



**Crescent College  
Student Catalog  
Effective Date  
January 1, 2024 – December 31, 2024**

**5940 Santa Fe Avenue Huntington Park, CA 90255**

**PH: (323) 585-2222 FAX: (323) 677-5859**

**[www.crescentcollege.net](http://www.crescentcollege.net)**

**CRESCENT COLLEGE**

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**A Message from the Director,**

Thank you for taking the time to review our Catalog. You will find that Crescent College offers a wide range of programs for Students interested in upgrading their present skills or for those interested in developing a new career pathway.

Crescent College provides an invaluable service to the Los Angeles area community, by offering its residents a wide range of marketable training skills, in particular, job training programs specifically designed to meet the needs of the local business community and current industry trends.

In addition, Crescent College provides employment preparation training to its graduates, which includes interviewing and resume writing techniques, classes that teach and promote good work habits, self-esteem and confidence, and interview communication techniques that relate to a student's specific program of study. Crescent College also maintains a full time, in house, Career Development department, which functions as a liaison between its graduates and prospective employers, during training and after graduation.

Crescent College's endeavor to produce marketable graduates in today's job market is the primary goal of the college's faculty and staff, which are determined to assist every student with their individual study needs. As a college, we strive to uphold a high standard of ethics and provide quality education to our students.

In essence, your success is a testament to our college's success, which is the result of your motivation, hard work and determination.

We wish you the very best in your studies.

Sincerely,

Angel Gutierrez  
College Director

**GENERAL INFORMATION****CAMPUS ADDRESS AND ADMINISTRATIVE ADDRESS**

Crescent College  
 5940 Santa Fe Ave.  
 Huntington Park, CA 90255  
 Phone: 323-585-2222  
 Fax: 323-677-5859

**APPROVAL DISCLOSURE STATEMENT**

Crescent College is a private institution that has been granted approval to operate by the California Bureau for Private Postsecondary Education (BPPE), and that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR and offers the following programs:

<b><u>Program</u></b>	<b><u>Clock Hours</u></b>	<b><u>Semester Credit Units</u></b>
Business Office Administration	720	22.12
Chemical Dependency Counselor	720	22.12
Computer Systems Repair Technician	720	22.12
Medical Assistant	720	22.12
Medical Billing and Insurance Coding	720	22.12
Physical Therapy Aide	720	22.12
Phlebotomy Technician	81	2.66
Medical Assistant/Phlebotomy Technician	801	24.78

**ADDITIONAL APPROVALS**

- National Healthcare Association (NHA)
- State of California Department of Public Health – Laboratory Field Services (LFS)
- State of California Employment Development Department (EDD) – Eligible Training Provider List (ETPL)
- South Bay Workforce Investment Board (SWIB) – Approved Regional Training Provider for WIOA Centers.

Crescent College or any of its Certificate/Diploma programs are currently not accredited by an accrediting agency recognized by the United States Department of Education.

Proof of institutional eligibility, licenses and accreditation may be reviewed in the office of the School Director during normal business hours. Crescent College is in good standing and does not have a pending petition in bankruptcy, is not operating as a debtor in possession, and has not filed a petition for bankruptcy within the preceding 5 years, or have not had a petition in bankruptcy filed against it within the preceding 5 years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec.1101 et seq.). As a prospective student, you are encouraged to review this catalog which is accessible through a hard copy, email and school website, as well as being updated annually, 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.

Questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may contact:

Bureau for Private Postsecondary Education  
 Department of Consumer Affairs  
 1747 N. Market Blvd., #225 Sacramento, CA 95834  
 P.O. Box 980818, West Sacramento, CA 95798-0818  
[www.bppe.ca.gov](http://www.bppe.ca.gov)  
 Telephone and Fax #'s  
 (888) 370-7589 or by fax: (916) 263-1897  
 (916) 574-8900 or by fax: (916) 263-1897

**COLLEGE ADMINISTRATION****Angel Gutierrez, President, Chief Executive Officer**

B.A. Public Accounting, Universidad Autonoma de Guadalajara A.C.

**Claudia Huiza, Dean of Education, Chief Academic Officer**

ABD, Literature and Cultural Studies, University of California San Diego.  
 M.A., Comparative Literature, University of California San Diego.  
 B.A., English and Spanish Literature, University of California San Diego.

**Carlos Gonzalez, Director of Admissions**

Accounting, Universidad Autonoma, Baja California

**Jorge Riesgo, Student Services, Placement Coordinator**

General Education, Los Angeles City College

## **FACULTY**

**Anthony R. Thomas**, Instructor, Chemical Dependency  
B.A., Psychology, Southern University, Baton Rouge, LA

**Victor Quintana**, Instructor, Medical Assistant  
M.D. General Medicine, Universidad Autonoma De Guerrero, Guerrero, Mexico  
Resident Physician, Instituto Mexicano del Seguro Social – Guerrero, Mexico

**Yvonne Diaz**, Instructor, Medical Assistant  
Certified Medical Assistant, Bryman College, El Monte, CA

**Josefina Sanchez**, Instructor, Physical Therapy Aide  
Physical Therapy Aide, ICDC College, Huntington Park, CA

**Dalia Uribe**, CPT 1, Instructor, Certified Phlebotomy  
Medical Assistant, Maric College, Vista, CA  
Certified Phlebotomy CPT-1, Maric College, Vista, CA  
Emergency Medical Technician, La Puente ROP, La Puente, CA

**Enrique Zelaya**, CPT 2, Instructor, Certified Phlebotomy

**Jorge Rodríguez**, Instructor, Business Office Administration/Computer Repair Technician  
Paralegal, San Francisco City College, San Francisco, CA

**Emilia Martínez**, Instructor, Medical Billing & Insurance Coding  
Medical Billing & Coding, United Education Institute, Huntington Park, CA

\* All faculty members have a minimum of five years of experience in their field of instruction.

## **EDUCATIONAL OBJECTIVES**

Crescent College's educational objective is to provide students with basic, entry level knowledge and skills required by companies and agencies within the medical, computer and business industries. The education is intended for adults, high school graduates and non-high School graduates who are of compulsory age and can pass an approved "ability to benefit" exam. All programs of study consist of a blend of theoretical and practical training, which include "hands on" laboratory simulations with materials and actual scenarios of the typical industry job assignments. This specific blend of training offers students valuable pre-employment experience. Each graduate will be prepared to enter the workforce and utilize their specialized training to perform their new job assignments and may also experience opportunities for career advancement due to enhanced skills obtained from their training.

## **SEMESTER CREDIT HOUR MEASURE**

A Semester Credit Hour (Unit) equals one or any combination of 30 hours in Theory/Lecture/Demonstration/Supervised Practice (Lab) externship. This formula complies with the Federal 34 CFR and for Title IV funding. Accreditation definition 45 hours clinical/externship equal 1 semester unit. A clock hour is defined as "A period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction and 10 minutes allowed for student break.

## **ACCREDITATION DEFINITION:**

A semester Credit Hour (unit) equals fifteen (15) hours of classroom contact.  
A semester Credit Hour (unit) equals thirty (30) hours of supervised lab.  
A semester Credit Hour (unit) equals forty five (45) hours of extern ship.  
Academic Year Definition: An academic year is defined as 30 weeks, 24 semester Credit Units.

## **INSTITUTIONAL MISSION, OBJECTIVES AND POLICIES**

### **MISSION STATEMENT**

The mission of Crescent College is to provide access to quality, affordable education, so that students can obtain workforce preparation and opportunities for professional and personal enrichment. Beginning with a commitment to excellence in

education the college focuses on each individual student and strives to provide training programs that foster and support the social and economic development of its culturally diverse community.

### **INSTITUTIONAL OBJECTIVE**

Crescent College is committed to educating and preparing students with program specific training and technical skills, which include a blend of lecture and laboratory simulation assignments. Crescent College also places emphasis on developing the professional attributes of students by employing mature, industry professionals who create and teach in a work-like environment on campus. Student will receive a maximum amount of personal attention in classes that are limited in size (20)

### **HISTORY OF THE SCHOOL**

Crescent College was founded in the year 2000 in the city of Van Nuys, CA, and in the same year, was relocated to its current location at 5940 Santa Fe Ave. Huntington Park, CA 90255. Since its inception, Crescent College has been providing vocational training to the residents of Huntington Park, CA and surrounding areas of Los Angeles County. To present day, Crescent College continuously strives to provide quality education and continues its commitment to excellence and service.

### **PHYSICAL DESCRIPTION OF INSTRUCTIONAL FACILITIES**

Crescent College, occupies approximately 4,400 square feet in a traditional campus facility located at 5940 Santa Fe Ave. Huntington Park, CA 90255. Facilities include: one women's and one men's restroom, various computer systems, audio/visual equipment, one Student Reference Center with reference texts and manuals, two clinical laboratories, one student lounge, and other equipment aids frequently used in class and laboratory studies i.e.: (Textbooks, Binders, Audio/Visual, Computer, Internet, Stethoscope, Blood pressure cuffs, Centrifuge, syringes, Autoclaves, exam tables, Height & Weight scales, Microscope). The overall student capacity of the facility is 100 students at any one time.

### **ENTRANCE REQUIREMENTS AND ADMISSIONS POLICY**

Each student admitted to Crescent College shall possess a high school diploma or its equivalent, or otherwise successfully take and pass an "Ability to Benefit" exam (Pass Wonderlic/ATB exam at a ninth grade level) to demonstrate that they meet established "Ability to Benefit" criteria, and will also benefit from the training offered. Crescent College uses an "Ability to Benefit" test, which is approved by the United States Department of Education, as an entrance exam for students who have not completed their high school diploma or a G.E.D. The school will only consider a non-high school graduate for enrollment if they exhibit an ability to benefit from the education and training that is offered; pass the United States Department of Education approved "Ability to Benefit" exam, and have met all other requirements for admission. Each high school/G.E.D. candidate accepted for training must provide a copy of their diploma and complete a "request for transcript form" to be sent to their high school or Postsecondary institutions, and complete and sign an "attestation of graduation" form stating that they have completed their high school or G.E.D. studies. Crescent College reserves the right to accept or reject credits earned through challenge examinations and achievement tests on a case by case basis, Crescent College will not charge a fee for this process. The Student has a right to appeal the result.

