarking Warehouse Performance, Packaging, Labeling and Safety Procedures.

Vocational English AS A Second Language (VESL)

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Unit Tests and in class performance. Instructors' qualifications: (1) a bachelor's degree with a minimum of three months of full-time equivalent ESL or foreign language classroom teaching experience or (2) a bachelor's degree along with a certificate in teaching ESL or a foreign language, that includes a practice teaching component.

This program is designed for individuals who already have a job skill or want to continue their education. Therefore, job opportunities will depend on the student's previously acquired skills. CIP Code: 32.0109

Full time course is completed in 30 Weeks

Part-time (3/4 time) course is completed in 40 Weeks

Nu

For a Program Total of Forty-eight (48) Semester hours

For academic purposes Fifteen (15) Class Hours = One Semester Credit Unit

For financial aid purposes Fifteen (15) Lecture Hours plus 9.5 hours of outside preparation (assigned homework) = One Semester Credit Unit

For academic purposes, each 30 hour semester segment includes a minimum of 9.5 hours of assigned homework. Completion of the assigned homework is checked daily and a maximum of 2 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The student must complete a minimum of 720 hours with a grade percentage of 70%, or better, and an overall attendance of 80%. The course at **full-time** is 30 weeks in length, 24 hours per week. The course at **part time (3/4 time)** is 40 weeks in length, 18 hours per week. Instruction time is 50 minutes for every hour (60minutes). The VESL program consists of 720 hours of instruction, plus at least 180 hours of homework. Each full Level is valued at 6 Semester Units. A total of 48 Semester Units is required for graduation. A certificate is awarded upon completion

LEVEL 1: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 1, students will be able to make themselves understood and to understand native speakers when engaged in objectives which teachers have presented and students have exchanged in everyday encounters. To achieve these objectives, teachers present and students have extensive classroom practice in the following:

Life Skills

Understanding dates

Reading a registration form; Understanding cultural differences in names; Using personal titles; Using a directory;

Reading an ID card

Reading an inventory list; Counting objects

Reading an insurance application form; Using family trees; Using formal and informal family titles

Using an appointment card; Matching remedies to ailments; Showing concern for someone's health

Reading and drawing maps; Giving and getting directions; Understanding what a DMV is

Grammar

Possessive adjectives; Subject pronouns; Simple present of *be*; Contractions

Prepositions of location (*in, on, under*); *Where is?* Singular and plural nouns; Yes / No questions; This / that / and these / those; Contractions

Present continuous; Who- questions; Yes / No questions; Object pronouns (him, her, it, and them)

Simple present of have; Questions with have; Have and Need;

Prepositions of location (on, next to, across from, between, on the corner of); Where questions

Affirmative and negative imperatives

LEVEL 2: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 2, all students will be able to use the following and understand native speakers who do the same, given the parameters of the vocabulary and classroom exposure time in Level 2.

Life Skills

Using class and other schedules; Understanding Parent-Teacher Associations; Understanding volunteerism; Using calendars; Reading clocks;
Reading supermarket ads; Reading receipts and using basic consumer math; Using U.S. currency; Using multiple payment methods;
Completing job applications; Identifying skills; Understanding job certification; Reading e-mail;
Using a job-duties chart; Understanding household chores and tools used for them;
Reading a TV schedule; Using schedules; Understanding the cultural features of sports

Grammar

Simple present tense; Wh- questions; Prepositions of time (at, in, on); Start / End / and Open / Close;
Count and non-count nouns; How many? / How much? There is / There are; Quantifiers with noun-count nouns;
Some and Any
Simple past of be (statements and questions); Can; Contractions; Be with and & but;
Simple past tense of regular and irregular verbs; Or questions;
Simple Past of irregular verbs; Future with be going to; Contrasting past, present and future

LEVEL 3: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 3, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 3, as well as the individual differences in student ability.

Life Skills

Talking about your skills
Reading an order form
Reading course descriptions
Setting short-term goals
Reading a cell phone calling-plan brochure
Reading medicine labels
Understanding a warning label
Reading a bus schedule
Reading a train schedule
Reading an airline schedule

Grammar:

Review of be – present and past. Review of present and past of regular and irregular verbs.
Adjective order. Present continuous vs. simple present, *and...too*, *and...either*, and *but*.
Want and need. The future with will, be going to, and the present continuous.
Review of simple past with regular and irregular verbs. Simple present vs. simple past. Collocations with make and do; play and go.
Should. Have to + verb. Must, must not, have to, not have to.
How often and How long questions. Adverbs of frequency. Prepositions (into, out of, though, and toward.

