Building People…
Building Business

Occupational Training

School Catalo

2011-2012

CHANGES TO CATALOG
OTS reserves the right to make program changes and/or adjustments including curriculum, equipment, teaching materials, scheduled hours and books, to remain current with industry standards and advancements in technology, as necessary. Any changes in tuition will not affect those students already enrolled.

Occupational Training Services
6160 Mission Gorge Rd., Suite 204
San Diego, CA 92120
Phone: (619)876-4222 • Fax: (619)876-4218

www.otstraining.org

As a Prospective Student:

You are requested to review this catalog prior to signing an enrollment agreement and you are also requested to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.
We encourage students, friends and families to visit our schools and discuss personal, educational, and occupational plans with school personnel especially prior to prospective students enrolling or signing enrollment agreements.
A student or any member of public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 916.574.7774 or by completing a complaint form which can be obtained on the Bureau's Internet Web site www.bppe.ca.gov

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SCHOOL INFORMATION

HISTORY OF OTS

Occupational Training Services, Inc. (OTS), is a private, nonprofit 501(c)(3) public benefit corporation formed in 1973 for the purpose of providing job training and employment opportunities for economically disadvantaged, unemployed, and underemployed persons in San Diego.

OTS evolved from the Employment Consortium Project (ECP), which was a joint project of the Union of Pan Asian Communities (UPAC) and the Council of Filipino American Organizations (COPAO). ECP began in December 1973 as a job training organization aimed at serving the Pan Asian populations. In 1976, this project was separated from UPAC and COPAO, and incorporated as Occupational Training Services, Inc. (OTS).

With this separation there was a expansion in the target populations to include all ethnic groups.

OTS graduated its first students in June 1986. The 320-hour Office Automation Training Program was developed to meet employer's demand for workers skilled in the most frequently used computer software applications. It included DOS, Lotus 1-2-3, Word Processing, Windows, Word Perfect for Windows and Excel for Windows. Funding for this program was received from the San Diego Workforce Partnership under the Job Training Partnership Act (JTPA) to train the long-term unemployed, including those clients returning to work as a result of work-related injuries (Rehabs).

In 1989, OTS was approved by the Bureau for Private Post-Secondary & Vocational Education (BPPVE). This agency ensures that the school meets certain academic standards and that we deliver the type of education we endorse in our promotional materials.

In 1996, OTS secured a contract with the State of Californian Employment Training Panel (ETP), to provide computer skills training to individuals on unemployment insurance, or who had exhausted their unemployment benefits. It also provided certain working individuals that were on the verge of being laid-off a chance to upgrade their skills.

In 1997, OTS was granted accreditation by the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). This distinctive honor allowed OTS to establish and maintain high educational standards and ethical business practice.

Other contracts managed by OTS included: the Older Worker's Program, which provided On-the-Job-Training and placement to individuals 55+ years and older; the Summer Youth Program, which provided employment to in-school students; and a Computer Literacy component that was added to all OTS training programs.

In addition, customized programs have been conducted for employers such as Coca-Cola, U.S. Elevator, Tele-dyne Ryan Aeronautical, Saga, Rohr, Marriott, Hilton, Radisson, Owens-Illinois, Home Depot, General Dynamics, and NASSCO.

OTS has administered more than $30 million in federal and state job training funds since 1973, serving over 35,000 clients. This includes funding from various sources such as the San Diego Workforce Partnership, San Diego Housing Commission, City of San Diego, State of California, County of San Diego, and a number of private foundations and corporations.

MISSION STATEMENT

Our mission here at Occupational Training Services is to provide high-quality, short-term, multi-occupational training enabling students to acquire knowledge, skills and dispositions that are needed to achieve personal, academic, vocational/technical, and civic goals.

OBJECTIVES

- X To provide quality educational services to students who can benefit from assistance to improve their career skills.
- X To attract, enroll and graduate those who have not been successful within traditional educational and job search vehicles.
- X To create and maintain learning environments that are conducive to career learning.
- X To maintain programs and to maintain professional standards to ensure that all staff are well qualified, prepared, motivated and focused on assisting our students in attaining their career goals.

LICENSING AGENCIES, APPROVALS AND MEMBERSHIPS

- X Licensed to operate by the Bureau for Private Postsecondary Education (BPPE)
- X Approved to participate in the San Diego Workforce Partnership programs. Including the Workforce Investment Act (WIA)
- X Provider of training services for the Department of Vocational Rehabilitation.
- X Approved for the training of veterans (VA) and eligible persons under the provisions of Title 38, United States Code.
- X Member of the San Diego Association for Health Care Recruitment (SDAHCR)

STAFF AND FACULTY

Occupational Training Services is proud of its carefully selected staff and faculty members who contribute varied educational and work experiences from their chosen fields of study. Many faculty members are involved on a day-to-day basis in their profession and bring to the institute the knowledge and skills required for success in today's labor market

INSTRUCTORS' QUALIFICATIONS

Instructors are required to have at least two (2) years experience in the field in which they are teaching and/or three years of teaching in the industry, which will employ the graduates of the course. Instructors must also possess excellent communication skills and a genuine interest in the welfare of each student.

ADMINISTRATIVE STAFF

J. Robert St. Germain……..CEO, COO

Maria Guzman……..Director of Education

Sada Hanna……Administrative Assistant / Registrar

FACULTY

Kenneth Mohr……..……Computer Instructor

Diana Locsin……..……Medical Instructor

Vernon Lowe……..Accounting Instructor

SCHOOL FACILITIES

Corporate Offices: Our facilities are located at 6160 Mission Gorge Rd., Ste. 204, San Diego, CA 92120. Occupational Training Services educational facility is situated adjacent to OTS corporate offices. There are three (3) classrooms, each in an area of approximately 1,000 square feet. The classrooms are equipped with DELL computers. A maximum of 12 students per classroom can be accommodated at any time. There is ample parking as well as a bus stop located in front of the building.

