

6-§71810(b)(1)

Training Program Catalog



4-§94909(a)(1)

www.ctivoc.com

Corporate Office
2775 North Ventura Rd., Suite 213
Oxnard, CA 93036
(888) 335-0965 | Fax (805) 485-4383

5-§94909(a)(4)

Oxnard Campus, 2775 N. Ventura Rd Ste. 213
Visalia Campus, 732 W. Oak Avenue
Santa Maria Campus, 521 E. Chapel Ste B
Lancaster Campus, 43801 15th Street, West

6-§71810(b)(1))

January 1, 2024 to December 31, 2024

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APPROVAL DISCLOSURE STATEMENT

7-§94909(a)(2) & §94897(l)(1)(2)

CTI is a *private* institution which has been granted institutional approval by the Bureau for Private Postsecondary Education (BPPE). Approval means that the institution is in compliance with the California Private Postsecondary Education Act of 2009. Institutional approval must be renewed every five years, and is subject to continuing review.

8-§94909(a)(12)

CTI has no pending petition in bankruptcy; we are not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

ENROLLMENT PROCEDURES

9-§94909(a)(3)(B)

“As a prospective student, you are encouraged to review this catalog prior to signing and enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing the enrollment agreement.”

Knowledgeable Admissions Representatives will assist the student through all stages of the enrollment process, from filling out the enrollment application to touring the school campus.

MISSION STATEMENT AND OBJECTIVE

10-§70000(q) & (r) & §71810(b)(2)

The mission of Clinical Training Institute, Inc. (CTI) is to offer educational training in specific industries experiencing high growth and demand as identified by several occupational and employment forecasts for Tulare, Kern, Los Angeles, Santa Barbara and Ventura Counties.

CTI's objective is to provide quality training that can lead to viable employment for the unemployed as well as

substantial skills enhancement for working adults who are looking for advancement in their professional careers. CTI utilizes state of the art equipment & text books to ensure our graduates are well prepared to enter the occupation they've chosen.

Our Phlebotomy graduates will possess a thorough understanding of both anatomy and Venipuncture techniques. Through our classroom hands on approach the graduates will know which medical tools he or she needs for the job and have them organized and ready for use. The program's success will be measured through American Medical Technologist national testing registry.

Additionally, CTI Professional Medical Coding and Billing program also offers a series of videos that will encourage learners to develop critical thinking and coding skills that foster confident and independent coding. These videos are intended to supplement ICD-10 and ICD-10 PCS instruction, providing additional examples and expanded explanations of select coding concepts. The interactive exercises are designed to enrich the learners' experience with content and serve as a self-checkpoint, allowing learners to gauge whether they fully grasp the concepts presented.

CAMPUSES

FACILITIES

11-§71735 and §71810(b)(9)

The main campus and corporate office is located at 2775 N. Ventura Rd, Suite 213, Ca 93036. Phone 805-850-1530 Fax 805-485-4383.

Each campus has ample parking, with the capacity of 15 students per class.

Main Oxnard Campus, 2775 N. Ventura Rd. Ste 213

School Code: 5601891 Phone: 805.850.1530

- Suite 213 Administration • Two exits
- Suite 211 classroom, lab

Santa Maria Campus*, *521 E. Chapel Ste B*
School Code: 73078807 Phone: 805.720.9094

- Administration Office
- Two exits
- Classroom and lab

Lancaster Campus *43801 15th Street, West*
School Code: 24217515 Phone: 661.889.7171

- Administrative Office
- Two exits
- Classroom and lab
- Break Room

Visalia Campus, *1732 W. Oak Avenue*
School Code: 56467950 Phone: 559.474.9500

- Administrative Office
- Two exits
- Classroom and lab
- Break area

EQUIPMENT

11-§71735 & §71810(b)(9)

Phlebotomy Technician 1 program equipment: Phlebotomy essentials 8th Edition (book), Student Desk, Chapter Practice Questions, Unit Exams, Capillary Puncture Log, Venipuncture Log, Centrifuge, Projector, Laptop, Phlebotomy Chairs, Phlebotomy Bed, Tourniquet, Phlebotomy Tubes ,Finger Lancets , Vacutainer, Hubs, Vacutainer needles, Syringes, Syringe needles, Transfer Device, Winged Infusion Set Needle, Alcohol prep pads, Gauze, Band aids, Paper prep mats, Paper towels, Sharps containers, Trash cans, Micro Collection containers, Differential Slides, Refrigerator, Microwave, Tube Rack, Gloves, Basic Venipuncture Video, ABG Video, Pipettes , Paper Tape, Infant Heel Warmers, Lab Coat

Professional Medical Coding and Billing an online program and will not require the use of a physical facility or equipment. Students who wish to enroll will require the following minimum computer system specifications:

Hardware: Active internet connection (High speed/Broadband connection recommended, 800X600 minimum resolution (1024X768 or higher recommended), Sound card and speakers (Earphones recommended), Available USB port. **Software:** Adobe Flash Player (ver. 10 or higher), Windows Media Player

9 (ver. 7 or higher), PDF reader. Browser: Internet Explorer 9x/10. x11.x, Firefox 3.x or greater, Safari 3.1 to 8.0 (Mac only), JavaScript and cookies must be enabled. **Operating System:** Microsoft Windows (XP, Vista, 7 with latest service pack), Mac OS X (10.4.11 or greater).

LIBRARY

12- §71740 and §71810(b)(10)

CTI has various reference materials and books available to all students. Internet access is also available to students for research during school hours. In addition, CTI campuses are located withing 4 miles of public libraries; which provides research materials and books on many subjects. Students are encouraged to visit the library or request research and reference materials when needed.

QUESTIONS??

