

**Custom Training Solutions**  
**Catalog of Courses**

**January 1, 2011 to December 31, 2011**

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## School Location

### **Custom Training Solutions**

5678 North Palm Ave, Ste 107 Fresno, CA 93711

Phone: (559) 681-4380

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## Effective Dates of this Catalog

January 1st, 2011 to December 31st, 2011

## School Ownership

Custom Training Solutions is a private institution and is approved to operate by the Bureau for Private Postsecondary Education. (BPPE)

(A) Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, West Sacramento, CA 95798, [www.bppe.ca.gov](http://www.bppe.ca.gov), (800) 888-370-7589 Fax (916) 574-8648

(B) 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.

(C) A student, or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (800) 888-370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

## Policies and Procedures Regarding Financial Aid

The school does not provide either State or Federal financial aid.

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

## Attendance Policy – All Programs

This institution requires that a student attend a minimum of 80% of scheduled class, clinic and other such assigned hours.

## Academic Freedom

Custom Training Solutions is committed to assuring full academic freedom to all faculty. Confident in the qualifications and expertise of its faculty members, the college encourages its faculty members to exercise their individual judgments regarding the content of the assigned courses, organization of topics and instructional methods, providing only that these judgments are made within the context of the course descriptions as currently published, and providing that the instructional methods are those official sanctioned by the institution, methods for which the institution has received oversight approval.

## Mission & Objectives

Custom Training Solutions strives to provide motivated students with a quality Vocational Education that prepares them for a technologically advanced working environment.

We are committed to the success of our students and to the continual improvement of programs and equipment.

Part of our mission is to convey to students the importance of continuing education.

We endeavor to sustain these course offerings by developing an operational environment that is professionally managed, competently supervised, continually evaluated and appropriately modified and therefore kept current.

## Administration

Chief Executive Officer  
Henry Jimenez

Chief Academic Officer  
Henry Jimenez

Chief Operations Officer  
Henry Jimenez

## Faculty

**Henry Jiménez**

Instructor/Administrator

Mr. Jiménez has over sixteen years experience in vocational education as a computer skills instructor specializing in computerized accounting. This includes teaching numerous software such as: MS DOS, Windows 3.1, 95, 98, NT, 2000, ME, and XP, WordPerfect 5.1, 6.1 and 7.0, Lotus 1-2-3, Excel, dBASE III+,

## Custom Training Solutions

Microsoft Access, Microsoft Word, and ACCPAC Accounting Software. Mr. Jiménez is known by his students to be patient, thorough, and easy to understand.

Mr. Jiménez has over 100 units completed at California State University, Fresno towards a B.S. in Accounting. Mr. Jiménez also completed a computerized accounting course at Microcomputer Education Center. A course he went on to teach at the same school for seven years.

### **Privacy Act, Student Records and Transcripts**

Student records for all students are kept for five years. Transcripts are kept for fifty years. Students may inspect and review their educational records. To do so, a student should submit a written request identifying the specific information to be reviewed. Should a student find, upon review, that records that are inaccurate or misleading, the student may request that errors be corrected. In the event that a difference of opinion exists regarding the existence of errors, a student may ask that a meeting be held to resolve the matter. It is this institution's intent to carefully follow the rules applicable under the Family Education Rights and Privacy Act. It is our intent to protect the privacy of a student's financial, academic and other school records. We will not release such information to any individual without having first received the student's written request to do so, or unless otherwise required by law.

### **Policies and Procedures Regarding Financial Aid**

The school does not provide either State or Federal financial aid.

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

### **Library Resources**

No library is needed to meet the instructional needs of the students. Library materials would not be compatible with the objectives of this program as the acquisition of specialized knowledge and hands on skills are the critical elements for the completion of these programs.

### **Transcripts**

Each student's file will contain student's records, including a transcript of grades earned. The first copy of the official transcript is provided at no charge. Subsequent copies are available upon advance payment of the transcript fee of \$25.00 for two copies. Transcripts will only be released to the student upon receipt of a written request bearing the student's live signature. No transcript will be issued until all tuition and other fees due the institution are paid current.

### **Student Services / Placement Services**

This institution does not provide orientations, airport reception services, housing assistance or other services. Further, this institution maintains a focus on the delivery of educational services. Should a student encounter personal problems which interfere with his or her ability to complete coursework, this institution will provide assistance in identifying appropriate professional assistance in the student's local community but does not offer personal counseling assistance.

This institution does not provide placement services to its graduates.

