



GENERAL CATALOG

Effective July 1, 2012- June 30, 2013

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TABLE OF CONTENTS

GENERAL INFORMATION	1
History of National Career College	1
Statement of Ownership	1
Corporate Officers.....	1
Director’s Message	1
Mission Statement.....	2
Our Objectives	2
Accreditation & Approval.....	3
Memberships & Professional Affiliations	3
Facilities	3
Equipment.....	4
Hours of Operation	4
Academic Calendar.....	4
Holiday Schedule	4
Statement of Non-discrimination.....	4
Policy and Program Changes/General Rule.....	5
ADMISSION	5
Admission Requirements	5
Admission Procedures	6
Re-entry.....	6
Transfer of Credits Policy.....	7
Notice Concerning Transferability of Credits.....	7
Evaluation of Transfer Credit	7
TUITION & FINANCIAL AID	8
Tuition Policy.....	8
Tuition Payment Methods.....	8
Financial Aid Student Rights.....	9
Financial Aid Programs.....	9
Verification Policy	10
Collection of Delinquent Tuition/Fees Accounts	13

CANCELLATION/ WITHDRAWL/ REFUND POLICIES	13
Cancellation & Withdrawal.....	13
Sample Refund Calculation.....	14
Return of Title IV Funds.....	15
State of California Student Tuition Recovery Fund.....	15
STUDENT INFORMATION & SERVICES	17
Orientation.....	17
Textbooks & Materials.....	17
Code of Conduct.....	17
Disciplinary Procedures.....	18
Complaint & Grievance Procedure.....	18
Drug & Substance Abuse Policy.....	20
Student Records & Transcripts.....	20
Career Services.....	21
Student Services.....	22
ACADEMIC INFORMATION	22
Attendance.....	22
Attendance Policy.....	22
Tardiness/Early Departure.....	22
Attendance Probation.....	23
Leave of Absence.....	23
Grading and Evaluation Procedures.....	23
Application of Grades and Credits.....	24
Definition of a Unit of Credit.....	24
SATISFACTORY ACADEMIC PROGRESS POLICY	24
Satisfactory Academic Progress Chart.....	25
SAP-Warning, Appeal and Probation.....	26
Individualized Education Plan	27
Appeal of Dismissal.....	27
Re-admission after Dismissal.....	27
Program Retake Policy.....	27
Graduation Requirements.....	28

Termination, Appeal & Reinstatement.....	28
Class Cancellation.....	28
Certification and Licensure.....	29
Advisory Committee.....	29
PROGRAMS OF STUDY.....	30
DENTAL LABORATORY TECHNICIAN.....	30
Dental Laboratory Technician Program Description.....	30
Dental Laboratory Technician Program Module Description.....	32
MEDICAL ASSISTANT.....	34
Medical Assistant Program Description & Objective.....	34
Medical Assistant Program Module Descriptions.....	35
MEDICAL OFFICE SPECIALIST.....	37
Medical Office Specialist Program Description & Objective.....	37
Medical Office Specialist Program Module Descriptions.....	38
FACULTY AND STAFF INFORMATION	41
TUITION & FEES.....	42
DISCLOSURES.....	43

GENERAL INFORMATION

HISTORY OF NATIONAL CAREER COLLEGE

National Career College originally founded as Dental Technology Institute of Southern California, in 2005 by Sarkis Sam Ksachikian. DTISC specialized in training Dental Laboratory Technicians. After successful three years of operation, in 2008, DTISC received accreditation by ABHES and changed its name to National Career College with an expanded program offering and a focus in allied health related field. In 2009 the college relocated to its present facility in City of Van Nuys, CA. At its new location NCC continues to expand its programs and offer career focused training.

STATEMENT OF OWNERSHIP

National Career College is a private college and offers programs specializing in allied health. The College is located in Van Nuys, CA. The school is nationally accredited. National Career 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.).

CORPORATE OFFICERS

Gayane Khanoyan President/CEO
Anna Tovmasyan Secretary

DIRECTOR'S MESSAGE

First and foremost I'd like to thank you for taking the time to read our catalog. National Career College was founded with the aspiration that this school would help the underserved members of our community to become integrated and constructive citizens of the U.S. For many years, we have welcomed students from all walks of life and all levels of education, providing quality vocational training for various professions in the allied health field.

National Career College is located in the heart of San Fernando Valley in the city of Van Nuys. Anyone interested in acquiring new skills or upgrading their existing skills, we offer remarkable programs in medical and dental fields. Our strength rests in our ability to be flexible and respond to your needs quickly. We offer hands-on, real world training, and our program schedules allow for significant flexibility to accommodate working adult learners. To make your learning experience more beneficial for you, we have invested heavily in the latest equipment and technologies. Our hi-tech labs and classrooms are equipped with the same up-to-date instrument that you will use in the workplace. Training on the best equipment gives you the extra edge that

employers look for in today's job market. It also gives you confidence that your skills are up-to-date.

In addition to providing career training, we offer employment assistance and function as a liaison between our graduates and employers from all over the state.

