

UNITED HEALTHCARE CAREERS COLLEGE

School Catalog

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APPROVALS, DISCLOSURES & HISTORY

STATE APPROVAL

In order to operate in the State of California as a training institution or vocational college the school must have approval from the Bureau for Private Postsecondary Education.

This institution's application for approval to operate has not yet been reviewed by the Bureau for Private Postsecondary Education.

ACCREDITATION

It is important to note that the school is *not* accredited by any Federal Department of Education recognized accrediting body. Accreditation serves to validate a school's programs and institution as a whole and is necessary to apply for Title IV funds - student loans and grants. As such, the school is unable to apply for student loans and grants from the Title IV program.

HISTORY

In July, 2007 the United Healthcare Careers College opened its doors to serve as a training institute in Los Angeles, California. The business model of the school is to only have healthcare related programs. Initially the school only implemented the medical assistant program with pharmacy technician as the second major of choice. The school experienced growth faster than anticipated and, as a result, moved to its current location.

PHILOSOPHY, MISSION, VISION & VALUES

The function of education is to teach one to think intensively and to think critically....Intelligence plus character - That is the goal of true education.

- Martin Luther King

Philosophy

As Dr. King said, true education focuses not only on knowledge, but on character development; especially developing the traits that lend the graduate to becoming a successful practitioner in the healthcare industry. Thus, through well thought out workshops the student receives the type of training that allows personal growth while learning skills and knowledge necessary making the transition from training to work seamless.

Mission

Our mission is to prepare students to gain employment in entry level jobs in the healthcare field. Equally important is to prepare students to learn the things necessary to serve themselves, their families, profession and community. We will not be an organization driven by ideas; instead, we will rely on insight to lead us to great ideas. We will not commit to anything until we have answered all the questions. By doing this, we will help our students build their lives.

Objectives

We have three objectives:

1. Make sure that every student who graduates has the necessary knowledge to be proficient in whatever career they choose.
2. Ensure that they are efficient in performing the clinical tasks as well as office duties upon graduation.
3. Build on their character and develop the habits necessary to make the transition to gainful employment as seamless as possible.

Vision

That every time we look at our successful graduates, we see hope and possibilities for our students.

Values

- I. Faith
- II. Family
- III. Wisdom
- IV. Humanity
- V. Love of Country

This set of values may look strange to you. You might be thinking these set of values has nothing to do with running a business. We argue that it has everything to do with running a business. If our personal values are not part of our every day professional lives, then we are not serving mankind with humility and humanity.

These values are what we are guided by when developing our programs. We use this basic set of principles when we set out to get you ready for your future.

ADMISSIONS

Before we talk about admissions let us talk about decision making. Some decisions in your life will impact you for the rest of your life: marriage for example – regardless of how it turns out. When we make tough decisions, like marriage, many things run through our heads, hundreds of questions arise like, “Is this the right person for me or is it the right time?” Scenarios play in our heads allowing for negative self talk that gives way to doubt. All of this can unnerve the toughest of people. And how about purchasing that house, or that big pricey car you want when you can and maybe should do with a smaller economical one. In any of these cases you cannot afford to make the wrong decision because the consequences are extremely difficult to deal with and life altering; and the change is permanent and emotionally difficult in the case of kids.

Big decisions in life need careful attention so that you can make the best decision for yourself. You do not want to make a big decision only to later find out you would not want to live with for the rest of your life. Career path decisions are exactly those types of decisions – ***THEY ARE BIG.***

In this catalog we have tried to describe the true United Healthcare Careers College to you fully and accurately so that you can reasonably be expected to make an informed and considered enrollment decision without undue pressure. Our recruitment efforts and admissions criteria are designed to attract students who are qualified and likely to complete and benefit from the training provided by the school and obtain employment in their field of study. You are responsible for understanding this catalog and ask questions and have them fully answered to your satisfaction by our staff. We require every applicant to visit the school for an exploratory conversation with as many of our staff and faculty that you wish to make an informed decision. In turn, the exploratory conversation will give us an opportunity to assess your level of interest and fit for the training we provide. The purpose of this catalog and admissions process is for you to make an informed decision regarding enrollment and for the school to make a sound judgment regarding your qualifications and likelihood of graduation and securing gainful employment.

Word of advice; do not enroll if we have ***not*** answered all of your questions to your satisfaction. To every applicant we make the following pledge:

1. We will fully disclose to you all of the pertinent information and answer all of your questions so that you can make an informed enrollment decision. Please see the cancellation statement in this catalog or enrollment agreement to see how you are protected.
2. We will consistently and fairly apply our admission standards;
3. For the benefit of all of our students and school’s reputation with employers who may potentially consider you, only qualified applicants are admitted into the school;
4. We shall not deny admission or discriminate on the basis of race, creed, color, sex, age, disability, or national origin. For applicants with disabilities who are admitted, the school will provide reasonable accommodations.

The school regularly reviews its admissions policies and procedures, and when necessary, improvements are made and implemented to ensure that we have students who will become part of tomorrow's American workforce. Before a change is made, the school convenes its board of advisors, made up of experts from the field, and with their input and advice, takes the necessary steps to make any changes.

IMPORTANT NOTICE FROM THE CALIFORNIA BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

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.

VISA

United Healthcare Careers College courses are taught in the English language only. We do not offer classes in any other language.

EXPERIENTIAL CREDIT

The school does not award credit for prior experiential learning.

FINANCIAL AID

The school is not accredited and thus is not approved to apply for state or federal financial aid programs. The enrollment agreement and retail installment contract are written in accordance with State and Federal laws: Truth in Lending Act Subpart Regulation Z. The Truth in Lending Act which is adopted by California essentially governs the terms of the Retail Installment Contract. By law we are required to disclose to you the terms, practices and policies of the contract to include all charges you would incur and may incur in cases of default. The next paragraph describes the practices and terms of the agreement as well as your responsibilities.