### **ENROLLMENT POLICY AND PROCEDURES**

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

The candidate will then be given a tour of the campus and shown the facilities & equipment. The tour also includes an explanation of classroom instruction and a review of coursework and materials. The candidate will also be given a brochure that is specific to their program of interest and "School Performance Fact Sheet" and if the candidate determines that they wish to enroll, the representative will continue with the required testing, and ensure that all other admissions criteria are met.

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

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

### **RE-ENROLLMENT POLICY**

Students who wish to re-enroll in the same or another program, should first submit in writing a letter to the School Director, noting the reason for initial withdrawal and reasons for desire to re-enroll. Any student who re-enrolls (same program previously canceled or terminated from) must sign a new Enrollment Agreement at the current tuition rate. This procedure is for a "Five Day Cancellation" as well as program cancellations or terminations. The Registration Fee must be paid prior to an

applicant re-enrolling, unless other approved arrangement have been made. All outstanding balance due to program cancellations/terminations must be paid in full, unless approved arrangements are made before they are allowed to re-enroll. The student will be credited for any books and/or supplies that they have previously received and paid for. If an updated textbook is required the student will incur the new textbook cost.

Any student, who re-enrolls from their last date of attendance, must sign a new enrollment agreement. Students re-entering may receive a partial or full credit for any prior Crescent College course. Any type of credit given for prior training will be determined on a case by case basis by a school official. School payments received will be credited to the applicable program. The remaining credit balances will be transferred to the new program. Any increase in the books and/or supplies will be included on the enrollment agreement. The school at its sole discretion will determine the student's re-enrollment. Changes from one program to another are not considered re-enrollment and students must sign a new enrollment contract. Additional information on course changes can found in this catalog under "Changing or Switching Programs". Student's individual tuition and finance matters may differ; therefore it is important that all financial obligations are discussed prior to re-enrolling.

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

Students who have previously attended another school or college (within the past 5 years), may receive credit for such attendance when proof of said attendance and transcript is presented at time of enrollment, and they pass the institutions examination and skill testing for those subjects (if required). Appropriate credit will only be given once it has been determined that all the aforementioned have been completed by the prospective student. This institution will inquire about each veteran or eligible person's previous education and training, and request transcripts from all prior institutions, including military training, traditional college coursework and vocational training. Previous transcripts will be evaluated and credit will be granted, as appropriate. The veteran or eligible person and DVA will be notified of the evaluation result. The determination of the school is deemed final and there is no appellate process, therefore no charges would incur.

**STUDENT VISAS**

School does not provide Visa services, and will not vouch for student status

**ENGLISH AS A SECOND LANGUAGE (ESL)**

School does not offer ESL Classes.

**PROGRAM INSTRUCTION**

School program instruction is provided solely in English

**FULL TIME STUDENT STATUS**

Programs offered by Crescent College, are considered as full time programs, therefore, students enrolled in any programs offered by Crescent College, are considered full time students.

**SCHEDULE, CALENDAR AND HOURS OF OPERATION**

Crescent College's hours of operation are as follows:

Monday – Friday: 8:00am to 10:00pm.  
 Saturday: 8:00am to 3:00pm  
 Sunday: Closed

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

Our system of scheduling allows participants to commence training at the beginning of each module or course on a monthly basis. The teaching learning methods and materials are competency based. These methods allow an individual to progress as they gain competency in specific subjects. Instructional techniques are employed so that students receive the attention required to reach their objective. This combination of technique and scheduling assures that diligent participants are able to attain their goal in an efficient and effective manner.

Using this scheduling method and curriculum structure, along with competency based learning and teaching methods, allows a student to commence classes every four (4) weeks on a space availability basis and progress through their program to graduation.

**Schedule for Programs, 720 Hours**

<b>Starting Dates</b>	<b>Ending Dates</b>	<b>Starting Dates</b>	<b>Ending Dates</b>
January 03, 2024	July 12, 2024	July 01, 2024	January 24, 2025

February 05, 2024	August 16, 2024	July 29, 2024	February 07, 2025
March 04, 2024	September 13, 2024	September 02, 2024	March 21, 2025
April 01, 2024	October 11, 2024	October 07, 2024	May 02, 2025
May 06, 2024	November 15, 2024	November 04, 2024	May 30, 2025
June 03, 2024	December 13, 2024	December 02, 2024	June 27, 2025

**College Holiday Schedule:**  
The following holidays are observed by Crescent College:

<b>New Year's Day</b>	<b>Tuesday, January 02, 2024</b>
<b>Martin Luther King's Day</b>	<b>Monday, January 15, 2024</b>
<b>Presidents Day</b>	<b>Monday, February 19, 2024</b>
<b>Memorial Day</b>	<b>Monday, May 27, 2024</b>
<b>Independence Day</b>	<b>Thursday, July 04, 2024</b>
<b>Labor Day</b>	<b>Monday, September 02, 2024</b>
<b>Veterans Day</b>	<b>Monday, November 11, 2024</b>
<b>Thanksgiving Day</b>	<b>Thursday/Friday, November 28-29, 2024</b>
<b>Christmas Day</b>	<b>Wednesday, December 25, 2024</b>

*Students will be on Holiday recess beginning Saturday, 12/20/2024 through Monday 1/3/2025. Classes will resume on Monday 1/6/ 2025. Crescent College reserves the right to modify this schedule with reasonable advance notice to students.*

**STATEMENT OF NON DISCRIMINATION**

Crescent College does not deny admission or discriminate against students enrolled on the basis of Race, Color, Religion, Sex, Age, Handicap, Financial Status, Area of Origin, Residence, Sexual Orientation, from participation in any school activities. Crescent College will reasonably accommodate applicants & students with disabilities to the extent required by applicable law.

**STUDENT SERVICES**

**STUDENT PARKING**

Free student parking is available in a parking facility and/or areas adjacent to the school building. Crescent College is not responsible for parking violations, property theft, property damage, etc. Please keep your vehicle locked at all times.

**STUDENT TRANSPORTATION:**

Crescent College does not offer student transportation.

**STUDENT ADVISING**

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

**REFERRAL SERVICES**

**HOUSING**

Crescent College does not have dormitory facilities under its control and has no responsibility to find or assist a student in finding housing. The availability of housing located in close proximity of Crescent College and an estimation of the approximate range of cost follows: The cost of housing located within:

- 2 miles of the school is \$700.00 to \$2000.00 per month.
- 3-5 miles of the school is \$1400.00 to \$2500.00 per month.
- 10 miles of the school is \$1600.00 to \$3000.00 per month.

**MEDICAL CARE**

Crescent College does not have on campus medical care. In the case of a medical emergency, 911 will be called.

**REFRESHER TRAINING**

Graduates who desire refresher training within 2 years of graduation, in any course, may be admitted to retake a module. The

charge for such training, if any, will be determined at the time of enrollment. Admittance is based on space availability.

### **CAREER DEVELOPMENT AND EMPLOYMENT ASSISTANCE**

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

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

Crescent College does not guarantee employment upon completion of studies. Crescent College's Placement Assistance Department provides direct assistance as students near their completion date and beyond graduation. Delays in course completion may result in delaying employment assistance activity. All students will be required to meet with the Placement Assistance Coordinator to insure personal attention to the student's job seeking needs. Each student shall submit a typed resume to the Placement Assistance Officer.

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

The Placement Assistance Coordinator helps graduates develop and/or locate positions which best match the student's capabilities and experiences. The Placement Assistance Coordinator is always available to assist in future years when a Crescent College Alumni contemplates a change in employment. Only graduates of Crescent College are eligible for placement assistance from Crescent College.

In order to effectively utilize the services of the Placement Department, the student must agree to the following policies regarding placement assistance:

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

Cooperation in aforementioned process may assure a positive result. Crescent College's primary objective is to provide its students with adequate training and assistance with employment in their chosen field.

### **RETENTION OF STUDENT RECORDS**

All student records are retained by the institution for a minimum of five years and are maintained in fire retardant storage files. Permanent transcripts of the student's progress record are maintained by the school and are available upon written request by the student. There is a \$5.00 charge for education transcripts. A fee of \$10.00 will be charged if the last day of attendance was more than three years from the date of the request. Under state regulations, the college is required to maintain a student's record for a period of not less than 5 years, from the students last date of attendance.

### **DISCLOSURE OF EDUCATION RECORDS**

The Family Right and Privacy Act of 1974 prohibit an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. Crescent College protects the privacy and confidentiality of all student records. Students are guaranteed the right to access their own files, and inspect, review, and challenge information contained in their education records. Students under the compulsory age may not review the tax information of the parents. Parents of students or parents of tax dependent students, with the student's written approval, may inspect, review and challenge information contained in the students records.

Education records are defined as files, materials, and documents which contain information directly related to the student and are maintained by the Institution. Written consent is required before education records may be disclosed to third parties with the exception of regulatory education agencies. Student's wishing to review their file must make an appointment with the Student Services Coordinator or College Registrar. All appointments must be made during regular business hours. At no time may the student remove, destroy and or damage any documents or contents in the file. Certain documents may be photocopied and a fee may be charged, depending on the specific documents to be photocopied.

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

#### **COLLECTION OF TUITION AND FINANCIAL ASSISTANCE**

At the student's option, Crescent College may accept payment in full for tuition and fees; including funds received from a third party, after the student has been accepted and enrolled, and has an enrollment agreement that states the first date of the class session. Crescent College does not participate in federal and state financial aid programs. To assist students with their educational costs, the school provides a student the opportunity to make monthly tuition payments while attending school. Students may also apply for financial assistance through private lending institutions. In order for a student to remain eligible for financial assistance, the student must maintain satisfactory academic and attendance progress. Prior to graduation, each student must complete an "exit interview", so that they may review any remaining obligations and have the opportunity to discuss them with college administration.

Note: If you obtain a loan, you will have to repay the full amount of the loan plus interest fees, 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

Crescent College complies with the requirements of the Federal Truth in Lending Act pursuant to Title 15 United States Code.