Aside from giving you the academic knowledge and the technical skills of various allied health professions, we strive to encourage in each and every one of our graduates: good working habits, positive self-esteem, and the ability to make a good impression by maintaining a pleasant appearance along with a professional attitude.

At NCC you are not just a student; you are part of a community that includes faculty and administrators committed to education in an atmosphere of support and friendship.

We attempt to maintain high standards of efficiency and ethics in the hope that our graduates will follow our lead. We believe that with the right motivation, hard work and determination, combined with our enthusiastic expertise and high quality training, we can succeed together.

Sarkis Sam Ksachikian

MISSION STATEMENT

Our mission at National Career College is to prepare students for entry-level positions in various professional careers. NCC's commitment to this mission is reflected in our focus on providing specialized programs designed to train adults to become gainfully employed upon graduation. To meet the needs of our students and employers, we provide quality career education and training that is relevant to both the current and future needs of the society. This is enhanced by individualizing instruction and limiting class size. National Career College strives to advance in-demand careers among the local communities by preparing our graduates as professionals who meet the quality, integrity, knowledge, and expectations of the workplace.

OUR OBJECTIVES

In accomplishing our business mission, we are guided by the following basic objectives:

- To help students achieve a superior level of basic skills.
- To assist students in becoming qualified practitioners.
- To provide job placement and maintain healthy relationship with students and employers.
- To provide variable and accessible training opportunities that stays current with the most recent technologies.
- To hire faculty members who are industry experts and demonstrate expertise in their respective fields both professionally and academically.
- To integrate into the educational process a better understanding of cultural diversity.
- To deliver educational supportive services that meet students' life demands.
- To develop within students a desire for life-long learning and education.
- To provide critical appraisal of the ever changing medical and dental industries in order to ensure ongoing success, and provide a clear focus as well as necessary changes or adjustments to the industry's dynamic changes.

ACCREDITATION & APPROVAL

National Career College is a private institution and was granted institutional approval from the Bureau for Private Postsecondary and Education pursuant to California Education Code Section 94915. The Bureau's approval means compliance with minimum state standards and does not imply any endorsement or recommendation by the state of California or the Bureau.

Accredited by: Accrediting Bureau of Health Education Schools (ABHES)
7777 Leesburg Pike, Suite 314 N
Falls Church, VA 22043
(703) 917-9503
Institutional Accreditation

Approved by: Bureau for Private Postsecondary and Education (BPPE)
2535 Capitol Oaks Drive, Suite 400
Sacramento California, 95833
(888) 370-7589

Approved by: Approved for Title 38 Veterans Benefits

Eligible for: Federal Title IV Student Financial Aid Programs U.S. Department of Education (USDOE)

Eligible to: I-Train Workforce Investment ACT (WIA) & Other Eligible Persons such as Vocational Rehabilitation

Memberships & Professional Affiliations

NCC is an active member of I-Train South Bay, and Employment Training Panel (ETP).

FACILITIES

National Career College is located at 6850 Van Nuys Blvd. Suite 300, Van Nuys, CA 91405. The college is located on the third floor and its area is approximately 7000 sq. ft. with a front entrance. This space is divided into a reception area, administrative offices, admissions offices, classrooms, laboratory rooms, computer lab and library, instructor's lounge and a cafeteria for students. Restrooms are available on the lobby of the third floor. Our facility is accessible to those with physical disabilities, and ample parking is available including handicapped spaces behind the facility, as well as the surrounding two blocks of the building. Our facility is easily accessible via public transportation.

National Career College does not provide and does not have dormitory facilities under its control, and it is not responsible to find or assist in finding housing or transportation for students. If you need any assistance with housing and/or transportation, you may contact a student services representative and we will do our best to assist you with your request.

EQUIPMENT

NCC strives to keep its equipment as up-to-date as practical to meet the appropriate industry standards. Our instructional classrooms, computer and specialized laboratories are equipped with the necessary instruments and technology to simulate real-life working conditions.

HOURS OF OPERATION

	Monday-Thursday	Friday
Admission Hours	8:30am – 6:00pm	9:00am-4:00pm
Academic Hours	9:00am – 10:00pm	N/A

ACADEMIC CALENDAR

Programs of study begin and end on varying schedules according to program length. The projected begin and end dates for each program are noted on the enrollment agreement. NCC will be closed on the following days for holidays and seasonal vacations:

Holiday Schedule for 2012, 2013 Calendar Years

	2012	2013
New Year’s Day	January 2	January 1
Martin Luther King Jr. Birthday	January 16	January 21
Memorial Day	May 28	May 27
Independence Day	July 4	July 4
Labor Day	September 3	September 2
Thanksgiving Day	November 22 & 23	November 28 & 29
Winter Break	December 24-31	December 23-31

STATEMENT OF NON-DISCRIMINATION

National Career College is firmly committed to providing educational programs to otherwise eligible students regardless of race, creed, ethnicity, religion, national origin, sex, age, disability, or medical condition, except under special circumstances that would constitute either an occupational limitation or a limitation in participation in the program offered. The College may review mental or physical disability issues on a case-by-case basis. Depending on the case, such students may be referred to professional organizations for further assistance.