The school bills you directly or third party at your request and you are responsible in meeting your financial obligations. Students enrolled in our institution normally pay monthly on an agreed upon payment plan detailed in the Retail Installment Contract (RIC) which is part of the enrollment agreement. You will be billed at the end of every month and payments are due by the 5th of the following month. During admissions your career adviser will discuss with you the RIC and payment options. Normally, either you make the payments directly to the college or a third party entity makes the payments on your behalf. For example, an employer pays for tuition on behalf of the student.

These payments are without interest. However, UHCC reserves the right to charge up to **5%** of the amount of unpaid payment if payment is not made within 10 days of the due date, not to exceed a total of **\$35.00** per defaulted payment.

In case of withdrawal, the refund policy will apply and the amount due will be reduced according to the refund calculation, any balance due is to be paid at the rate of at least **\$400.00, or in full if less than \$400**, per month until paid in full beginning one month from the date of withdrawal and each month thereafter. The school’s refund policy will apply and your last date of attendance is used to calculate your refund, if any.

For complete information on Regulation Z please go to the Federal Deposit Insurance Corporation’s website at <http://www.fdic.gov/regulations/laws/rules/6500-1500.html#fdic6500226.5>.

ADMISSIONS CRITERIA AND PROCESS

The following table contains the admission criteria and process:

| CRITERION #1: Entrance Application | |
|------------------------------------|--|
| PURPOSE: | The entrance application provides for biographical information about you, and other general information regarding your background and interests that will allow some direction for the exploratory conversation. |
| PROCESS: | Usually when you arrive for your appointment, you will be given the application to complete. If you have questions please do not hesitate to ask the front desk for assistance. We are here to help you and we want you to have a positive experience. |

| CRITERION #2: Documentation – High school Graduate/GED and legal resident | |
|---|---|
| PURPOSE: | We only admit applicants who are high school graduates or have a General Education Diploma (GED). Also, we only admit applicants who are legal residents of the United States of America. |
| PROCESS: | In the application you will asked about your high school status. During the enrollment process, usually during the exploratory conversation, you will discuss your high school status with your career advisor. Should you choose to enroll, you will have to either provide documentation or make arrangement to provide them at a reasonable later date. If you do not have documentation with you during enrollment, you may start class with the understanding that we must secure documentation before the end of the first module; otherwise, you will be dismissed and charged for the period of time in class. The refund policy will apply post cancellation period. |

| CRITERION #3: Exploratory Conversation | |
|--|---|
| PURPOSE: | Exploratory conversation is meant to be a relaxed exchange of ideas and thoughts between the applicant (you) and one of our Career Advisers. You are encouraged to ask questions, toss out ideas, and bring up other issues in order for you to become better educated about us. After all, you cannot make the right decision if you do not have all of the facts. We want this time to be about you and your needs. We are here to answer your questions. |
| PROCCES: | Once you complete your application and hand it to the front desk, you will be |

called in for the exploratory conversation with one of our career planners. The conversation will last as long as you have questions or we have not tied all loose ends for you. Generally speaking, it lasts half an hour to an hour.

CRITERION #4: Tour Facility

PURPOSE: When you tour the facility you will have the opportunity to see classes in session, try out equipment (if not in use by students), and ask any available questions or concerns you may have. Instructors are a good source to answer real life pertinent questions. If there are things you find not to your liking it will go into your overall decision making.

PROCESS: The tour generally takes place after the exploratory conversation.

CRITERION #5: Complete Enrollment Agreement and Arrange Financing

PURPOSE: Enrollment agreement is mandatory because it states the responsibilities of the student and the school. Once the enrollment agreement is complete it is time for financing. Most students finance their education over a period of time. To make the burden of financing easier, we offer an in-house extended payment plan and would work with third party lenders or payers. Many online companies offer loans for postsecondary education.

PROCESS: Once the exploration and tour are completed and you have decided to enroll, your career planner will complete the process of enrollment by completing with you the enrollment agreement and arrange for financing. This normally takes less than 45 minutes. Once the whole package is complete your paperwork is submitted to the proper school officials for acceptance. Once accepted, you may attend student orientation with or without stipulation(s).

CRITERION #6: Acceptance and Student Orientation

PURPOSE: Once the enrollment agreement is signed by you and your career planner, your enrollment package will be presented to administration for acceptance. Only administration can accept the applicant into the school.

PROCESS: Once you have completed everything and been accepted, you will be scheduled to attend an orientation session prior to starting class. You will receive notice from the school as to your status shortly few days after enrollment. If you are not accepted into the school you will receive notification with the reason for denial and all monies paid by you to the school will be returned.

Successful applicants will be notified with a date for Student orientation. Student orientation is designed to prepare you to be a successful student and ascertain that you made an informed decision. But that is not all; orientation is actually an extension of the admissions process and career planning. The facilitator will go over many ideas and concepts on how to prepare for your career and *build your life!*

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

The transferability of credits you earn at United Healthcare Careers College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in any of the educational programs listed in this catalog is also at the complete discretion of the institution to which you may seek to transfer.

If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at the 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 United Healthcare Careers College to determine if your (credits or degree, diploma or certificate) will transfer.

TRANSFERABILITY OF CREDITS EARNED AT OTHER INSTITUTIONS TO UNITED HEALTHCARE CAREERS COLLEGE

The College will consider transfer credits on a case by case basis. Credits must have been earned at an institution operating in compliance in the state in which it operates. Credits will only be granted for courses that are comparable in content, length of clock hours or credit units, and grading system and credit transfer is not guaranteed and your tuition will be adjusted accordingly. A minimum of 50% of the courses must be completed at the college to award a credential of completion.