An on-school library is available to all students during daytime hours and contains a variety of computer texts and journals. Students are also encouraged to use the Internet as a resource tool. In keeping with the high educational standards of Occupational Training Services, the equipment used in all programs affords students the opportunity to develop a practical, working knowledge of the equipment and materials they will be using on the job.

ADMISSIONS

ADMISSION REQUIREMENTS AND PROCEDURES

1. Prospective students who wish to attend OTS must attend a personal interview with the Admissions Director, who will go over the program; its requirements, and the potential of the individual's success to determine if there is a good match for the program.

2. Prospective students must be a High School graduate or its equivalent (H.S. Diploma, GED, CHSPE, College Transcript or College Diploma).

3. All applicants must complete an application for admission.

4. Prospective students are required to pass OTS Aptitude Assessment test with a 60% or better, to determine the ability to learn, follow instructions and solve problems.

5. In order to benefit from the training, applicants must have general knowledge of the keyboard, and have Basic Math and English skills.

6. Prospective students will receive a tour of OTS facilities before enrolling.

7. Prospective students will receive a copy of OTS general student brochure which includes specific student brochure for the program in which the prospective

.

GRADUATION REQUIREMENTS/ COMPLETION AWARD

Graduation is acknowledged by awarding a certificate of completion of program chosen when the student successfully complies with the following:

1. Completes all clock hours, all designated requirements of the program, has a GPA of 2.0 or above, and completes all other curriculum requirements;

2. fulfills all financial obligations to the school prior to graduation.

ATTENDANCE POLICY

Absence - Absence will be considered as excused under the following circumstances: illness, death or birth in the immediate family, and other valid reasons substantiated in writing, and approved by the School Director. All other absences will be considered unexcused. Students must maintain a satisfactory attendance record to remain enrolled in school. To maintain satisfactory attendance, students may not miss any scheduled hours of class in the first two weeks of training or more than six hours in any other two-week period. Upon missing more than the allotted time, the student will receive written notification of attendance probation. Additional absences will result in suspension or expulsion from the program.

Tardiness - Students are expected to attend every class in its entirety. Any student arriving 15 minutes late or leaving 15 minutes early on three occasions will have accumulated one absence for that class. Students who are tardy more than four times in a two-week period will have their status reviewed to determine if further training will be allowed. Students who are not in attendance for at least 50% of the scheduled class time will be considered absent for that class. Under unusual circumstances, the School Director may waive stipulations in the attendance policy.

Interruption for Unsatisfactory Attendance - Students with **three** unexcused absences created by tardiness in any course will receive written notification of academic probation for a period of one month. Any unexcused absences during such probationary period will be cause for suspension or dismissal.

Cutting Classes - Cutting of classes will be considered as unexcused absences.

Make-Up Work - Students must make up all work missed and are responsible for learning the material covered while absent. It is the student's responsibility to see that all missed exams are made up in compliance with the school's guidelines. The student will receive an incomplete for all outstanding work. Work must be completed in order to receive course credit.

SUSPENSION AND DISMISSAL

All students are expected to conduct themselves as responsible adults, to attend classes regularly, and to maintain a satisfactory level of academic achievement. The school reserves the right to suspend or dismiss students whom:

1. Exhibit conduct, which is found by the administration to be detrimental to fellow students, and other individuals.

2. Fail to maintain satisfactory academic progress.

3. Fail to meet attendance standards; and/or unable to satisfactorily achieve the knowledge and skills for which the program is intended.

4. Fail to meet financial obligations to the school as agreed upon.

CONDITIONS FOR RE-ENROLLMENT

Re-enrollment or re-entrance will be approved only after evidence is shown to OTS's satisfaction that conditions, which caused the interruption for unsatisfactory progress, have been rectified.

STUDENT RECORDS

OTS retains student records indefinitely from the date of course completion. The Family Educational Rights and Privacy Act, which was legislated by Congress in 1974 (also known as the Buckley Amendment), govern Occupational Training Services.

Literatures pertaining to students from the Act are:

X Students have the right to inspect their academic, financial or general records, by appointment, during normal school hours. Students further have the right, under established procedures, to challenge the factual accuracy of the records and enter their view points into the records and to file a complaint with the Department of Education is the school is not complying with these rules. The only exception is the confidential student guidance notes maintained by the Admissions Department.

X The school may not release nor disclose academic, personal or financial information to outsiders (employers, agencies or individuals)

LEAVE OF ABSENCE

In case of serious illness, death in the family, or other emergency circumstances, a student may apply to the School Director for a leave of absence (LOA). Requests for LOA's will be considered on an individual basis and must be approved by School Director.

1. A leave of absence must be requested in writing on the school's LOA form, and the student is required to meet with the School Director <u>before</u> the effective date.

2. A leave of absence may not exceed 60 days unless based on a documented medical situation.

3. A student may take only one leave of absence during the course of his/her program.

4. A student will not be eligible for any financial aid while on leave of absence.

5. A student who fails to return to class following a leave of absence will be dismissed from the program.

6. Students making tuition payments to the School remain under that obligation during LOA.

Observed Holidays
Classes are not held on Saturdays, Sundays and the following holidays:

X New Year's Day
X Dr. Martin Luther King's Birthday
X Presidents Day
X Memorial Day
X Independence Day
X Labor Day
X Columbus Day
X Veterans Day
X Thanksgiving Day
X Day after Thanksgiving Day
X Days between Christmas Day and New Year's Day

Important scheduling information and/or changes (operating hours, holidays, vacations, and class schedules) will be announced to students in advance.

<u>Class Hours</u>

Computer Classes –
Monday through Friday 8:00 AM -1:00 PM.