The Campus Director is the person responsible for administering Title IX Education Amendments Act of 1972, which prohibits discrimination on the basis of sex in any educational program or activity receiving federal financial assistance. All inquiries or complaints should be directed to the Campus Director.

The Campus Director will act equitably and promptly to resolve complaints within thirty (30) business days in accordance with the National Career College’s appeals procedure.

Inquiries concerning the application and implementation of Title IX regulations also may be directed to:

Office of Civil Rights
U.S. Department of Education
P.O. Box 14620
Washington, D.C. 20044-4620

POLICY AND PROGRAM CHANGES/GENERAL RULES

Each student receives a school catalog. Students are responsible for the knowledge of all school regulations concerning student conduct, attendance, academic make-up work, termination, etc. published in this catalog or communicated by the administration via written notices. Students must be aware that criteria for admission and/or graduation may differ depending upon the individual program.

Administration reserves the right to make changes to the rules, policies, procedures, curricular content, instructional staff, etc. when deemed necessary. Such changes will supersede previous policies and will apply to all parties involved.

ADMISSION

ADMISSION REQUIREMENTS

National Career College welcomes students from all walks of life, who hold interest and desire to be trained for a new career opportunity and become gainfully employed. National Career College admits students without distinction or discrimination for race, age, sex, disability, color, creed, religion, sexual orientation, or national and ethnic origin. Each student is entitled to all rights, privileges, programs, and activities generally accorded or made available to students at the school. However, National Career College reserves the right to refuse admission to any applicant who does not meet the school's established criteria for admission as outlined below. Prospective students must meet the following requirements for admission to National Career College:

- Complete an interview and tour of the school;
- Complete an application for admission;
- Pay the \$75 registration fee;
- Have earned a high school diploma or have earned the recognized equivalent of a high school diploma and provide documentation of same, or as permissible, may be a signed attestation of graduation.
- Pass a standardized basic skills assessment designed to measure aptitude for successful completion of program of study.

ADMISSION PROCEDURES

National Career College seeks students who are interested in practical career training and who are motivated to succeed in their chosen career fields. Admissions representatives are available to discuss programs of study and career opportunities. To be considered for admission to National Career College, all applicants must:

- Complete an interview with a representative of the Admissions Department;
- Pass the school's entrance evaluation(s) for the program of interest;
- Tour the campus;
- Receive a financial planning briefing;
- Submit an application for admission;
- Pay the \$75 registration fee;
- Interview with a Financial Planning Department Representative prior to completing the enrollment process;
- Receive a school catalog, and brochure (if applicable); and
- Complete all necessary paperwork for admission including completion of the enrollment agreement.

During the admissions process, certain disclosures such as completion and placement rates of graduates will be provided (School Performance Fact Sheet). In addition, the applicant's professional and educational goals will be discussed, as well as tuition and payment plans. Once the student is provided a school catalog, it is the responsibility of the student to familiarize himself/herself with all the school's policies and comply with the contents of the catalog. National Career College, through appropriate action, reserves the right to change any provision or requirement at any time within the student's term of training. The provisions of this publication do, however, supersede any previously stated provisions either written or oral.

RE-ENTRY

To be considered for re-entry, former students must complete a re-entry request form through the admission's office and submit a letter explaining their reasons for withdrawing from their original program of study. In this letter you must explain the circumstances that will enable you to re-enroll in and successfully complete the program. Re-entry considerations are as follows:

- Students may only re-enter into their original program of study;
- Eligibility for re-entry status is open for 12 months after the original last day of attendance;
- Only one re-entry request consideration is allowed;
- A \$75 re-entry fee must accompany all re-entry requests.

If you are not currently enrolled at NCC, or have not registered for classes for twelve consecutive months, and wish to enter into a new program of study you will need to complete an application for admission. This can be done in person at the admissions office.

TRANSFER OF CREDITS POLICY

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

“The transferability of credits you earn at National Career College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn in your program of study is also at the complete discretion of the institution to which you may seek to transfer. If the credits, 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 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 National Career College to determine if your credits, diploma or certificate will transfer.”

National Career College has not entered into an articulation or transfer agreement with any other college or university.

EVALUATION OF TRANSFER CREDIT

Students previously enrolled in an accredited college recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA) may submit their academic records to National Career College for review and possible transfer of credit upon deciding to enroll and prior to the actual start date in the program of their choice.

The process for acceptance of transfer credit is as follows:

1. Upon review, National Career College may accept the transfer credit provided those courses are part of the College’s approved curriculum for that program of study. The College will review transcripts and only accept a “B” grade or better. Students who wish to transfer credits must also submit a catalog or the respective course syllabi from the transferring institution to National Career College for verification purposes; and/or
2. National Career College will administer a comprehensive exam for each course that measures and affirms the student’s previous education and training experience.