### **Description of Facilities**

Custom Training Solutions is located on a main thoroughfare in the city of Fresno. There is ample off street parking immediately adjacent to the entrance to the school. The facility is located on the ground floor. The building is approximately 30 years old and is comprised of a suite of professional offices. The school has a reception area, a teaching area and a student services desk.

### **Special Notice of Financial Status**

This institution has not had a pending petition in bankruptcy, is not operating as a debtor in possession and has not filed a bankruptcy petition within the last five years. It 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

### **Experiential Learning**

This school does not issue credit for experiential learning.

### Tuition and Fees

All fees are subject to change from time to time, without notice.

Program Name	Program Hours	Reg. Fee	Total Program Tuition	Books and Supplies	Total Program Charges
Computerized Accounting	256	\$150	\$3,120	\$200	\$3,560
Computerized Office	256	\$150	\$2,210	\$200	\$2,560
Medical Billing	256	\$150	\$3,170	\$320	\$3,640
Voice Activated Word Processing	256	\$150	\$2,970	\$400	\$3,520

### Home Study Fee Schedule

Program Name	Program Hours	Reg. Fee	Total Program Tuition	Equipment Loaner Fee	Total Program Charges
Computerized Accounting	256		\$4,880	\$1,600	\$6,480
Computerized Office	256		\$4,680	\$1,600	\$6,280
Medical Billing	256		\$5,900	\$1,600	\$7,500

STRF Fee (California Residents, Non refundable, \$2.50 per \$1,000 of tuition)

Note: No grades or documents will be released if there is an outstanding balance. The institution may refuse any type of service to students who have an outstanding balance. The institution may also refuse re-admission to a student who has left the institution with an outstanding balance that has not been paid in full. All fees are subject to change.

### STRF Regulations

The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California resident who attends a private postsecondary institution from losing money if you 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. To be eligible for STRF, you must be a California resident and reside in California at the time the enrollment agreement is signed or when you

## Custom Training Solutions

receive lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered a California resident.

Students are advised that 1. Schools are required, by law, to collect the fee from California Residents. 2. That students whose tuition is paid by a third party payer are excluded from the STRF, 3. Students are responsible for paying the state assessment amount for the STRF. To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from the Bureau that the school is closed. If you do not receive notice from the Bureau, you have 4 years from the date of closure to file a STRF application. If a judgment is obtained you must file a STRF application within two years of the final judgment. It is important that you keep copies of the enrollment agreement, financial aid papers, receipts or any other information that documents the monies paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, Sacramento, CA .

You may also be eligible for STRF if you were a student that was unable to collect a court judgment rendered against the school for violation of the Private Postsecondary Education Act.

### **Student's Right to Cancel**

The student shall have the right to cancel the agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent. The institution shall make the refund as per the calculation consistent with the California Code of Regulations. If the institution delivered the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials.

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

A notice of cancellation shall be in writing, and a withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. The institution shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh class day after enrollment, whichever is later.

The institution shall issue a refund for unearned institutional charges if the student cancels an enrollment agreement or withdraws during a period of attendance. The refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund. The institution shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.

## Refund Policy

The amount owed to the student equals the institutional charge for the instruction divided by the total number of clock hours in the period of attendance multiplied by the number of clock hours the student has not attended prior to withdrawal. No refunds are due once the student has received 60% of the clock hours of instruction in any given period of attendance.

For purposes of determining a refund, a student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn in accordance with the withdrawal policy stated in this institution's catalog.

If an institution has collected money from a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license, application, or examination and the institution has not paid the money to the third party at the time of the student's withdrawal or cancellation, the institution shall refund the money to the student within 45 days of the student's withdrawal or cancellation.

This institution shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, the educational program in which the student was enrolled.

Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, West Sacramento, CA 95798-0818. [www.bppe.ca.gov](http://www.bppe.ca.gov) (916) 574-7720 (fax) (916) 574-8648.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (800) 888-370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

## Grades and Standards for Student Achievement - Satisfactory Progress

Grades are awarded on a traditional A, A-, B+, B, B- ... F system. The minimum passing grade is a D-. The minimum allowable grade point average to maintain satisfactory progress is a C, or 2.0. In calculating a student's grade point average, the following policy applies:

A	4 Grade Points	A-	3.67 Grade Points
B+	3.33 Grade points	B	3 Grade Points
B-	2.67 Grade Points	C+	2.33 Grade Points
C	2 Grade Points	C-	1.67 Grade points
D+	1.33 Grade Points	D	1 Grade Point
D-	0.67 Grade Points	F	0.00 Grade Points

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If the student has not completed the coursework and earned a grade at the end of the course, the instructor may issue one of the following grades.