ABILITY TO BENEFIT

The school does not allow for admissions through ability-to-benefit testing.

STUDENT SERVICES

The purpose of student services is to ensure that we, the school, remain attentive to our students' educational and other needs. Our intention with student services is to provide services such as advising, record maintenance, graduate employment assistance, and procedures for handling student complaints. We regularly review the services we provide to our students and graduates so that we maintain adequate student services and resources that support our students and graduates in maintaining satisfactory progress, achieving successful educational and employment outcomes, and making informed decisions concerning training and employment assistance. The school maintains a student services program that takes into account the number of programs, and size and mix of the student body and a department that responds to individual student needs. The students' needs for these services are continually monitored. Student services generally fall in to the four categories below; however, if you have an unusual circumstance that you feel falls outside the realm of the following categories, please see the campus executive director.

STUDENT ADVISING

Our services are coordinated by an individual with appropriate professional and educational qualifications and the advising services minimally encompass relevant coping skills (e.g., life, career development, budget, and personal financial planning skills). Our student services programs are intended for general student development appropriate for post secondary institution. If you have concerns or issues regarding academic progress we recommend that you first begin by talking to your instructor. If your instructor's assistance is inadequate, then please see our student services department for tutoring and other services, such as information regarding housing, transportation, child care and, in some cases, free healthcare around town.

Student advising sessions are by appointment only. If, however, an appointment slot is available you may walk in for a session.

STUDENT RECORDS

The school maintains a permanent (minimum five years or longer when required) educational record for all currently enrolled students that consists of all admissions, academic, and financial records and information upon which a student's enrollment is based. These records, physical or electronic, are securely maintained and protected against damage or loss. The school maintains an official transcript for all formerly enrolled students for a period of ten years or longer when required. The information contained in the transcript, at a minimum, are the program of study, the date of program entry, the date of either graduation, termination or withdrawal, and the clock hours completed and grades earned. In some cases, laws, regulations or other standards may require the school to maintain some or all records indefinitely.

GRADUATE EMPLOYMENT ASSISTANCE

The ultimate goal of your studies is to secure gainful employment after graduation. It is important to note that we provide graduate employment assistance and this should in no way be construed to mean employment guarantee. **We do not guarantee employment nor do we project salaries for our students.**

The assistance that we do provide to our students/graduates are as follows:

1. We will provide you resume preparation assistance;
2. We will assist you with job search technique development;
3. We will assist you with interview technique development.

About six weeks prior to your graduation you are required to complete a Graduate Employment Assistance Folder (GEAF). This allows us to follow your progress and provide timely assistance as deemed necessary by the Student Services staff to ensure you are receiving the services necessary for your success.

For these services to be of value you need to be active in working together with the department. From time to time we do receive job leads and provide them to graduates. Moreover, it is required that you keep us abreast of your employment success because some of the job leads we do receive are from employers who are seeking individuals with experience who are on a career move. So we do look through folders of older graduates and we call them with these leads.

STUDENT COMPLAINTS AND GRIEVANCES

If you have a complaint first try to resolve it with your instructor. If this is not practical, then please see the Student Services director. If still you do not reach a resolution, then please visit with the campus executive director.

If you cannot resolve your matter with the school please visit the Bureau for Private Postsecondary Education at the following website: www.bppe.ca.gov.

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 or by completing a complaint form, which can be obtained on the bureau's Internet Web site (www.bppe.ca.gov). 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:

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento California, 95833

Website Address: www.bppe.ca.gov

Phone: Toll Free 888-370-7589 or Local 916-431-6959

FAX: 916-263-1897

HOUSING

The school does not have dormitory facility under its control. The school will provide limited assistance (i.e. provide websites, distance from school information, etc.) to try and locate housing for our students. Housing is available within a reasonable distance from the school at affordable rates and some landlords participate in various housing programs (i.e. Section 8 Housing) to assist with rent. Generally, apartments within a 15 mile area south of the school rent for: \$500-\$600 for studio, \$700-\$850 for one bedroom, and \$800-\$1000 for a two bedroom. Expect to pay substantially more for housing in cities north and west of the school. For example, a one bedroom in cities north of the school can range from \$1100-\$1800.

STUDENT PROGRESS

Student progress is a measuring instrument we use to make sure students are learning the objectives of the courses that make up the various programs we offer. Student progress is measured by regular attendance, achieving acceptable grade point average (GPA), completing assignments, and participating in other activities related to learning should your program call for it. It behooves you to keep up with your progress, attendance and academic, to make sure you do not fall behind. Your instructors will report to you at 25% and 50% program intervals of your GPA, but in between the intervals you must stay cognizant as to where you stand regarding your own progress.

Another factor influencing satisfactory student progress is timely completion of the program. The maximum time within which training must be completed is 1.5 times the original program length. For example, if a program is originally eight months in length, the maximum time in which you must complete the program is 12 months ($8 \times 1.5 = 12$), excluding holidays and leave of absence.

Few terms and concepts we need to define so that we have a clear understanding. The term **withdrawal** means the student voluntarily chooses to end his/her contractual relationship with the school. **Probation** as we use it is a trial period with a set of conditions set by the school on an individual basis to be met by the student. This time of trial allows the student the opportunity to redeem his or her attendance, improve grades, or demonstrate your corrective actions or behaviors necessary to relieve the probation. The term **suspension** means the student will stay on the school's active roster but will not be able to come to school and participate in class. The term **dismissal** or **termination** means that the school has opted to end its contractual relationship with the student for a valid stated reason.

Important Note: you can be placed on probation or suspension as well as be terminated for academic reasons, poor attendance, and personal conduct. In some rare cases students may be suspended or terminated without first being placed on probation (i.e. stealing, cheating, fighting, etc.)