A score of 80% or better is required for each such exam in order to receive credit for that particular course. It may be necessary to administer a series of examinations both in theory and hands-on in order to validate the granting of credit for experiential learning, previous education, and work experience. If a satisfactory result is achieved, the student’s training period may be reduced proportionately not to exceed 30% of the length of the program for which the student has applied. Students who are granted such credit may have their tuition reduced on a pro rata basis. *

Students must also understand that the financial aid award will be based upon the number of credits necessary to complete the program. Satisfactory academic progress will be evaluated based upon those courses only.

The student may appeal transfer of credit decisions by a written request within 10 days of the receipt of the decision made by National Career College. The written request must contain compelling evidence to reverse the decision of National Career College. National Career College has the final decision in all appeals.

*The reduction will only apply towards credit/tuition of programs that are one academic year in length. For programs that are longer than one academic year, credit will only apply to the length/tuition of the first academic year.

POLICY FOR VETERAN'S ADMINISTRATION (VA) STUDENTS

National Career College maintains a written record of all previous education and training of the veteran or eligible individual, which clearly indicates that appropriate credit has been given for previous education, and training. The training period will be shortened proportionately, and the individual and the Department of Veterans Affairs will be so notified. The record will be cumulative for all enrollment periods.

TUITION & FINANCIAL AID

TUITION POLICY

Tuition is disclosed and agreed upon at the time of enrollment. All terms and obligations are reflected in the enrollment agreement. Tuition is due and payable on the first day of class unless other arrangements have been made with the Financial Aid Department. For short-term programs designed to be completed in one term or four months, whichever is less, NCC may require payment of all tuition and fees on the first day of instruction, and for those programs designed to be four months or longer, NCC shall not require more than one term or four months of advance payment of tuition at a time. When 50 percent of the program has been offered, the NCC may require full payment. All terms and obligations will be reflected in the enrollment agreement.

Students are liable for all unpaid program costs and fees related to their enrollment whether or not they are eligible for student financial aid. Payments must be made consistently and on time, otherwise, late payment penalties may be assessed. It is the student's responsibility to repay the full amount of any loans, plus interest, which were obtained for the course of instruction, less the amount of any refund, if applicable. Failure to meet the terms of a promissory note will result in default. Defaulting on a student loan will have serious consequences.

TUITION PAYMENT METHODS

NCC accepts payment for tuition, books, and equipments and other fees through cash payment, or personal or company check. We will also assist students in applying for student financial assistance in order to defray the cost of their education. At the school's discretion; installment payments may also be arranged. All outstanding student account balances are billed directly to

the student upon graduation or termination. Students assume the responsibility for payment of the tuition costs in full, either through direct payment or through a financial aid plan. All financial arrangements must be made before the beginning of classes.

The school reserves the right to change tuition and fees, make curricular changes as necessary, and make substitutions in books and supplies as required without prior notice. Any changes in tuition or fees will not affect a student already in attendance.

FINANCIAL AID STUDENT RIGHTS

Students have the right to know:

- Types of Financial Aid available at National Career College;
- The basis for eligibility and the process of fulfilling these needs;
- What Financial Aid has been awarded and the conditions to which they are agreeing;
- The refund policies of the school, including the Return of Title IV.

This information is available in the Financial Planning Department and contained within this catalog.

FINANCIAL AID PROGRAMS

NCC is committed to making education & training affordable to every student. NCC participates in federal aid programs, and offers a variety of alternative financing and payment plans designed to meet the needs of each individual.

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.

NCC participates in the following financial aid programs:

Federal Pell Grant (Grant: does not have to be repaid) Available almost exclusively to undergraduates; students may receive up to 2 consecutive maximum awards in a year if attending school year-around.

Federal Supplemental Educational Opportunity Grant (FSEOG) (Grant: does not have to be repaid) for undergraduates with exceptional financial need; Federal Pell Grant recipients with zero EFC take priority; funds depend on availability at school.

Federal Subsidized Direct Loan: (Loan: must be repaid) Federal Subsidized Direct Loans are available to students with financial need. The interest is paid by the federal government while students are in school and for six months after students cease their enrollment. Regular payments begin six months after students cease enrollment or fail to carry at least one-half the normal full-time school workload.

Federal Unsubsidized Direct Loan: (Loan: must be repaid) Unsubsidized: Borrower responsible for all interest; students must be at least half-time; financial need not required; fixed rate (set annually) for new borrowers.

Direct PLUS Loan (Loan: Must be repaid) for parents of dependent undergraduate students and for graduate and professional students; students must be enrolled at least half-time; financial need not required. Unsubsidized: Borrower responsible for all interest.

Private Loans & Scholarships: Students and parents who do not qualify for Title IV funds or who need additional funds to cover educational expenses beyond what is covered by Title IV funds may apply for private loans and/or scholarships. In addition to private loans, a wide array of scholarships is available to students. NCC does not offer any scholarships. Scholarship eligibility criteria vary. The Financial Aid Department will be happy to assist students who wish to apply for scholarships.