LEVEL 4: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 4, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 4, as well as the individual differences in student ability.

Life Skills

Reading an application for a marriage license.
Describing important life events in sequence.
Reading a sales receipt.

Reading a time sheet.
Reading a customer invoice for service repairs.
Reading a formal invitation to a party.

Grammar

When questions and simple past. Time phrases. Someone, some, anyone, everyone, and no one.
Comparatives. Superlatives. One, the other, some, the others.
What and Where questions and simple past. Conjunctions and, or, but. Past and present ability with could, couldn't, can, and can't.
Requests with Can, Could, Will, Would. Which questions and simple present. Let's and let's not.
Would you like...? Direct and indirect objects. There is / there are and there was / there were

LEVEL 5: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 5, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 5, as well as the individual differences in student ability.

Life Skills

Talk about your goal and steps to reach it
Understanding a bar graph. Scanning a web page for information
Reading and understanding tips for taking tests. Talking about strategies for learning English
Reading and understanding an ad for volunteers. Writing a letter of complaint
Completing a medical history form. Talking about how to stay healthy
Reading and understanding announcements about community events. Talking about community events

Grammar

Verb tense review: present and present continuous. Past and future.
Verbs + gerunds. Comparisons with *more than less than, as much as. Must* for logical conclusions.
Present perfect with *how long, for, since*. Present perfect questions with *ever*; short answers. Simple past and present perfect.
Because of phrases and *because* clauses. *Too* and *enough*. *Be able to*.
Present perfect with *recently*, and *lately*. *Used to*. Reported commands.
Verbs + infinitives. Present perfect with *already* and *yet*. Verbs + infinitives and verbs + gerunds.

LEVEL 6: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 6, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 6, as well as the individual differences in student ability.

Life Skills

Reading and understanding a pie chart. Talking about how to manage time.
Reading and understanding a brochure comparing checking accounts. Talking about credit, credit cards and debt.
Reading and understanding a chart comparing job growth. Preparing for a job interview.
Reading and understand a blog.
Reading and understanding a chart comparing safety in various U.S. states. Talking about emergency situations.
Reading and understanding hotel brochures. Talking about travel arrangements.

Grammar

Adverb clauses with *when*. Adverb clauses with *before* and *after*. *One / some / any* and *it / them*.
Could and *should*. Gerunds and prepositions. Collocations with *get* and *take*.
Present perfect continuous. Separable phrasal verbs. Present continuous and present perfect continuous.
Past continuous. Past continuous and simple past with *when* and *while*. Three uses of the present continuous.
Future real conditionals. Future time clauses with *before* and *after*. Three uses of the present perfect.

LEVEL 7: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 7, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 7, as well as the individual differences in student ability.

Life Skills

Discussing study habits and strategies for learning English
Using a dictionary
Reading and understanding a visual diagram
Using a dictionary or thesaurus to identify synonyms
Reading and understanding a chart about the location of vocational classes
Interpreting census bureau information
Reading and understanding a bar graph
Discussing stress in the workplace
Reading and understanding ads for volunteer positions
Discussing volunteer activities

Grammar

Contrasting past continuous and simple past
Contrasting simple past and present perfect
Nouns, verbs, adjectives, and adverbs
Noun clauses with *that*
So and *that*
The present passive
Infinitives after the passive
Be plus *supposed to* and *be + not supposed to*
Indirect *Who* questions
Indirect *Yes / No* questions
Say and *tell* with reported speech
Should, *shouldn't*, *have to*, *don't have to*
Should have and *shouldn't have*
Must and *may / might*
Clauses with *until* and *as soon as*
Repeated actions in the present and past
Contrasting *used to* and *be used to*

LEVEL 8: (180 HOURS plus 45 hours of outside preparation)

By the end of Level 8, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 8, as well as the individual differences in student ability.

Life Skills

Using a dictionary
Reading and understanding a table
Discussing internet use
Discussing survey results
Reading and understanding a returned-merchandise form
Reading and understanding a table about fastest-growing occupation
Discussing work skills
Reading and understanding a chart about reasons to "live green"
Discussing ways to help the environment
Reading and understanding a recipe
Discussing traditional meals and recipes

Grammar

Although

Contrasting *because* and *although*

So and such

That and who as the subject of an adjective clause

That as the object on an adjective clause

Clarifying questions

Contrasting present perfect and present perfect continuous

Adjectives ending in -ed and -ing

Polite requests and offers

Present unreal conditional

Since and so

Contrasting present real and present unreal conditionals

Contrasting future real and present unreal conditionals

Hope and wish

Tag questions

LEVEL 9: (180 HOURS plus 45 hours of outside preparation)

Level 9 is the culmination of DVC's VESL Program. Included in this Level is ample opportunity to work with grammar structures, work on listening and speaking activities, reading at a more challenging level, and writing at a low-advanced and advanced levels. This Level represents a synthesis of all the forms and functions.

