Regional Technical Training Center

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COURSE CATALOG

Regional Technical Training Center
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INTRODUCTION

The mission of Regional Technical Training Center is to provide education and training in partnership with industry, education, government and community. RTTC is an integral part of the bay area community, and will continue to seek ways to better serve the community.

The diverse population of the bay area is a microcosm of the world at large, multi-racial, multi-cultural and multi-skilled. Students are provided with an environment conductive to the development of the skills necessary for understanding and coping with such diversity.

The Regional Technical Training Center is a non-profit workforce development agency that provides an array of student services, some of which are basic to student needs and others that are reflective of the diverse student body. Training courses are developed in collaboration with industry and education to meet the demands and requirements of the corporate community. RTTC's services are designed to promote the total training experience and foster a climate conducive to career growth. Examples of basic services are a library, counseling, placement, testing center and informational resources.

We welcome you and look forward to providing the support needed for continued growth and development as contributing and productive citizens.

BERNARD ASHCRAFT, CEO

REGIONAL TECHNICAL TRAINING CENTER
POST-SECONDARY APPROVAL

This institution has received approval to operate from the Bureau for Private Postsecondary and Vocational Education ("Bureau"). Approval is issued if the Bureau determines the institution's operational plan satisfies the minimum standards listed in Education Code Section 94900(a) or 94915 (a) and (b), whichever is applicable. The approval will remain in effect until January 31, 2010.

Any question about the institution should be addressed to:

Bureau for Private Postsecondary and Vocational Education
2535 Captiol Oaks Drive, Suite 400
Sacramento, CA 95833
http://www.bppve.ca.gov

GENERAL INFORMATION

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897

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

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

Regional Technical Training Center (RTTC) has not had any pending petititon in bankruptcy, and has not filed a petition within the preceding five years, nor has it had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the U.S. Bankruptcy Code.

All classes are held at 760 Maritime Street, Oakland, California unless otherwise noted.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Regional Technical Training Center (RTTC) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you 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 RTTC to determine if your certificate will transfer.

CREDIT FOR PREVIOUS TRAINING

Regional Technical Training Center does not award credit for prior experiential learning.

REGIONAL TECHNICAL TRAINING CENTER

Program Objectives

- To develop projects that explicitly connects education and training to the workplace.
- To train and educate students to attain higher education and training skill levels for their employment potential.
- To develop partnership with prospective employers and other academic programs in response to labor market needs.
- To develop training modules in Telecommunications (AT&T exam certification), Environment Technology, Transportation, Biotechnology, Information Technology (MOUS certification), Legal (NALS certification), Hazardous Waste, Law Office Technology, Medical Billing and Field Technician Installer.

Under the direction of the Regional Technical Training Center and the Business Roundtable RTTC has developed an industry driven curriculum that develops:

- Clear pathways between the world of school and work
- Motivates trainees
- Employer and teacher support for educational goals and business needs
- Skilled workers and citizens.

Through ongoing discussion and analysis, a joint team of industry partners and board members developed a multi-technical preparation program, which meets industry standards. Perhaps the most interesting result of the effort has been the requirement for strong communications and interpersonal skills to match the technical training components of the program.

Regional Technical Training Center Is Committed To:

- Instilling in students a desire to increase their knowledge and their sense of social and ethical responsibility, and an appreciation for and understanding of the skills development area they choose.
- Developing their ability to think logically and critically.
- Preparing them to work effectively and confidently in their chosen careers.

English As A Second Language

- All courses offered by Regional Technical Training Center are taught in English. RTTC does not provide English-as-a-second language instruction.

FACILITIES

Regional Technical Training Center (RTTC) is located at 760 Maritime Street, Oakland, California on the old Oakland Army base. The building is 6,000 square feet. There are parking spaces in front of the building. The classrooms are appropriately furnished with laboratory and instructional furniture for the type of work performed. Well-equipped, computer labs are available for all classes and for independent study. The building meets the requirements for the Americans with Disabilities Act (ADA), and is wheelchair accessible. The facility is conveniently located near good public transportation and has easy freeway access.

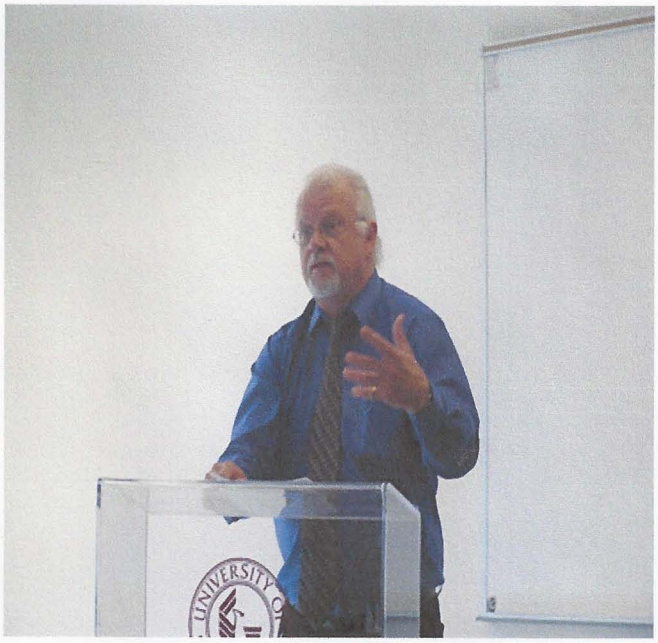
Maintaining and preserving American Career College facilities and equipment is an obligation of all members of the college community, faculty, staff, and students. Students are expected to treat facilities and equipment with care and will be held liable for the destruction of college property. Students may consume food and beverages in the classrooms. Smoking is prohibited within the building.

LIBRARY

The Regional Technical Training Center library is located within the school facility. The library is open to all currently registered RTTC students. The library contains over six hundred volumes consisting of two hundred and eight titles. The collection ranges from SAT preparation, career building and resume writing to managing stress.

In addition to the hard cover books, there are six computer workstations with internet access. A list of web sites to help students with course work, job search and community resources are at each workstation. Book media sources, including videos, tapes, and CDs and CD equipment are also available. Assistance is available to assist students develop research strategies and with finding materials on the internet.

REGIONAL TECHNICAL TRAINING CENTER
COURSE DESCRIPTIONS AND PROGRAMS



BIOTECHNOLOGY

COURSE DESCRIPTION

The Biotechnology curriculum was designed by Chiron, the Peralta Community College District and Regional Technical Training Center. Students learn clean-room techniques, laboratory methods, chemistry, biology, algebra and computer applications that prepare them for positions in the drug manufacturing and production divisions of biotechnology firms. Coursework includes fundamentals of biotechnology and laboratory procedures.

The course consists of 480 hours (20 weeks) of instruction.

PROGRAM GOALS

The goals of this course are to prepare students for work with local biotechnology firms learning not only the technical skills required of employees, but also the work-culture and 'soft skills' necessary to be successful and retain employment within this growth industry.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'Tab Test 3". Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