The following programs are also available to eligible participants:

VA: Veterans Administration

WIA: Workforce Investment Act

REHAB: Department of Rehabilitation

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

VERIFICATION POLICY

Verification Policy Verification is a process mandated by the Department of Education where the Financial Aid Office checks the accuracy of information the students provided on the Free Application for Federal Student Aid (FAFSA) with the information provided on the verification worksheet, W2's and the signed copy of the current year's federal income tax returns for yourself and spouse (if married) or parent(s) if dependent. National Career College (NCC) verifies those students selected for verification by the Department of Education. The institution will select a student for verification if there is a discrepancy or a condition which is unusual and warrants investigation.

Starting with 2012-2013 award year, verification regulations changed and The Department's long-term goal is for a customized approach to verification. A menu of potential verification items for each award year will be published in the *Federal Register*, and the items to verify for a given application will be selected from that menu and indicated on the student's output documents.

Conflicting Information All conflicting information must be resolved before disbursing federal student aid. If any discrepancies are discovered after disbursing federal student aid, the conflicting information must be reconciled and the student is required to repay aid received in excess of his/her eligibility. **Subsequent ISIRS**, all subsequent transactions are reviewed for a student, even if the earlier transaction was already verified. First determine if the EFC or the “C” flags have changed or if there are new comments or NSLDS information. If there is no change on the EFC, “C” flags or NSLDS information, no action is required. If the EFC does change but it either does not affect the amount and type of aid received, or the data elements that changed were already verified, no action is required. Of course, any time a “C” flag changes or NSLDS data have been modified, you must resolve any conflicts.

Discrepant Tax Data If NCC has conflicting information concerning a student’s eligibility (such as two tax returns for married parents who filed as “head of household”) or has reason to believe a student’s application information is incorrect (e.g., parents indicated that they made \$50,000 and are not required to file a tax return), the discrepancies must be resolved before disbursing Title IV funds. Ways used to resolve such discrepancies includes getting an amended tax return or a statement from a tax preparer explaining why both parents were indeed able to file as “head of household”.

Verification / Processing Time Frame Upon receipt of any Student Aid Reports (SAR)/Institutional Student Information Record (ISIR), a document tracking letter requesting additional documentation is sent to the student informing the student of the additional information which is required to complete his/her financial aid. If the SAR/ISIR that is received identifies the student as being selected for verification, the document tracking letter requests the appropriate verification documents (i.e., verification worksheet, parent(s) and/or student(s)/spouse federal tax returns, W2’s etc.). Upon receipt of all requested documentation the verification process is completed and the student file is awarded within 5-7 business days. Until the requested documentation is submitted to the Office of Financial Aid, further processing of their file is not possible.

Notification of Verification to Applicants Students are notified that they are selected for verification on the Student Aid Report (SAR). In addition, the document tracking letter indicates to the student that he/she has been selected for verification when additional documents are requested.

Failure to Comply Students who fail to submit the required verification documents will not be awarded Title IV funds.

Required Verification Items NCC verifies the items required by the federal government (AGI, Taxes Paid, Household Size, Number in College, Certain Untaxed Income and Benefits), and/or a menu of potential verification items for each award year that will be published in the *Federal Register*, as well as the other items that NCC has selected to verify. However, if further investigation is needed to resolve a discrepancy, additional information may be requested.

Adjusted Gross Income Adjusted Gross Income is verified by comparing a **signed** copy of the student, spouse, or parent’s federal income tax return or an acceptable signed IRS form to the

information on the Student Aid Report (SAR)/ Institutional Student Information Record (ISIR). Discrepancies outside of tolerance levels must be corrected before further processing.

U.S. Income Tax Paid U.S. Income Tax paid is verified by comparing a **signed** copy of the student, spouse, or parent's federal income tax return or an acceptable signed IRS form to the information on the SAR/ISIR. Discrepancies outside of tolerance levels must be corrected before further processing.

Household Size The household size is verified by comparing the family information (section B) on the Verification Worksheet to the SAR/ISIR. Discrepancies must be corrected before further processing.

Number in Postsecondary Institutions The number of family members enrolled at least half-time (6 credit hours per term) in postsecondary institutions is verified by comparing the family information (section B) on the Verification Worksheet to the SAR/ISIR. Discrepancies must be corrected before further processing.

Institutional Discretionary Items: A student may be selected for verification if there is a discrepancy or a condition which is unusual and warrants investigation. If a student submits verification documentation (i.e., federal tax returns), verification of the information on the document against the information in the student's file is required.

Overpayments The Office of Financial Aid (OFA) policies and procedures are designed to eliminate the possibility of an overpayment from any fund. If however, an overpayment does occur, the student is billed for the amount of the overpayment by Student Accounts. A letter is sent to the student from OFA informing them of the overpayment.