13-§94909(a)(3)(A)

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the

Bureau for Private Postsecondary Education
 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834
 P.O. Box 980818, West Sacramento, CA 95798-0818

www.bppe.ca.gov,

Tool Free: (888)370-7589/ Direct: (916) 574-8900

Fax: (916) 263-1897

STUDENT COMPLAINT PROCEDURE

14-§94909(a)(3)(C)

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

OFFICE OF STUDENT ASSISTANCE AND RELIEF

15-4909(a)(3)(D)

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589, option #5, or by visiting osar.bppe.ca.gov.

CREDIT FOR PRIOR TRAINING

TRANSFER OF CREDITS

16- §94909(a)(15))

“NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION”.

“The transferability of credits you earn at Clinical Training Institute is at the complete discretion of an institution to which you may seek to transfer.

Acceptance of the certificate you earn in the **PHLEBOTOMY PROGRAM OR PROFESSIONAL MEDICAL CODING AND BILLING** program is also at the complete discretion of the institution to which you may seek to transfer.

If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Clinical Training Institute to determine if your certificate will transfer”.

17-§71775(c)(1), & §71775.5(c)(1))-CTI does not offer degree programs

18-§94909(a)(8)(A), & §71770) CTI does not accept credits earned other institution or ability-to-benefit students. due to LFS licensing requirements. nor has CTI entered

into an articulation or transfer agreement with any other vocational school, college or university

19-§71810(b)(7) & 71770(c))

CTI does not award credits for prior experiential learning. All of the institution’s programs lead to a certificate of completion in the chosen field of study. CTI does not admit students from other countries.

PROGRAM INFORMATION

START DATES / PROGRAM CALENDAR

The Phlebotomy Technician 1 program (3-week) Day and (4-week) Evening program is a structured start and begins approximately every five weeks. (8 consecutive Saturdays) The Saturday class is a structured start and begins approximately every ten weeks

The Professional Medical Coding and Billing online program is open entry students can begin the program once they are enrolled.

CTI observes the following holidays:

- *Memorial Day*
- *Independence Day*
- *Labor Day*
- *Thanksgiving Day and the day after*
- *Christmas Eve*
- *Christmas Day*
- *New Year's Eve*
- *New Year's Day.*

When a holiday falls on a Sunday, the following Monday will be observed, when a holiday falls on a Saturday, the prior Friday will be observed.

Classes are in continuous session throughout the year. School hours with the following schedules:

Morning Classes—Monday – Thursday four weeks

◆ 8AM to 12PM (*All campuses*)

Noon Classes— Monday – Thursday four weeks

◆ 1PM to 5PM (*Lancaster*)

Evening Classes— Monday – Thursday four weeks

◆ 6 PM to 10 PM. (All Campuses)

Weekend Classes—Eight Consecutive Saturdays

◆ 8 AM to 5 PM (All Campuses)

COURSES OFFERED

CTI offers the Phlebotomy Technician 1 and the Professional Medical Coding and Billing programs.

20-§71810(b)(4)

CTI does not admit or accept students Visas from other countries.

A student who wishes to enroll in the programs must possess the ability to read and write English at the 9th grade level. Students are required to provide proof by submitting a GED / High School Diploma or College transcripts

CTI programs are only taught in the English language. English as a second language (ESL) services are not provided.

California statute requires that students successfully completing a course of study be awarded the appropriate diploma or certificate. Graduates of CTI courses are awarded a certificate of completion upon successful completion of the program.

Access to CTI's Training Program Catalog is available online at: www.ctivoc.com. Hard copies are available by request by contacting the Corporate Office at 805.850.1530. CTI'S Training Catalog is updated yearly in the event of changes in contact information, campus locations, educational programs, educational services, procedures, policies, or policies required to be included in the catalog by statute or regulation, are implemented

before the annual issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

GRADUATION REQUIREMENTS: 21-§94909(a)(5)

Phlebotomy Technician 1 program: A student MUST pass didactic with final written exam and hands-on evaluation. (Each student MUST complete a minimum of 20 hours of Basic Phlebotomy Training, 20 hours of Advanced Phlebotomy Training, and pass the final examination with a score of 70% or better.

Each student MUST be able to successfully and correctly perform the required draws during the hands-on portion of the final exam, under the supervision of the instructor.

Professional Medical Coding and Billing program: A student Must complete the entire course, including all workbooks, unit tests, module exams, specialty books, and practicum reports within the six-month enrollment period or within the period for which extensions have been paid. Live access via phone email or chat with Instructors is available to students from 9:00 a.m. – 7:00 p.m. EST Monday – Friday. If a student emails after hours, student support will return their email within 1 business day.

LICENSURE REQUIREMENTS22-§94909(a)(6)

California Laboratory Field Services CPT1 Requirements

1. Attend an approved phlebotomy training program through Laboratory Field Services.
2. Pass a written certification exam from a nationally accredited organization approved by Laboratory Field Services.
3. You will be required to upload the following forms during the application process and disclosed felony convictions.
 - CTI Certificate.
 - AMT Certificate (National Certification).
 - Ca. Statement of Phlebotomy Practical Training (Externship Form).
4. Disclose felony convictions.
5. Pay the CPT1 license fee of \$102.99 (online only).

MAIL your Sealed High School or College Transcript to
California Department of Public Health Laboratory Field
Services Attn: Phlebotomy Program

23-§94909(a)(16) & §94897(p)

CTI and the programs offered are not accredited by an accrediting agency recognized by the United States Department of Education. A Student enrolled in an unaccredited institution is not eligible for federal financial aid programs

Accreditation means schools must be accredited to be eligible to participate in federal student aid programs.