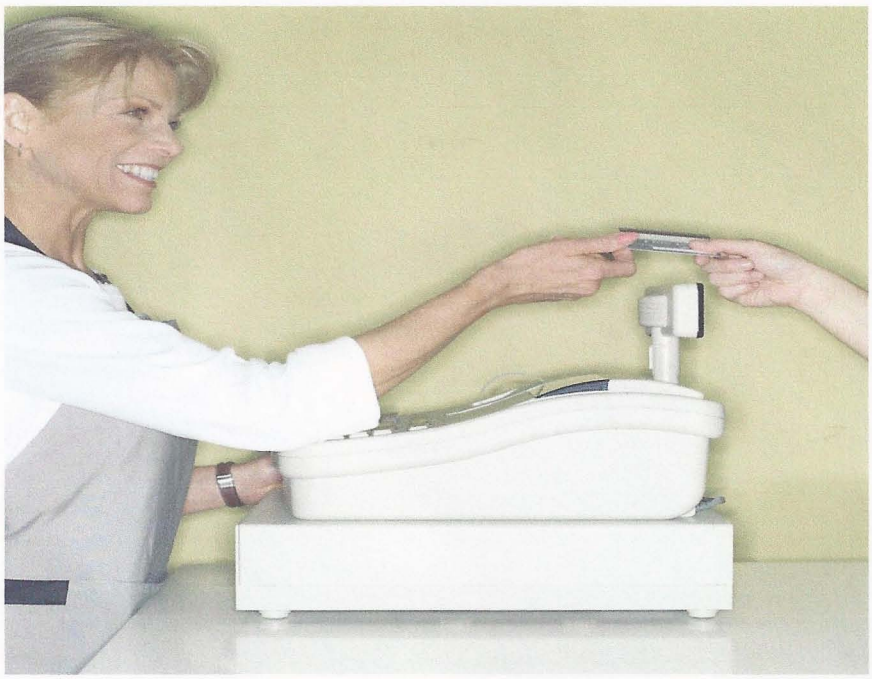
PREREQUISITS: None

BIOTECHNOLOGY CURRICULUM

RTTC 201	Introduction to Biotechnology - Overview of the Project, Options, Mechanics, Managers, Lab workers, Computer support, etc.
RTTC 202	Biotechnology – Current Industry and Employment.
RTTC 203	Algebraic Rules - Solving for Variables, Geometry, Computing the Area of Geometric Figures, the Metric System, Scientific notation, Converting Measurements, Temperature, Density, Weight and Mass.
RTTC 204	Science of Chemistry - Matter, Atoms, Elements, Molecules, The Periodic Table of Elements, Physical and Chemical Properties, Solutions, Reactions and Equations, Acids and Bases, Salts, Non-Salts and Hydrocarbons, Identification of Hydrocarbons, Chemical Bonding, Hydrocarbon Radicals and Isomers, Introduction to Hydrocarbon Derivatives.
RTTC 205	Introduction to Toxicology Biological Chemistry - Proteins, Carbohydrates, Lipids, Enzymes, Nucleic Acids, Drugs and toxicology, Environmental toxicology, Metabolic processes, , Health hazards of Chemicals.
RTTC 206	Fundamentals of Biotechnology and Laboratory - Recipe formulation, lab notebook recording (Purpose, Methods, Results, conclusion).
RTTC 207	Laboratory Skills – Microscope, Use of Pipettes, Laboratory Safety, Form and Test Hypotheses.
RTTC 208	Labware Preparation and Small Parts.
RTTC 209	Introduce Washing - Design of Labware Washers/Dryers, Handwash procedures. Lyophilizations (freeze-drying) Sterile Technique (How to work in a clean room) Validation: Processes and Equipment.
RTTC 210	Autoclave - Theory of Steam Sterilization; Autoclave Design; Labware Preparation for Autoclaving; Validation Testing-Thermocouples Validation Testing-Biological Indicators.
RTTC-11	Clean in Place - Overview of Clean In Place (CIP); Design of Clean In Place Systems Tank and Piping Design for CIP; Validation Testing-Water Sampling; Validation Testing-Swabbing.

RTTC-12	Preventive Maintenance - Importance of PM; Regulatory Requirement for PM; Designing a PM program.
RTTC-13	Facilities Sanitization - Disinfectants, Effectiveness; Surface Cleaning Techniques.
RTTC-14	Raw Materials Logistics
RTTC-15	Manufacturing Techniques
RTTC-16	Quality Control: FDA Overview/Inspection
RTTC-17	Environmental Control
RTTC-18	Documentation: SOP/Batch Record Development
RTTC-19	Bioinformatics
RTTC-20	Introduction to Windows: Basic Keyboarding, Labware and SAS
RTTC-21	Employment Integrity Skills (EIS)
BIOLOGY 75	Fundamentals of Biotechnology
MATH 208	Math for Laboratory Scientists
CHEM 30A	Introduction to Chemistry

CUSTOMER SERVICE



COURSE DESCRIPTION
Students will learn customer service skills, the fundamentals of test preparation, interviewing skills, job readiness, including; learning style assessment, listening, reading and writing comprehension, problem solving, customer service and basic computer. The course will include work readiness, individual assessment planning for work, personal goals setting, attitude and commitment, job expectations, the hiring process and communication and customer service skills.
The course consists of 120 hours (4 weeks) of instructions.

COURSE GOALS
The goals of this course are to expose trainees to the career opportunities available in the various transportation industries; provide prevocational training including general skills and customer service training for the transportation industry.

ADMISSION REQUIREMENTS
Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'CASAS' *Comprehensive Adult Student Assessment System*. Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITS: None

PREREQUISITS: None

CUSTOMER SERVICE CURRICULUM

Customer Service Industry Overview
Learning Assessment
Job Readiness and Interviewing
Basic Computer
Customer Service and Leadership
Personal and Professional Values
  Self Esteem and Goal Setting
  Test Taking
  Introduction Microsoft Word

ENVIRONMENTAL ENGINEERING TECHNICIAN

COURSE DESCRIPTION

The Environmental Engineering Technician course was designed in collaboration with industry, education and government to provide training on the principles of environmental engineering to modify, test, and operate equipment and devices used in the prevention, control and remediation of environmental pollution, including waste treatment and site remediation.
The course consists of 400 hours (20 weeks) of instructions.

PROGRAM GOALS

The goals of the course are to expose trainees to the career opportunities available in the various environmental industries: provide pre-vocational training including general skills and customer service training for the environmental industry.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'Tab Test 3". Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None

ENVIRONMENTAL ENGINEERING TECHNICIAN CURRICULUM

RTTC 201 Hazardous Waste Operations
OSHA-24 Hour Certification: Hazardous Waste Operations Training covering all aspects of hazardous waste handling and operations. The course provides hands-on activities allowing students to work with various types of personal protective clothing, respirators, sampling equipment and more. Students will participate in simulated hazardous materials cleanup and decontamination exercises.

RTTC 202 Academic Skills and Knowledge
The course provides a basic understanding of physical principles such as energy, heat transfer, and electricity; the electric grid; energy distribution systems and basic energy calculations.

RTTC 203 Technology
The course provides the student with an understanding of building systems such as lighting, heating, ventilation and air conditioning, and other building envelope; Building energy management and control systems, and their variants.

RTTC 204 Energy and Environmental Applications
Building commissioning and retro-commissioning, testing all business systems to ensure they are operating as specified in the building design; Testing and determining what is wrong with a process; Collecting data; Adjusting systems to optimize them.

RTTC 205 PV Markets and Application
History of PV technology and industry; Markets and applications for PV (grid-tie, remote homes, telecom); Identification of types of PV systems, i.e., direct motor, stand alone with storage, grid-backup; Key features and benefits of PV applications.

RTTC 206 Safety
Students learn to identify safety hazards of operational and non-operational PV systems; Identify safety hazards, practices and protective equipment during PV system installation and maintenance (electricity, batteries, roof work).

RTTC 207 Basic Electricity
Students learn the difference between energy and power; Definition of basic electrical terms; Use of digital multi-meter; Calculate simple circuit values.

RTTC 208 Solar Energy Fundamentals
The course teaches the definitions of basic solar terms, ie, irradiation, Langley, azimuth; Use of Solar Pathfinder or sun charts; Determine true south from magnetic (compass) sought given a declination map; Basic solar movement and effect of earth tilt; Predict solar position using solar path diagrams; Identify factors that reduce/enhance solar irradiation; convert solar irradiation into a variety of units.

RTTC 209 PV Module
The course provides an explanation of how a solar cell converts sunlight into electric power; Label key points on a typical IC curve; Identify key output values of solar modules using manufacturers; Illustrate effect of environmental conditions on IV curve; Illustrate effect of series/parallel connections on IV curve; Calculate efficiency of solar module; Explain purpose and operation of bypass diode; Describe typical deterioration/failure modes of solar modes; Describe the major qualification tests and standards for solar modules.

RTTC 210 System Components
Students learn most common solar module mounting techniques (ground, roof, pole); Compare features and benefits of different solar mounting techniques; Learn purpose and operation fo main electrical BOS components (inverter, charge controller, combiner, ground fault protection) battery and generator.

RTTC 211 PV Systems
Course illustrates interaction of typical loads with IV curve (battery) MPPT, de motor; Learn relationship between array and battery size for stand-alone systems; Calculate array, battery and inverter size for stand-alone systems.

RTTC 212 PV System Electrical Design
Student will learn series/parallel PV array arrangement based on module and inverter specifications; Learn how to select BOS components for specific system requirements; Learn how to determine voltage drop between major components.

RTTC 213 System Mechanical Design
Student will learn the relationship between row spacing of tilted modules and sun angle; Learn the mechanical loads of a PV array (e.g. wind, snow, seismic).

RTTC 214 Performance Analysis and Troubleshooting
Student will learn how to describe system design errors; Typical system performance problems; Associated performance problems with typical causes; Learn how to select equipment needed for typical system performance analysis; Compare actual system power output to the expected; Identify typical locations for electrical/mechanical failure.