#### **STUDENT RESOURCE CENTER**

A Student Resource Center is located near the Student Services Office and is available at no cost to all students to help provide information which may aid them in their program of study. Students may check out reference books by completing a "book check-out form" and submitting it to their Instructor or the School Director. Hours of operation are the same as school operational hours. Use of Student Resource Center can be scheduled with Instructor as well as School Director

#### **STUDENT LOUNGE**

The STUDENT LOUNGE is available for the convenience of all students and vending machines are available for student use. Students are asked to use care when using the lounge facilities and to also practice cleanliness by disposing of all trash in the appropriate container located in the student lounge.

#### **CLASSROOM TEMPERATURES**

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

#### **ATTENDANCE AND ACADEMIC POLICIES**

##### **ATTENDANCE POLICY**

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

##### **EXCUSED ABSENCES**

Students are expected to be on time to class every day and complete the required work to the best of their ability. When students must be absent from class, the student should call the school prior to the start of class, noting the class they are in, an explanation of why they will not be in class that day, and when can we expect their return. Absence will be considered excused under the following circumstances: illness, death, or birth in the immediate family, and other valid reasons substantiated in writing and at the discretion of the school director. **All other absences will be considered unexcused.**

Both, State and Federal regulations will permit excused absences of up to 10% (clock hours) of a program. The 10% allowed is the total amount allowed throughout the entire program of study.

The following maximum excused absences are:

720 hour programs days	18 school days/9 days in each payment period
720 hour programs nights	22 school days/11 days in each payment period

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

**UNSATISFACTORY ATTENDANCE AND UNEXCUSED ABSENCES**

Re-occurring absences could result in disciplinary action, just as it would on a job. It may also lead to dismissal. Students must maintain a 70% attendance performance or better (Maximum program length) in order to be considered doing "Satisfactory Attendance Progress" and/or to prevent their training from possibly being interrupted. Due to the nature and scope of the training, the school does differentiate between an excused and a non-excused absence in computing the maximum number of allowable absences. Unsatisfactory attendance occurs when a student misses more than 30% of the maximum time frame of the program. Excessive unsatisfactory attendance will lead to "probation" status and could lead to more severe attendance matters. A student is removed off probation status whenever they have brought his/her attendance to the required 70%, this would include any make-up hours and or make up assignments and any tests. Continuous excessive absences may also result in suspension or termination of classes.

**TARDINESS**

The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to be on time for each class session. A student is considered tardy for class if he/she **ARRIVES LATER THAN 15 MINUTES AFTER THE SCHEDULED START OF CLASS.** A tardy student will be marked daily as being tardy. Any combination of four documented events of unexcused tardiness will be considered as one (1) absence.

**CUTTING CLASSES – LEAVING EARLY**

The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to remain in class for the entire session. A student is considered leaving early from class if he/she **LEAVES EARLIER THAN 30 MINUTES PRIOR TO THE CLOSE OF CLASS.** The Instructor should be notified prior for an early departure to be approved and considered an excused absence. Deliberate acts of cutting classes will be considered as unexcused absences.

**MAKE-UP WORK AND ATTENDANCE**

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

**LEAVE OF ABSENCE POLICY**

All "Leave of Absence" (LOA), requests must be submitted in writing to the Student Services Department. The request must include the reason for the leave of absence (in general), the expected return date and the student's signature. Submission of an LOA request does not automatically reflect the school's approval. An LOA may be limited to a specific amount of days (NOT TO EXCEED 60 DAYS). Only one LOA will be granted for a student during any 12 month enrollment period. If the student's leave of absence is not approved, the student should then discuss remaining options with college administration. If the LOA is approved, the student may return prior to or at the end of the LOA and resume training without paying any additional tuition. During the approved LOA, no student financial assistance will be disbursed. Students requesting LOA's must understand that upon return, a revised course completion date will be established, which will delay the graduation date. At no time can the school back date a leave of absence. Therefore, it is important that you carefully plan any LOA prior to taking time off from college. Time taken on a leave of absence does not count in the satisfactory academic and attendance formula; unexcused absences do.

**MAXIMUM TIME FRAME FOR COURSE COMPLETION**

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

**MAXIMUM TIME FRAMES ALLOWED**

<b><u>Program</u></b>	<b><u>Session</u></b>	<b><u>Length</u></b>	<b><u>Maximum Time Frame</u></b>
Business Office Administration	Day	28 Weeks	42 Weeks to Complete
Business Office Administration	Afternoon	28 Weeks	42 Weeks to Complete
Business Office Administration	Evening	28 Weeks	42 Weeks to Complete
Chemical Dependency Counselor	Day	28 Weeks	42 Weeks to Complete

Chemical Dependency Counselor	Afternoon	28 Weeks	42 Weeks to Complete
Chemical Dependency Counselor	Evening	28 Weeks	42 Weeks to Complete
Computer Systems Repair Technician	Day	28 Weeks	42 Weeks to Complete
Computer Systems Repair Technician	Evening	28 Weeks	42 Weeks to Complete
Computer Systems Repair Technician	Afternoon	28 Weeks	42 Weeks to Complete
Medical Assistant	Day	28 Weeks	42 Weeks to Complete
Medical Assistant	Afternoon	28 Weeks	42 Weeks to Complete
Medical Assistant	Evening	28 Weeks	42 Weeks to Complete
Billing and Coding	Day	28 Weeks	42 Weeks to Complete
Billing and Coding	Afternoon	28 Weeks	42 Weeks to Complete
Billing and Coding	Evening	28 Weeks	42 Weeks to Complete
Physical Therapy Aide	Day	28 Weeks	42 Weeks to Complete
Physical Therapy Aide	Afternoon	28 Weeks	42 Weeks to Complete
Physical Therapy Aide	Evening	28 Weeks	42 Weeks to Complete
Phlebotomy Technician	Day	10 Days	10 Weeks to Complete
Phlebotomy Technician	Weekends	10 Days	10 Weeks to Complete
Medical Assistant/Phlebotomy Technician	Day	29 Weeks	43.5 Weeks to Complete
Medical Assistant/Phlebotomy Technician	Afternoon	29 Weeks	43.5 Weeks to Complete
Medical Assistant/Phlebotomy Technician	Evening	29 Weeks	43.5 Weeks to Complete

#### **UNSATISFACTORY PROGRESS AND DISMISSAL POLICY**

Any student failing to maintain a minimum 70% , or "D" within any time of an evaluation period of the program hours shall be, at a minimum, placed on "Academic Probation" (unless extenuating circumstances are established). The length of probation shall be for the period of time required for the student to reach a minimum of grade of 70%, or "D" however, in no event shall exceed one evaluation period. Also, any student failing to maintain a minimum of 70% attendance at any time of an evaluation period shall be, at a minimum, placed on "Attendance Probation" (unless extenuating circumstances are established). The length of probation shall be for the period of time required for the student to reach a minimum of 70% of the scheduled class hours however, in no event shall exceed one evaluation period. The probation period may be lengthened to provide assurance that the student achieves and maintains satisfactory progress. The student will be allowed to make up hours, assignments and or exams if space is available, and be removed from probation. No more than 2 probationary terms will be allowed per student.

Crescent College reserves the right to suspend or dismiss any student whose attendance, professional conduct, or academic performance does not meet the school's standards, and/or, one who fails to abide by the rules and regulations. If a student does not improve the attendance average to the required minimum by the end of their probationary period, the student will be terminated from the training program and all appropriate agencies including the VA will be notified accordingly. Any student who has been suspended or dismissed may appeal the action by following the student appeal procedures in this catalog.

#### **STUDENT CONDUCT POLICY**

An important part of the training at Crescent College includes the development of professional attitudes and behaviors. Therefore, Crescent College has created a professional "work-like" environment in which students can grow and develop according to their professional expectations.

Students are expected to conduct themselves in a professional businesslike manner. Normal standards of professional business attire apply to all students and unconventional clothing cannot be permitted at school. Students arriving for class directly from work may be permitted to wear their work clothes to evening classes unless uniforms are required. Students who are dressed inappropriately may be subject to disciplinary action. The effectiveness of any training program is dependent upon the full cooperation between students and school staff. Consequently, all students will be expected to extend their best efforts to work harmoniously and conscientiously with instructors and administrators to further their training program. Students must adhere to high standards of academics, attendance, and conduct. Students are also encouraged to pursue the development of their personal characters and behaviors as it may serve in their best interest when seeking employment. Those whose conduct reflects discredit upon themselves or the school may be subject to dismissal. The administration of the school reserves the right to dismiss a student on any of the following grounds, but not limited to:

1. Unsatisfactory Academic performance.
2. Unsatisfactory Attendance.
3. Unprofessional Behavior and/or conduct that reflects unfavorably upon the school and/or its students.
4. Use of Drugs, Narcotics, Alcohol (or under the influence), Gambling, profanity.
5. Failure to meet Financial Assistance Department requirements.
6. Inappropriate professional clothing worn during training.
7. Failure to abide by the Rules and Regulations of the school.
8. Failure to pay tuition (or any other charges) when due.
9. Breach of school enrollment agreement.
10. Deliberate plagiarism and/or cheating.

11. Falsifying school records.
12. Carrying a canceled or potentially dangerous weapon.
13. Disorderly conduct which interferes with the learning process of any other student, instructor, or the general progress of the class.
14. Instigation and/or participation in rebellious activities against the school and/or its student(s).
15. Solicitation which reflects unfavorably upon the school and/or its students.
16. Vandalism of school property.
17. Any form of gang related activity including but not limited to: flashing of gang signs, wearing of gang colors/attire, etc.
18. Fighting (physical or verbal)
19. Verbal confrontation with any college staff and/or student

Disciplinary action may include, but not be limited to, a verbal or written warning, probation, suspension, or dismissal. A student dismissed for unsatisfactory or unprofessional behavior or conduct may request re-admittance into their program by following the procedure set forth under "Reentrance and Reenrollment Policy" as noted in this catalog.