TUITION AND FEES

24-§94870 & §94909(a)(9)

Phlebotomy Technician 1	Reg Fee	*STRF	Shipping	Tuition	Total Cost
Lancaster	\$75	\$0	\$0	\$1524	\$1599
Oxnard, Bakersfield Santa Maria Visalia, Fresno	\$75	\$0	\$0	\$2065	\$2140
Professional Medical Coding & Billing	Reg Fee	*STRF	Shipping	Tuition	Total Cost
Online	\$75	\$0	\$70	\$4830	\$4975

*Student Tuition Recovery Fund: \$.00/each rounded to the nearest \$1000 **Effective April 1, 2024**

Phlebotomy Technician 1: 64 classroom hours and 40 Clinical Externship hours

Professional Medical Coding and Billing: 445 online hours; there is an additional materials shipping charge of \$69.95 which is not included in the tuition.

Textbooks and supplies are included in the tuition and once issued to the student, remain the property of that student. The school reserves the right to change tuition and fees, make curriculum changes when necessary, and make substitutions in textbooks and supplies as required without prior notice. Any changes in tuition and

fees will not affect students enrolled at the time of the change.

STUDENT TUITION RECOVERY FUND

25-§94909(a)(14), §76215(a), & §76215(b)

“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, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589.*

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

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.

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

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery.

If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been

extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

REFUND POLICY / CANCELLATION POLICY

26-\$94909(a)(8)(B), \$94919, \$94920 & \$71750)

CTI, Inc has been granted approval from the Bureau for Private Postsecondary Education for an alternative refund calculation under CEC title 3 Division 10 Part 59 Chapter 8 section 9492, for the Phlebotomy Technician 1 program because of the unique way in which the program is structured.

Phlebotomy Technician 1 – Cancellation: If cancellation occurs prior to the start of the first class/program in which the student has enrolled, the institution will provide a 100 percent refund of all institutional charges paid by the student to the institution, less any materials fees, if applicable, not to exceed \$89.

Phlebotomy Technician 1 - Late Cancellation: If cancellation occurs prior to the start of the second day of the class/program in which the student has enrolled, the institution will provide a full refund of all institutional charges paid by the student to the institution, less a \$75 administrative fee and materials fees, if applicable, material fee not to exceed \$89. The institution will credit the \$75 administrative fee if the student re-schedules the class/program within one year. In the event the student does not attend upon being re-scheduled, each re-schedule thereafter, will incur an additional \$25 admin fee.

Phlebotomy Technician 1 - Withdraw and Credit: If a student cancels an enrollment agreement or withdraws from a class during the period of attendance, the institution shall allow the student to reschedule the class/program within one year at no additional cost to the student. In the event the student does not attend upon being rescheduled, each reschedule thereafter, will incur an additional \$25 admin fee.

FACULTY**27-§94909(a)(7) & §71720)**

CTI has contracted with sufficient duly qualified faculty members, each member has met the required qualification of section 71720. Instructors teaching the Phlebotomy program must have a current CPT-1 License. Medical Coding and Billing instructors must have a minimum of 3 years of experience in Medical Coding and Billing.

28-§94909(a)(10))

CTI does not participate in the Federal Student Loan program. CTI is currently an eligible training provider with WIOA in many counties and is an approved vendor with the State of California Vocational Rehabilitation, MyCAA, TAA, TRA, Return-to-Work-Supplement Program and Ascent Funding.

29-§94909(a)(11))

You are responsible for the tuition, if you obtain a loan to pay for an educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If you have received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

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

PAYMENT POLICY**30-§71810(b)(6))**

The Institute does not participate in federal or state financial aid programs. If a student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including

applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.

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

Individuals who wish to take advantage of CTI training courses will be responsible for all program fees.

CTI welcomes students sponsored through a third party (i.e., WIA, Voucher Program, TRA, or other agency); all fees are the responsibility of the sponsoring agency. Installment payments may be arranged at the discretion of CTI.

SATISFACTORY PROGRESS POLICY**31-§71810(b)(8))****ACADEMIC PROGRESS POLICY**

30-Any student receiving an "F" is required to repeat the module and must obtain a grade of "C" or better to remain in the program. After the student has successfully repeated the module, as required by this policy, the previously assigned grade is not factored into the student's grade point average. Grade point averages are computed by dividing the total number of credits earned by the total number of modules satisfactorily completed.

GRADING SYSTEM

Percentage	Point	Grade
90% to 100%	4.0	A
80% to 89%	3.0	B
70% to 79%	2.0	C
61% to 69%	1.0	D
Below 60%	0.0	F

Phlebotomy Technician 1 Program: A student enrolling in the program must complete their program with a 70% or better on their four "Unit Exams" and one "Final Exam" along with 15 successful venipunctures and 10 capillary punctures. They must also pass a "Final Clinical Evaluation" which consists of the students performing all of the venipuncture methods and a

capillary puncture while being observed by the instructor.

Any student that scores lower than a 70% on any one "Unit Exam" must retake it prior to taking the next scheduled "Unit Exam". Any student that fails the "Final Clinical Evaluation" must complete the recommendations of the instructor which can include the purchasing of more clinical lab hours. Any student that fails the "Final Exam" only has one opportunity to re-take the exam at an additional cost of \$50.

Professional Medical Coding and Billing program: A student enrolling in the program is required to complete a minimum of 312 hours and 70% or better on "Unit Tests" and "Module Exams" and "Final Exam"

Students who score lower than a 70% can retake the "Unit Test" and "Module Exams" as many times as they would like. Students who fail the "Final Exam" have up to two additional times for a total of three times at no additional cost. Retakes may be taken after a required two-week preparation period following notification of prior exam results.

COURSE INCOMPLETE:

Phlebotomy Technician 1 program: If a student is unable to complete the program for any reason other than being terminated or bad conduct that student may reschedule once within that year, at no additional cost. In the event the student does not attend upon being rescheduled, each reschedule thereafter, will incur an additional \$25 admin fee.

Professional Medical Coding and Billing program: If the student has been dismissed from the course for any reason or has allowed their enrollment and/or extensions to lapse for a period longer than six (6) months, they can apply for re-enrollment in the course. The cost of re-enrollment is approximately 60% of the cost of the program. This will offer another four (4) month enrollment period. Re-enrolled students will receive all new materials. Upgrades or extra options are chargeable at 100%.