Medical Classes –
Monday through Friday 9:00AM – 2:30PM.

Bookkeeping Specialist –
Monday through Friday 8:00 AM –1:30PM

STUDENT INFORMATION

STUDENT CONDUCT

Students are responsible for defining and making progress toward their educational goals leading to a certificate. **Students are subject to charges of misconduct. Misconduct will result in probation, suspension or dismissal.** Such charges of misconduct include, but are not limited to, the following acts when committed on Occupational Training Services property:

1. Academic cheating or plagiarism (to take and pass off as one's own the work or ideas of another).

2. The physical or verbal disruption of instructional activity, administrative procedures, public service functions, authorized curricular or co-curricular activities; or prevention of authorized guests from carrying out the purpose for which they are on the facilities.

3. Use, possession, or distribution of alcoholic beverages.

4. Alteration or misuse of school documents, including acts of forgery, and furnishing false information.

5. Acts or threats of damage, or theft of property belonging to, or located on, school or facilities.

6. Disorderly, lewd, indecent or obscene conduct or expression, or habitual profanity or vulgarity. Any such expression, in either verbal or written form, which is obscene, libelous or slanderous according to current legal standards, or which so incites students as to create a clear and present danger of the commission of unlawful acts, or the substantial disruption of the orderly operation of the school.

7. Assault or battery upon a student, upon school premises or while under the authority of the school personnel, or continued abuse of school personnel, assault or battery upon school personnel, or any threat of force or violence directed toward school personnel, at any time or place provided such conduct is related to school activity or school attendance.

8. Possession of or assault with: weapons, explosives, dangerous chemicals or objects which may be used as weapons or to threaten.

9. Bodily harm, as specified in the California Penal Code or other applicable laws.

10. Participation in activities, which are in violation of state or federal laws, or San Diego County or City ordinances, while on school premises.

11. Failure to comply with directions of staff members of the school who are acting within the scope of their employment, continued and willful disobedience, or open and persistent defiance of the authority of the school personnel providing such conduct is related to school attendance.

12. Smoking on school premises, in unauthorized areas such as classrooms, libraries, elevators, meeting rooms or rest rooms.

13. Use, possession or distribution of narcotics or other mind-altering drugs or substances or inhaling or breathing the fumes of, or ingesting, any poison classified as such by California Business and Professions Code Section 4160, Schedule (d), except as provided by law, is prohibited when on school premises.

JOB PLACEMENT ASSISTANCE

The principle service of Occupational Training Services is to provide education. **Although the school offers no guarantee of employment**, considerable effort is made to bring together potential employers and appropriately skilled graduates. Job placement assistance is provided at no additional cost to eligible graduates.

An eligible graduate is any student who has:

1. Successfully completed all academic and skill proficiency requirements;

2. Submitted a personal resume to the job advisor; and

3. Returned all property belonging to the school.

Job placement assistance includes guidance and documentation of all related job placement assistance efforts. No employee of the school is authorized to guarantee employment or specific starting salaries.

Job placement is a combined effort between the job developer and the graduate.

When appropriate, continuous placement assistance is available to all eligible graduates. Graduates who require additional assistance after their initial placement should contact the school and provide updated resume.

PROBLEM RESOLUTION, STUDENT COMPLAINTS AND GRIEVANCE PROCEDURES

Many questions or concerns that students may have can be resolved simply through discussion. Students with concerns should observe the following steps in seeking a solution:

1. Talk with the Instructor.

2. Talk with the School Director.

3. Present appeals to the Chief Executive Officer in writing or by personal appearance. To meet with the CEO, make an appointment through the school Director. The CEO has the responsibility for reaching a decision that is in balance with the best interests of both the staff and the school.

4. If the problem or grievance cannot be resolved after exhausting the formal grievance procedures, students may submit a written report to:

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

NOTICE OF STUDENT RIGHTS

Contract with the school may be canceled without penalty or obligation on the fifth business day following the first class session as described in the Notice of Cancellation Form that will be provided to student during the first class attended. Read the Notice of Cancellation for an explanation of cancellation rights and responsibilities. If the Notice of Cancellation Form has been lost, inquire at the School for a copy.

After the end of the cancellation period, students also have the right to terminate studies at any time, and have the right to receive a refund for the part of the course not taken. Refund rights are described in the Enrollment Agreement and in this catalog. If the contract has been lost, ask the School for a description of the Refund Policy. If the School closes before graduation, students may be entitled to a refund. Please contact the Bureau for Private Post secondary Education for further information.

ACADEMIC ADVISING SERVICES

Academic services are offered by OTS faculty and are available to all students. These services are provided on an individual or small group basis. Advising services are provided to help students deal with concerns/problems so that they can maximize their school experience while attending OTS.

PERSONAL PROPERTY

The school assumes no responsibility for loss or damage to a student's personal property or vehicle, or loss by theft of any vehicle or its contents, in, on, or adjacent to the school property.

PERSONAL APPEARANCE

Students are required to adhere to the guidelines on school. The student should show concern for the appropriateness of dress while attending the school and be guided by the principal that what is appropriate for the work site is appropriate for school.

All students are expected to appear for class in attire that is appropriate for their chosen profession. Students are expected to practice good personal hygiene habits and maintain a clean, neat and professional appearance at all times. The following list is a sample of attire that <u>is not acceptable</u> at any time. While this list is not all-inclusive it should be used as a guide.

- X Faded or torn jeans
- X Sweat suits
- X Shorts
- X Tank tops
- X Sun suits
- X Transparent clothing
- X Bare midriffs
- X Skirt length above mid-thigh
- X Thongs or bare feet
- X Bare legs (e.g., legs must be covered with pants, socks or hose)

Administration and faculty are responsible for enforcing the guidelines. Any students reporting to class inappropriately dressed will be sent home and time missed will be recorded as an absence.