RTTC 215 Human Interactions
Student will learn skills for working with building occupants, and facilities managers, as well as with third party suppliers and equipment vendors.

FIELD SERVICE TECHNICIAN

COURSE DESCRIPTION

The Field Service Technician program of study is a comprehensive multi-phase training course designed in collaboration with industry, education and government to provide the training need for employment in the telecommunications and cable television industry. ***The course consists of 260 hours (12 weeks) of instructions.***

PROGRAM GOALS

The goals of the course are to expose trainees to the career opportunities available a Field Service Technician: provide pre-vocational training including general skills and customer service training for the hazardous waste industry.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'Tab Test 3". Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None

FIELD SERVICE TECHNICIAN CURRICULUM

RTTC 201 Safety Training

- Ladder Handling
- Pole Climbing

RTTC 202 Customer Service/Leadership Skills

- Customer Service
- Product Knowledge
- Sells Techniques

RTTC 203 OSHA Rules and Regulation

- Code Overview
- House Construction

RTTC 204 Field Technician Training – Level 1

- Network Overview
- Tools
- Wiring, Connections, and Materials
- Basic Wiring Layouts
- Pre-wire Overview
- Disconnects
- Work Flow
- Tele-Communication Theory
- Test Equipment
- Planning
- Installation
- Entrance to the Home
- Signal Leakage
- Hook-Ups
- Equipment in the Home
- Service Changes and Signal Security
- Reconnects
- Troubleshooting to the Tap

HAZARDOUS WASTE MANAGEMENT

COURSE DESCRIPTION

The Hazardous Waste curriculum is an intensive hands-on training program which is designed to prepare the student for an entry level job in the environmental and ecological services field. Employment ranges from hazardous waste worker; and emergency responder to chemical spills; operating a truck carrying hazardous materials; collecting air, soil and/or water samples as a field technician; or operating a forklift in a ware house that stores chemicals. The course provides training in field sampling and testing, health and safety, waste disposal, OSHA rules and an introduction to geology and hydrogeology.
The course consists of 160 hours (4 weeks) of instructions.

PROGRAM GOALS

The goals of the course are to expose trainees to the career opportunities available in the various hazardous waste industries: provide pre-vocational training including general skills and customer service training for the hazardous waste industry.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'Tab Test 3". Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None
HAZARDOUS WASTE CURRICULUM

PREREQUISITES: None

HAZARDOUS WASTE CURRICULUM

RTTC 201 Hazardous Waste
Introduction to HAZWOPER regulations, safety and health plans, hazardous chemicals, safety hazards, air monitoring, medical surveillance, site control, decontamination, personal protective equipment, and respiratory equipment

RTTC 202 Introduction to Hazardous Waste/Basic Chemistry
Instruction is given on the basic chemistry concepts; atoms, elements, periodic table and matter in relation to hazardous waste.

RTTC 203 Basic Chemistry – Terminology
Study and review of the definitions for terms which are commonly used in chemistry and chemical engineering.

RTTC 204 Chemistry of Hazardous Materials
The chemistry of hazardous materials and an introduction to the Hazardous Materials Table which lists, by name, several thousand of the most commonly transported hazardous materials. Tens of thousands of other hazardous materials that pose similar hazards as specifically listed materials are addressed by generic descriptions.

RTTC 205 Hazardous Waste Management Applications
Instructions on the various methods used to manage hazardous waste

RTTC 206 Field Sampling
The procedures and equipment utilized for the collection of environmental samples and the importance of the integrity of the field procedures employed to obtain a sample.

RTTC 207 Toxicology/Health Effects of Hazardous Waste Materials
Overview of the health effects of solid, liquid, or gas hazardous wastes that can cause death, illness, or injury to people or destruction of the environment if improperly treated, stored, transported, or discarded.

RTTC 208 Medical Surveillance Programs at Hazardous Waste Sites
Overview of medical surveillance at hazardous waste sites to review individual and group results to help identify potential problem areas and the effectiveness of existing worksite preventive strategies.

RTTC 209 Personal Protective Equipment
The types of personal protective equipment (PPE) that is used to reduce exposure to hazards to acceptable levels.

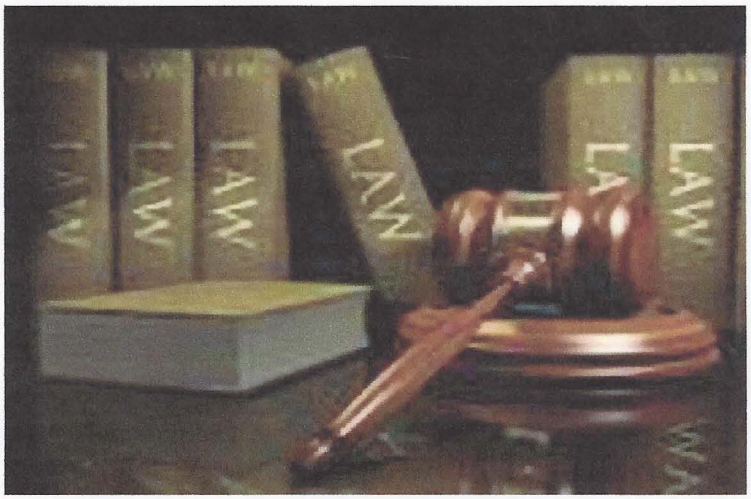
RTTC 210 Workers Rights
Work practices by which the employee can minimize risks from hazards and identification of the personnel and alternates responsible for site safety and health.

RTTC 211 Confided Spaces and Handling Drums and Containers
Confined space entry procedures. Handling drums and containers in accordance with 29 CFR 1910.120(j)

RTTC 212 Site Control and Decontamination
Decontamination procedures in accordance with 29 CFR 1910.120(k)

RTTC 213 Emergency Response
Emergency response plan procedures in accordance with 29 CFR 1910.120(l), including PPE and other equipment they will be using.

Law Office Technology



COURSE DESCRIPTION:

The Law Office Technology teaches the fundamentals of legal research, legal terminology, and the functioning of the court structure. Students are trained to be proficient in typing, spelling, grammar, computers and oral communications. Microsoft Office Word will be utilized to instruct student in the typing of legal documents.
The course consists of 240 hours (8 weeks) of instruction.

PROGRAM GOALS

1. To prepare the graduate to function competently in a legal office.
2. To expose trainees to the career opportunities available in the various legal industries.
3. To provide prevocational training including general skills and customer service training for the legal industry.
4. To prepare students to pass the examination for the NALS Certification.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'CASAS' *Comprehensive Adult Student Assessment System*. Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None

PREREQUISITES: None

LAW OFFICE TECHNOLOGY CURRICULUM

RTTC 101 Law Office Technology

Introduction to the Law Office

RTTC 102 Legal Office Duties

Preparing Legal Correspondence; Customer Service;

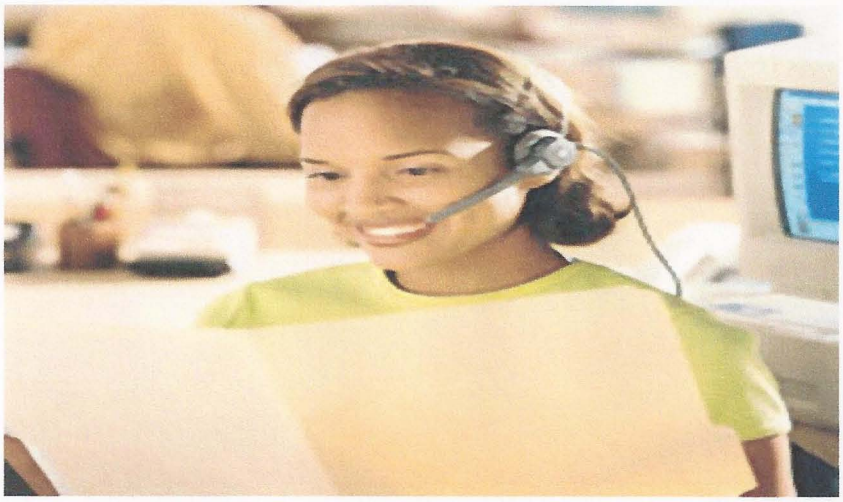
RTTC 103 History of Law

The Court Structure, The Lawsuit; Preparations for Trial, Litigation and Discovery Procedures; Criminal Law; Family Law; Mortgages and Deeds of Trust; Trusts and Probate; Business Organizations.