PROGRESS REPORTS

Progress Reports are prepared at the end of each week, and reviewed and signed by the student.

Copies of the signed progress reports will be placed in each student's academic file. For those individuals enrolled through Worker's Compensation benefits or other similar programs, a copy of the progress reports will be sent to the counselor and the counseling firm at the beginning of each week. Students will be graded according to the Satisfactory Progress Policy adopted by CTI. Tutoring will be provided for those who are in need of extra assistance, at no extra cost to the student. An advising form with a recommendation for tutoring will be attached to the progress report. The instructor, the Director of Education Training, or the Executive Director of CTI may assess recommendations for program modification or program transfers.

SCHOOL POLICIES

ADMISSIONS SCHEDULE

The Admissions Office is open Monday through Friday, 9:00 a.m. to 4:00 p.m. The office is closed on designated school holidays.

Phlebotomy Technician 1 minimum requirements are in accordance with Laboratory Field Services licensure requirements. Students MUST meet 40 hours of didactic and 40 hours of clinical externship in order to receive a certificate of program completion.

In addition to the above students must also pass a national certification examination, disclose pass felony convictions as well as providing proof of academic requirements in the form of an official high school completion transcript, graduation equivalency exam transcript GED/HiSet exam, three college level biology courses, or non-US transcript analysis confirming US high school equivalency to complete LFS CPT1 requirement.

- Eighteen-years-of age
- High-School Diploma / GED equivalency or Higher Education (AA, Bachelor)
- Negative PPD

Professional Medical Coding and Billing minimum requirements are.

- High-school Diploma / GED equivalency or Higher Education (AA, Bachelor)
- Eighteen-years-of age

ATTENDANCE POLICY

32-§94909(a)(8)(D) **TARDINESS**

CTI strongly encourages students to be punctual for all activities, appointments and classes. Students **MUST** meet state's LFS minimum of 40 hours of didactic training and 40 hours of clinical externship hours in order to receive certificate completion of the program.

CONDUCT POLICY

33-§94909(a)(8)(C) **DISMISSAL**

ALL CTI students must adhere to the following guidelines, or be dismissed from the program:

- 1) Any student may be terminated from any program for an incident of intoxication, possession of drugs, alcohol or weapons on CTI premises. CTI students will not cheat.
- 2) Students on school premises shall at all times conduct themselves in a considerate and professional manner.
- 3) Students will not disturb others by talking excessively or too loudly in the classrooms or in the hallways.
- 4) Students are forbidden to eat or drink in the classroom (food and beverages are allowed in the designated area only).
- 5) Smoking/Vaping is forbidden in the campus facility.

- 6) Disrespectful behavior and language toward staff and other students will not be tolerated.

While attending classes or other programs associated with CTI, students will not wear shorts, tank tops, halter tops, thongs, sandals, hats, caps or exercise cloths. Students are required to dress in a business-like manner while attending classes.

34-§94909(a)(8)(E)

Students are not allowed a leave-of-absence due to the short-term nature of the training term, there are no make-up opportunities.

STUDENT COMPLAINT PROCEDURE

35-§71810(b)(14)

Any student with a concerns or grievances may address their program instructor. The instructor will take a written statement describing the complaint. The student may also use a 'Student Concerns' form available in all classrooms as well as the administrative offices of CTI. The program instructor and the campus director will review the statement, and will attempt every effort to reconcile the problem expeditiously.

If a situation remains unresolved, a meeting will be established with the student, the program instructor and the campus director and an appropriate plan of action will be implemented. A written statement explaining the action to be taken will be provided to the student.

In the event a problem should exceed the jurisdiction of Clinical Training Institute Inc. administrators, students may contact The Bureau for Private Postsecondary Education Sacramento, CA 95833, (916) 431-6959.

A copy of the Bureau's Complaint Form is available at the school and may be obtained by contacting any staff member.

To file a complaint against a private postsecondary institution subject to the laws of the Postsecondary Education Act, please fill out and submit a compliant form and mail it to the Bureau for Private Postsecondary Education at:

Please Direct All Inquiries To

Bureau for Private Postsecondary Education
P.O. Box 980818 /1747 N. Market Blvd. Ste 225
Sacramento, CA 95834

www.bppe.ca.gov,

Telephone number (888) 370-7589/ (916) 574-8900

Fax (916) 263-1867

STUDENT SERVICES 36-§71810(b)(12)

STUDENT SERVICES / ADVISING

CTI faculty is available to advise students regarding specific problems pertaining to some basic needs affecting their ability to attend and successfully CTI complete their program as well as their ability to develop their careers. These services include but are not limited to:

- ◆ Academic Performance
- ◆ Satisfactory Progress Policy
- ◆ Conduct Policy
- ◆ Certification Opportunities

When appropriate, referrals to outside agencies may be made to address additional student concerns. Student Services program include:

- Student Advising
- Academic Assistance
- Externship requirements to sites
- Online Application Submission to LFS
- Live scan Submission to Dept. of Justice
- Application Submission to Certification Exam

PLACEMENT POLICY

37-§94909(a)(13)

CTI does not offer placement services. CTI does not represent that any of its programs lead to employment

Programs are designed to prepare students for National Certification and Licensure that a person must hold to lawfully engage in an occupation as a CPT1.

All Phlebotomist must be licensed through the Department of Public Health, Laboratory Field Services in order to maintain employment as a CPT1 in the state of California

38-§71810 (b)(13)(A)(B)(C)

HOUSING:

- A. CTI does not have dormitory facilities under its control nor is housing assistance provided.
- B. Reasonable priced hotels are located within a 5-mile radius with room rates are \$80 to \$110 per night. Students need to inquire for their own housing arrangements.
- C. CTI has no responsibility to find or assist students in finding housing as the programs are non-residential.