### **STUDENT GRIEVANCE PROCEDURES**

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

### **COMPLAINT PROCEDURE**

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

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

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

- A. Associate Director
- B. Education Department
- C. Placement Department
- D. Student Services Department
- E. Admissions Department
- F. Accounting Department
- G. Security/Enforcement Personnel

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

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

### **SATISFACTORY ACADEMIC POLICY FOR CONTINUED ENROLLMENT AND GRADUATION**

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

If the student is unable to bring his or her grade up to 70% or "D" or better during the probation period, the Dismissal Policy will be in effect. Once a student is terminated from their training program, all appropriate agencies including the VA will be

Notified accordingly. Any student dismissed for failure to meet the academic requirements of the institution, may appeal the dismissal by following the student appeals procedure outlined in this catalog.

### **MEASUREMENTS OF UNITS**

To simplify the unit breakdown, units are calculated weekly. Attendance is considered critical and a student must attend a minimum of three (3) days in order to earn those units assigned to that specific week's work. Any days missed beyond two (2), the work must be made up to earn units. The instructor may give a progress report, verbal or written, to the Director/Student Services in order to monitor a student's progress. If the instructor indicates there are special needs, additional services such as tutoring or lab instruction may be scheduled to assist the student.

### **GRADING SYSTEM**

All classes are graded based on the grading format noted below reflecting the performance evaluation by Crescent College. It is recommended that if a student receives an "I" (Incomplete), they complete the make-up coursework prior to completion of their program. Students should check with their Instructor to arrange any/or all make-up course work. Incomplete (I) grades are used in calculating the cumulative grade point average and carry a value of zero (0). If the incomplete grade is made up, the 2 grades will be averaged for a final grade. This grade will be used in calculating the cumulative grade point average. Weekly grades reflect attendance, class participation, quizzes and tests. Students must complete, at a minimum, 70% of the program and their cumulative grade point average must be at a minimum 70% or "D". The grading system is as follows:

A	EXCELLENT	93-100
B	ABOVE AVERAGE	85-92
C	AVERAGE	77-84
D	BELOW AVERAGE	70-76
F	UNSATISFACTORY	69- BELOW
I	INCOMPLETE	
W	WITHDRAWAL	

If a student withdraws from a course before the completion of a module, the student will receive a "W" for the module. If the student returns to school, all course work graded "I" (Incomplete) may be successfully completed within a 30 day period or training may be interrupted. If the student returns to school, all course work graded "W" must be completed. Any grade of "Incomplete" and "Withdrawal" will be counted as 0 in the overall cumulative grade point average. It is important that the student makes up an Incomplete or Withdrawal as soon as possible so that it does not affect their graduation status.

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

Students, who have been dismissed for lack of satisfactory academic progress from any program, may apply to the School Director in writing, to be re-admitted to the school by following the "Reentrance and Reenrollment Policy" in this catalog.

A student may appeal the determination of unsatisfactory academic progress and/or their dismissal based upon extenuating circumstances by following the "Student Appeals Procedure" outlined in this catalog.

### **ACADEMIC PROBATION POLICY**

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

### **STUDENT APPEAL PROCEDURES**

A student, who wishes to appeal any disciplinary action and/or decision made by the college, must submit a written letter to the School Director to be reviewed by an Appeals Board. Students must provide supportive documentation along with their letter in order to support his/her position and any extenuating circumstances that may have existed. This Appeals Board shall not consist of less than three (3) attending members. The Appeals Board shall be chaired by a School Administrator and consist of, but not limited to, a representative from the Education Department, Financial Assistance Department, and Placement Department. The student will be notified of the Appeals Board decision within 48 hours following the receipt of the student's appeal. The decision of the school shall be final.

**REENTRANCE AND RE-ENROLLMENT POLICY**

A prior student requesting to be reinstated as an active student should do so in writing. The request should be addressed to School Director and all supportive documentation and/or information concerning any extenuating circumstances should be noted in the request. The School Director will then chair a meeting with an Appeals Board which shall consist of School Administrator and also consist of, but not limited to, a representative from the Education Department, Financial Assistance Department, Admissions Department and/or Placement Department. The student will shall be notified of the board's decision within 48 hours following the meeting. The decision of the school shall be final.

**TUTORING**

The school provides tutoring at no additional charge based on the individual needs of the student and the Instructor's schedule. The student must be in satisfactory attendance status to be eligible for tutoring. Students with a module grade lower than 70% or "D" automatically become eligible for tutoring pending a review of their attendance status. If this should occur, the student is to make an appointment with their instructor or the Education Director to arrange for a tutoring session(s).

**GRADUATION REQUIREMENTS**

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

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

**CHANGING OR SWITCHING PROGRAMS**

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

**MAXIMUM ENROLLMENT AND CLASSROOM SIZE**

Each course has a maximum class size of 20 students per classroom or laboratory study.

**SCHOOL POLICIES AND REGULATIONS**

**PROFESSIONAL DRESS POLICY**

Professional dress is recommended at all times, and for some programs, specific uniforms are required. Crescent College's "Professional Dress Policy" was established to enable our students to become comfortable with the type of apparel expected by industry and employers who hire our graduates. In all Allied Health programs, students are required by local and state ordinances to wear uniforms; failure to adhere to these regulations may result in dismissal or suspension from class or clinical externship studies.

Students should have discussions with their instructor and/or the Placement Office, in order to understand the typical type of clothing they should expect to wear in their proposed line of work. Also, Crescent College will occasionally hold a prospective employers day, where companies will visit the campus and speak with students provide them with an outlook on current industry trends and expectations.

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

**PROFESSIONAL DRESS ATTIRE FOR WOMEN**

**Recommended**

- Dresses
- Skirt and Blouse Bare
- Pant Suits
- Dress Jeans/Denims
- Dress Slacks and Blouse
- Sandals with Stockings

**Not Recommended**

- Backless Attire
- Midriff/low cut tops
- Tank Tops/Halters
- Tattered Jeans/Denims
- Leggings
- Sandals without Stockings

Dress Shoes/Boots	Hat/Cap/Hair Net
Sweater	Shorts, Athletic Attire
Limited jewelry (1 pair of earrings, wedding/engagement ring, watch)	Heels over 2"
Prescribed Uniforms (Medical, and Phlebotomy, Students Only)	See through clothing
Athletic Shoes (Clean and in good condition)	Ragged, Frayed Clothing
Hair must be groomed	Spandex Pants
	Half Leg Pants
	Lack of appropriate under garments

**PROFESSIONAL DRESS ATTIRE FOR MEN**

**Recommended**

Dress Shirt/Tie  
 Dress Slacks  
 Dress Jeans/Denims  
 Sport Shirt  
 Sweater  
 Suit or Sport Coat  
 Clean Shaven/Trimmed Beard  
 Limited jewelry (watch, wedding ring)  
 Prescribed Uniforms (Medical and Phlebotomy Students Only)  
 Athletic Shoes (clean/good condition)  
 Hair must be professional

**Not Recommended**

T-Shirts/Tank Tops  
 Shorts/Athletic Attire  
 Tattered Jeans/Denim  
 Sandals  
 Shoes without socks  
 Hat/Cap/Hair Net  
 Ragged, Frayed Clothes

Students who are not dressed appropriately may be sent home and counted absent for the day and incur a reduction in their required attendance hours. Crescent College will not allow any students to wear attire which is considered to be known as gang attire, gang colors or gang related clothing. Any student who is considered to be dressed in such attire will be excused from their class; continuous disobedience of the dress code may result in suspension and/or expulsion from college.

Personal items such as cellular phones, pagers, iPods and Walkman radios will not be allowed during class or at any time while a student is on school property, as this could interfere with the learning process and safety of others. Anyone in violation may have their property confiscated by a school official until class is over or the student leaves the class. The school is not responsible for any personal property that is lost, stolen or damaged.

**EATING, DRINKING AND SMOKING**

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

**TELEPHONES**

The Receptionist Desk will only take emergency calls for students. Phones are not intended for personal use by students.

**OFFICE EQUIPMENT**

Students are not permitted to use any office telephones, copy machines, or other office equipment.

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

Crescent College complies with the Drug Free Schools and Communities Act Amendment of 1989, of section 1213, of the Higher Education Act of 1965, which states the following;

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

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

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

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

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

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

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance or alcohol within the premises of the school is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or school attendance.

There are local agencies that provide assistance to our employees, students, and their families.

Drug Information Hot Lines	(800) 662-HELP
National Institute on Drug Abuse	(800) 843-4971
National Clearinghouse for Drug Information	(800) 729-6686
U.S. Dept. of Education, South West Regional	(213) 598-7661
U.S. Dept. of Education Task Force	(202) 708-9069

As stated above, students and employees are subject to termination for violation of this policy. In addition, anyone distributing drugs to employees or students will be referred to the local authorities and risk legal action. All schools are required to have a program or plan of drug prevention in effect. This program must be available to students as well as to staff.

## PROGRAM DESCRIPTIONS:

### MEDICAL ASSISTANT

#### Program Description

This 720 Clock hour, 22.12 Semester Credit Unit program requires the completion of 28 weeks (days), or 28 weeks (afternoons), or 28 weeks (evenings) of study. This program familiarizes students with theory, practical and clinical knowledge so that they may obtain entry-level employment as a medical assistant or medical administrator.

#### Program Objectives

This program is designed to provide students with the knowledge, skills, and techniques needed to function in a medical front office or back office setting. Students will be introduced to medical procedures such as phlebotomy, venipuncture, EKG monitoring, minor surgical techniques, laboratory techniques, and emergency first aid. Students will also learn medical billing and insurance coding, medical law and ethics and medical office management procedures.

#### Occupational Objectives

Graduates of the program may qualify for entry-level positions in the Medical Assistant field performing duties such as, clinical medical assistants, medical administrative assistants, medical record clerks, medical office managers, medical insurance billing clerks, medical receptionists, and also work directly with physicians.