RTTC 104 Computers in the Law Firms

Legal research on the computer; Microsfot Office User Specialist; Preparing legal documentation on the computer,

Medical Billing Coding Specialist Program



COURSE DESCRIPTION

The Medical Billing Coding Specialist training cover areas such as career professionalism, basic health insurance, coding insurance claims, claim submissions, insurance programs and receiving payments and problem solving. The program includes an externship that provides practical experience in healthcare insurance offices, physicians' offices, hospitals, or other healthcare facilities.
The course consists of 400 hours (16 weeks) of instruction.

PROGRAM GOALS

1. To prepare the graduate to function competently as a Medical Billing Coding Specialist.
2. To provide the student with a sufficient knowledge base in coding, billing and medical terminology.
3. To provide the knowledge of the duties and responsibilities of a Medical Billing Coding Specialist with regard to handling medical billing procedures, claim submission and managing documents and records.
4. To learn and understand abbreviations, punctuation, and symbols, coding vocabulary, steps in coding and classifications of coding.
5. To prepare student to communicate effectively with other health care and insurance professionals.
6. To prepare the student to complete medical billing/coding externship for on the job experience, including the preparation of resume and job interview skills.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'Tab Test 3". Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores. Applicant must be able to pass a typing test with a minimum rate of 35 wpm .

PREREQUISITES: None

MEDICAL BILLING CODING SPECIALIST CURRICULUM

RTTC 201 Career, Professionalism and Basic Health Insurance

The course covers the role and qualifications of a Medical Billing Specialist, medical etiquette and ethics of the position. Concepts of confidential information and liability will be explained. Healthcare contracts and principals of insurance benefits are covered.

RTTC 202 Coding Insurance Claims

The course teaches the use of ICD-9 book, abbreviations, punctuation, and symbols, coding vocabulary, steps in coding, levels of coding and classifications of coding. Student will learn how to use CPT book.

RTTC 203 Claims Submissions

Different areas of coding regarding patient care and the terminology that applies to each area and what illegal or unethical coding is.

RTTC 204 Insurance Programs

Documentation and medical records, how to obtain information from records for claims forms and the legal issues that surround medical records. Private insurance, managed care, and how claims forms are submitted for each.

RTTC 205 Dental Insurance / Receiving Payments & Problem Solving

The course covers the details of dental insurance, specialty insurances, Medicare, Medicaid, Tricare and CHAMPVA Worker's Compensation.

Medical Records Clerk/Administrative Assistant Program

COURSE DESCRIPTION

The Medical Records Clerk/Administrative Assistant courses is designed to provide the student with the skills and knowledge for entry level employment in a medical/clinical setting. Training provides the student with a sufficient knowledge base in medical terminology, office management, basic accounting and insurance. Student will be trained in effective communications with patients, how to maintain records, schedule appointments and handle routine office duties. A computer will be used in conjunction with text books for the course.
The course consists of 100 hours (4 weeks) of instructions.

PROGRAM GOALS

1. To prepare the graduate to function competently as a Medical Records Clerk/Administrative Assistant.
2. To provide the student with a sufficient knowledge base in medical terminology, office management, basis accounting and insurance.

3. To provide the knowledge of the duties and responsibilities of a Medical Records Clerk/Administrative Assistant with regard to maintaining patient records, coding of diagnoses for health insurance and general office management.
4. To prepare student to communicate effectively with patients, maintain records, complete insurance forms, schedule appointments and handle routine office duties.
5. To prepare the student to complete medical records clerk/administrative assistant externship for on the job experience, including the preparation of resume and job interview skills.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'CASAS' *Comprehensive Adult Student Assessment System*. Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None

MEDICAL RECORDS CLERK/ADMINISTRATIVE ASSISTANT CURRICULUM

RTTC 201 Medical Terminology
Student will learn to utilize diagnosis and medical procedural codes for billing pruposes and effectively complete health insurance claim forms. ICS9 (Diagnosis Codes) CPT (Procedure Codes), patient billing and health insurance claims will be covered.

RTTC 202 Medical Office Computers and Applications
Computers will be utilized to improve typing and 10 key skills.

RTTC 203 Administrative & Office Management
Course will cover completion of patient history forms, understanding medical record management and the importance of patient confidentiality, telephone communication skills, appointment scheduling, processing mail and insurance authorizations.

RTTC 204 Medical Office Accounting
Medical office bookkeeping, accounts receivable, accounts payable and data entry.

RTTC 205 Medical Office Insurance
Documentation and medical records, how to obtain information from records for claims forms and legal issues that surround medical records. Private insurance, managed care, and how claims forms are submitted for each.

RTTC 206 Employment Integrity Skills

Employment Integrity Skills (EIS) training consists of time management, on-time attendance, succeeding in a diverse workforce, team building, personal honesty, follow through and customer service.

MICROSOFT OFFICE USER SPECIALIST (MOUS)

COURSE DESCRIPTION

The Microsoft Office User Specialist (MOUS) teaches the fundamentals of Microsoft Office including Word, Excel and Access. The course will include resume writing, work readiness, individual assessment planning for work, personal goal setting, attitude and commitment, job expectations, the hiring process and communication and customer service skills as well as computer skills. The course work exposes students to the career opportunities available in the various business office industries, provides pre-vocational training including general skills and customers service training for the business industry. ***The course consists of 160 hours (4 weeks) of instruction.***

COURSE GOALS

The goals of this course are to expose trainees to the career opportunities available in the various business office industries; provide prevocational training including general skills and customer service training for the business industry.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'CASAS' *Comprehensive Adult Student Assessment System*. Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None
MICROSOFT OFFICE SPECIALIST CURRICULUM
RTTC 101 Create and Save Documents

MICROSOFT OFFICE SPECIALIST CURRICULUM

RTTC 101 Create and Save Documents
Instructions is give on how to create a new document and save it for later retrieval, how to name a document and save it to a specific folder or location.

RTTC 102 Insert and Delete Text to Edit a Document
Student is instructed in basic and advanced editing techniques, how to insert and delete text.

RTTC 103 Move, Copy and Replace Text
Instruction is give on how to move or copy a single item, copy and paste multiple items, copy a table, drag information between programs and move or copy linked text boxes.

RTTC 104 Setting Tabs
Students are taught how to set tab, remove tabs and use them to format documents and save time instead of manually spacing. Students are shown how tabs allow you to position text exactly where you would like it and how to avoid problems with text alignment, use tabs rather than spaces.

RTTC 105 Page Setup Techniques
Students are taught to follow a few basic steps to produce high-quality professional, well-designed documents. Key elements of a document, simple to complex include margins, headers and footers, page numbers, citations, equations, a bibliography, a table of contents, and an index.

RTTC 106 Bullets and Numbering
Instruction is given on how to use bullets and numbering to make a document easier to read and enhance the documents appearance.

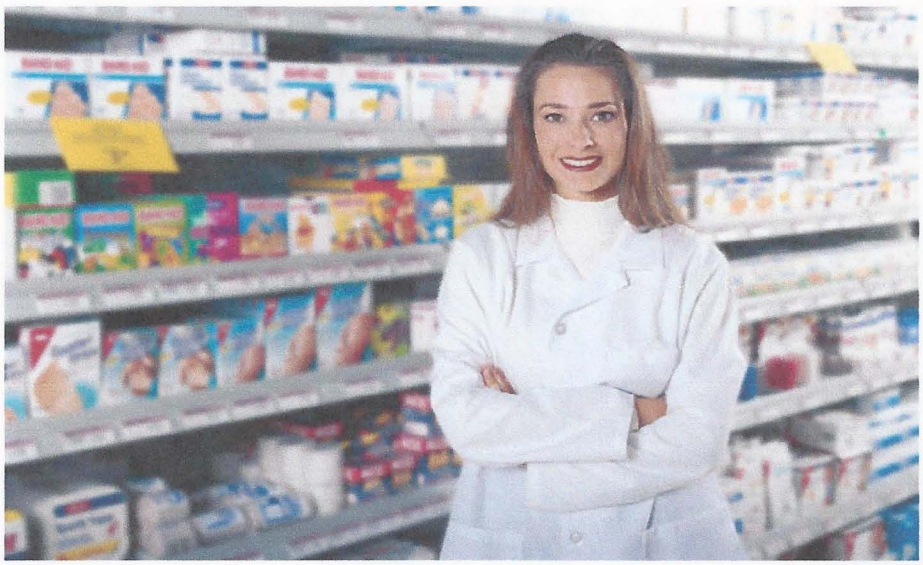
RTTC 107 Templates and Styles
Students are shown how to save time with documents by creating a master document called a template. Students are taught how to layout and design templates when they have to use the same format often with only minor changes.