RECORDS STORAGE

39- §94900 & §71920.

CTI retains complete student records for a minimum of 5 years from any program. After 5 years, records may be destroyed; however, transcripts will be retained permanently. Graduates may request copies of transcripts.

40-§74112(d)(3)

Standard Occupational Classification (SOC) Code: 31-9097 <https://www.bls.gov/soc>. Sample of reported job titles: Lab Asst; Patient Service Technician PST; Phlebotomist; Phlebotomist Supervisor/Instructor; Phlebotomist, Medical Lab Assistant; Phlebotomy Director; Phlebotomy Program Coordinator; Phlebotomy Supervisor; Registered Phlebotomist.

Standard Occupational Classification (SOC) Code: 43-3021.02 <https://www.bls.gov/soc> .

Sample of reported job titles: Accounting Assistant, Accounting Clerk, Accounts Payable Clerk, Accounts Receivable Clerk, Administrative Assistant, Biller, Billing Clerk, Billing Coordinator, Billing Specialist, Office Manager

41-§71810 (b)(11))**DISTANCE EDUCATION PROGRAM / ONLINE ONLY**

Students rights to cancel from the Professional Medical Coding & Billing program This institution offers distance educational programs where the instruction is not offered in real time. The Institution shall transmit the first lesson and any materials to any student within seven days after the institution accepts the student for admission.

The student has the right to cancel the agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date the written notice of cancellation is sent to: 2775 N. Ventura Rd. #213 Oxnard, CA 93036. If the institution sent the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials. Cancellation must occur prior to the receipt of the first lesson and materials, which will occur within seven days after the institution accepts the student for admission.

This Institution shall transmit all of the lessons and other materials to the student if the student (a) has fully paid for the educational program; and (b) after having received the first lesson and initial materials, requests in writing that all of the material be sent. If the Institution transmits the balance of the material as the student requests, the Institution shall remain obligated to provide the other educational services it agreed to provide, such as responses to student inquiries, student and faculty interaction, and evaluation and comment on lessons submitted by the student, but shall not be obligated to pay any refund after all of the lessons are material are transmitted

The student's will submit their exams, tests, lessons, projects or dissertations which are online within the program. They will be corrected and or evaluated the same day; within 24 hours and are made available immediately to the student, the final exam takes on week to be graded. Students must pass the one-part, online final exam, consisting of an objective portion, with a score of no less than 70% on the objective portion.

The objective portion tests competency in medical terminology, anatomy, abbreviations, medical coding, etc.

DRUG AND ALCOHOL COUNSELING

Drug awareness programs, counseling treatment, rehabilitation and other related services are available to students and employees of this institution through a number of hot lines as well as agencies within Ventura County. Students and employees seeking assistance in overcoming drug or alcohol related problems are encouraged to contact one of these organizations. For additional information regarding referral, please see the campus director.

In accordance with the Drug-Free Workplace Act of 1988 (P.L.100-690), the Drug-Free Schools and Communities Act of 1989 (P.L. 101-226) and code 34 Part 85, Subpart F of Federal Regulations, CTI is committed to maintaining a drug-free school and workplace. Drug and alcohol abuse can lead to liver, heart and other chronic diseases, low birth weight, birth defects and infant mortality in expectant mothers, and death.

This institution, as required by Federal Regulation (34CFR 85.635 and Appendix C), will report all employees convicted of a criminal drug offense occurring in the workplace to the US Department of Education. Consistent with these same regulations, employees, as a condition of employment, are required to provide written notice to this institution of their conviction for a criminal drug offense occurring at the workplace within five (5) days after that conviction. In addition, students receiving Pell Grants who are convicted of criminal drug offense during the period of enrollment for which the Pell Grant was awarded, are required by federal regulation to report that conviction in writing to the: **Director of Grants and Services**

United States Department of Education
400 Maryland Avenue SW,
Room 3124, GSA Regional Office Bldg. #3
Washington, DC 20202-4571

PHLEBOTOMY TECHNICIAN 1

PROGRAM OBJECTIVE: The Phlebotomy Technician 1 program is structured in a learning-effective theory and hands-on method and designed to prepare and provide students the proper training to obtain a license and to perform various tasks in phlebotomy necessary for an entry-level position as a Certified Phlebotomy Technician 1 for a laboratory or hospital setting.

Standard Occupational Classification (SOC) Code: 31-9097 <https://www.bls.gov/soc>. **Sample of reported job titles:** Lab Asst; Patient Service Technician PST; Phlebotomist; Phlebotomist Supervisor/Instructor; Phlebotomist, Medical Lab Assistant; Phlebotomy Director; Phlebotomy Program Coordinator; Phlebotomy Supervisor; Registered Phlebotomist.

Upon successful completion of CTI's Phlebotomy Technician 1 Program, students will:

- ◆ Be familiar with commonly used medical terminology related to phlebotomy
- ◆ Understand the anatomy and physiology of the circulatory system
- ◆ Be aware of the legal issues related to blood collection procedures and patient care.
- ◆ Be familiar with blood collection equipment and procedures
- ◆ Successfully obtain blood through various blood collection procedures
- ◆ Understand the procedure for arterial blood collection
- ◆ Be familiar with complications and procedural errors
- ◆ Know about infection control, safety and first aid

**American Medical Technologist
National Certification Requirements**

1. Attend a phlebotomy training program that has been approved by American Medical Technologist.
2. Complete a minimum of 40 hours of clinical externship training that has been approved by the State's Laboratory Field Services Department.
3. Pay the Registered Phlebotomy Technician (RPT) fee in the amount of \$120.
4. Email copies of your didactic certificate and proof of externship.
5. Disclosed felony convictions.