#### Program Length/Class Hours

Day: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
Afternoon: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
Evening: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

#### Module Title:

		<u>Total Hours</u>	<u>Semester Credit Units</u>	<u>Lecture Hours</u>	<u>Lab Hours</u>
Module AMA	Introduction to Computers	20	0.66	5	15
Module BMA	Introduction to Medical Office Procedures	20	0.66	15	05
Module CMA	Medical Anatomy and Terminology	60	2.00	40	20
Module DMA	Health Care Law and Ethics	20	0.66	10	10
Module EMA	Medical Clinical Procedures I	180	6.00	90	90
Module FMA	Medical Clinical Procedures II	140	4.65	70	70
Module GMA	Medical Billing, Insurance Coding & Medical Office Software	90	3.00	45	45
Module HMA	CPR First Aid	10	0.33	3	7
Module IMA	Employment Preparation	20	0.66	15	5
Module JMA	Externship	160	3.50	0	0
<b>Total</b>		<b>720</b>	<b>22.12</b>	<b>293</b>	<b>267</b>

### COURSE DESCRIPTION

**Module AMA Introduction to Computers** – This module familiarizes students with full working knowledge of a PC in a MS Windows environment. Students will be introduced to a PC and build confidence in their computer skills. It is designed for those with little or no previous experience and teaches students basic functions such as; start up and shut down of a PC, ability to distinguish between hardware/software, create, save, and close MS Office files. Students will learn and build proficiency in MS Windows and MS Office programs.

**Module BMA Introduction to Medical Office Procedures** – This module familiarizes students on how to create patient records and organize them. Students will learn records management systems and develop skills in alphabetic filing and indexing. Students will develop speed and accuracy in computer keyboarding and learn medical terminology.

**Module CMA Medical Anatomy and Terminology** - This module familiarizes students with the basic concepts of human anatomy, including the body as a whole, its functions, tissues and major organ systems. The student will also learn medical terminology including areas such as pronunciation, spelling and origin of the terminology.

**Module DMA Health Care Law and Ethics** – This module familiarizes students with current laws that regulate the health care industry including those pertaining to patients' rights and privacy. The student will also learn standard Cal/OSHA rules and regulations that pertain to the health care industry.

**Module EMA Medical and Clinical Procedures I** – This module familiarizes students with the fundamental principles of patient care, such as; patient assessment and charting, vital signs and EKG monitoring. The student will also learn basic protocols of patient care, including; assisting with primary physical examinations and emergency medical treatment in various scenarios, including the treatment of infants, children and adults.

**Module FMA Medical Clinical Procedures II** – This module familiarizes students with advanced procedures in a clinical laboratory setting including; diagnostic testing, specimen collection, urinalysis, phlebotomy, venipuncture and microbiology. The student will also learn advanced clinical techniques in minor surgery, infection control, asepsis, pharmacology and administering medications.

**Module GMA Medical Billing, Insurance Coding and Medical Office Software** – This module will familiarize students with the medical billing, insurance coding and payment collection process including collection-service agencies. The student will also learn insurance programs, including; HMO, PPOS and Workers' Compensation plans and the national coding systems used for claims processing. The student will also learn how to use medical office software used to process claims.

**Module HMA First Aide/CPR** – This module teaches students CPR and prepares them to become certified upon completion of their course. Students will learn the emergency procedure for people in cardiac arrest and will be able to perform CPR on infants, children and adults. They will also learn emergency first aid treatment and procedures.

**Module IMA Employment Preparation** – This module familiarizes students with the process involved in seeking employment, including locating sources of employment, current trends in the job market, how to establish interviews, resume preparation, interviewing techniques and professional dress standards, Students will also learn important knowledge through "Green Training", which will teach them energy conservation, recycling, and identifying non-toxic products in order to help sustain an environmental friendly work environment.

**Module JMA Externship** - This module is designed to provide the student with on the job training under the guidance of the facility supervisor, and the instructional staff. Student will participate in a 160 hour externship position in a field related to their program of study, where they will perform duties using their skills they have acquired from their training.

**PHLEBOTOMY TECHNICIAN**

**Program Description**

This 81clock hour program requires the completion of 10 weeks (days), or 10 weeks (afternoons), or 10 weeks (evenings) of study and training, and the passing of course final examination. This program familiarizes student with theory, practical and clinical training necessary for entry-level positions in the field of Phlebotomy.

**Requirements for State Licensure**

This program leads to state licensure and the eligibility requirements are that a student possess a high school diploma and must have the ability to pass a background check. Please ensure that you meet these requirements prior to signing an enrollment agreement.

**Program Objectives**

The program is designed to provide comprehensive training in the study to become a Certified Phlebotomist-CPT 1, who collects blood samples for a variety of reasons, including medical testing, blood transfusion, and blood donation. Upon completion of the program, students may eligible to take the Certified Phlebotomist CPT-1 exam for licensure.

**Occupational Objectives**

Graduates from this program may obtain employment in the field of Phlebotomy as a licensed Phlebotomist CPT-1, performing blood draw and collection in a clinical or laboratory environment.

**Program Length/Class Hours:**

**Course Schedule (includes class totals):**

**Day Class (WEEKDAY CLASS)**

Hours: 8:00 AM to 1:06 PM = Days of Instruction: 10 Total Hrs. **81** Total Wks. **2**

**Weekend Class (SATURDAYS)**

Hours: 8:00 AM to 1:06 PM = Days of Instruction: 10 Total Hrs. **81** Total Wks. **10**

Module Title:	Total Hours	Semester Credit Unit	Lecture Hours	Lab Hours
<b>Module I (integrated)</b>	20.5	0.66	15	5.5
Module ACP				
Module BCP				
Module CCP				
Module DCP				
<b>Module II (integrated)</b>	20.5	0.66	15	5.5
Module ECP				
Module FCP				
Module GCP				

Module HCP	Ethical Behavior, State Laws and Clinical Laboratory Improvement Amendments (CLIA)				
<b>Module III</b>					
Module ICP	Externship	40	1.33	0	0
<b>Totals:</b>		<b>81</b>	<b>2.66</b>	<b>30</b>	<b>11</b>

### **COURSE DESCRIPTION**

**Module ACP**      **Universal Precautions & Infection Control** - Students will become familiar with safety and universal precautions practiced in the healthcare industry. Students will also learn OSHA regulations, asepsis and infection control.

**Module BCP**      **Anatomy and Medical Terminology (Circulatory system)** – This module familiarizes students with the basic concepts of human anatomy, including the body as a whole, its functions, tissues and major organ systems. The student will also learn medical terminology including areas such as pronunciation, spelling origin and construction. Emphasis is placed on the circulatory system.

**Module CCP**      **Skin Puncture Selection and Preparation, Post Puncture, Collection Equipment** - Students will become familiar with, and be able to identify and demonstrate proper procedure for skin punctures, preparation of skin puncture and post puncture care. Students will also learn identification of tube colors, draw orders, anticoagulants and capillary tubes

**Module DCP**      **Blood Collection, Proper Identification of Patient** – This module familiarizes students with the identification of blood collection equipment used in venipuncture and the process for patient identification. The student will also learn basic venipuncture techniques, which include using the correct order of draw, proper use of the phlebotomy chair, tourniquet application and proper use of the centrifuge. Students will also learn to identify lab supplies and lab transportation bags for blood and urine specimens

**Module ECP**      **Medical Waste and Biohazard Containers** - Students will become familiar with how to properly identify, label, and dispose of medical waste and biohazard material, as required by local, state and federal laws. Students will also learn to identify proper disposal methods, such as those required for blood specimens, syringes, blood tubes and all other contaminated equipment which is consider a biohazard.

**Module FCP**      **Anticoagulation and Arterial Blood Collection** – This module familiarizes students with the main factors involved in the coagulation of blood, after a blood collection, and the prevention through the use of anticoagulants. Students will learn how the use of anticoagulants assists in the collection of plasma for laboratory analysis. Student will also learn specific skills and techniques required when performing arterial blood draw and collection, and will also learn arteries such as the "radial", brachial" and the femoral" arteries.

**Module GCP**      **Pre-Analytical Complications and Risk Factors** – This module familiarizes students how to identify and properly correct complications that may arise during blood collections, and will also learn to identify risk factors that can result in complication. Student will learn how to properly correct pre-analytical complications, such as backflow of anticoagulant, collapsed veins, excessive bleeding, failure to draw blood and fainting.

**Module HCP**      **Ethical Behavior, State Laws and Clinical Laboratory Improvement Amendments (CLIA)** – In this module, students will become familiar with proper ethical conduct that must be practiced in the field of phlebotomy, as well as state and federal laws which govern the phlebotomy industry, emphasis will be place on various topics including; patient confidentiality, patient's bill of rights, standard of care, implied consent, negligence and malpractice. They will also learn how CLIA certifies and regulates laboratory facilities to ensure public safety.

**Module ICP**      **Externship** – Students will participate in a 40 hour externship position in a field related to their program of study. They will experience "on the job training" and perform duties using their skills they have acquired from their training.

### **CHEMICAL DEPENDENCY COUNSELOR**

#### **Program Description**

This 720 Clock hour, 22.12 Semester Credit Unit program requires the completion of 28 weeks (days), or 28 weeks (afternoons), or 28 weeks (evenings) of study. This program familiarizes students with knowledge in the treatment of chemical dependency. Students receive theoretical and practical training in counseling and case management.

#### **Program Objectives**

This program is designed to provide students with comprehensive knowledge in Chemical Dependency Counseling. Students will study substance abuse, assessment and communication, treatment plans and counseling. Students will also be introduced to basic Pharmacology.

#### **Occupational Objectives**

Graduates of this program may be qualified for entry level counseling positions in setting such as agencies, hospitals and rehabilitation centers. Graduates from this program may obtain employment in the following positions: Chemical Dependency Counselor, Intake and Assessment Counselor, Outreach Counselor and Group Facilitator.