We are going to introduce a term that we have created for use at UHCC. The term **sub-absence** will be used to denote a tardy or leaving class early. If you were to miss a total of one hour per day, your instructor will mark you absent for that day. If you were to return late from a break you will receive a sub-absence and will count towards any attendance calculations.

ATTENDANCE

Regular attendance is required by the school as a means of preparing you for the healthcare industry. All of our programs are made up of a number of modules that are each four weeks in length. Our attendance policies are based on per module basis and accumulative attendance. We do not recognize "excused" absences or sub-absences. All absences and sub-absences will be recorded by your instructor and will count toward the attendance policy calculations.

Attendance criteria:

1. In any one module if you attain three absences you will be advised by your instructor. If you are formally advised you will have to make stipulations with the instructor regarding corrective actions you will take and will be entered into your permanent record and signed by you and your instructor.
2. If you were to exceed three absences you will be placed on probation. If you do not meet the conditions of the probation it may be grounds for dismissal.
3. If you were to exceed three absences in any three modules you will be dismissed.
4. If you were to accumulate a total of 12 absences you will be placed on probation.
5. Three sub-absences will count as one absence and will count towards attendance calculations. They carry over from one module to the next.

ACADEMIC PROGRESS

Academic progress is defined as maintaining a grade point average (GPA) in accordance to the scale set forth during the various reporting periods. You will receive your GPA at the reporting periods. Our reporting periods are at the 25% completion interval and at the 50% completion interval. In cases when a program is not organized to allow academic progress to be reported at these specific intervals, other appropriate reporting periods will be used. From the half way point, or similar period, of the program to completion, the student is required, at a minimum, to maintain their GPA. Failure to maintain satisfactory academic progress will result in probation (see below for terms of probation).

At the end of every module you will receive a grade as defined below. The grade reflects assignment completions (when applicable), test result, quiz result(s), and any other work that may contribute to the overall evaluation of the student. Your grades, work projects, externships (when applicable), and other related academic activities, are measured against the educational objectives of each module. These objectives can be found in your syllabus. You must earn a passing grade in every gradable component of the module to receive a passing grade.

Not every module will contain projects and assignments but quizzes and tests are part of every module. In every module you will accumulate points for projects and assignments (when applicable), quizzes and tests. The following is the grading scale used at the college:

| <u>Percentage of Points Earned</u> | <u>Letter Grade</u> | <u>Traditional Grade Scale</u> |
|------------------------------------|---------------------|--------------------------------|
| 90-100% | A | 4 |
| 80-89% | B | 3 |
| 70-79% | C | 2 |
| 60-69% | D | 1 |
| Below 60% | F | 0 |

As stated above, you will receive your grade point average at the 25% of the program, and again at 50% of the program. Your grade point average must not be below 65% at the 25% completion, and 70% at the 50% completion and beyond. Your test score at the end of every module will be posted using your student identification number to preserve your identity.

If you feel your grade does not reflect your true performance please see you instructor, and if necessary, the program coordinator. Your instructor and/or program coordinator will review your concern to make sure you earned the grade you deserve. If test questions were unfair, please let your instructor or program coordinator know so that it can be taken up during advisory board meetings. Advisory board members are people from the industry who give us advice on curriculum content, test questions, and other elements of training to make the program work better for you. The board meets twice a year to discuss all aspects of the training and student services.

MAKE-UP WORK AND COURSE REPITITION

If you fail an exam you must make up that exam by the end of the next module. If you fail the last exam of the program then you will become an incomplete and must make up according to our incomplete policy (see Graduation Requirements). If for any reason you must repeat a module there will be no charge. However, if the class is full you may not have a seat and must wait for a later date. You can repeat a maximum of two modules for free, otherwise you may be charged. If you need tutoring please talk to your instructor or the program coordinator.

CODE OF STUDENT CONDUCT

United Healthcare Careers College promulgates a code of student conduct to foster and protect its mission, reputation, the well being of its students and keep its promise to the community - that is we will train our students to become the professionals the community deserves. It is important that we preserve a courteous, respectful and dignified environment where the open exchange of ideas and mutual respect allow us to learn from one another.

We cannot and will not tolerate behavior that is not becoming of a healthcare professional. Untoward language, behavior, gestures, or anything similar in effect will not be tolerated by the school. The school has assigned uniforms and students are to be in them every school day, unless it is an official free dress day. Students must wear nursing or similar shoes. The school does not allow visible piercings or tattoos. Please see section below for sanctions the school can impose for violations.

PROBATION, SUSPENSION AND TERMINATION

We are hopeful that you will never need to refer to this section again. It is best to avoid trouble, solving complex issues is often times more difficult than you think, and sometimes impossible. It has been our experience that most students who end up in trouble do so because of poor choices rather than out of circumstance.

In the opening of this section the terms probation, suspension, and termination were defined for the sake of effective communication. You may be placed on probation, suspended, or terminated for

attendance issues, poor grades or progress, and behavior or conduct issues. Probations shall not go beyond 90 days. Once on probation, you will be closely monitored and notified at the midpoint or another period of your progress. Upon successful completion, you will be removed from probation. If the conditions of the probation are not met you will be terminated.

If your probation involves attendance, you will be allowed two absences and two subabsences during your probation to allow you the chance to take corrective measures. If you are unable to make the necessary corrections to be removed from probation, you will be terminated.

If your probation involves low GPA, then you will be given the opportunity to make measurable improvements over the time of the probation. Your instructor will use assignment completions (if applicable), quizzes and tests to measure your progress. Your instructor will talk to you in detail as what you need to do to successfully complete your period of probation.