Once you passed your national certification and received your certificate via printable email; you may apply for your CPT-1 license once receive your state certification

**California Laboratory Field Services
CPT1 Requirements**

4. Attend an approved phlebotomy training program through Laboratory Field Services.
5. Pass a written certification exam from a nationally accredited organization approved by Laboratory Field Services.
6. You will be required to upload the following forms during the application process and disclosed felony convictions.
 - *CTI Certificate.*
 - *AMT Certificate (National Certification).*
 - *Ca. Statement of Phlebotomy Practical Training (Externship Form).*
6. Disclose felony convictions.
7. Pay the CPT1 license fee of \$100 (*online only*).
8. MAIL your Sealed High School or College Transcript to California Department of Public Health Laboratory Field Services Attn: Phlebotomy Program

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Externship Requirements

The student **MUST** pass the final examination with 70% or better.

The student **MUST** demonstrate a competent skill level based upon the written clinical evaluation of the instructor(s).

The student with the highest grade on the final examination is given the first opportunity to schedule an externship with the Externship Coordinator.

If the student is not available to train at an available site, that student will be placed at the bottom of their class list and the student with the next highest final exam score will be contacted.

- The student must be FLEXIBLE. Clinical training sites provide schedules which are convenient for them to train students
- Students **CANNOT** dictate their own schedules or make scheduling changes—NO EXCEPTIONS.
- Students **MUST NOT** contact any of the externship sites before they have been scheduled and accepted for externship!

Individual Externship Site requirements (may vary by location):

- A PPD (TB Test) within the last 12 months.
- If you have had a positive PPD, you **MUST** have had a chest X-ray within the last 12 months that reads 'negative'.
- The Externship Department will provide additional site requirements to students via email.

After completion of classroom training the student has four (3) options for externship:

1. **Local externship**-Local externships can take up to 150 days or more, because of the limited number of clinical sites available. Most sites will only take one student at a time and may sometimes take up to several weeks to complete.
2. **Long distance externship (2 - 3-hour drive)**-The student may be able to begin their externship within a few weeks if they are willing to travel, depending on the number of students already scheduled for that site.
3. **Student chooses their own facility**- If the student has an employer or medical facility that will agree to host the student during their externship, **THAT STUDENT MUST PROVIDE: A completed Clinical Site General Information form (see externship coordinator for form) for site approval.** ➤ **This information must be presented immediately to the Externship Coordinator for State approval from Dept. of Public Health/LFS.** ⬅

CTI makes every attempt to place students on an externship within 150 days of their (FED) Final Exam Date.

- If CTI does not have an externship available within the 150-day period, the student will be required to attend a one-day lab evaluation. If the student does not pass the one-day lab evaluation, they will be required to attend a one-week brush-up. The lab evaluation and the brush-up are at **NO COST** to the student. CTI will contact the student to set up the one-day lab evaluation and brush-up.
- If a student goes over the 150-day period and CTI has offered them an externship, the student will be required to attend a one-day lab evaluation at no cost, however, if the student does not pass the one-day lab evaluation, they will be required to attend a brush-up at a cost of \$200 per number of weeks recommended by the instructor. (This fee will be assessed because the externship was made available to the student within 150-day period and the student was unable to begin the externship.)
- If the student goes over the 150-day period, and they were not available when CTI offered them an externship, it is the student's responsibility to contact CTI to set up the one-day lab evaluation and brush-up.

PHLEBOTOMY TECHNICIAN 1

Infection Control, Waste Disposal and Biohazards	Students will learn to identify the components of the chain of infection and give examples of each describe infection control procedures used to break the chain, and identify four functions of infection control programs. State safety rules to follow when working in the laboratory and in patient area. Know standard and transmission-based precautions and identify the organizations that developed them.	5
Basic Anatomy and Medical terminology	Students will learn to identify and describe body positions, planes, cavities and directional terms. Know homeostasis and the primary process of metabolism. Know the function and identify the components or major structures of each body system and know the disorders and diagnostic tests commonly associated with each body system. Students will learn to identify basic word elements individually and within medical terms. Know the meanings of common word roots, prefixes and suffixes, and identify unique plural endings.	2
Recognition of problems	Students will learn how to recognize the various problems that may arise from a requisition form, specimen processing for example hemolysis, lipemia, or icteric samples. Students will also learn the proper procedures to transport specimens and avoid transporting problems.	4
Proper Vein selection and skin puncture	Students will learn the test request process, identify the types of requisitions used, and list the required requisition information. Know each step in the venipuncture procedure, list necessary information found on specimen tube labels, and list the acceptable reasons for inability to collect a specimen. Students will learn to list and describe the various types equipment needed for capillary specimens. Know the composition of capillary specimens, identify which tests have different reference values when collected by capillary puncture methods, and name tests that cannot be performed on capillary specimens. Know the proper procedure for selecting the puncture site and collecting capillary specimens from adults, infants, and children.	4
Corrective Actions	Students will learn corrective actions when encountering a problem requisition, and improper specimen processing and specimen transport.	2
Post Puncture Care	Students will learn how to provide post puncture care for both pediatric and geriatric patients by knowing how to apply pressure and the time required achieving hemostasis. Also, by being aware of proper adhesive allergies and skin changes.	3
Advanced Disease Control	Students will learn advanced disease control by learning proper hand washing techniques, knowledge of different blood borne pathogens, isolation techniques, and the different transmission modes (permucosal, percutaneous, etc.)	4
Anticoagulation Theory	Students will learn the Anticoagulation theory. They will learn the hemostatic process which includes initiation, amplification, and propagation of the hemostatic process.	3
Patient Identification, Risk Factors & Appropriate Responses	Students will learn the test request process identify the types of requisitions used and list the required requisition information. Know each step in the venipuncture procedure, list necessary information found on specimen tube labels, and list acceptable reasons for inability to collect a specimen. Know collection procedures when using a butterfly or syringe and the proper way to safely dispense blood into tubes following syringe collection.	5
Collection Equipment	Students will learn the purpose of the equipment and supplies needed to collect blood by venipuncture; compare and contrast antiseptics and disinfectants and give examples of each; know and describe evacuated tube system, and syringe system components learn to determine which system and components to use; identify the general categories of additives used in blood ; color coding used to identify the presence or absence of additives in blood collection tubes and name the additive, laboratory departments, and individual tests associated with the various color coded tubes.	4
Communication Skills	Students will learn the communication loop for effective communication, interpersonal relationships, stress management, and ethic and legal issues in the medical field. They will learn the different divisions of law, and the organization that may bring legal ramifications.	2
Quality Assurance & Legal Issues Related to Phlebotomy	Students will learn to identify national organizations, agencies and regulations that support quality assurance in healthcare. They will learn the different tort actions associated with phlebotomy and how if not adhered to standards and procedures they may bring legal ramifications.	4
Classroom Lab Time	This is the time students will draw blood to learn skills and techniques to be successful in a real-world scenario.	8
Externship	To be perform at a state approved laboratory.	40