RTTC 108 Mail Merge
Students will learn how to create personalized letters and pre-addressed envelopes or mailing labels for mass mailings from a word processing document which contains fixed text, which will be the same in each output document, and variables, which act as placeholders that are replaced by text from the data source.

RTTC 109 Printing Documents
Students are taught how to print documents, locate the desired printer if multiple printers are on the network, how to change the page layout, duplex print, print specific pages and cancel print jobs.

RTTC 110 File Management
Students are taught how to keep the files on the computer organized and up-to-date. The goal of computer file management as taught in the course is to ensure that you can find the files you are looking for, even if the file was created years ago. The importance of folders, nested folders and file names is emphasized.

PHARMACY TECHNICIAN PROGRAM



COURSE DESCRIPTION

The Pharmacy Technician Program is a comprehensive multi-phase training course designed in collaboration with industry, education and government to provide the training needed for employment as a Pharmacy Technician. A registered pharmacy technician in California can, under the supervision of a registered pharmacist, perform tasks related to receiving, dispensing, distribution, control, maintenance, compounding, manufacturing, packing and labeling of pharmaceutical products.

The course consists of 600 hours (24 weeks) of instruction.

PROGRAM GOALS

1. To prepare the graduate to function competently as an assistant to a licensed pharmacist in both retail and hospital settings.
2. To provide the student with a sufficient knowledge base in pharmaceutical and medical terminology, abbreviations and symbols used in prescribing, dispensing, and documenting medications.
3. To provide, along with working knowledge of physical and chemical properties of drugs, training in aseptic technique and preparation of parenteral admixtures.
4. To provide the knowledge of the duties and responsibilities of a Pharmacy Technician with regard to standards and ethics, law, and regulations governing the practice of pharmacy.

5. To prepare and carry out calculations required for common dosage forms of medications employing metrics, apothecary, and household equivalents.
6. To require student to demonstrate the ability to type a minimum of 35 wpm.

8. To prepare the student to complete pharmacy externship for on the job experience, including the preparation of resume and job interview skills.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'CASAS' *Comprehensive Adult Student Assessment System*. Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUSITES: None

PHARMACY TECHNICIAN CURRICULUM

RTTC 201 Introduction to Pharmacy Care / Law (100 hours)
Introduction to pharmacy, outpatient, inpatient, and retail settings, storage, inventory control, packaging, labeling and distribution of drugs is learned. California and Federal Pharmacy law is discussed in detail.

RTTC 202 Drug Distribution (100 hours)
This includes the nature, action, and usage of drugs. Description, adverse reactions, contraindications and dosage of administrative precautions of the drug supplied are discussed. Understanding the doctor's orders and processing collection of billing medications.

RTTC 203 Pharmacology (100 hours)
Students learn the use and effects of drugs commonly used to treat diseases affecting the different systems if the body. To achieve this, students must first master and understand the basic anatomy and physiology of the body system.

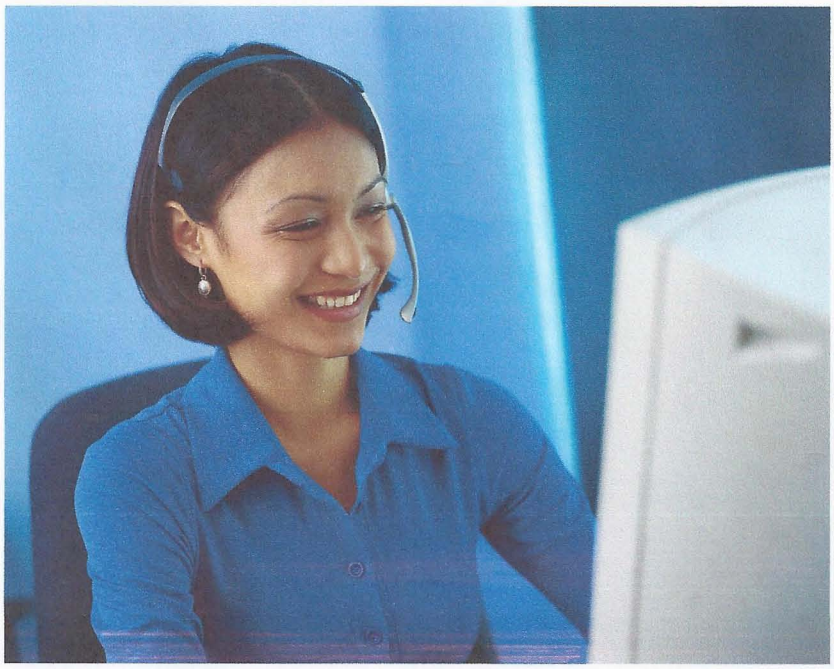
RTTC 204 Intravenous Admixture (100 hours)
This course teaches the student to understand the various and different IV solutions. Aseptic technique, proper preparation of IV's and the calculation of various IV admixtures is learned.

RTTC 205 Pharmaceutical Compounding (100 hours)

The quality assurance, procedure to compounded non-sterile pharmaceutical products is the focus of this course. It includes calculating appropriate amounts of each ingredient and correct pharmaceutical techniques.

RTTC 206 Institutional Pharmacy (100 hours)
The course outlines the technician's role in assisting the pharmacist. Interpretation of various pharmacy profiles is developed. The Drug Information Center, which provides information about drugs to various hospital's, is discussed. Student will learn the medication administration process and record keeping.

TELECOMMUNICATIONS



COURSE DESCRIPTION

Students will learn the fundamentals of the telecommunications industry. Basis telecommunication systems and equipment will be studied. Students will learn test preparation, interview skills, presentation skills, job readiness, including learning style assessments, listening, reading and writing comprehension, problem solving, customer service and basic computer. The course includes work readiness, individual assessment planning for work, personal goal setting, attitude and commitment, job expectations, the hiring process.

The course consists of 160 hours (4 weeks) of instruction.

COURSE GOALS

The goals of this course are to expose trainees to the career opportunities available in the various business office industries; provide prevocational training including general skills and customer service training for the telecommunication industry.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'CASAS' *Comprehensive Adult Student Assessment System*. Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None

TELECOMMUNICATIONS CURRICULUM

RTTC 101 Career Overview
The numerous career opportunities available in the field of telecommunication are presented.

RTTC 102 Following Directions and Listening Skills
Students are instructed on the principles of following directions and listening skills.

RTTC 103 Reading Accuracy and Comprehension
Students are given instructions and drills to improve reading accuracy and comprehension.

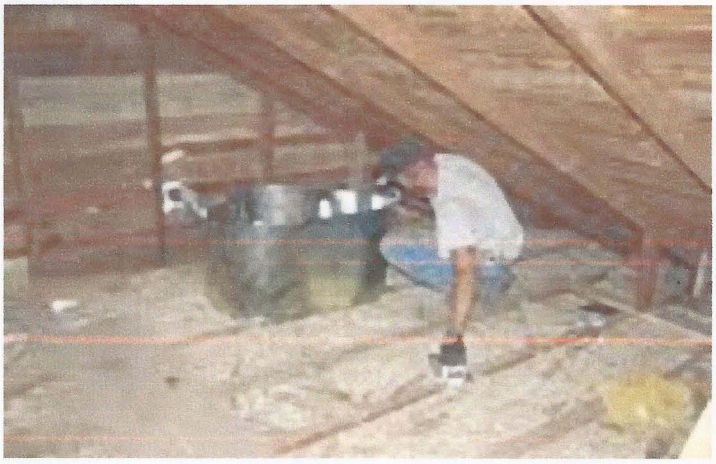
RTTC 104 Vocabulary Development
Terms and acronyms used in the telecommunications industry.

RTTC 105 Basic Computer Skills
Instructions on basic keyboarding skills

RTTC 106 Test Preparation
Instructions on how to effectively prepare and take tests. Test taking tips are presented

RTTC 107 Basis Telecommunication Systems and Equipment
Introduction and overview of the basic telecommunication systems and equipment such as the telephone, customer office terminal, fax machine and data terminal equipment.

WEATHERIZATION TECHNICIAN



COURSE DESCRIPTION

The Weatherization Technician course trains the student in how to conduct evaluations on residential dwellings, determine weatherization measures to be installed, preparation of labor and material cost estimates, and how to conduct final home inspections in accordance with Weatherization Program guidelines. Student will learn air sealing and installation techniques, for site built structures, manufactured housing, mobile homes, window and doors type treatment.
The course consists of 260 hours (13 weeks) of instructions.