Keep in mind that your GPA mathematically will take into account all of the points earned. Do not only be satisfied to score a passing grade. In many cases students may have to score very high to bring their GPA up to passing standard. It is important that you discuss in detail with you instructor as to what you must do to dispose the probation.

If the circumstance(s) warrant, the school has the right to suspend or terminate a student without first placing him or her on probation. In extraordinary cases or not meeting financial obligations to the school, the school has the option of suspending or terminating you. Examples of extraordinary circumstances would be, but not limited to, threats made to person(s), gross infliction of harm to others, unprofessional behavior, or property damage or theft. This list is only an example and the school reserves the right to make judgment on conduct, behavior and general student progress that is deemed harmful to the school's operation, reputation, or the harmony needed to keep an environment conducive to learning.

REINSTATEMENT

If you have been suspended or terminated, you can apply for reinstatement. To be granted reinstatement you must prove or show to the satisfaction of the executive director why you should be reinstated. In other words, show that you have taken corrective measures that you will be successful if you were to be let back into class. Be prepared to show evidence. Making empty promises without concrete plan to include corrective action(s) having been and/or more will be taken will not suffice. If the executive director is not convinced you have made a firm commitment to improve yourself he/she will not reinstate you.

Laws and regulations may affect the decision of allowing you back in school. Often time financial assistance availability may not readily allow you to come back; so be prepared to make arrangements for such contingencies.

Again, do everything within your power to not get into situations. Historically speaking, most students get into trouble because of carelessness and habit, and not circumstance.

WITHDRAWALS

If you take voluntary withdrawal (commonly called a drop) you can re-enter at any time as long as you are in good standing and it is in the beginning of the module. However, a class may not be available or the module may not coincide with the module you wish to take and must wait for the module to be offered again.

GRADUATION REQUIREMENTS

In order to be considered a graduate you must earn a GPA of 2.0 or higher and have completed all of the course work and have satisfactory attendance. You must complete the program within 1.5 times the original program length, excluding leave of absence. You must have met all of your financial obligations to the school or made prior arrangements. Upon successful completion you will be awarded a credential (see under program for type of credential). If you do not meet all of the graduation requirements and have not taken a voluntary withdrawal, you will be considered an incomplete. You have 60 days to meet the graduation requirements, otherwise you will be terminated.

LEAVE OF ABSENCE

You may take a leave of absence for a maximum period of 180 days for every 12 month period. For programs that are between eight and 11 months, the maximum time is 120 days. A leave of absence cannot be less than five class days and maximum 7 days of any one module. Only two leaves of absence are granted for any one program. If you do not return from your leave by the date indicated, you will be terminated and the refund policy will be applied.

REFUND POLICY AND STUDENT'S RIGHT TO CANCEL

STUDENT'S RIGHT TO CANCEL

You have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The refund will be made to you in no more than 30 days from the time we receive your written cancellation request. You may cancel in person at the records office or by letter. You can do this by mail, hand deliver, FAX or e-mail to the records office. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. Your last date of attendance is used to calculate your refund.

School Address

United Healthcare Careers College
1625 West Olympic Blvd., Suite 708
Los Angeles, CA 90015
FAX: 213-384-8499
email: records@infouhcc.com

WITHDRAWAL FROM COURSE

You have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. You have the right to withdraw from a program of instruction at any time. If you withdraw from the program of instruction after the period allowed for cancellation of the agreement after the first class you attend, the School will remit a refund less a registration fee, if applicable, not to exceed \$75.00, within 30 days following your withdrawal.

Withdrawal may also take place if you have more than fourteen (14) consecutive absences. You are obligated to pay only for educational services rendered and for unreturned equipment. For the calculation of the tuition charges, you will be charged to the last date of your attendance (LDA). The refund shall be the amount you have paid for instruction multiplied by a fraction, the numerator of which is the number of hours of instruction which you have not received but for which you have paid, and the denominator of which is the total number of hours of instruction for which you have paid. If you obtain equipment, as specified in the agreement as a separate charge, 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 of the documented cost to the School of that equipment.

You shall be liable for the amount, if any, by which the documented cost for the 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. In any event, you will never be

charged for more than the equipment charges stated in the contract. For a list of those charges see the list on your contract.

IF THE AMOUNT THAT YOU HAVE PAID IS MORE THAN THE AMOUNT THAT YOU OWE FOR THE TIME YOU ATTENDED, THEN A REFUND WILL BE MADE WITHIN 30 DAYS OF WITHDRAWAL. IF THE AMOUNT THAT YOU OWE IS MORE THAN THE AMOUNT THAT YOU HAVE ALREADY PAID, THEN YOU WILL HAVE TO MAKE ARRANGEMENTS TO PAY FOR IT.

HYPOTHETICAL REFUND EXAMPLE

Assume that a student, upon enrollment in a 400-hour program, pays \$2,000.00 for tuition, \$100.00 for registration. No equipment fee is charged. The student withdraws after completing 100 hours. The pro-rata refund would be \$1,525.00 based on the calculation shown below. For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the program when any of the following occurs:

- You notify the School of your withdrawal or the actual date of withdrawal.
- The school terminates your enrollment.
- You fail to attend classes for fourteen consecutive days. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.
- You fail to submit three consecutive lessons or you fail to submit a completed lesson required for home study or correspondence within 60 days of the due date.

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

ADDITIONAL EXAMPLES OF REFUNDS

The list below will show you how much you would get back if you withdrew at the end of the times shown. All percentages are based on the number of clock hours elapsed from the time you started through the last date of recorded attendance. For this example, all programs are priced at \$10,000.00 with a registration fee of \$75.00, of which \$75.00 will be retained. There is no charge for equipment. If you have paid for the program in full, the refund will be paid to you.