Updating Requirements and Procedures There are three items which may be updated (i.e. student reported the family circumstance accurately on the primary application, but the student's situation has changed). When students notify the OFA of an allowable update, the financial aid representative may submit corrections for a new EFC and the new EFC may be used to award financial aid. Updates may occur for: 1. Dependency status (dependency status may not be changed due to marital status, and it cannot be changed for previously originated Federal Stafford loans. However, you can use the updated status and recalculated EFC to originate or certify additional loans if the student qualifies.) 2. Household size (cannot be updated unless the student is selected for verification. This item must be updated to be correct at the time of verification.) 3. Number of family members enrolled in a postsecondary institution (cannot be updated unless the student is selected for verification. This item must be updated to be correct at the time of verification.)

Interim Disbursements: The OFA does not allow interim disbursements. Students must complete the verification process before aid is awarded or disbursed.

COLLECTION OF DELINQUENT TUITION/FEE ACCOUNTS

NCC reserves the right to collect tuition owed for instruction provided to the student. Tuitions not paid within 5 days from the due date are considered delinquent and subject to the following collection policy:

1. First letter of notification is mailed to the student's home address extending a courteous grace period of 10 days to settle delinquent amount.
2. If delinquency persists, a second letter of notification is mailed to the student's home informing them of the school's intent to refer account to collection if delinquent amount is not settled within 10 days.
3. A third and final notice is mailed to the student's home informing them of the school's decision to refer the account to an outside collection agency for further action.

National Career College will not provide progress reports, attendance reports, or transcripts for the portion of that program for which the student has not made payments. National Career College will not provide job placement assistance, subsequent enrollment, or any other student services until the student's account balance is current. Financial aid transcripts will be provided upon request, regardless of a student's account balance history. National Career College reserves the right to withhold a graduate student's diploma until that student's account balance is current as per the terms of the agreement signed by the student.

CANCELLATION/ WITHDRAWAL/ REFUND POLICIEIS

Cancellation of Classes in the first seven (7) days after starting class

The student has the right to cancel the enrollment agreement for his/her program of instruction until midnight of the seventh (7th) day after the first day of class. Cancellation will occur when the student gives written notice of cancellation to the school at the address specified in the notice of cancellation. You can do this by mail, hand delivery or fax. A written notice of cancellation sent by mail is only effective when deposited in the mail properly addressed and with the proper postage affixed. A withdrawal may be effectuated

The institution will refund any consideration paid by you. This refund will include costs of textbooks, supplies or equipment returned in good condition within 30 days after the date the school receives the notice of cancellation. If you fail to return the supplies, equipment, and/or books, in good condition, within 30 days from the date the notice of cancellation was received, the institution may keep that portion of the monies paid equal to the cost, and shall only refund the remaining balance. Students may be charged for textbooks that have been used. The institution will make refunds within 45 days from the date of notice of cancellation. Once the student pays for the books, supplies or equipment, those purchases belong to the individual.

Withdrawal-Withdrawing from your program after midnight of the seventh (7th) day

The student has the right to withdraw from a program of instruction at any time. For purposes of processing student withdrawals and calculating refunds or balances owed to the school, National Career College uses the student's last day of attendance in school in the refund calculations described herein.

If a student withdraws from the course of instruction after the period allowed for cancellation of the enrollment agreement, National Career College will remit a refund, less the \$75.00 registration fee and the Student Tuition Recovery Fund (STRF) Fee within 45 days following the student's withdrawal. The student is obligated to pay only for the educational services rendered. If a student withdraws prior to completing the program he or she is enrolled in, a pro rata refund will be made for the unused portion of the tuition up to the 60 percentile of the program. The calculation is based on the length of the completed portion of the program relative to its total length.

If any portion of the tuition was paid from loan proceeds, the refund will be sent to the lender or agency that guaranteed the loan. Any remaining refund amount will first be used to repay any student financial aid programs from which funds were received, to the extent of funds received. Any remaining amount will be paid to the student.

IF THE AMOUNT YOU HAVE PAID IS MORE THAN THE AMOUNT THAT YOU OWE FOR THE TIME YOU HAVE ATTENDED, THEN A REFUND WILL BE MADE WITHIN FORTY FIVE [45] DAYS OF WITHDRAWAL. IF THE AMOUNT THAT YOU OWE IS MORE THAN THE AMOUNT ALREADY PAID, THEN YOU WILL HAVE TO MAKE ARRANGEMENTS TO PAY FOR IT.

AUTOMATIC WITHDRAWAL

A student will automatically be withdrawn from the program for the following reasons:

- Failure to attend school for 14 consecutive days.
- Failure to return from an approved leave of absence on the scheduled return date.
- Failure to maintain satisfactory progress for two consecutive modules.
- Failure to fulfill financial agreements.
- Failing any module in the program twice during one enrollment period.