ACADEMIC INFORMATION

PROGRESS/GRADING SYSTEM

Student grades will be based on completion and accuracy of class assignments (50%), and scores from written examinations (50%).

Definition of Clock Hour

A clock hour is a minimum of 50 minutes of instruction in which lectures, demonstrations and similar class activities are conducted.

School Grading System

A	Excellent	90 - 100%	4.0
B	Above Average	80 - 89%	3.0
C	Average	70 - 79%	2.0
D	Below Average	60 - 69%	1.0
F	Unsatisfactory	59%-or below	0.0
CR	Credit by Attendance		0.0
INC	Incomplete		0.0
IP	Course is still in Progress		0.0

REQUIRED STUDY TIME

Outside study, apart from regular classroom work, is required in order to successfully complete the required course assignments. The amount of time will vary according to the individual student's abilities and program of study. All assignments must be turned in at the designated time. Students are responsible for reading any study materials issued by their instructors and can expect such assignments to average approximately one hour for each hour of class time over the total length of a program.

CREDIT EVALUATION POLICY

This institution will evaluate prior training and grant credit accordingly. In addition, the student and the Department of Veterans Affairs shall be notified.

MONITORING SATISFACTORY PROGRESS

Incomplete grades must be made up within 1.5 times the course. Incomplete grades not made up within this time frame will become a failing grade (F). If a student is unable to meet this time frame because of illness he/she must receive permission from the School Director before make-up exams will be given. Students will be evaluated at points equal to 25%, 50% and 100% of the program attempted. The following criteria are used to determine whether satisfactory progress is being made:

Percent of Program Attempted	Minimum Cumulative Grade Point Average
25%	(2.0)
50%	(2.0)
100%	(2.0)

Grade Point Average required for certifying completion of program is a minimum of a 2.0 or above.

Students who receive a final grade of an "F" or withdraw from the program have the option of repeating the course in which the failing grade was received. Arrangements must be made with the School Director and the Instructor. If the student chooses to repeat a course to receive a higher grade, the course must be completed within the maximum time frame of the program. Students not meeting these standards will be dismissed from school.

ACADEMIC PROBATION

Evaluation will be determined as indicated above. Students with a GPA below 2.0 will be placed on academic probation. Students on probation will receive written notification of probation status. Special academic advising, and a plan will be devised to assist them with grade improvement. A student will be removed from academic probation once the GPA reaches a 2.0 or better.

MAXIMUM TIME FRAME FOR PROGRAM COMPLETION

The maximum time frame that the student will be allowed to complete his/her educational objectives is one and one-half (1.5) times the program duration. For example if a program is 320 hours, in duration; students have a maximum of 480 hours to complete it. LOA's are not counted in the maximum time frame. If students can not complete the training within the maximum time frame, the student will be terminated from the program.

DRUG FREE SCHOOL

OTS is a state approved non-profit private postsecondary institution that is required to have all students follow all of the standards of conduct required by the state of California regarding the Drug-Free Schools and Campuses Act. This law prohibits all use or unlawful possession, or distribution of illicit drugs and alcohol on school property.

It must be clearly understood by all students that the sanctions for violating these State and Federal laws will be strictly enforced. Possession or being found under the influence of drugs can be punishable by imprisonment in state jail for up to 1 year for the first offense.

In addition to the legal risks associated with drugs, a health risk should also be of concern to students attending OTS. For your information listed below is a description of the expected health risks that are common to students like yourselves that choose to take the chance to use drugs and alcohol while attending OTS and after completion of training.

Health Risk of Using Drugs

- Nerve cell damage
- Impairment in learning, and memory, precision, and judgment
- AIDS, hepatitis and other disease caused by injecting cocaine with contaminated equipment
- Death by cardiac arrest or respiratory failure
- Addiction

Health Risk of Using Alcohol

- Dizziness and Slurred Speech
- Nausea, Vomiting and Hangovers
- Impaired Motor skills
- Fetal Alcohol syndrome
- Respiratory Depression and Death
- Addiction

NOTE: OTS does not provide drug counseling treatment or rehabilitation programs as part of counseling students. If a student has a problem with any association with drugs and alcohol, they will be tested by a certified testing agency. If the tests result in a positive determination by Lab Inc. of America, the student will be referred to an outside counselor.

TUTITION AND FEES

METHODS OF PAYMENT

OTS accepts the following methods for student payments, e.g. Cash, Visa, Mastercard, Money Order and Third party Agencies.

PROGRAM FEES

NOTE: STUDENT RECOVERY FUND ("STRF") DISCLOSURE BELOW

FEES EFFECTIVE JAN 1 2011 – SEE ADDENDUM FOR CHANGES EFFECTIVE 08-01-2011

TUITION AND FEES

Computer Skills Training I (320 hrs)

Tuition	= $4,880.00	
Registration*	=	$100.00
Books & Supplies	=	included
STRF Payment	=	$12.50

*Total cost for Computer Skills Training I = **$4,995.00***

Advanced Computer Skills Training (600 hrs)

Tuition	=$8,880.00	
Registration*	=	$100.00
Books & Supplies	=	included
STRF Payment	=	$22.50

*Total cost for Advanced Computer Skills Training = **$8995.00***

Medical Office Assistant (480 hrs)

Tuition	=$4,880.00	
Registration*	=	$100.00
Books & Supplies	=	included
STRF Payment	=	$12.50

*Total cost for Medical Office Assistant = **$4,995.00***

Bookkeeping Specialist (160 hrs)

Tuition	= $4,385.00	
Registration*	=	$100.00
Books & Supplies	=	included
STRF Payment	=	$12.50

*Total cost for Computer Skills Training I = **$4,500.00***

* Non-refundable

Note: *The tuition outlined in this fee schedule cover the entire period of enrollment. The STRF Fee is calculated as $2.50 per $1,000.00 of instructional charges, rounded to the nearest thousand dollars.*

STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:
1. **You are a student, who is a California resident 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 assessment, if either of the following applies:

1. **You are not a California resident.**

2. **Your total charges paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.**

The State of California created the Student Tuition Recovery Fund ("STRF") to relieve or mitigate economic losses suffered by California residents when students were attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

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

1. The school closed before the course of instruction was completed.

2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.