PERCENT COMPLETED AND THE REFUND AMOUNT

| | | | | | |
|-----------------------------|---------|---------|---------|---------|---------|
| Percentage Completed | 10% | 25% | 50% | 60% | 75% |
| Refund Amount | \$9,025 | \$7,525 | \$5,025 | \$4,025 | \$2,525 |

SAMPLE REFUND CALCULATION

Assume that a student, upon enrollment in a 400-hour program, pays \$2,000.00 for tuition, \$75.00 for registration. Let us further assume that the student only attends 100 hours of class time. The pro-rata refund would be \$1,525.00 based on the calculation shown below.

First, we calculate the hours of instruction paid for but not received:

$$400 \text{ hours paid for} - 100 \text{ hours paid for and received} = 300 \text{ hours paid for but not received}$$

$$\begin{array}{ccccccc} \text{Amount paid at time of enrollment} & & & \text{Total hours paid for at time of enrollment} & & & \\ \swarrow & & & \swarrow & & & \\ \$2,000 & + & 300/400 & + & \$0 & = & \$1,525 \text{ Total of refund} \\ \swarrow & & \swarrow & & \swarrow & & \\ \text{Denominator is hours paid for but not received} & & & & \text{Amount of unearned refund} & & \end{array}$$

STATE AND FEDERAL FINANCIAL AID

The school does not participate in any state or federal financial aid program. As a result, the school is unable to apply for state or federal financial aid on your behalf.

LOANS

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds. However, please be mindful that United Healthcare Careers College is not approved to participate in the Federal Department of Education student loan programs.

Student Tuition Recovery Fund

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who were students attending schools approved by, or registered to offer Short-term Career Training with the Bureau for Private Postsecondary Education (BPPE). You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF fee, 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. The school's breach or anticipatory breach of the agreement for the course of instruction.
5. There was a decline in the quality of the course of instruction within 30 days before the school closed, or if the decline began earlier than 30 days prior to closure, a time period of decline determined by the Bureau.
6. The school committed fraud during the recruitment or enrollment program participation of the student.

You must pay the state-imposed fee 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 and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans and;
2. Your total charges are not paid by any third-party payer 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 fee if either of the following applies:

1. You are not a California resident,
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.

FACILITIES, CLASS SIZE AND EQUIPMENT

FACILITIES

The school is located in an air-conditioned building housing the administrative offices, classrooms and labs. The school is approximately 1800 square feet with ample parking to accommodate the students.

The school is centrally located on a main boulevard with easy and close access to freeways. Downtown Los Angeles is less than a 15 minute drive, even during busy times. Many buses travel by the school which makes the metro an attractive alternative to driving. Metro trains are within blocks of the school and run all day. Although gas stations are nearby, it is high advised that you buy gas from your local station because they tend to be much costlier in or around Downtown.

The school does not have a cafeteria; however, restaurants are within walking distance. Students do bring their lunch in order to save on purchasing food and drinks.

CLASS SIZE

Class size is important when we decided to design our classes. We tried to keep our classes small enough to make our classroom environment conducive to learning, yet not so small that it would affect tuition costs. In lecture for every one instructor there cannot be more than 18 students. The lab is located inside of the classroom and the ratio remains the same as lecture giving the student ample time to practice the skills he/she is learning.

EQUIPMENT

All of our classrooms are equipped with desks or tables with chairs for comfortable seating during lecture. Our labs are furnished with the latest equipment and supplied sufficiently to ensure that every student learns and is able to make use of the lab time as intended. Under each program in this catalog a detailed description is provided for your review.

LEARNING RESOURCE CENTER/LIBRARY

The school has a learning resource center which allows you access to books, periodicals, and computers with Internet hookup and word processing software plus spreadsheet software. You can check out most of the books with the exception of few reference books. You can use the computers when available but you must sign-up for them with the receptionist.

Periodicals cannot be checked out. Books can be checked out for up to 14 calendar days. The receptionist of the learning resource center will assist you in checking out books. A maximum of six books can be checked out at once. There may be late fees associated with late returns and check with the receptionist for current pricing.

PROGRAMS

| | |
|---|---------------------------------------|
| Program Name: | Medical Assistant/Pharmacy Technician |
| Definition of Terminology (DOT): | 362.010, 079.382.018 & 074.382-010 |
| Clock Hours: | 900 |
| Weeks: | 36 |
| Months: | 9 |
| Credential: | Diploma |
| Tuition: | \$12,000 entire program |
| Ancillary Costs: | Books: \$200; Stationery: \$100 |

This program combines the traditional programs, Pharmacy Technician and Medical Assistant, into one program; this way you receive two distinct trainings with one enrollment. This approach saves you time and money which makes it easier for you to pay back any loans you take out. Due to innovative program structuring and curriculum design we were able to do this with little increase in total hours of class time over designing the programs separately. The multitude of skills you gain in this program make you more marketable in the job market.

This program prepares you for entry level positions in the healthcare field to include the field of pharmacy. In the State of California for you to work as a pharmacy technician you must graduate from a training program of 240 or more hours (please see externship below). Our program can qualify you for registration upon graduation as required by California law.

Through a well balanced approach of hand-on and theory, you will learn the fundamentals of all aspects of the healthcare industry. The healthcare industry is now made of mainstream Western medicine as well as traditional Eastern medicine.

NATURE OF WORK

Pharmacy technicians under direct supervision assist licensed pharmacists dispense medication and provide other healthcare products to patients. Technicians usually perform routine tasks helping prepare prescribed medications, such as counting tablets and labeling bottles. They also perform administrative duties, such as answering phones, stocking shelves, and operating the cash

register. Technicians do not normally answer questions regarding drugs, effects and interactions; they refer such questions to the pharmacist.