PROGRAM GOALS

The goals of the course are to expose trainees to the career opportunities available in the various weatherization fields: provide pre-vocational training including general skills and customer service training for the hazardous waste industry.

ADMISSION REQUIREMENTS

Applicant must either possess a high school diploma, a GED or demonstrate the ability to benefit from the course by passing the 'Tab Test 3". Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores.

PREREQUISITES: None

WEATHERIZATION TECHNICIAN CURRICULUM

RTTC 201 Combustion Analysis and Retrofit of Gas-Fired Heating Systems

The training module is designed to train participants to perform tests particular to all types of gas-fired systems and to recommend retrofits. Besides topics of combustion analysis, safety controls, vent safety, carbon monoxide measurement and heat rise measurements, the treatment of on-and-off cycle losses will be covered. High efficiency, mid-efficiency, atmospheric and power burner units will be discussed.

RTTC 202 Combustion Analysis and Retrofit of Oil-Fired Heating Systems

The training module is designed to train participants to perform test particular to oil-fired systems and to recommend retrofits. Topics covered include combustion analysis, safety controls, venting and heat rise testing, as well as tune-ups and burner replacements. New developments in oil-fired units will be discussed.

RTTC 203 Duct Work Solutions

The training module introduces the students to the principles of forced air distribution systems, diagnosing problems and providing solutions to the problems. Special emphasis will be placed on the use of specialized diagnostic tools (digital monometers, pressure pans, and smoke sticks), as well as upon materials and techniques associated with fixing duct systems.

RTTC 204 Home Energy Auditing

The training module introduces the concepts behind calculating by measure energy saving payback's building science, infiltration theory, approved retrofit lists and codes. The participant will learn home energy auditing techniques and apply them in lab exercises. The techniques include blower door guided air leakage test, heat systems testing, and material estimating, measuring and working with a field data collection form.

RTTC 205 Closed Cavity Fill

Introduces participants to theory and application for retrofitting "dense pack" insulation in sidewalls and other closed cavities of pre-existing homes.

RTTC 206 Mobile Home Weatherization

Theory and application of weatherization methods and techniques involving mobile homes. Specific construction details, materials and safety measures unique to mobile homes will be covered. Course includes classroom complete belly and roof insulation retrofit.

RTTC 207 Diagnostic Approaches to Weatherization

Participants will learn principles of air leakage and how houses perform as a system as influenced by air tightness, mechanical devises and occupant behavior. This course includes classroom and lab work associated with equipment set up procedures and field analysis for finding and measuring air leakage. Cost effective air sealing materials/techniques, building tightness limits, and moisture theory will be covered.

RTTC 208 Introduction to Residential Central Heat Systems

Designed to familiarize participants with fundamentals of common residential central space heating systems. It includes a discussion of the oil and gas combustion process, chimneys, appliance types, operating and safety controls, electricity and fuel delivery.

RTTC 209 Introduction to Residential Central Heat Systems

Designed to familiarize participants with fundamentals of common residential central space heating systems. It includes a discussion of the oil and gas combustion process, chimneys, appliance types, operating and safety controls, electricity and fuel delivery.

RTTC 210 Weatherization Crew Safety

This course is designed to give the student a working knowledge of safety equipment and systems used to perform weatherization work. Personal safety along with issues concerning individual pieces of construction equipment will be covered. OSHS requirement/guidelines specific to the construction industry will be thoroughly reviewed. Students will receive OSHA training on respiratory protection, hearing protection, fall protection, and ladder safety.

FACULTY

REGIONAL TECHNICAL TRAINING CENTER
Oakland, CA

Bernard Ashcraft	M.S. Public Administration, National University, CA B.A. Public Administration, National University, CA
Anthony Boone	US Navy Nuclear Power School, United States Navy A.S. Fire Science Technology, City College S.F. Pursuing BS Health Science, MPH, SF State, CA
Brenda Harmon	M.A. Math Education, University of Detroit, MI B.S. Math Education, Wayne State University
Charles D. Jackson	Hearld Business College, San Francisco, CA Computer Programming
Donna Madison-Bell	M.S. Adult Education, University Florida, Miami B.A. Speech and Communications, SF State Univ, S.F.
James W. Sullivan	B.S. Information Systems Management, SF State Univ Electrical Engineering, Heald Institute of Technology, SF
Stephen T. Weldon	B.A. Business, Saint Mary's College, Moraga, CA

ADMISSION REQUIREMENTS

Admission to Regional Technical Training Center is granted to anyone who meets the following requirements:

Applicant must either possess a high school diploma (or a recognized equivalent like a GED) or demonstrate the ability to benefit by passing the **Tab Test 3**, now as the **CASAS** (*Comprehensive Adult Student Assessment System)*, for reading and math. The CASAS is used by the Oakland Independent School District to access prospective adult vocational education students' reading and math level.

Applicants with a high school diploma or equivalent must provide the school with an official high school transcript showing a graduation date and grade point average or transcript of the GED test scores. The school keeps these transcripts on file.

Students seeking enrollment in courses requiring computer skills are required to take the Mavis Beacon computerized typing speed and 10 key strokes to determine speed per minute. A minimum typing speed of 35 wpm is required. Speed per minute on the 10 key is assessed, but is not a criterion for admission to classes at RTTC. The Microsoft Office User Specialist core exam is given to prospective students to assess the student's computer knowledge and skill level using Microsoft Word, Excel, Access and Outlook.

The counselor at RTTC reviews all test results with the prospective student. The counselor assist applicants in determining the most suitable program of study based on their test scores, individual ability and interest.

ENGLISH AS A SECOND LANGUAGE

The Regional Technical training Center does not offer English as a second language classes.

ATTENDANCE POLICY

Good attendance is extremely important for academic progress. Good attendance also helps in the search for a professional position after graduation. Each day a s student attends school is a positive movement towards acquiring the skills to compete successfully in the job market. Lack of successful academic progress due to absences and/or tardiness will result in termination.

Two consecutive weeks of absences will result in a student being terminated. The director must give permission for readmission. In many cases, the student will be unable to reenter classes immediately and will have to wait for the next available start date. The student will then have to repeat the classes, which were dropped. Students enrolled in training through governmental programs must comply with the attendance requirements for each program.

To maintain satisfactory student attendance, no more than twenty-five percent (25%) absences will be allowed in any one module or term, at which time the student will be: (1) required to repeat the module or term, unless there are mitigating circumstances reviewed and approved by the Director; or (2) required to make up the hours missed under the supervision of the instructor and or Director. The school Director will make the decision. Appeals to this policy will be made to the Board of Directors. Students must telephone the school in advance if he/she anticipates being absent or late. Failure to do so will result in the lowering of your grade.

Tardiness

Tardiness is disruption to a good learning environment. Arriving late or leaving early from class is considered a tardy. If you are marked tardy more than four times in any one module it is equivalent to one absence.

Leave of Absence

A student who is actively enrolled in any training program may be granted one Lave of Absence (LOA) during the enrollment period for certain specific and acceptable purposes. The granted LOA may not exceed 60 days.

The student's written request for LOA, properly approved, dated and signed by the student, school Director and Counselor will be maintained in the student's file. An LOA may be granted if the student is having extreme attendance difficulties, provided application is made in advance of the anticipated difficulty and if the student has a medical condition where a physician recommends such a leave.

If the student fails to return from the LOA on the date indicated in the written request, he/she will be terminated from the training program.

A student who is considered an LOA from school shall be informed that: (1) A student returning from an LOA is not guaranteed that the module required to maintain the normal progression in hi/her training program will be available at the time of re-entry to training; (2) A student may have to wait for appropriate module to be offered; (3) A student cannot be guaranteed a specific date of graduation; (4) Financial Aid and or tuition costs will be affected.

Withdrawal

If a student finds it necessary to withdraw from school, it is the student's responsibility to immediately notify the school in writing/

It is recommended that any students wishing to discontinue their training for any reason to meet with the school Director or Counselor before any formal processing of a request for leave or discontinuation is granted.

GRADING STANDARDS

Grading Scale

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

Classroom grading and evaluation of student progress will vary from one course to the next. Instructors will use some or all of the following criteria when determining a student's grade: Employability skills (attitude, appearance, punctuality), practical skills, competence, written examinations, oral examinations, notebook, attendance, projects and homework.