3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.

4. The school's breach or anticipatory breach of the agreement for the closure 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, the period of decline determined by the Bureau.

6. The school committed fraud during the recruitment or enrollment or program participation of the student.

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 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, the student must be a "California resident" and reside in California at the time the enrollment agreement is signed or when you 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".

To qualify for STRF reimbursement, the student must file a STRF application within one year of receiving notice from the Bureau that the school is closed. If a student does not receive notice from the Bureau, than the student has four years form the date of closure to file a STRF application. If a judgment is obtained, the student must file a STRF application within two years of the final judgment.

If the student is not a California resident or is a recipient of third-party payer tuition and program cost, the student is not eligible for protection under the STRF. Student who is not a recipient is responsible for paying the state assessment amount for the Student Tuition Recovery Fund. (New Education Code & 94810(a)(10), (11).

It is important that students keep copies of the enrollment agreement, receipts or any other information that documents the monies paid to the school. Such information may substantiate a claim for reimbursement. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Ste.400, Sacramento, CA 95833. (916) 431-6959.

REFUND POLICY FOR TUITION AND OTHER FEES

Cancellation of Agreement

The student has the right to cancel the Enrollment Agreement for a program of instruction including **any equipment, books, materials and supplies or any other goods** related to the instruction offered in the Agreement, until midnight of the fifth business day after the first class the student attends. Business day means, except for home study or correspondence, a day on which you were scheduled to attend a class session. Cancellation shall occur when the student gives written notice of cancellation to the school. The student can do this by mail, hand delivery or telegram. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. The written notice of cancellation need not take any particular form and, however expressed, is effective if it shows that the student no longer wish to be bound by the Enrollment Agreement. The student will be given two (2) notices of cancellation forms to use the first day of class, but can use any written notice they wish. **Please contact the School Director 6160 Mission Gorge Rd., Suite 204, San Diego, CA 92120. (619) 876-4224**

If the school has given the student equipment, including books or other materials, the student shall return it to school within 30 days following the date of the student's notice of cancellation. If the student fails to return this equipment, including books or other materials, in good condition within the 30-day period, the school may deduct its documented cost for the equipment from any refund that may be due to the student. Once the student pays for the equipment, it is the student's to keep without further obligation. If the student cancels this Agreement, the school will refund any money that the student paid, less any deduction for equipment not timely returned in good condition, within 30 days after the student's notice of cancellation is received.

The school may terminate the student, at the discretion of the School Director, if the students' behavior, attendance, dress and/or academic progress does not conform to the requirements, rules and regulations of the school as set forth in this school catalog.

In order to maintain enrollment, the student agrees to attend classes regularly as scheduled by the registrar and as may appear on all notices, to prepare all lessons, and to abide by all the rules of a the School as may now exist, or as may be changed or come into existence from time to time.

Withdrawal from the Program

The student has the right to withdraw from the program of instruction at any time. If the student withdraws from the program of instruction after the period allowed for cancellation of the Agreement, which is until midnight of the fifth business day following the first class the student attended, the school will remit a refund less a registration fee, if applicable, not to exceed $75.00 within 30 days following the student's withdrawal. Refund is based on last day of attendance. The student is obligated to pay only for educational services rendered and for unreturned equipment, books and supplies. The refund shall be the amount the student paid for instruction multiplied by a fraction, the numerator of which is the number of hours of instruction which the student has not received but for which the student has paid, and the denominator of which is the total number of hours of instruction for which the student has paid. If the student obtains equipment, as specified in the Agreement as a separate charge, and returns it in good condition within 30 days following the date of your withdrawal, the school shall refund the charge for the equipment paid by the student. If the student fails to return the equipment in good condition, allowing for reasonable wear and tear within 30-day period, the school may offset against the refund the documented cost to the school of that equipment. The student shall be liable for the amount, if any, by which the documented cost for equipment exceeds the prorated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount the school has charged in the contract. In any event, the student will never be charged for more than the equipment charges stated in the contract. For a list of these charges, see the list on the front the Enrollment Agreement. IF THE AMOUNT THAT THE STUDENT HAS PAID IS MORE THAN THE AMOUNT THAT THE STUDENT OWES FOR THE TIME THE STUDENT ATTENDED, THEN A REFUND WILL BE MADE WITHIN 30 DAYS OF THE WITHDRAWAL. IF THE AMOUNT THAT THE STUDENT OWES IS MORE THAN THE AMOUNT THAT THE STUDENT HAS ALREADY PAID, THEN THE STUDENT WILL HAVE TO MAKE AN ARRANGEMENT TO PAY IT.

Hypothetical refund example:

Assume that a student, upon enrollment in a 400-hour program, pays $2000.00 for tuition, $100.00 for registration and $150.00 documented cost to school for equipment as specified in the Enrollment Agreement, and withdraws after completing 100 hours without returning the equipment he/she obtained. The prorated refund to the student would be $1518.75 based on the calculation stated below. If the student returns the equipment in good condition within thirty (30) days following his/her withdrawal, the school shall refund the charge for the equipment paid by the student.

$2100 Amount paid for instruction ($2000 tuition plus $100 registration)	-	$75 Registration Fee (amount School may retain)	X	75% Percentage of total class hours unused (300 hours out of 400 total hours)	=	$1,518.75 initial refund (deduct $0 for documented cost of un-returned equipment)	=	$1,518.75 actual refund amount

If the student returns the equipment in good condition, allowing for reasonable wear and tear, the actual refund to the student would be $1,668.75 ($1,518.75 + $150.00).