Every state has its laws and regulations regarding pharmacy technicians, and not every state regulates pharmacy technicians. You should check with the state board of pharmacy for regulations since it is usually the pharmacy board responsible in enforcing licensure regulations. Pharmacy technicians can work in retail, mail order, nursing homes, assisted-living facilities and hospital pharmacies. Responsibilities increase as you go from retail to hospital. In hospitals pharmacy technicians normally are required to read patient charts as part of their routine duties. Please see externship for information.

Medical assistants work in many healthcare industry settings to help physicians, chiropractors, physical therapists, and others in taking care of patients. Medical Assisting is not regulated in the State of California; however, the duties of the medical assistant are regulated. Medical Assistants can perform duties like taking vital signs, drawing blood, administering injections, and other non-decision making and non-diagnostic duties under the supervision of a licensed physician. In some limited instances, they may assist in treating the patient.

RESPONSIBILITIES AND DEMANDS OF THE PROGRAM

It is important that you understand what kind of commitment is necessary for you to successfully complete the program. Success is all about preparation, the more you are prepared, the more likely you will land the job you want and become successful.

You should put aside eight to ten hours of study time per week. At the end of every module you will take a test. You will also have quizzes that lead up to the test and get you ready for that test. Some of the modules will have assignments for you to complete within a specified time. All of the scores are tallied and a grade will be given at the end of the module.

GRADING

You will be graded based on the following scale:

Assignments: 10

Quizzes: 30

Module Test: 100

Attendance: Extra credit of five points for perfect attendance.

EXTERNSHIP

Externship is defined as practical experience in a real-life work setting such as a doctor's office or other healthcare facility. The school does not require an externship for its Pharmacy

Technician/Medical Assisting program, as such, credit is not awarded. Because Medical Assisting externships are not regulated in California, there is no law requiring for you to complete an externship. Historically, many students have obtained employment in the field without participating in an externship. In the event that you and an employer choose to engage in an externship experience, especially one that may lead to permanent employment, we would be happy to facilitate in that process. Our Medical Assisting program is designed to give you the option of adding on an externship experience even though it is not a requirement for graduation. However, because of the uniqueness of our program and the curriculum, successful completion of the program allows a graduate to become licensed as a Pharmacy Technician in the State of California. If this is your goal, completing an externship is a state requirement. If you choose not to become licensed as a Pharmacy Technician, then you do not have to extern and still meet the graduation requirements. If you would like to extern to meet the requirements to practice as a licensed Pharmacy Technician in the State of California, please see the Program Coordinator to ensure that you are aware of and can meet the latest requirements. The Program Coordinator and Campus Director regularly follow State law in order to serve our students and help them find their success.

COURSE DESCRIPTIONS

The Pharmacy Technician/Medical Assistant program is comprised of eight modules, each with a set of courses dedicated to a particular discipline within the healthcare field. No one module is dependent on another module. You can take the modules in any sequence and still be trained to become fully employable in the healthcare field. Each module is four weeks in length that culminates with an exam.

- Module 1** In this module you will learn the basics of family and general medical practice. You will further learn about ophthalmology and optometry. You will learn the anatomy and physiology of the head and neck to include dental features too. Thus, you will also learn about dentistry. You will further learn in this module about microbiology and some pharmacology.
- Module 2** This module will prepare you to work in doctor's offices like orthopedist, neurologist, chiropractors, and other related healthcare professionals. As a result, this module will focus on the anatomy and physiology of the musculoskeletal system as well as nerves.
- Module 3** This module will focus on the male and female reproductive and urinary systems. You will learn about the offices of the obstetrician, gynecologist, endocrinologist and urologist. The anatomy and physiology, normal and abnormal plus related pathology, will focus mainly on the male and female reproductive systems.
- Module 4** In this module you learn about assisting the doctor in minor surgeries in the office. You will learn about the role of the surgeon, the oncologist, and neurosurgeon. The concepts of sanitization, disinfection, sterilization, and

asepsis will be introduced and how to protect you, the doctor, and the patient so that blood borne pathogens are not spread. You will be introduced to the surgical environment and preparation of the necessary instruments to perform minor surgeries. You will learn about OSHA guidelines.

- Module 5** In this module you will learn about the role of pharmacy in the healthcare industry. You will also learn about drug regulation and control. Later in the module you learn some new terminology while some others will be reviewed. The module will close with lectures on prescriptions and related abbreviations.
- Module 6** Math plays a significant role in the pharmacy. So in this module you will learn about calculations and dosage. You will then begin learning about routes of drug administration and formulations and compounding of drugs. You will also learn about factors that affect drug activity.
- Module 7** This program is geared more for the community pharmacy and not so much for the hospital pharmacy. In this module you will learn about the administrative issues in the pharmacy.
- Module 8** In this module you will learn all of the administrative functions you would have to carry out in the doctor's office as well as other healthcare settings. You will learn customer service skills, front office duties, and other related responsibilities.
- Module 9** In module 9 students will learn about career development. Students will learn about resume preparation and the do's and don'ts in resume writing. Students will learn about effective job search and networking with employers. Students will also learn how to prepare for the job interview. Finally, students will learn about themselves and to take stock of their personalities to better prepare for the employer's interview questions.

PROGRAMS

| | |
|---|---|
| Program Name: | EKG Technician/Nurse Assistant Training Program |
| Definition of Terminology (DOT): | 31-1012.00; 29-2031.00 |
| Clock Hours: | 190 |
| Weeks: | 5 |
| Months: | 2 |
| Credential: | Diploma |
| Tuition: | \$4,600 (includes all fees) |

Nurse assistant programs that claim to lead to certification in the state of California must be approved by the Department of Public Health before being offered to the public. Our Nurse Assistant Training Program (NATP) is approved by the California Department of Public Health. This means that upon successful completion of our certified nurse program you will qualify to sit for the state exam to become certified. This certification from the state is necessary in order for you to become employed as a certified nurse assistant. Please note that by becoming certified in the state of California it does not mean you can simply transfer your certification to another state. Your certification is only for California and if you wish to work as a nurse assistant in any other state you must contact that state's regulatory body for more information.