**I Incomplete** If the course has not been completed, the instructor may grant an I on a two-month extension of the term, at no additional tuition cost, when the student is making satisfactory progress and the instructor believes that an extension of time will permit satisfactory completion. At the end of this period, a final grade must be recorded.

**W Withdraw** The student may withdraw from any course before the end of the term. At the end of the term, the instructor may withdraw the student from the course and issue a W when the instructor believes the student's progress is insufficient to warrant an extension. A student who withdraws or is administratively withdrawn must retake the course and is responsible for a new tuition payment for that course of study.

### Transfer Notice

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

"The transferability of credits you earn at Custom Training Solutions is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in Custom Training Solution's Computerized Accounting, Computerized Office and Medical Billing programs is also at the complete discretion of the institution to which you may seek to transfer. If the certificates that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Custom Training Solutions to determine if your certificate(s) will transfer."

### Articulation or Transfer Agreement

This institution has not entered into an articulation or transfer agreement with any other college or university.

### Student Grievance Procedures

This institution is dedicated to fair dealing and professional conduct. Should any student have a complaint, the student is asked to discuss the matter directly with an instructor or administrator. That instructor or administrator will engage in an informal process endeavoring to settle the dispute in good faith. That informal process will involve three steps: 1: an effort to define the problem, 2: an effort to identify acceptable options for resolution, and 3: an attempt to resolve the conflict through the application of one or more of those options for resolution. The student may thereafter choose to file a written complaint directly with the institution's

## Custom Training Solutions

Chief Academic Officer who will work to resolve the matter. The Chief Academic Officer is the individual designated to resolve student complaints. That individual will investigate all formal (written) complaints, endeavor to resolve all such complaints, and record an entry into the institution's official log. The formal process will involve 1. The student's submission of a written description of the specific allegations and the desired remedy, accompanied by any available documentary items. The filing deadline is 60 days after the beginning date of the term following that in which the dispute(s) occurred or are alleged to have occurred. 2. The student may terminate the formal process should, in the interim, the informal process produce a satisfactory resolution. 3. The Chief Academic Officer will notify all parties involved of the receipt and nature of the grievance. If a policy is being grieved, the administrator responsible for the policy will be notified. 4. A timeline for resolution will be delivered to the principals by the Chief Academic Officer. 5. Interested parties will communicate with the CAO in order to make recommendations to resolve the grievance. 6. The party responsible for implementing the selected method of resolution will notify the principals of the decision reached. In the event that a student does not agree to the resolution proposed, the student retains the right to file a complaint with the Bureau for Private Postsecondary Education, Sacramento, CA.

### Leaves of Absence

Should circumstances be such that a leave of absence is to be requested, a student must submit an application for a leave of absence. At the discretion of the Chief Academic Officer, a leave may be granted for a reasonable time, as warranted by the circumstances. If a student repeatedly resorts to the use of a leave of absence, and if such applications show a pattern of delays, or should the issuance of a leave of absence be such that it would significantly interfere with the planned completion of a program of study, the Chief Academic Officer may, in his/her sole discretion, dismiss a student from the program and issue the appropriate refunds as may be required.

### Academic Probation

The Chief Academic Officer may place a student on academic probation if the student is not making satisfactory academic progress as per this institution's published policy. The student's grade point average will be monitored at the end of each enrollment period when the grades are posted. Should the GPA fall below that required for graduation, a student may be placed on academic probation. This will result in a formal advisory, which will be sent to the student, indicating the reason for the probation. Failure to maintain satisfactory academic progress may result in dismissal from the program. The Chief Academic Officer will offer assistance in locating a suitable tutor, should such service be requested by the student.

## Admissions Policy – All Programs

Prospective students are encouraged to visit *Custom Training Solutions* to discuss educational and occupational goals with school personnel prior to enrolling or signing enrollment agreements. The visit should take about one hour.

Applicants may visit on any school day and are invited to call us at (559) 681-4380 to schedule an appointment. However, we are happy to serve clients on a walk-in basis as well. Applicants must have a high school diploma or it's equivalent (GED) and must achieve a minimum passing score on the Wonderlic Basic Skills Test.

Acceptable minimum scores on the Wonderlic Basic Skills Test for CTS programs:

<u>Program Title</u>	<u>Verbal</u>	<u>Math</u>
Word Processing	295	290
Computerized Accounting	265	275
Medical Billing	270	270
Computerized Office	285	285

## Student Conduct

Students are expected to behave professionally and respectfully at all times. Students are subject to dismissal for any inappropriate or unethical conduct or for any act of academic dishonesty. Students are expected to dress and act accordingly while attending this institution. At the discretion of the school administration a student may be dismissed from school for reasons including, but not limited to:

- Coming to class in an intoxicated or drugged state.
- Possession of drugs or alcohol on campus.
- Possession of a weapon on campus.
- Behavior creating a safety hazard to other person(s).
- Disobedient or disrespectful behavior
- Stealing or damaging the property of another.