For the purpose of determining the amount owed for the time the student attended, the student shall be deemed to have withdrawn from the program when any of the following occurs:

1. The student notifies the school of their withdrawal or the actual date of withdrawal.
2. The school terminates the student's enrollment.
3. The student fails to attend classes for a three-week period. In this case, the date of withdrawal shall be deemed to be the last day of recorded attendance.

If a student's tuition was paid by WIA, Vocational Rehabilitation, or any other third party, any refund money will be distributed directly to the third-party agency.

If any portion of the tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any.

COMPUTER SKILLS TRAINING I

I. Computer Skills Training I Objective

The Computer Skills Training I curriculum is designed for students who wish to prepare themselves for entry to mid level clerical position. This program provides applied skills training in most user applications of MS Office 2003. Successful students learn orientation in PCs, desktop and windows operating systems, then gain applied skills training, students are assisted in work preparation with brief development of written, internet and oral business communication skills to conduct a job search campaign. Upon completion of the program, the student will be awarded a Certificate of Completion.

II. Educational Program

		Clock Hours Lecture/Lab
CST 099	Keyboard & Mouse Navigation	15
CST 100	Introduction to Computers	25
CST 102	Word	110
CST 104A	Excel I	40
CST 105	Outlook	30
CST 106	Power Point	40
BUS 101	Business Communication I	30
	TOTAL	**320**

Course descriptions may be found on page 16-17.

Program Prerequisites: Pass an aptitude assessment test.

Program Length: 14 weeks, 320 clock hours.

Program Schedule: Classroom:

Monday through Thursday: 5.0 hours per day
Friday: 5.0 hours per day

Hours per Week: 25

Days per Week: 5

III. Career Opportunities and Job Outlook

Skills gained in this program are applicable to many general office occupations. Occupations may include billing clerk, clerk typist, general office clerk, information clerks, office assistant, receptionist, records clerk, word processor as well as other clerical positions. The program's employment objective targets a variety of jobs in many industries. Although the school will assist the student with job placement, finding a job is the ultimate responsibility of the student. The school does not guarantee that students will be placed.

IV. Class Size

Classes in the Computer Skills Training I program average 8 students, with the maximum class size of 12.

OTS does not offer "ESL" courses.

ADVANCED COMPUTER SKILLS TRAINING

I. Advanced Computer Skills Training Objective

The Advanced Computer Skills Training curriculum is designed to provide the student with the skills needed to perform a variety of mid-level administrative support positions with an emphasis in bookkeeping/accounting using the QuickBooks software. Students will be prepared for employment positions such as a bookkeeper, bookkeeper assistant, accounting clerk, automated records clerk, accounts payable clerk, accounts receivable clerk, payroll clerk, auditing clerk, data entry clerk, customer service representative, office manager, general office clerk, accounting receptionist, and other related office assignments. Students are assisted in work preparation with development of a written, internet, and oral communication skills to conduct a job search campaign. Students practice their skills in work internships with employers before graduation. Students must complete all courses in the program plus a demonstration of a keyboarding speed of 50 words per minute. Upon completion of the program, the student will be awarded a Certificate of Completion.
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II. Educational Program

		Clock Hrs
CST 100	Introduction to Comp.	30
CST 102	MS Word	110
CST 103	MS Access	40
CST 104	MS Excel I & II	70
CST 105	MS Outlook	30
CST 106	MS PowerPoint	40
BUS 200	Professional Dev.	40
ACC 101	Introduction to Acctg.	25
ACC 102	QuickBooks I & II	135
BXT 100	Office Internship	80
TOTAL		600

Course descriptions may be found on page 16-17.

Program Prerequisites: Pass an aptitude assessment test.

Program Length: 24 weeks, 600 clock hours.

Program Schedule: Classroom:

Monday through Thursday: 5.0 hours per day
Friday: 5.0 hours per day

Hours per Week: 25

Days per Week: 5

III. Career Opportunities and Job Outlook

Skills gained in this program are applicable to many entry to mid level general office occupations. Occupations may include administrative assistants, customer service representatives, information and records clerk, sales and administrative assistants, bookkeepers, as well as other professional support positions. The program's employment objective targets a variety of jobs in many industries. Although the school will assist the student with job placement, finding a job is the ultimate responsibility of the student. The school does not guarantee that students will be placed.

IV. Class *Size*

Classes in the Advanced Computer Skills program average 8 students, with the maximum class size of 12.

OTS does not offer "ESL" courses.

MEDICAL OFFICE ASSISTANT

I. Medical Office Assistant Objective

The objective of this program is to prepare the student for an entry level position as a Medical Office Assistant in a medical facility. The emphasis of the program is placed on medical terminology, front office duties including phone etiquette, scheduling and posting patient accounts. The program specializes in the training of assistants utilizing both manual practical applications as well as computerized applications. The student will learn medical software, and word processing. The secondary objective of this program is to assist the students in working together as a team, and to become involved in-group problem solving. Upon completion of the program, the student will be awarded a Certificate of Completion.

II. Educational Program

		Clock Hours Lecture/Lab
CST 099	Keyboard & Mouse Navigation	15
CST 100	Introduction to Computers	25
CST 102	Word	110
MOA 101	Medical Front Office	30
MOA 102	Medical Terminology	60
MOA 103	Medical Office Practices I	60
MOA 104	Medical Office Procedures II	60
MOA 105	Medical Coding	60
MOA 106	Medical Insurance & Billing	60
	TOTAL	480

Course descriptions may be found on page 16-17 & 19.

Program Prerequisites: Pass an aptitude assessment test.