Upon successful completion of the program you will also receive a diploma for electrocardiogram technician. Many adult daycare centers catering to seniors look for nurse assistants who have other skills. Knowledge of EKG machines is a plus when you are out looking for a job after graduation.

ADMISSIONS

In addition to the general admissions requirements of the school, you must provide a LIVESCAN report to show that your background would qualify you to sit for the state exam. If you do not have this report we can help you obtain one free of charge to you.

NATURE OF WORK

Nurse Assistants Training Program help care for physically or mentally ill, injured, disabled, or infirm individuals in hospitals, nursing care facilities, and mental health settings. Certified nursing assistants provide hands-on care and perform routine tasks under the supervision of nursing and medical staff. Specific tasks vary, with assistants handling many aspects of a patient's care. They often help patients to eat, dress, and bathe. They also answer calls for help, deliver messages, serve meals, make beds, and tidy up rooms. NATP sometimes are responsible for taking a patient's temperature, pulse rate, respiration rate, or blood pressure. They also may help provide care to patients by helping them get out of bed and walk, escorting them to operating and examining rooms, or providing skin care. Some help other medical staff by setting up equipment, storing and moving supplies, and assisting with some procedures. Some NATP's also observe patients' physical, mental, and emotional conditions and report any change to the nursing or medical staff.

NATP's employed in nursing care facilities often are the principal caregivers and have more contact with residents than do other members of the staff. Because some residents may stay in a nursing care facility for months or even years, NATP's develop positive, caring relationships with their patients.

As an EKG technician you will perform the task of taking an EKG. You will know when an EKG is normal or may need to be brought to the attention of the physician immediately because of abnormality. This work is very rewarding because you may be saving someone's life.

RESPONSIBILITIES AND DEMANDS OF THE PROGRAM

It is important that you understand what kind of commitment is necessary for you to successfully complete the program. Success is all about preparation, the more you are prepared, the more likely you will land the job you want and become successful.

You should put aside eight to ten hours of study time per week. You will take a mid-term on day six and your final is on day 21 for the nurse assistant phase of the program. One final exam at the end of the EKG phase of the program. These exams are closed book exams. You will also be evaluated in your clinical with a pass or fail grade. If you do not perform the clinical objectives satisfactorily then you will receive a fail grade. You will be given ample opportunity to perform the clinical objectives to your instructor's satisfaction.

GRADING

You will be graded based on the following scale:

| | |
|----------------|---|
| Assignments: | None |
| Quizzes: | None |
| Mid-term Exam: | 100 points |
| Final Exam: | 100 points |
| Attendance: | Extra credit of five points for perfect attendance. |

ATTENDANCE

Attendance is mandatory. Classes will be held seven to eight hours per day five days a week. Six hours per day in the EKG phase. Phase 1 is four weeks and Phase 2 is four weeks. Phase 1 is nurse assisting and Phase 2 is EKG technician. In the nurse assistant phase of the program if you miss any day you must make it up. This usually means on an open weekend or you have to wait for the next time the module is offered for make-up. If the make-up is for clinical room must be available for you to participate because by state regulations there can only be 15 students to one instructor during clinical. If you miss more than 30 minutes of the day you must make it up. If you have more than 2 absences then you will be placed on probation. If you cannot complete the probationary requirements satisfactorily, then you may be terminated.

In the EKG phase you do not have to make up missed days but you subject to the above stated attendance policy.

What's the moral of the story? Don't miss class!

CLINICAL/EXTERNSHIP

Clinical/externship is defined as practical experience in a real-life work setting such as a doctor's office or other healthcare facility. The program incorporates 100 hours of clinical in addition to the 50 hours of lecture. You will be assigned a clinical site and a schedule will be given to you during orientation. Orientation will be held before you commence your classes. Clinical sites will be off campus but no more than 15 miles from the campus. Clinical hours will be between the hours of 8:00am and 8:00pm Monday through Sunday.

CLASS SCHEDULE

Classes may be held any day of the week from 8:00am to 8:00pm. Theory is normally scheduled on weekdays while exams and clinical may be on weekends. In either case for the eight weeks you are with us please keep your schedule free to be available on the weekends.

COURSE DESCRIPTIONS

- Module 1** Introduction to nurse assisting
- Module 2** Patient's Rights
- Module 3** Communication and Interpersonal Skills
- Module 4** Prevention and Management of Catastrophic and Unusual Occurrences
- Module 5** Body Mechanics
- Module 6** Medical Asepsis
- Module 7** Weights and Measures
- Module 8** Patient Care skills
- Module 9** Patient Care Procedures
- Module 10** Vital Signs
- Module 11** Nutrition
- Module 12** Emergency Procedures
- Module 13** Long-term Care Resident
- Module 14** Rehabilitative Nursing
- Module 15** Observation and Charting
- Module 16** Death and Dying
- Module 17** Anatomy and Physiology
- Module 18** EKG Operations and Interpretation

FACULTY

Medical Assistant/Pharmacy Technician

Instructor: Gevorg Artsruni, M.D.

Credential: Medical Doctor

Experience: 4 years

EKG Technician/Nurse Assistant

Arlene Sarian, R.N.

Credential: Registered Nurse

Experience: 5 years

BANKRUPTCY NOTICE

United Healthcare Careers College does not have a pending petition in bankruptcy, is 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.).