SAMPLE REFUND CALCULATION

Assume that a student, upon enrollment in a 720 hour program, pays \$12,000 for tuition, \$75 for registration, \$35 for STRF, and \$2,000, documented cost to school, for equipment, books and supplies as specified in the enrollment agreement and withdraws after 350 clock hours have elapsed, The following calculations shown below are how a refund will be calculated:

Total Tuition and Fees (-) the Registration Fee (-) STRF (-) Books and Supplies (=) Charges to Prorate (÷) Program Clock Hours (=) the Hourly Charge

$$\$14,110 (-) \$75 (-) \$35 (-) \$2000(=) \$12,000 (÷) 720 (=) \$16.67$$

Hourly Charge (x) Elapsed Clock Hours (=) Prorated Charges (+) the Registration fee (+) STRF (+) Books and Supplies (=) Total Owed to the College

$$\$16.67 (x) 350(=) \$5834.50 (+) \$75 (+) \$35 (+) \$2000 (=) \$7944.50$$

Total payments to the College (-) Actual Amount Owed to the College (=) Amount to be Refunded or Balance Owed to the College.

For the purpose of determining the amount of institutional charges, a student shall be deemed to have withdrawn from the program when any of the following occurs:

- They notify the school of their withdrawal or the actual date of withdrawal.
- The school terminates their enrollment agreement.
- They fail to attend classes for 14 consecutive days. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

RETURN OF TITLE IV FUNDS

All institutions participating in the Student Financial Aid (SFA) programs are required to use a statutory schedule to determine the amount of funds a student has earned when he or she withdraws from classes based on the period the student was in attendance.

The Higher Education Amendments of 1998 require that if a recipient of student Financial Aid Program Assistance withdraws from the institution during a payment period or a period of enrollment in which the recipient began attendance, the institution must calculate the amount of SFA Program assistance the student did not earn and those funds must be returned. Up through the 60 percent point in the payment period or period of enrollment, a student has earned a 100 percent of the SFA Program funds.

The percentage of the payment period or period of enrollment completed is the total number of calendar days in the payment period or period of enrollment for which the assistance is awarded divided into the number of calendar days completed in that period as of the day the student withdrew.*

The amount of Title IV Aid earned by the student is then determined by multiplying the percentage of Title IV aid earned by the total amount of Title IV aid disbursed plus Title IV aid that could have been disbursed to the student or on the student's behalf.

*NOTE: Scheduled breaks of at least five (5) consecutive days are excluded from the total number of calendar days in a payment period or period of enrollment (numerator) and the number of calendar days completed in that period (denominator). Days in which a student was on an approved leave of absence are also not included in the calendar days for the payment period or period of enrollment.

STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND (STRF)

The California Private Postsecondary Education Act of 2009 requires that institutions collect and remit from each newly enrolled student a Student Tuition Recovery Fund "STRF" fee in the amount of \$2.50 per thousand dollars of institutional charges paid, regardless of the portion that is prepaid.

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

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

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

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

“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 in an educational program, who is a California resident, or are enrolled in a residency program, 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 if either of the following applies:

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

The student is responsible for paying the state assessment amounts for the Student Tuition Recovery Fund. STRF will be assessed at a rate of \$2.50 for each \$1000 of tuition and any fraction above \$500.

STUDENT INFORMATION & SERVICES

ORIENTATION

Students are required to attend a scheduled new student orientation session where they will be introduced to key staff and will obtain important information. During the orientation, institutional policies and procedures, and program specific content will be reviewed.

TEXTBOOKS & MATERIALS

Textbooks are issued to students at the beginning of each module. Tools for Dental Technology program and scrubs for all programs will also be given to the students at this time. Students are responsible for providing their own supply of paper, pens, pencils, etc. as needed.

CODE OF CONDUCT

NCC strives to maintain a professional environment at all times. Students are expected to conduct themselves in a professional manner consistent with the standards of institution and general workplace. Students shall be subject to disciplinary action or automatic dismissal if exhibited any of the following inappropriate behaviors during school time or on school premises. The following are behaviors that NCC considers to be inappropriate and will not be tolerated.

1. Falsification of student records, or other Company records.
2. Theft, deliberate or careless damage or destruction of any school property or the property of any student.
3. Removing or borrowing school property without authorization.
4. Unauthorized use of school equipment, time, materials, or facilities.
5. Provoking a fight or fighting during class, or while on school premises.
6. Participating in horseplay or practical jokes during class, or on school property.
7. Carrying firearms or any other dangerous weapons on school premises at any time.
8. Engaging in a criminal conduct whether or not related to school performance.
9. Causing, creating or participating in a disruption of any kind during class on school property.
10. Insubordination, including but not limited to failure or refusal to obey the orders of instructions of a school director, or instructor.
11. Using abusive language at any time on school premises.
12. Failure to obtain permission to leave class for any reason during class instruction time.
13. Sleeping or malingering during class.
14. Making or accepting personal telephone calls or texting (cell phone usage) during class, except in case of emergency or extreme circumstances.
15. Wearing extreme, unprofessional or inappropriate styles of dress while on campus or at a clinical facility.
16. Violation of any safety, health, security, school policies, rules or procedures.
17. Committing a fraudulent act or a breach of trust under any circumstances.
18. Unlawful harassment.