Any students found to have engaged in such conduct will be asked to leave the premises immediately. Disciplinary action will be determined by the Chief Executive Officer of this institution and such determination will be made within 10 days after meeting with both the chair of the department in which the student is enrolled and the student in question.

## Student Housing

This institution does not operate dormitories or other housing facilities as all instruction is offered in distance learning programs.

## English as a Second Language Instruction

This institution does not provide ESL instruction.

## **Language of Instruction**

All instruction is delivered in English

## **Nondiscrimination Policy**

This institution is committed to providing equal opportunities to all applicants to programs and to all applicants for employment. Therefore, no discrimination shall occur in any program or activity of this institution, including activities related to the solicitation of students or employees on the basis of race, color, religion, religious beliefs, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. Please direct any inquiries regarding this policy, if any, to the Chief Operations Officer who is assigned the responsibility for assuring that this policy is followed.

## **Sexual Harassment**

This institution is committed to providing a work environment that is free of discrimination, intimidation and harassment. In keeping with this commitment, we believe that it is necessary to affirmatively address this subject and express our strong disapproval of sexual harassment. No one associated with this institution may engage in verbal abuse of a sexual nature; use sexually degrading or graphic words to describe an individual or an individual's body; or display sexually suggestive objects or pictures at any facility or other venue associated with this institution. Students are responsible for conducting themselves in a manner consistent with the spirit and intent of this policy.

## **Computerized Accounting**

### **Program Description**

This combination course is where students will learn accounting principles and manual bookkeeping as well as automated accounting systems. Generally Accepted Accounting Principles (GAAP), general ledger, accounts payable, accounts receivable, and payroll will give students the skills needed to be employed in entry level accounting positions. Spreadsheet software (Excel 2000) and ACCPAC Accounting Software will be used.

### **Requirements for Completion**

To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 70% or greater on quizzes and exams, and pass a practical exam.

### **Program Length**

256 Hours

## **Medical Billing**

### Program Description

Medical Office environment using Billing and Medical Software used in Medical Offices. Medical Manager and MediSoft. Introductory topics as well as advanced use of software. The mastery of Medical Terminology will be a strong emphasis.

### Requirements for Completion

To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 70% or greater on quizzes and exams, and pass a practical exam.

### Program Length

256 Hours

## **Computerized Office**

### Program Description

This course is an introduction to the most current software used in the computerized office. Starting with basics of operating the computer, the curriculum will cover word processing and spreadsheet applications for the student interested in general office occupations. Keyboarding and office procedures will complement the student's knowledge of the computer.

### Requirements for Completion

To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 70% or greater on quizzes and exams, and pass a practical exam.

### Program Length

256 Hours

## **Voice Activated System with Word Processing**

### Program Description

An introductory course in the operation of the computer system using voice commands. Designed for clients with hand injuries or physical limitations that prohibit them from using a computer in the usual manner. The client will learn to use a voice-activated application to control the computer and a word processing application. The course requires the client to spend time training the software to

## Custom Training Solutions

recognize their voice patterns, which will be used to navigate the computer system and also to dictate to the word processor. This course is available to qualified clients only, and requires the special approval from the sponsoring agency.

### Requirements for Completion

To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 70% or greater on quizzes and exams, and pass a practical exam.

### Program Length

256 Hours

### **Externships**

No externships or internships are required.

Power Career Institute  
16262 Whittier Blvd  
Suite 1  
Whittier, CA 90603

# Invoice

Date 1/27/2011  
Invoice # 109

### Bill To

Custom Training Solutions  
5678 N. Palm Ave #107  
Fresno, CA 93711

### Ship To

P.O. #  
Terms

Ship Date 1/27/2011  
Due Date 1/27/2011  
Other

Item	Description	Qty	Price	Amount
Special Service	Document Review and Update Enrollment Agreement and School Catalog		750.00	750.00
			Subtotal	\$750.00
			Sales Tax (0.0%)	\$0.00
			Total	\$750.00
			Payments/Credits	\$0.00
			Balance Due	\$750.00

**Power Career Institute**  
myprivatecollege@aol.com  
www.powercareerinstitute.com

562-943-5352  
562-943-5356