Program Length: 20 weeks, 480 clock hours.

Program Schedule: Classroom:

Monday through Thursday: 5.0 hours per day
Friday: 5.0 hours per day

Hours per Week: 25

Days per Week: 5

III. Career Opportunities and Job Outlook

Occupations may include, insurance benefits clerk, patient representative, insurance claims processor medical collections, office assistant, medical unit clerk/secretary, records clerk, front desk reception as well as other office relate occupations. The program's employment objective is meant to lead to employment in a variety of jobs, in many industries. Although the School will assist the student with job placement, finding a job is the ultimate responsibility of the student. The School does not guarantee that students will be placed in the jobs described above, or at all.

IV. Class Size

Classes in the Medical Office Assistant average 6 students, with the maximum class size of 8.

OTS does not offer "ESL" courses.

BOOKKEEPING SPECIALIST

I. Bookkeeping Specialist Objective

This QuickBooks training class covers the fundamentals of using QuickBooks 2011 to track the finances of a small business. Students will learn how to set up a new company, work with lists, set up inventory, process invoices, work with bank accounts, process payments, enter and pay bills, and use online banking. In addition to QuickBooks 2011, this class will be useful to students using QuickBooks 2007, QuickBooks 2008, QuickBooks 2009, and QuickBooks 2010.

II. Educational Program

		Clock Hours Lecture/Lab
ACC 101	Principles of Accounting	25
ACC 102	QuickBooks I	67.50
ACC 103	QuickBooks I	67.50
	TOTAL	160

Course descriptions may be found on page 16-17 & 19.

Program Prerequisites: Pass an aptitude assessment test.

Program Length: 8 weeks, 160 clock hours.

Program Schedule: Classroom:

Monday through Thursday: 5.0 hours per day
Friday: 5.0 hours per day

Hours per Week: 25

Days per Week: 5

III. Career Opportunities and Job Outlook

Occupations may include, Bookkeepers, accounting & auditing clerks, accounts payable clerk or accounts receivable clerk. The program's employment objective is meant to lead to employment in a variety of jobs, in many industries. Although the School will assist the student with job placement, finding a job is the ultimate responsibility of the student. The School does not guarantee that students will be placed in the jobs described above, or at all.

IV. Class ***Size***

Classes in the Bookkeeping Specialist average 5 students, with the maximum class size of 6.

OTS does not offer "ESL" courses.

COURSE DESCRIPTION

COMPUTER SKILLS TRAINING

Course No.	Course Title	Hours
CST 099	**Keyboard & Mouse Navigation**	**15.0**

This class introduces the student to navigation and application skills for use of the mouse, keyboard and basic windows GUI features. Successful students gain sufficient proficiency to enter applied skills training in a number of Microsoft user applications. Instruction mode is approximately 20% lecture and 80% lab. Extra hours may be required outside class to practice keyboarding and mouse navigation skills, depending on the abilities of each student.

CST100 Introduction to Computers 25.0

(Prerequisite: CST 099)

This class introduces the student to the terminology, hardware, and software components of microcomputer systems. Successful students will identify and describe uses for basic input, output, storage, memory and peripheral devices; apply skills in desktop, windows folders, files, and directory management; launch and exit application programs, and; troubleshoot basic user problems with hardware and software in the office. Instruction mode is approximately 80% lecture and 20% lab. Extra hours may be required outside class to study, depending on the abilities of each student.

CST102 Word 110.0

(Prerequisite: CST 099)

This class offers applied skills training in most features of MS Word software.
Successful students produce numerous letters, reports, flyers, news publications, mailing tasks to learn text entry, editing and formatting; setting document margins, indents, headers/footers, page breaks, column, outline, border, style, theme and page formats; use of toolbars, help tools, templates, wizards and shortcuts; use of cut, copy and paste features; use of spelling, grammar, dictionary and search tools; embedding objects and inserting text boxes, symbols, clip art, pictures, hyperlinks into documents; constructing basic tables; converting text to HTML for web application; using merge, label and mail features; setting and troubleshooting printer output, and; working with multiple documents in a window and multiple windows in a work task. Instruction mode is approximately 40% lecture and 60% lab. Extra hours may be required outside class to complete projects, depending on the abilities of each student.

CST 103 Access 40.0

This class introduces students to database concepts using MS Access. Successful students will learn applied skills in construction of data tables using data fields and records; the use of forms for data entry and retrieval; the use of sorting, comparison operators, wildcards, compound and restrictive criteria to access data; the construction of queries and reports for data retrieval and presentation in business applications. Instruction mode is approximately 40% lecture and 60% lab. Extra hours may be required outside class to complete homework assignments, depending on the abilities of each student.

CST104A Excel I 40.0

This class introduces the student to workbook and worksheet applications to organize data, complete calculations, and chart data for decision information in business. Successful students gain applied skills in creating, formatting, aligning, and editing worksheets; using arithmetic operations, determining percentages, constructing basic formulas and using calculation tools; applying statistical function tools; using templates, menus toolbars, and help features in a worksheet; creating, formatting, embedding and revising charts in a worksheet; saving workbooks; printing varied orientations and sections of worksheets, and; auditing formulas behind data in worksheets. Instruction mode is approximately 40% lecture and 60% lab. Extra hours may be required outside class to complete projects, depending on the abilities of each student.

COURSE DESCRIPTION

COMPUTER SKILLS TRAINING

Course No.	Course Title	Hours
CST104B	**Excel II**	**30.0**

(Prerequisite CST 104A)

This class continues applied skills training in workbook and worksheet applications of MS Excel. Successful students learn additional formatting features for worksheets; the construction of formulas using relative and absolute values; the use of "If", "What If" and "Goal Seeking" logical commands to answer common business questions; application of the "Now" function; creating, editing, and embedding 3D charts in a worksheet; rearranging worksheets within a workbook, and; working with parts of worksheets through window panes. Instruction mode is approximately 40% lecture and 60% lab. Extra hours may be required outside class to complete projects, depending on the abilities of each student.