**Program Length/Class Hours**

Day: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Afternoon: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Evening: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

Module Title:	Total Hours	Semester Credit Units	Lecture Hours	Lab Hours
Module ACD Introduction to Computers	20	0.66	5	15
Module BCD Introduction to Medical Office Procedures	80	2.66	60	20
Module CCD Medical Anatomy and Terminology	40	1.33	20	20
Module DCD Pharmacology & Substance Abuse	110	3.66	35	45
Module ECD Process & Procedures to Develop a Treatment Plan	60	2.00	30	30
Module FCD Strategies for Assessment/Case Management	80	2.66	60	20
Module GCD Counseling Process-Individual/Group/Family	100	3.33	50	80
Module HCD Client Rights & Ethics-Personal/Professional Growth	40	1.33	20	20
Module ICD CPR/First Aid	10	0.33	3	7
Module JCD Employment Preparation	20	0.66	15	5
Module KCD Externship	160	3.50	0	0
<b>Total</b>	<b>720</b>	<b>22.12</b>	<b>298</b>	<b>262</b>

**COURSE DESCRIPTION**

**Module ACD Introduction to Computers** – This module familiarizes students with full working knowledge of a PC in a MS Windows environment. Students will be introduced to a PC and build confidence in their computer skill. It is designed for those with little or no previous experience and teaches students basic functions such as; start up and shut down of a PC, ability to distinguish between hardware/software, create, save, and close MS Office files. Students will learn and build proficiency in MS Office programs.

**Module BCD Introduction to Medical Office Procedures** – This module familiarizes students on how to create patient records, and organize them. Students will learn records management systems & develop skills in alphabetic filing & indexing. Students will develop speed & accuracy in computer keyboarding and learn medical terminology.

**Module CCD Medical Anatomy and Terminology** - This module familiarizes students with the basic concepts of human anatomy, including the body as a whole, its functions, tissues and major organ systems. The student will also learn medical terminology including areas such as pronunciation, spelling and origin of the terminology.

**Module DCD Pharmacology & Substance Abuse** – This module familiarizes students with basic pharmacology and drug administration; the history of drugs and of alcohol. Students will learn about the common use of prescription drugs, addiction and the symptoms of addiction; while learning the effects on brain behavior and mood altering abilities. they will be able to identify substances such as; marijuana, antidepressants, cocaine, opiates and amphetamines, and their addiction properties.

**Module ECD Process and Procedures to Develop a Treatment Plan** – Students will become familiarized with various types of treatment plans from diagnosis, detoxification and relapse prevention. They will also learn the approach to analyzing and preparing a patient’s treatment through interviews, and understand how to effectively setup the treatment process according to the specific needs of the patient. They will also learn to guide patients toward crisis intervention programs, when required, and learn how to build the sequence of a treatment plan, from intake to termination of the plan.

**Module FCD Strategies for Assessment/Case Management** – This module instructs students how to identify and demonstrate proper assessment procedures used when diagnosing patients. Special emphasis is placed on addictive behaviors and psychiatric conditions such as; mood, anxiety, cognition, eating and personality disorders (mainly anti-social disorders). Students will also learn how to summarize basic essentials of a cognitive therapeutic approach in their assessment.

**Module GCD Counseling Process-Individual/Group/Family** - Students become familiarized with effective communication techniques, procedures & concepts which are vital in the preliminary stage of the treatment process; emphasis is placed on patient sensitivity & identify individual patient’s needs, including those who practice alternative lifestyles. Students will learn relationship building techniques which are appropriate for the counseling process & learn to develop communication skills that aid in identifying patient resistance and differences, which will assist them in adjusting their counseling process to better serve the patient.

**Module HCD Client Rights & Ethics-Personal/Professional Growth** - Students will study and learn a broad range of topics which cover regulations, laws and ethics pertaining to the client's rights and the student's position as a counselor; emphasis is placed on professional conduct for counselors, employee assistance programs and aftercare guidelines.

**Module ICD First Aid/CPR** – This module teaches students CPR and prepares them to become certified upon completion of their course. Students will learn the emergency procedure for people in cardiac arrest and will be able to perform CPR on infants, children and adults. They will also learn emergency first aid treatment and procedures.

**Module JCD Employment Preparation** – This module familiarizes students with the process involved in seeking employment, including locating sources of employment, current trends in the job market, how to establish interviews, resume preparation, interviewing techniques and professional dress standards. Students will also learn important knowledge through "Green Training", which will teach them energy conservation, recycling, and identifying non-toxic products in order to help sustain an environmental friendly work environment.

**Module KCD Externship** - This module is designed to provide the student with on the job training under the guidance of the facility supervisor, and the instructional staff. Student will participate in a 160 hour externship position in a field related to their program of study, where they will perform duties using their skills they have acquired from their training.

**COMPUTER SYSTEMS REPAIR TECHNICIAN**

**Program Description**

This 720 Clock hour, 22.12 Semester Credit Unit program requires the completion of 28 weeks (days), or 28 weeks (afternoons), or 28 weeks (evenings) of study. This program will familiarize the students with skills pertaining to DOS, Windows 95, 98 and 2000 operating systems and utility programs.

**Program Objectives**

This program is designed to provide comprehensive training in computer repair fundamentals and basic concepts of computer networking. Students will also be introduced to basic computer software programs and will be able to manage software and hardware in a MS Windows network environment. This program will also prepare the student for the A+ Certification exam.

**Occupational Objectives**

Graduates may qualify entry level positions as a computer repair technician, computer assembler, network repair technician or computer help desk technician.

**Program Length/Class Hours:**

Day: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Afternoon: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Evening: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

Module Title:		Total Hours	Semester Credit Units	Lecture Hours	Lab Hours
Module ACS	Introduction to Computers	80	2.66	40	40
Module BCS	Word Processing and Keyboarding	60	2.00	30	30
Module CCS	Microcomputer Hardware	100	3.33	50	50
Module DCS	Computer Network I	100	3.33	50	50
Module ECS	Computer Network II	100	3.33	50	50
Module FCS	PC Maintenance	100	3.33	50	50
Module GCS	Employment Preparation	20	0.66	15	5
Module HCS	Externship	160	3.50	0	0
<b>Total:</b>		<b>720</b>	<b>22.12</b>	<b>285</b>	<b>275</b>

**COURSE DESCRIPTION**

**Module ACS Introduction to Computers** – This module familiarizes students with full working knowledge of a PC in a MS Windows environment. Students will be introduced to a PC and build confidence in their computer skill. It is designed for those with little or no previous experience and teaches students basic functions such as; start up and shut down of a PC, ability to distinguish between hardware/software, create, save, and close MS Office files. Students will learn and build proficiency in MS Windows and MS Office programs.

**Module BCS Word Processing and Keyboarding** - Students become familiar with keyboarding skills and techniques to improve keyboarding speed, they will also how to create documents on a PC and know how to edit, save, retrieve, merge and format common business documents. Students will also learn how to add, remove and edit basic graphics and pictures on documents. Student will also learn to create and manage a database by editing, sorting, indexing and merging files. Finally, they will learn how to create and print reports related to specific database projects.

**Module CCS Microcomputer Hardware** – Students become familiar with the basic DOS operating system and commands for computer repair. Students will also learn advanced DOS procedures and microprocessor troubleshooting.

Students will also learn to replace power supplies, perform memory upgrades, and install drivers and basic PC assembly. Emphasis is placed on A+ certification.

**Module DCS Computer Networking I** – This module familiarizes students with basic networking protocol including PC Ethernet card installation and configuration, identification of common peripheral ports, Ethernet cabling, and their connectors. Students will also learn how to identify hardware and methods of upgrading system performance in a PC network environment.

**Module ECS Computer Networking II** – This module teaches students how to install, configure and troubleshoot an operating system in an MS Window's network environment. Students will also learn IP addressing, domain name creation and network system security. Students will also learn basic concepts in network routing, web server and email server configuration.

**Module FCS PC Maintenance** – Students become familiar with troubleshooting techniques in order to maintain a PC in a standalone or networked environment. Students will also learn how to optimize system performance in both the hardware and software functions of the PC.

**Module GCS Employment Preparation** – Students will learn the process involved in seeking employment, including locating sources of employment, current trends in the job market, how to establish interviews, resume preparation, interviewing techniques and professional dress standards, Students will also learn important knowledge through "Green Training", which will teach them energy conservation, recycling, and identifying non-toxic products in order to help sustain an environmental friendly work environment.

**Module HCS Externship** - This module is designed to provide the student with on the job training under the guidance of the facility supervisor, and the instructional staff. Student will participate in a 160 hour externship position in a field related to their program of study, where they will perform duties using their skills they have acquired from their training.

**BUSINESS OFFICE ADMINISTRATION**

**Program Description**

This 720 Clock hour, 22.12 Semester Credit Unit program requires the completion of 28 weeks (days), or 28 weeks (afternoons), or 28 weeks (evenings) of study. This program familiarizes students with fundamental PC and accounting skills for an entry level position as a business administrator.

**Program Objectives**

This program is designed to provide students with full working knowledge of MS Office applications, as well as business office applications; including spreadsheets, database creation and maintenance, and accounting skills. Students also learn vital skills in business communications and professional customer service etiquette.

**Occupational Objectives**

Graduates from this program may obtain an entry level position as an office manager, administrative assistant, customer service representative, secretary, or accounts payable/receivable clerk.

**Program Length/Class Hours**

Day: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Afternoon: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Evening: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

Module Title:	Total Hours	Semester Credit Units	Lecture Hours	Lab Hours
Module ABO Introduction to Computers	40	1.33	20	20
Module BBO Word Processing and Keyboarding	180	6.00	80	100
Module CBO Electronic Spreadsheets	100	3.33	50	50
Module DBO Business Mathematics	40	1.33	20	20
Module EBO Ten Key Operations	20	0.66	5	15
Module FBO Principles of Accounting & Computerized Accounting	60	2.00	35	25
Module GBO Business Office Procedures, Law and Ethics	40	1.33	15	25
Module HBO Business Communications	40	1.33	25	15
Module IBO Introduction to Internet	20	0.66	5	15
Module JBO Employment Preparation	20	0.66	15	5
Module KBO Externship	160	3.50	0	0
<b>Totals:</b>	<b>720</b>	<b>22.12</b>	<b>270</b>	<b>29</b>

## **COURSE DESCRIPTION**

**Module ABO Introduction to Computers** – This module familiarizes students with full working knowledge of a PC in a MS Windows environment. Students will be introduced to a PC and build confidence in their computer skill. It is designed for those with little or no previous experience and teaches students basic functions such as; start up and shut down of a PC, ability to distinguish between hardware/software, create, save, and close MS Office files. Students will learn and build proficiency in MS Windows and MS Office programs.