STUDENT CONDUCT

The Regional Technical Training Center (RTTC) train students for professional careers. Our students are expected to conduct themselves at school as they would on the job. RTTC reserve the right to dismiss a student at any time for any of the following reasons:

- Excessive absences or tardiness.
- Failure to maintain satisfactory academic progress.
- Cheating.
- Conduct that reflects poorly on the school or on other students.
- Possession of drugs and or alcohol on school premises.
- Possession of weapons on school premises.
- Nonconformity to the rules and regulations of the school.
- Falsifying school records.
- Entering the school classes while under the influence or effects of alcohol, drugs or narcotics.
- Disorderly conduct, which interferes with the learning process of any other student, the classroom presentation by the teacher, or the progress of the class in general.
- Vandalism of school property.

GRADUATION REQUIREMENTS

Students must complete all subjects outlined in their designated programs. A cumulative grade point average of 2.0 (C) with no grade lower than a "D" is acceptable for graduation. Students will also be required to submit a resume in the Counselors office to receive a sign-off before a graduation certificate will be issued.

GRADUATION REQUIREMENTS ADDENDUM

A. The test Regional Technical Training Institute (RTTC) uses to measure the student's ability to be successfully trained to perform the tasks associated with the occupations or job titles to which the course of instruction is presented to lead are developed in conjunction with the employers that will hire students from the program. RTTC developed the Business Roundtable made up of employers from the Bay Area, such as BART, AC Transit, AT&T and Chiron. The modules that are taught are the actual training materials the companies have used in the past to train their beginning employees. During Business Roundtable meetings employers discuss the requirements of the job, the skills they are looking for in employees and review the RTTC training materials to make certain it is addressing all of their training requirements.

B. The minimum score which the test's developer indicates a prospective student must achieve to demonstrate an ability to be successfully trained to perform the tasks associated with the occupation or job titles to which the course is represented to lead is 70%. Instructors use some or all of the following criteria when determining the student's final grade.

C. The minimum passing score RTTC will accept is also 70%, but the schools 70% score uses some or all of the following criteria when determining the student's grade: Employability skills (attitude, appearance, punctuality), practical skills, competence, written examinations, oral examinations, notebook, attendance, projects and homework. RTTC's commitment to the business community is to have a well rounded student, a student with the knowledge and skills to pass the course and also a student with the life skills necessary to be employable.

D. RTTC does not accept a lower minimum passing score than is indicated by the test's developer. RTTC sets a higher minimum passing score as explained in "C" above.

STUDENT RECORD RETENTION

Regional Technical Training Center will maintain student records for each student, whether or not the student completes the educational service, for a period ending five years after the date of the student's graduation, withdrawal, or termination (with the exception of students who cancel their program). Student transcripts will be maintained indefinitely.

The student records shall be retrievable by student name and shall contain all of the following applicable information:

Written records and transcripts of any formal education or training relevant to the student's qualifications for admission to the institution; copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid; copies of all tests given to the student before admission; records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation; a transcript showing all of the classes and courses or other educational services that were completed or were attempted but not completed and grades or evaluations given to the student; a copy of documents relating to student financial aid that are required to be maintained by law or by a loan guarantee agency; a document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received; a document specifying the amount of a refund, including the amount refunded for tuition and the amount for equipment, the method of calculating the refund, the date the refund was made, the check number of the refund, and the name and address of the person or entity to which the refund was sent; copies of any official advisory notices or warnings regarding the student's progress; and complaints received from the student, including any correspondence, notes, memoranda, or telephone logs relating to a complaint. The institution shall maintain records of student attendance.

Tuition & Fees Schedule

COURSE	TUITION	BOOKS	SUPPLIES	TOTAL TUITION
Biotechnology	$ 6,000.00	Incl.	Incl.	$ 6,000.00
Hazardous Waste Management	$ 4,000.00	Incl.	Incl.	$ 4,000.00
Law Office Technology	$ 3,500.00	Incl.	Incl.	$ 3,500.00
Microsoft Office User Specialist (MOUS)	$ 3,000.00	Incl.	Incl.	$ 3,000.00
Telecommunications	$ 4,000.00	Incl.	Incl.	$ 4,000.00
Customer Service	$ 3,500.00	Incl.	Incl.	$ 3,500.00
Pharmacy Technician	$ 10,000.00	Incl.	Incl.	$ 10,000.00
Medical Records Clerk/ Administrative Asst.	$ 4,800.00	Incl.	Incl.	$ 4,800.00
Medical Billing Coding Specialist	$ 7,000.00	Incl.	Incl.	$ 7,000.00
Field Service Technician	$ 5,000.00	Incl.	Incl.	$ 5,000.00
Environmental Engineering Technician	$ 7,000.00	Incl.	Incl.	$ 7,000.00
Weatherization Technician	$ 7,000.00	Incl.	Incl.	$ 7,000.00

Regional Technical Training Institute
Oakland CA

NOTICE OF CANCELLATION

_____
(Date of first class)

You may cancel this contract for school, without any penalty or obligation by the date stated below.

If you cancel, any payment you have made and any negotiable instrument signed by you shall be returned to you within 30 days following the school's receipt of your cancellation notice.

But, if the school gave you any equipment, you must return the equipment within 30 days of the date you signed a cancellation notice. If you do not return the equipment within this 30-day period, the school may keep an amount out of what you paid that equals the cost of the equipment. The total amount charged for each item of equipment shall be separately stated. The amount charged for each item of equipment shall not exceed the equipment's fair market value. The institution shall have the burden of proof to establish the equipment's fair market value. The school is required to refund any amount over that as provided above, and you may keep the equipment.

To cancel the contract for school, mail or deliver a signed and dated copy of this cancellation notice, or any other written notice, or send a telegram to:

Regional Technical Training Center at 760 Maritime Street, Oakland, CA 94607

NOT LATER THAN _____ (midnight of the fifth business day following the day of the first class).

I cancel the contract for school.

_____
(Date)

_____
(Student's Signature)

REFUND AND CANCELLATION POLICY

Canceling your Course during the First Five Days of Class

1. You have the right to cancel this agreement for a course of instruction including any equipment such as books, materials and supplies or any other goods related to the instruction offered in this Agreement, until midnight of the fifth business day after the first class you attend. Business day means a day on which you were scheduled to attend a class session.

2. Cancellation shall occur when you give written notice of cancellation at the address of the school shown on the top of the front page of this Agreement. You can do this by mail or hand delivery. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

3. The written notice of cancellation need not take any particular form and, however, expressed; it is effective if it shows that you no longer wish to be bound by this Agreement. You will be given a Notice of Cancellation form to use during the first day of class, but you can use any written notice that you wish.

4. If the school has given you any equipment, including books or other materials, you shall return it to the school within 30 days following the date of your notice of cancellation. If you fail to return this equipment, including books, or other materials, in good condition within the 30 day period, the school may deduct its documented cost for the equipment from any refund that may be due to you. Once you pay for the equipment it is yours to keep without further obligation.

5. If you cancel this agreement, the school will refund any money that you paid, less any deduction for equipment not timely returned in good condition, within 30 days after your notice of cancellation is received.

Withdrawing from your Course After the First Five Days of Class

1. You have the right to withdraw from a course of instruction at any time.

2. If you withdraw from your course of instruction after the period allowed for cancellation of the agreement, which is until midnight of the fifth day following the first class you attended, the school will remit a refund less a registration fee, if applicable, not to exceed $25.00 within 30 days following your withdrawal. The amount of your refund shall be determined on a pro rata basis. If you are a first time student of the school and withdraw prior to the 60% of you first enrollment period, there will be two calculations completed: (a) the Statutory pro rata which is based on the number of weeks remaining in the program/period to be completed; and (b) the State pro rata which is based on the number of hours remaining to

completion. The refund will be based on the amount, which is most advantageous to the student.

3. If you obtain equipment, as specified in the Agreement, and return it in good condition within 30 days following the date of your withdrawal, the school shall refund the charge for the equipment paid by you. If you fail to return the equipment in good condition, allowing for reasonable wear and tear, within this 30-day period, the school may offset against the refund the documented cost to the school of that equipment. You shall be liable for the amount, if any, by which the documented cost for equipment exceeds the prorated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount the school has charged in the contract.

4. If any portion of you tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of refund will first be used to repay any student financial aid programs from which you received benefits, in proportion to the amount of the benefits received. Any remaining amount will be paid to you.