CST 105 Outlook 30.0

This class offers applied skills training in use of MS Outlook in a workgroup environment. Successful students will learn e-mail composition, screening and messaging; Outlook folder management; use of calendars, appointment and event scheduling; address and business contacts management; task tracking and delegation, and; use of journaling features and note posting. Instruction is approximately 50% lecture and 50% lab. Extra hours may be required outside class to complete projects, depending on the abilities of each student.

CST 106 Power Point 40.0

This class offers applied skills training in the creation, formatting and editing of slide shows for business presentations. Successful students will learn auto layout, design template, and wizard features of MS Power Point; the use of outlines for organizing and creating presentations, and; the inclusion of clipart, sound and animation features into slide presentations. Students will also demonstrate their slide show presentation in front of an audience. Instruction mode is approximately 40% lecture and 60% lab. Extra hours may be required outside class to complete projects, depending on the abilities of each student.

COURSE DESCRIPTION

GENERAL BUSINESS AND BASIC SKILLS

Course No.	Course Title	Hours

ACC 101 Fundamentals of Accounting 25.0

This class introduces the students to the three fundamentals "score cards" for keeping track of money in a business and to show how each operates. Successful students will also learn the basic transactions that any business encounters including: money coming in, money coming out, money owed to the company and money the company owes; ways to manage cash and its flow through the business, as well as dealing with large costs; how to create the balance sheet, income statement, and cash flow statement.

ACC 101 QuickBooks I & II 135.0

This QuickBooks training class covers the fundamentals of using QuickBooks 2011 to track the finances of a small business. Students will learn how to set up a new company, work with lists, set up inventory, process invoices, work with bank accounts, process payments, enter and pay bills, and use online banking.

BUS 100 Business Office Administration 35.0

This class introduces the student to basic office organization, functions and work relationships. Successful students learn basic filing, record keeping, and indexing protocols; use of basic office machines; office supply management; basic work prioritization, time and task management; teamwork, cultural sensitivity and customer service fundamentals, and; basic compliance issues involving policy, employment law, and risk management concerns of employers. Instruction mode is approximately 75% lecture and 25% lab. Extra hours may be required outside class to complete projects, depending on the abilities of each student.

BUS 101 Business Communication I 30.0

(Prerequisite: CST 102)

This class initiates an employment search by the student. Successful students will learn and demonstrate business dress and grooming; business behavior and etiquette skills, and the psychology of work success. Successful students will write effective cover letters in various media formats; construct and write chronological, functional, and combo style resumes; post profiles on job boards; conduct job searches and create e-agents on the internet; develop valid references; learn job search networking and time management strategies, and participate in mock employment interviews. This class enforces a dress and attendance code for successful completion. Instruction mode is approximately 60% lecture and 40% lab. Extra hours may be required outside class to complete projects, depending on the abilities of each student.

BUS 102 Business Communication II 55.0

(Prerequisite: CST 102)

This class offers applied skills training in written and oral communications. Successful students will learn English grammar, punctuation and vocabulary as applied to business memos, letters and e-mail. This includes outlining and organizing topics; using business practices for writing goodwill, persuasive, and sales letters, negative message letters, and everyday correspondence. In addition, successful students will learn to deliver oral communications using proper etiquette, diction, inflection, and speech projection in business meetings, telephone and voice mail messages. Instruction mode is approximately 40% lecture and 60% lab. Extra hours may be required outside class to complete homework assignments, depending on the abilities of each student.

BUS 105 Business Math 30.0

This class offers applied skills training in business and consumer math. Successful students will learn computational skills using whole numbers, fractions, decimals, percentages, rounding, arithmetic and algebraic orders of operation; convert common weights and measures used in business; balance and reconcile a checking account, and; solve basic business questions translating word problems into equations. Instructional mode is approximately 60% lecture and 40% lab. Extra hours are required outside class times to complete homework assignments. The quantity of hours outside class time depends on the abilities of each student.

COURSE DESCRIPTION

MEDICAL OFFICE ASSISTANT

Course No.	Course Title	Hours
MOA 101	**Medical Front Office**	**30.0**

An introduction for the Medical Assistant program. This course presents the administrative/office skills needed by the health care worker and information needed for understanding the significance of membership in a service profession.

MOA 102 Medical Terminology 60.0

This course covers prefixes, suffixes, and roots used to compose medical terms. Introduction to anatomy and physiology of body systems, pathology, oncology, and pharmacology. The student learns to spell, pronounce, define, and interpret terminology related to body structure, disease, diagnosis, and treatment.

MOA 103 Medical Office Procedures I 60.0

Topics included are personal qualifications, ethical/legal responsibilities, receptionist duties, scheduling appointments, telephone techniques, filing, maintaining patient records, patient interaction, and collecting fees.

MOA 104 Medical Office Procedures II 60.0

This course covers functions common to the medical environment, including production of written correspondence, medical forms, medical records, making travel arrangements, and organizing meetings.

MOA 105 Medical Coding 60.0

This course is intended to introduce the student to the concepts of coding medical conditions and procedures. Through guided instruction and practical experience students will become familiar with an entry-level proficient in the techniques of coding using the ICD-9-CM (International Classification of Diseases, 9th revision, Clinical Modification) system.

MOA 106 Medical Insurance & Billing 60.0

This course is intended to introduce and familiarize the student with policies and procedures as they relate to the different types of insurance that they might encounter in a healthcare setting. This course covers a wide range of medical insurance topics, which include types of health insurance, types of coverage, claims processing, abstracting from medical records, and current issues in medical insurance.

Questions

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

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