**Module BBO Word Processing and Keyboarding** - Students become familiar with keyboarding skills and techniques to improve keyboarding speed, they will also how to create documents on a PC and know how to edit, save, retrieve, merge and format common business documents. Students will also learn how to add, remove and edit basic graphics and pictures on documents. Student will also learn to create and manage a database by editing, sorting, indexing and merging files. Finally, they will learn how to create and print reports related to specific database projects.

**Module CBO Electronic Spreadsheets** – Student become familiar with the creation of spreadsheets; assigning particular functions to individual cells, including adding graphs, text and numerous data entry functions associated with spreadsheets.

**Module DBO Business Mathematics** – This module familiarizes students with basic math used in businesses, including addition, subtraction, multiplication and division of whole numbers. Students will also learn how to add, subtract, multiply and convert fractions and decimals. Students will learn to apply their skills in various business settings, including retail and business office environments, where they will be able to manage cash transactions and create business reports.

**Module EBO Ten Key Operations** – Students will become familiar with the computer's numerical pad and will build accuracy and speed, so that they will be able to perform basic functions in a business setting. Students will also develop confidence and expertise through practical training which can be applied in basic accounting tasks on most computerized business systems.

**Module FBO Principles of Accounting and Computerized Accounting** – This module familiarizes students with basic accounting principles including manual accounting, terminologies to classify and record transactions, prepare adjusting and closing entries, and prepare financial statements. Students will also learn computerized accounting and methods of analyzing and controlling cash receipts and disbursements.

**Module GBO Business Office Procedures/Law and Ethics** – Students become familiarized with business office procedures such as opening and closing protocol and basic understanding of specific workplace rules and regulations. Students will participate in mock telephone procedures; learn proper customer service protocol, and principles of office management. Students will also learn appropriate standards in human relations, business ethics and laws regarding record management and confidentiality.

**Module HBO Business Communications** – This module will familiarize students with fundamental communication skills including proper grammar, sentence structure and punctuation, which is used in business correspondence. Students will also learn professional business etiquette and behavior commonly used in business office settings.

**Module IBO Introduction to the Internet** – This module will teach students how to sign-on to an Internet connection on a PC. Students will also learn search engine, email and internet upload/download protocols.

**Module JBO Employment Preparation** – Students will learn the process involved in seeking employment, including locating sources of employment, current trends in the job market, how to establish interviews, resume preparation, interviewing techniques and professional dress standards. Students will also learn important knowledge through "Green Training", which will teach them energy conservation, recycling, and identifying non-toxic products in order to help sustain an environmental friendly work environment.

**Module KBO Externship** - This module is designed to provide the student with on the job training under the guidance of the facility supervisor, and the instructional staff. Student will participate in a 160 hour externship position in a field related to their program of study, where they will perform duties using their skills they have acquired from their training.

## **PHYSICAL THERAPY AIDE**

### **Program Description**

This 720 Clock hour, 22.12 Semester Credit Unit program requires the completion of 28 weeks (days), or 28 weeks (afternoons), or 28 weeks (evenings) of study. This program familiarizes students with theory and hands-on clinical skills necessary for entry-level positions as a Physical Therapy Aide.

### **Program Objectives**

The program is designed to provide students with the knowledge to assist the physical therapist in administering physical therapy treatment programs. The student will be able to assist with various forms of treatments, such as motion exercises, massage, electrical stimulation and ultrasound treatments, and other clinical procedures.

### **Occupational Objectives**

Graduates of the program will be able to qualify for in work various health care settings including chiropractic offices, rehabilitation clinics, nursing homes, health clubs and private practices.

**Program length/Class hours**

Day: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

Afternoon: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

Evening: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

Module Title:	Total Hours	Semester Credit Units	Lecture Hours	Lab Hours
Module APT Introduction to Computers	40	1.33	20	20
Module BPT Introduction to Medical Office Procedures	20	0.66	15	05
Module CPT Medical Billing, Insurance Coding & Medical Office Software	90	3.00	45	45
Module DPT Medical Anatomy and Terminology	40	1.33	20	20
Module EPT Introduction to Massage Therapy	60	2.00	30	30
Module FPT Swedish Massage, Deep Tissue Massage & Kinesiology	100	3.33	50	50
Module GPT Sports Massage, Reflexology, and Shiatsu	100	3.33	50	50
Module HPT Physical Therapy	90	3.00	40	50
Module IPT Employment Preparation	20	0.66	15	05
Module JPT Externship	160	3.50	0	0
<b>Total</b>	<b>720</b>	<b>22.12</b>	<b>285</b>	<b>275</b>

**COURSE DESCRIPTION**

**Module APT Introduction to Computers** – This module familiarizes students with full working knowledge of a PC in a MS Windows environment. Students will be introduced to a PC and build confidence in their computer skill. It is designed for those with little or no previous experience and teaches students basic functions such as; start up and shut down of a PC, ability to distinguish between hardware/software, create, save, and close MS Office files. Students will learn and build proficiency in MS Windows and MS Office programs.

**Module BPT Introduction to Medical Office Procedures** – This module familiarizes students on how to create patient records, and organize them. Students will also learn records management systems and develop skills in alphabetic filing and indexing. Students will develop speed and accuracy in computer keyboarding and learn medical terminology.

**Module CPT Medical Billing, Insurance Coding and Medical Office Software** – This module will familiarize students with the medical billing, insurance coding and payment collection process including collection-service agencies. The student will also learn insurance programs, including; HMO, PPOS and Workers' Compensation plans and the national coding systems used for claims processing. The student will also learn how to use medical office software used to process claims.

**Module DPT Medical Anatomy and Terminology** - This module familiarizes students with the basic concepts of human anatomy, including the body as a whole, its functions, tissues and major organ systems. The student will also learn medical terminology including areas such as pronunciation, spelling and origin of the terminology.

**Module EPT Introduction to Massage Therapy** – This module familiarizes students with the basic skills and principles involved in the practices of massage therapy in various healthcare settings. Students will also learn the history of massage therapy, professional practice, and law and ethics of the massage therapy industry

**Module FPT Swedish Massage, Deep Tissue Massage, Kinesiology** – This module will familiarize students with techniques involving deep tissue massage and Swedish massage, such as slow strokes and deep pressure on areas of the body that have tension, with focus on the deeper layers of muscle tissue. Students also learn about the physiology and neurology of muscle tissue and movement, and origins and insertions of muscles. They will also learn neuromuscular techniques to palpate the muscles and to relieve chronic tension in the body.

**Module GPT Sports Massage, Reflexology, and Shiatsu** – In this module students will become familiar with techniques in sports massage to help treat athletes before and after athletic events, they will also learn how to treat muscle ache, fatigue and soreness. Students will also learn Reflexology, which provides them with knowledge of massaging the feet, and/or hands, with the intention of affecting other parts of the body. The student will then learn Shiatsu, which provides tonification techniques and knowledge of acupressure.

**Module HPT Physical Therapy** – This module will familiarize students with Physical Therapy, assisting with modalities, and the nature of the work environment. They will learn how to correctly transport patients in a hospital or clinical setting, and assist patients with ambulation, if required. They will also be taught modalities such as therapeutic exercises, ultrasound therapy, and specialized clinical procedures.

**Module IPT Employment Preparation** – This module familiarizes students with the process involved in seeking employment, including locating sources of employment, current trends in the job market, how to establish interviews, resume preparation, interviewing techniques and professional dress standards, Students will also learn important knowledge through “Green Training”, which will teach them energy conservation, recycling, and identifying non-toxic products in order to help sustain an environmental friendly work environment.

**Module JPT Externship** - This module is designed to provide the student with on the job training under the guidance of the facility supervisor, and the instructional staff. Student will participate in a 160 hour externship position in a field related to their program of study, where they will perform duties using their skills they have acquired from their training.

**MEDICAL BILLING AND INSURANCE CODING**

**Program Description**

This 720 clock hour, 22.12 semester credit unit program requires the completion of 28 weeks (days), or 28 weeks (afternoons), or 28 weeks (evenings) of study. This program familiarizes students with theory and hands-on skills necessary for entry-level positions in the Medical Billing and Insurance Coding field.

**Program Objectives**

The program is designed to provide comprehensive training in Medical Billing and Insurance Coding. The student will receive theory and practical training in processing payments for a medical facility. Students will gain knowledge of ICD-9 and CPT-Plus insurance coding and billing procedures. Students will also learn to use medical office software used to process billing claims, and will practice medical administration procedures.

**Occupational Objectives**

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

**Program Length/Class Hours**

Day: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Afternoon: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours  
 Evening: 5 hours a day, 5 days a week, 28 weeks, 720 hours, 22.12 Semester Credit Hours

Module Title:	Total Hours	Semester Credit Units	Lecture Hours	Lab Hours
Module AMB Introduction to Computers	80	2.66	20	60
Module BMB Introduction to Medical Office Procedures	60	2.00	40	20
Module CMB Medical Anatomy and Terminology	80	2.66	60	20
Module DMB Health Care Law and Ethics	80	2.66	70	10
Module EMB Electronic Healthcare Records	100	3.33	50	50
Module FMB Insurance Practices and Claims	20	0.66	10	10
Module GMB Medical Billing, Insurance Coding & Medical Office Software	100	3.33	50	50
Module HMB Introduction to Internet	20	0.66	5	15
Module IMB Employment Preparation	20	0.66	15	05
Module JMB Externship	160	3.50	0	0
<b>Totals:</b>	<b>720</b>	<b>22.12</b>	<b>320</b>	<b>240</b>

**COURSE DESCRIPTION**

**Module AMB Introduction to Computers** – This module familiarizes students with full working knowledge of a PC in a MS Windows environment. Students will be introduced to a PC and build confidence in their computer skill. It is designed for those with little or no previous experience and teaches students basic functions such as; start up and shut down of a PC, ability to distinguish between hardware/software, create, save, and close MS Office files. Students will learn and build proficiency in MS Windows and MS Office programs.