5. For the purpose of determining the refund or the amount you owe for the time you attended, you shall be deemed to have withdrawn from a course when any of the following occurs: (a) you notify the school of your withdrawal or the actual date of withdrawal: (b) the school terminates your enrollment as provided in the agreement; (c) you fail to attend classes for the two (2) consecutive weeks. In this case, the date of withdrawal will be assumed to be the last date of recorded attendance.

State Pro Rata Refund Calculation

Under a State pro rata refund, the RTTC calculates refund based on the total number of hours remaining to completion.

Example: Assume the student, upon enrollment in a 240 –hour (8 weeks) program that costs $3,000, which includes a registration fee of $25, withdraws after completing 60 hours. The pro rata refund to the student would be $2,231 based on the calculation stated below.

$3,000	-	$25	X	180 hours of instruction	= $2,231
Amount paid		Registration		paid for but not received	actual
for instruction		Fee		240 hrs of instruction	refund
				which the student paid	amount

Refund Table

Tuition for all courses offered by Regional Technical Training Center, include books, fees and equipment.

Tuition	Registration Fee	Total	% Attendance	Total Refund
$ 3,000	(25)	$ 2,975	10%	$ 2,678
$ 3,000	(25)	$ 2,975	25%	$ 2,231
$ 3,000	(25)	$ 2,975	50%	$ 1,488
$ 3,000	(25)	$ 2,975	60%	$ 1,190
$ 3,000	(25)	$ 2,975	75%	$ 744

Tuition	Registration Fee	Total	% Attendance	Total Refund
$ 3,500	(25)	$ 3,475	10%	$ 3,128
$ 3,500	(25)	$ 3,475	25%	$ 2,606
$ 3,500	(25)	$ 3,475	50%	$ 1,738
$ 3,500	(25)	$ 3,475	60%	$ 1,390
$ 3,500	(25)	$ 3,475	75%	$ 869

Tuition	Registration Fee	Total	% Attendance	Total Refund
$ 4,800	(25)	$ 4,775	10%	$ 4,298
$ 4,800	(25)	$ 4,775	25%	$ 3,581
$ 4,800	(25)	$ 4,775	50%	$ 2,388
$ 4,800	(25)	$ 4,775	60%	$ 1,910
$ 4,800	(25)	$ 4,775	75%	$ 1,194

Tuition	Registration Fee	Total	% Attendance	Total Refund
$ 5,000	(25)	$ 4,975	10%	$ 4,478
$ 5,000	(25)	$ 4,975	25%	$ 3,731
$ 5,000	(25)	$ 4,975	50%	$ 2,488
$ 5,000	(25)	$ 4,975	60%	$ 1,990
$ 5,000	(25)	$ 4,975	75%	$ 1,244

Tuition	Registration Fee	Total	% Attendance	Total Refund
$ 7,000	(25)	$ 6,975	10%	$ 6,278
$ 7,000	(25)	$ 6,975	25%	$ 5,231
$ 7,000	(25)	$ 6,975	50%	$ 3,488
$ 7,000	(25)	$ 6,975	60%	$ 2,790
$ 7,000	(25)	$ 6,975	75%	$ 1,744

Tuition	Registration Fee	Total	% Attendance	Total Refund
$ 10,000	(25)	$ 9,975	10%	$ 8,978
$ 10,000	(25)	$ 9,975	25%	$ 7,481
$ 10,000	(25)	$ 9,975	50%	$ 4,988
$ 10,000	(25)	$ 9,975	60%	$ 3,990
$ 10,000	(25)	$ 9,975	75%	$ 2,494

Tuition Paid by a Third-party Organization

Refund policies do not apply to a student if both of the following occur:

1. All of a student's tuition and fees are paid by a third-party organization, such as Job training Partnership Act agency, a Regional Occupational Program or Regional Occupation Center, a Private Industry Council, or a vocational rehabilitation program, if the student is not obligated to repay the third-party organization or does not lose time-limited educational benefits.

2. The third-party organization and the institution have a written agreement, entered into on or before the date the student enrolls, that no refund will be due to the student if the student withdraws prior to completion.

Refund Distribution Policy

Any student who has withdrawn or been dismissed is accorded all terms and conditions of the institutional refund policy. If an institutional refund is due on a tuition account from which Title IV payments have been made, the institute will deposit the refund to the individual student's Title IV account. The refund will not exceed the amount awarded to the student from that account. All students who received Title IV funds and withdraw with a refund due will be refunded according to the following refund distribution policy:

1. Unsubsidized Federal Stafford Loan
2. Subsidized Federal Stafford Loan
3. Federal PLUS Loan
4. Unsubsidized Federal Direct Stafford Loan
5. Subsidized Federal Direct Stafford Loan
6. Federal Direct PLUS Loan
7. Federal Perkins Loan
8. Federal Pell Grant
9. FSEOG
10. Other Student Financial Aid Programs
11. Other Federal State, Private, or Institutional Sources of Aid
12. The Student

STUDENT TUTITION RECOVERY FUND DISCLOSURE

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student, who is a California resident, or are enrolled in a residency program, and prepay all or part of you tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by a third party, such as an employer, government program, or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program, or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on judgment against the institution for a violation of the Act.

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

LOAN NOTICE

RTTC does not offer any state or federal loan guarantees; no loans of any kind are offered at this School. "If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund."

If the 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.

STUDENT TUITION RECOVERY FUND *(Applies to California residents only)*

The Student Tuition Recovery Fund was established by the Legislature to protect any California resident who attends a private postsecondary institution from losing money if they prepaid tuition and suffered a financial loss as a result of the school closing, failing to live up to its enrollment agreement or refusing to pay a court judgment. The rules provide for institutions to collect from students an assessment that provides funds if and when such are required by the administrator of the fund. RTTC has chosen to waive student responsibility for this fee.

ADVISING/TUTORING ASSISTANCE

An open-door policy, with the faculty and staff readily available to assist students, is in effect. Students are encouraged to meet with their instructors to discuss any academic concerns. Regional Technical Training Center provides tutoring assistance for students experiencing academic difficulties, and such students may be required to participate in skill reinforcement sessions outside of regular class time. Instructors make every effort to identify students in need of assistance. Students, however, are urged to take the initiative to seek out-of-class help and to discuss their difficulties with their instructors or Program Director.

STUDENT SERVICES

The Student Services staff is available specifically to attend to the needs of the student body at Regional Technical Training Center (RTTC). Student Services will provide students with information regarding transportation, childcare, professional counseling services available within the community, as well as attend to any other special concerns which may arise while attending RTTC.

HOUSING

Regional Technical Training Center does not maintain any resident housing. The school assumes no responsibility for student housing.

NOTICE OF STUDENT RIGHTS

1. You may cancel your contract for school, without any penalty or obligations on the fifth business day following your first class session as described in the Notice of Cancellation form that will be given to you the first class you go to. Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask the school for a sample copy.

2. After the end of the cancellation period, you also have the right to stop school at any time, and you have the right to receive a refund for the part of the course not taken. Your refund rights are described in the contract. If you have lost your contract, ask the school for a description of the refund policy.

3. If the school closes before you graduate, you may be entitled to a refund. Contact the Council for Private Postsecondary and Vocational Education at the address and telephone number printed below for information.

4. If you have any complaints, questions, or problems that you cannot work out with the school, write or call the Council for Private and Postsecondary Education:

2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95798
(916) 431-6959

STUDENT COMPLAINT AND GRIEVANCE RESOLUTION PROCEDURE

The Regional Technical Training Center encourage students to bring to the attention of the school all complaints or grievances about school-related situations. The school will investigate all complaints or grievances fully and promptly.

Students may present any grievances, and appeal decision by the school, through the following complaint and dispute resolution policies and procedures:

1. A student may lodge a complaint by communicating orally or in writing to his or her instructor or school counselor. The complaint will then be communicated to the school Director as soon as possible. The Director will discuss the complaint or grievance with the student and will determine a resolution regarding the complaint/grievance. If a student is not satisfied with the decision, then the student will be urged to submit the complaint in writing and will receive a copy of the institution's complaint procedures.
2. If a student makes a complaint in writing, then within 10 business days, a student will receive a written response concerning the institution's investigation and disposition. If, however, the student's complaint is rejected, then the student will be informed in writing the reason for the rejection.
3. The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.
4. Information submitted by a student concerning a complaint/grievance will be received by the school in strict confidence.
5. Unresolved complaints may be directed to the Bureau for Private Postsecondary and Vocational Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959.