Total number of clock hours

104

Professional Medical Coding and Billing

PROGRAM OBJECTIVE: The Professional Medical Coding and Billing online program is designed to prepare and provide students the proper training to pass national entry-level certification exams. Graduates are prepared to meet and exceed requirements for AHIMA and AAPC certification exams for both CCA (Certified Coding Associate) and CPC-A (Certified Professional Coder Apprentice) certification and to train individuals for employment in the outpatient setting as medical coders and billers.

Standard Occupational Classification (SOC) Code: 43-3021.02 <https://www.bls.gov/soc> .

Sample of reported job titles: Accounting Assistant, Accounting Clerk, Accounts Payable Clerk, Accounts Receivable Clerk, Administrative Assistant, Biller, Billing Clerk, Billing Coordinator, Billing Specialist, Office Manager

Upon successful completion of CTI's Professional Medical Coding and Billing, students will:

- ◆ Be familiar with common medical billing practices in the health insurance industry
- ◆ Be aware of the legal and regulatory issues
- ◆ Understand the differences in reimbursement methodologies.
- ◆ Learn the principles of medical billing
- ◆ Learn the proper claim form preparation, submission, and payment processing
- ◆ Successfully follow up on the claim processing

AHIMA Certified Coding Associate (CCA)

The CCA exhibits coding competency in any setting, including both hospitals and physician practices. The CCA, the CCS and the CCS-P are the only coding credentials worldwide currently accredited by the National Commission for Certifying Agencies (NCCA)

Eligibility Requirements

1. Pay the examination fee at the time of application submission.
2. High School Diploma or equivalent

Recommended

1. 6 months coding experience directly applying codes; OR
2. Completion of an AHIMA approved coding program (PCAP Program); OR
3. Completion of other coding training program to include anatomy & physiology, medical terminology, Basic ICD diagnostic/procedural and Basic CPT coding.

Note:

Each domain of the exam is weighted differently, as shown on the content outline available on the Certification exams website and therefore cannot be average for a score. Additionally, although it would appear that the passing score of 300/400 equates to 75%, the passing score is actually 300/400 based on our confidential scoring scale.

AAPC Medical Coding Certification Requirements (CPC-A)

CPC Apprentice Proof of education or experience isn't necessary to sit for these exams. However, due to the level of expertise required of medical coders, AAPC expects certified coders to be able to perform not only in an exam setting but also in the real world. Those who pass the CPC®, COC™ exams but have not yet met this requirement will be designated as an Apprentice (CPC-A®, COC-A™) on their certificate.

1. Pay examination fee at the time of application submission.
2. Maintain current membership with the AAPC.
3. New members must submit membership payment with examination application.
4. If you have not submitted proof of 2 years on the job experience, a CPC-A designation will be awarded. https://www.aapc.com/certification/apprentice_status.aspx

Note:

An overall score of 70% or higher is required to pass an exam. For examinees who do not pass, only the areas of study/categories with a score of 65% or less are provided for examinees' preparation.

The areas of study reported reflect scores based on the number of questions in each category/section of the exam; each of the category/section may vary in the number of questions asked.

Professional Medical Coding and Billing

Program Orientation	In this module student will Identify the elements, expectations, and requirements of the program, navigate the program using the tools, pages, menus, study planner, gradebook, completion report and buttons provided, Use the program to contact Career Step using various communication tools, including phone, email, forums, chat rooms, and social media, Identify program-specific resources, including the 3M Encoder, as well as be able to order their coding books with an understanding of the yearly coding update schedule.	1
Computer Fundamentals	Student will learn to Identify basic computer hardware and interpret system requirements, navigate a Windows operating system environment, as well as install and operate basic software utilities, use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems, recognize basic technologies related to an office environment.	7
Health Information Management	In this module, the student will identify data sources by describing types of medical records and the information found in each record as well as describe the role medical records take in coding and billing. The student will understand the structure and use of health information and record data collection tools, healthcare data sets, and appropriate health record documentation content, quality, and integrity. The student will know health information systems, including specialty coding, archival, data retrieval, and imaging systems. The evolution of the electronic health record (EHR) and personal health record (PHR) is presented.	14
Healthcare Delivery Systems	The student will be able to explain the main structure and organization of healthcare services in the United States. Students will differentiate between the various healthcare settings and providers, identify the structure of hospitals in the United States, and explain the purpose of healthcare licensure, certification, and accreditation in healthcare facilities. Healthcare registries and current trends in healthcare delivery are discussed.	4
Legal and Compliance	The student will be able to explain the legislative and regulatory processes in the United States and describe the laws and regulations pertaining to health information. In addition, the student will define the Health Insurance Portability and Accountability Act (HIPAA), learn to adhere to privacy and security policies, and identify the components of the Code of Ethics and Standards of Ethical Coding.	5
Reimbursement Methodologies	In this module, the student will learn to define commercial, managed care, and federal insurance plans, identify various compliance strategies and reporting, as well as understand and list payment methodologies and systems (such as claims, EOB, ABN, electronic data interchange). The student will be able to explain chargemaster maintenance, describe regulatory guidelines, and discuss reimbursement monitoring and reporting	21
Medical Terminology	This module focuses on word building, root forms of words, prefixes and suffixes, and the plural forms of medical words. Students are exposed to meanings, spellings, abbreviations, and other aspects related to medical language.	50
Anatomy and Physiology	In this module, students will identify and describe the basic structure, organization, and functions of human body systems, and identify anatomical structures of the body using anatomical orientation tools such as labels and assessment.	45
Introduction to Coding	In this module the student will learn the use of official coding guidelines and understand the difference between inpatient and outpatient coding guidelines. The student will understand coding compliance strategies including the physician query process. In addition, students will identify auditing methods and identify the principles and application of coding systems (International Classification of Diseases ICD-9-CM and ICD-10-CM). The student will know and discuss automated coding software systems (CAC, encoders), describe natural language processing; compare classifications, nomenclatures, terminologies, and clinical vocabularies (SNOMED-CT, ICD-O, CPT, DSM-IV); describe the relationship between the Systematized Nomenclature of Medicine (SNOMED) and the electronic health record (EHR); apply ethical coding to practice cases; discuss severity of illness systems, including MS-DRGs and describe coding quality monitors.	16