**Module BMB Introduction to Medical Office Procedures** – This module familiarizes students on how to create patient records, and organize them manually and electronically. Students will learn records management systems and develop skills in alphabetic filing and indexing. Students will develop speed, accuracy in computer keyboarding and learn medical terminology.

**Module CMB Medical Anatomy and Terminology** - This module familiarizes students with the basic concepts of human anatomy, including the body as a whole, its functions, tissues and major organ systems. The student will also learn medical terminology including areas such as pronunciation, spelling and origin of the terminology.

**Module DMB Health Care Law and Ethics** – This module familiarizes students with current laws that regulate the health care industry including those pertaining to patients' rights and privacy. The student will also learn standard Cal/OSHA rules and regulations that pertain to the health care industry.

**Module EMB Electronic Healthcare Records** – Student become familiar with the creation of electronic medical documentation known as "Electronic Health Records". Students will learn how to enter data and coding standards and advanced techniques used during the process of documentation.

**Module FMB Insurance Practice and Claims** – Students will become familiar with the process of completing and processing insurance claim forms for Medicaid, Medicare, CHAMPVA and the TRICARE programs. Students will also practice specific types of billing and coding procedures which are normally used in these types of claims.

**Module GMB Medical Billing, Insurance Coding and Medical Office Software** – This module will familiarize students with the medical billing, insurance coding and payment collection process including collection-service agencies. The student will also learn insurance programs, including; HMO, PPOS and Workers' Compensation plans and the national coding systems used for claims processing. The student will also learn how to use medical office software used to process claims.

**Module HMB Introduction to the Internet** – This module will teach students how to sign-on to an Internet connection on a PC. Students will also learn search engine, email and internet upload/download protocols.

**Module IMB Employment Preparation** – This module familiarizes students with the process involved in seeking employment, including locating sources of employment, current trends in the job market, how to establish interviews, resume preparation, interviewing techniques and professional dress standards, Students will also learn important knowledge through "Green Training", which will teach them energy conservation, recycling, and identifying non-toxic products in order to help sustain an environmental friendly work environment.

**Module JMB Externship** - This module is designed to provide the student with on the job training under the guidance of the facility supervisor, and the instructional staff. Student will participate in a 160 hour externship position in a field related to their program of study, where they will perform duties using their skills they have acquired from their training.

#### **TUITION AND FEES**

Students may pay tuition in full, or establish a payment plan at the time of enrollment. It is not necessary for a student to pay for more than 4 months of tuition in advance, prior to entering into college. If the tuition is not paid full upon completion of studies, a continued payment plan must be approved and in place for a student to be classified as a graduate and be eligible to receive a diploma and placement assistance. However, the Certified Phlebotomy Technician program does require full payment prior to completion of the 81 hours of study.

<b>Program</b>	<b>Registration</b>	<b>Tuition*</b>	<b>Total Cost</b>	<b>Job Classification</b>
Business Office Administration	\$75.00	\$5,920.00	\$5,995.00	43-9199
Chemical Dependency Counselor	\$75.00	\$6,225.00	\$6,300.00	21-1011
Computer Systems Repair Technician	\$75.00	\$5,920.00	\$5,995.00	15-1151
Medical Assistant	\$75.00	\$5,875.00	\$5,950.00	31-9092
Medical Billing and Insurance Coding	\$75.00	\$5,875.00	\$5,950.00	43-3021
Physical Therapy Aide	\$75.00	\$5,890.00	\$5,965.00	31-2022
Phlebotomy Technician	\$75.00	\$1,920.00	\$1,995.00	31-9097
Medical Assistant/Phlebotomy Technician	\$75.00	\$7,795.00	\$7,870.00	31-9092

\*Cost of Tuition/Total charges are a combination of institutional and non-institutional charges includes all books, materials, supplies and equipment that are required in the program. Total charges for a period of attendance and an estimated schedule of total charges for the entire educational program are the same. All non-refundable fees include registration fee as well as STRF. Job placement assistance is provided which includes resume preparation, job seeking skills and employment support.

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

The transferability of credits you earn at Crescent College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma and certificates you earn in our programs of study (Business Office Administration, Chemical Dependency Counselor, Computer Systems Repair Technician, Medical Assistant, Medical Billing & Insurance Coding, Physical Therapy Aide, Phlebotomy Technician and Medical Assistant/Phlebotomy Technician) are also at the complete discretion of the institution to which you may seek to transfer. If the credits that you earn at Crescent College 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 Crescent College will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Crescent College to determine if your credits will transfer.

### **WITHDRAWAL AND CANCELLATION POLICY**

Students have the right to cancel their studies within 7 business days of their 1st day of attendance. Proper notice of cancellation must be provided to the college prior to midnight of the 7th business day after the first day of class. Business day means a day on which classes are scheduled. Cancellation occurs when a written notice of cancellation is delivered to the college campus, specifically the School Director as outlined in the Enrollment Agreement. Students may deliver a notice by mail, in person, by Fax. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. The notice does not have to be in any particular format; it only needs to state the intention or desire to cancel. Students will be given 2 "notice of cancellation" forms on the 1st day of class, and any refunds owed to a student due to cancellation will be reimbursed within 30 days after the notice is received.

### **REFUND POLICY - (STUDENT'S RIGHT TO CANCEL)**

Crescent College provides a 100% Pro-rata refund policy, if a student decides to withdraw from school. Students have the right to withdraw from the college at any time. If a student withdraws from the college after the cancellation period as stated in the "Withdrawal Policy", the college will remit a refund less a registration fee, not to exceed the lesser amount of 5% of the total costs or \$10.00 within 30 days following your withdrawal. Students are obligated to pay only for educational services rendered and unreturned equipment. The refund shall be the amount paid for instruction multiplied by a fraction i.e. the numerator of which is the number of hours of instruction which have not been received, but have been paid and, the denominator of which is the total number of hours of instruction that have been provided.

This school has and maintains a policy for the refund of the unused portion of tuition, fees and other charges in the event the veteran or eligible person fails to enter the course or withdraws, or is discontinued there from at any time prior to the completion. The amount charged to the veteran or eligible person for tuition, fees, and other charges does not exceed the approximate pro rata portion of the total charges for tuition, fees and other charges and that the length of the completed portion of the course should bear to its total length.

If the college has provided students with any equipment, it must be returned in unused condition to the college within 30 days following the date of cancellation or withdrawal. If the equipment has been used, or is not returned within the 30 day period, the college may retain that portion of payment paid by the student, up to a lesser amount of the documented cost or the prorated portion (to 60% of course completion, after 60%, the documented cost), and deduct the amount from any refund that may be due to the student. Once a student pays for any equipment, it is the student's to keep without any further obligation.

If a student obtains books, uniform(s) and/or equipment, as specifically noted in this catalog and/or on the Enrollment Agreement, and return it in good condition within 30 days following the date of withdrawal, the school shall refund the amount paid for equipment. If a student fails to return equipment in good condition, within 30 days, the college may retain the lesser amount of a pro rata portion as described below (up to 60% of course completion) or the documented cost of the listed equipment, (for 2nd term or re-enrolled students, "the documented cost"). Students are liable for the amount, if any, by which the pro rata or documented cost for equipment exceeds the refund amount. If the amount paid is more than the amount owed, then a refund will be made within 30 days of withdrawal. If the amount that owed is more than the amount paid, then students will have to make arrangements to pay the balance.

### **HYPOTHETICAL REFUND EXAMPLE:**

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

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

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

For the purpose of determining the amount you owe, you shall be deemed to have withdrawn from the course when any of the following occurs:

- (a) You notify School of your withdrawal or the actual date of withdrawal;
- (b) School terminates your enrollment;
- (c) You fail to attend classes for a three week period (15 school days);
- (d) You fail to return from a leave of absence. In this case, the last date of recorded attendance shall be deemed the date of withdrawal.

If any portion of your tuition was paid from loan proceeds, the refund will be sent to the lender or agency that guaranteed the loan. Any remaining refund amount will first be used to repay any other student financial assistance programs from which you received benefits. Any remaining amount thereafter will be paid to you.

### **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."

"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.

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 courts, based on a violation of this chapter by an institution or representative of an institution, but has been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

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

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number."

Questions regarding STRF can be directed to the following:

Bureau for Private Postsecondary Education  
Department of Consumer Affairs  
1747 N. Market Blvd., #225 Sacramento, CA 95834  
P.O. Box 980818, West Sacramento, CA 95798-0818  
[www.bppe.ca.gov](http://www.bppe.ca.gov)  
Telephone and Fax #'s  
(888) 370-7589 or by fax: (916) 263-1897  
(916) 574-8900 or by fax: (916) 263-1897

### **STANDARDS FOR ADMISSION**

The following minimum standards, which are listed by individual program, must be met by all candidates prior to being admitted into Crescent College:

**Business Office Administration:** Provide proof of high school diploma, or otherwise pass an "ATB" exam, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**Chemical Dependency Counselor:** Provide proof of high school diploma, or otherwise pass an "ATB" exam, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**Computer Systems Repair Technician:** Provide proof of high school diploma, or otherwise pass an "ATB" exam, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**Medical Assistant:** Provide proof of high school diploma, or otherwise pass an "ATB" exam, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**Medical Billing and Insurance Coding:** Provide proof of high school diploma, or otherwise pass an "ATB" exam, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**Physical Therapy Aide:** Provide proof of high school diploma, or otherwise pass an "ATB" exam, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**Phlebotomy Technician:** Provide proof of high school diploma, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**Medical Assistant/Phlebotomy Technician:** Provide proof of high school diploma, conduct an interview with a college representative, review college performance fact sheet and program brochure, and attend college orientation.

**CRESCENT COLLEGE**  
**5940 Santa Fe Ave.**  
**Huntington Park, CA 90255**

I have received a copy of the Catalog, which contain the rules, regulations, course completion requirements, and costs for the specific course in which I have enrolled.

Print Name (Eligible Person): \_\_\_\_\_

Signature: \_\_\_\_\_

Enrolled by: \_\_\_\_\_

Date: \_\_\_\_\_