By the end of Level 9, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 9, as well as the individual differences in student ability.

The major points studied are:

The simple present and present progressive; the present perfect and present perfect progressive; listening puzzle: kinds of grain; reading challenge: the American bison; write an informal letter

The simple past and past progressive; the past perfect and past perfect progressive; listening puzzle: canals; reading challenge: the Erie Canal; write a narrative

Be going to and *will*; time clauses and conditional sentences in the future; the future perfect and future perfect progressive; listening: space exploration; reading: where will the beaches be?; write an essay with supporting examples

Nouns and expressions of quantity: Regular and irregular plural nouns; possessives; compound nouns; listening: desserts; reading: Kellogg's corn flakes; write a descriptive essay;

Pronouns and articles: subject and object pronouns; possessive adjectives; possessive pronouns; reflexive pronouns; indefinite articles *a* and *an*; *one* and *ones*; the definite article *the*; listening: used in hmes by millions; reading: Thomas Edison; write a review of a movie

Modals I; listening: cash, check, or credit card? reading: Oprah Winfrey; write an expository essay

Modals II; listening: reading maps; reading: urban explorers; write a business letter

The passive voice, causatives and phrasal verbs; listening: animals; reading: near earth objects; write a cover letter

Gerunds and infinitives; listening: sports; reading: the google guys; write an essay of analysis

Agreement and parallel structure; listening: fabric; reading: the samurai; write an essay of definition

Noun clauses and reported speech; listening: information; reading the y2k problem; write a fable or a legend

Adjective clauses; listening: waste management; reading: the garbage patch; write an essay that describes a process

Adverb clauses; listening: natural disasters; reading: chili peppers; write an essay of comparison and contrast

Conditional sentences; listening: dairy products; reading: the beautiful game; write a persuasive essay.

DVC Calendar

Start	End	Start	End
FIRST SEMESTER		SECOND SEMESTER	
Tuesday, January 3, 2023	Tuesday, April 18, 2023	Wednesday, April 19, 2023	Thursday, August 3, 2023
Tuesday, January 10, 2023	Tuesday, April 25, 2023	Wednesday, April 26, 2023	Thursday, August 10, 2023
Wednesday, January 18, 2023	Tuesday, May 2, 2023	Wednesday, May 3, 2023	Thursday, August 17, 2023
Wednesday, January 25, 2023	Tuesday, May 9, 2023	Wednesday, May 10, 2023	Thursday, August 24, 2023
Wednesday, February 1, 2023	Tuesday, May 16, 2023	Wednesday, May 17, 2023	Thursday, August 31, 2023
Wednesday, February 8, 2023	Tuesday, May 23, 2023	Wednesday, May 24, 2023	Friday, September 8, 2023
Wednesday, February 15, 2023	Wednesday, May 31, 2023	Thursday, June 1, 2023	Friday, September 15, 2023
Wednesday, February 22, 2023	Wednesday, June 7, 2023	Thursday, June 8, 2023	Friday, September 22, 2023
Wednesday, March 1, 2023	Wednesday, June 14, 2023	Thursday, June 15, 2023	Friday, September 29, 2023
Wednesday, March 8, 2023	Wednesday, June 21, 2023	Thursday, June 22, 2023	Friday, October 6, 2023
Wednesday, March 15, 2023	Wednesday, June 28, 2023	Thursday, June 29, 2023	Friday, October 13, 2023
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School Holidays

New Year's	Monday, January 2, 2023
Martin Luther King Jr. Memorial Day	Monday, January 16, 2023
Independence Day	Monday, May 29, 2023
Labor Day	Tuesday, July 4, 2023
	Monday, September 4, 2023

Thanksgiving	Thursday, November 23, 2023
Black Friday	Friday, November 24, 2023
Christmas	Monday, December 25, 2023

2023 ESL Calendar

1st		2nd	
Start	1st Semester End Date	Start 2nd Semester	End
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Monday, January 9, 2023	Monday, April 24, 2023	Tuesday, April 25, 2023	Wednesday, August 9, 2023
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Memorial Day	Monday, May 29, 2023	Black Friday	Friday, November 24, 2023
Independence Day	Tuesday, July 4, 2023	Christmas	Monday, December 25, 2023

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