Professional Medical Coding and Billing

ICD-10 Coding	Describe the use of official coding guidelines and reporting requirements, define the background of ICD-10-CM and ICD-10-PCS, apply the General ICD-10-CM conventions and guidelines, define the Uniform Hospital Discharge Data Set (UHDDS), practice basic coding process steps, define and apply the ICD-10-CM chapter-specific coding guidelines to all 21 chapters in ICD-10-CM, practice assigning ICD-10-CM codes in many practice exercises, navigate the ICD-10-CM codebook, locate and accurately construct diagnosis codes using the Alphabetic Index to Diseases, the Tabular List, the Table of Neoplasms, the Table of Drugs and Chemicals, and the Index to External Causes, Identify the components of the Code of Ethics and Standards of Ethical Coding and apply ethical coding to practice cases.	55
CPT/HCPCS Coding Block 1	In this module, students are introduced to the Current Procedural Terminology (CPT) codebook. This module provides a thorough understanding of the structure of the codebook and introduces some of the critical coding guidelines presented in the text	40
CPT/HCPCS Coding Block 2	This module continues the detailed instruction of the procedural codes presented in the <i>Current Procedural Terminology</i> (CPT®) codebook. This module also provides a thorough understanding of the structure and application of the <i>HCPCS Level II</i> codebook.	40
Advanced ICD-10 Coding	Apply the meaning of root operations in the nine subgroups in the Medical and Surgical, Medical and Surgical-Related and Ancillary sections. Build ICD-10-PCS codes for many given case studies. Apply knowledge of coding to a variety of authentic coding scenarios to build speed and accuracy. Practice the use of official coding guidelines and reporting requirements for ICD-10-PCS. Apply codes to many types of surgical reports in all root operations and many body systems.	11
Coding Practicum	Apply knowledge of coding to a variety of authentic coding scenarios to build speed and accuracy, demonstrate hands-on encoder use, practice resolving code edits, practice the use of official coding guidelines and reporting requirements, assign codes for outpatient settings including, physician, emergency room, and same-day surgery.	80
ICD-10-PCS Foundations	Identify and define the 31 root operations in ICD-10-PCS. Identify and define the seven approach values in ICD-10-PCS. Identify and describe the other characters in ICD-10-PCS codes. Discuss and apply the use of ICD-10-PCS official coding guidelines. Assign ICD-10-PCS procedure codes to a variety of advanced coding scenarios including all root operations in the Medical and Surgical section. Assign ICD-10-PCS procedure codes to multiple body systems in the Medical and Surgical section. Assign ICD-10-PCS procedure codes to a variety of advanced coding scenarios in other ICD-10-PCS sections.	55
Final Exam Preparation	Identify the steps they need to take to be eligible for and effectively prepare for and access their final exam. Identify the format, restriction, and policies of final exams, including scoring, retakes, allowed resources, and time limits.	1

Total number of clock hours

445

Administration

Jon Davis Executive Director (Corporate office):	- o 30 years of experience in the field of education. - o 20 years' experience as a school director - o BA in communications from the University of Fresno State; - o Administrative functions – budgeting, marketing, staffing and accounting management, - o student advising, staff and faculty development; job placement; community linkages
Paduvilan Chandroth Narayanan Phlebotomy Medical Director:	- o 30 years' experience as medical doctor, - o Board certified surgeon - o State of California License A35200
Patricia Espinoza: Compliance officer/ Externship Director: (corporate office)	- o 10 years Campus Director - o 25 years' experience in the field of education. - o 18 years' experience financial assistance, - o 5 years' experience financial aid
Lorenzo Aguirre - Director of Training Classroom instructor	- o 10 years of supervisory experience, - o CPTI Certified; AMT certified - o CPT26461.
Renee Hillhouse Davis Director of marketing and advertising	- o BA in Communication & Public Relations emphasis - o 10 Years' experience in marketing and public relations.
Ejayda Reed Administration & Admissions	- o 11 years experience; Administrative - o 15 Customer Service
Heidi Cisneros Assistant Externship Coordinator	- o 10 years management experience; - o 15 Customer service, document control, data research and administrative
Primavera Fuller — Regional Director Lancaster – Santa Maria Campus Director	- o 25 years supervisory experience; - o CPTI certified; - o CMA certified
Megan Blanco —Visalia Campus Director	- o 15 years management experience - o 5 years supervisory experience - o BS in Business Management