19. Possession or use of alcohol, or being under the influence of alcohol while in class or on school property.
20. Distribution, sale or purchase of an illegal or controlled substance while in class or on school property.
21. Academic dishonesty.
22. Interfering with the right of others to an education.
23. Improper use of the internet.

DISCIPLINARY PROCEDURES

All disciplinary matters will be reviewed by the Campus Director. Students will be notified in writing of any actions within ten (10) business days of the initial review. The review may result in one of the following actions:

- Dismissal of the charge;
- Suspension;
- Termination or
- Other appropriate action.

COMPLAINT & GRIEVANCE PROCEDURES

Should a disciplinary action be taken, the student will be notified in writing. The student may appeal the decision within ten (10) business days of notification. From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration. Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the Program Director. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems that arise directly to the individual(s) involved. If the problem cannot be resolved in this manner, the School Director should be contacted. Normally, the informal procedure of “discussing” the difference(s) will resolve the problem. In addition to complaints previously stated and appeals of an academic nature, a student has a right to complain to the institution. If a student wishes to file a written complaint, they may do so. Please read the following student complaint procedure:

- (1) All complaints will be investigated thoroughly, including interviewing all people and reviewing all documents that relate or may potentially relate to the complaint;
- (2) Complaints may be rejected if, after investigation, they are determined to be unfounded or to compromise or resolve the complaints in a reasonable manner, including the payment of a refund;
- (3) A summary of the complaint, its disposition, and the reasons; will be placed, along with any other related documents, in the student’s file, and an appropriate entry in the log of student complaints will be made.

(4) If the complaint is valid, the institution will determine what other students, if any, may have been affected by the same or similar circumstances and provide an appropriate remedy for those students;

(5) The institution will implement reasonable policies or procedures to avoid similar complaints in the future;

(6) Students should communicate directly to any person in control regarding complaints, their investigation, and resolution or lack of resolution;

(7) A student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor. The recipient of the complaint shall transmit it as soon as possible to the NCC Director;

(8) If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student complains again about the same matter, the student must submit the complaint in writing;

(9) If a student complains in writing, NCC shall, within 10 days of receiving the complaint, provide the student with a written response, including a summary of the institution's investigation and disposition of the matter. If the complaint or relief requested by the student is rejected, the reasons for the rejection must be provided;

(10) The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void;

(11) The person authorized to resolve complaints under this section shall not be terminated from employment or suffer any diminution in compensation as a result of the appropriate and good faith discharge of duties under this section.

If a complaint cannot be resolved after exhausting the institution's grievance procedure, or at any time, the student may file a complaint with the Bureau for Private Postsecondary Education (BPPE). The student may contact the Bureau for further details. Unresolved complaints may be directed to:

**Bureau for Private Postsecondary Education (BPPE),
2535 Capitol Oaks Drive, Suite 400
Sacramento California, 95833
(888) 370-7589 phone, (916) 263-1897 fax, www.bppe.ca.gov**

DRUG AND SUBSTANCE ABUSE POLICY

NCC is committed to maintaining a comfortable and safe environment in which our employees can work and our students can pursue their academic goals. NCC supports and endorses the Federal Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act amendments of 1989. Anyone needing help with a drug or alcohol problem is encouraged to call the National Institute on Drug Abuse Hotline at 1-800-662 HELP for information on treatment centers. Students who are found in violation of this policy will be subject to termination and disciplinary action.

STUDENT RECORDS & TRANSCRIPTS

NCC will maintain student records for five [5] years, as required by state law. Student transcripts will be maintained indefinitely. Financial payment documents will be kept for a period of at least five [5] years after completion or withdrawal of the student. Students desiring to view their records may request to see their records in the school office during normal business hours or may schedule a time to review records that is convenient to both the student and the school's administration. If an appointment is made, the appointment shall be made no later than 48 hours after the student has requested to view their records. Extensions of this time shall be granted only upon decision of the student. Only the student and the school administration have the right to review student records. No outside personnel will be allowed to view records except for the appropriate state regulatory, federal regulatory or accrediting agency officials or upon proper subpoena via court order. A transcript for program work will be issued upon request by the student. Students and former students shall be entitled to one free copy of their transcripts or to two free verifications of enrollment. Additional copies shall be made available to students, or to designated addressees identified by students, at a cost of \$10.00 each. Students may request special processing to expedite their request for a fee of \$15.00 per request.

The institution reserves the right to issue transcripts for training for which the student has paid tuition. The institution reserves the right to refuse to issue transcripts for training for which the student has not paid.

The school may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, and dates of attendance. However, the school must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

Privacy of Student Information (FERPA)

The Family Educational Rights and Privacy Act (FERPA) sets limit on the disclosure of personally identifiable information from school records and defines the rights of the student to review the records and request a change to the records.

- to review their education records,

- to seek to amend inaccurate information in their records, and
- to provide consent for the disclosure of their records.

These rules apply to all education records the school keeps, including admissions records (only if the student was admitted) and academic records as well as any financial aid records pertaining to the student. Therefore, the financial aid office is not usually the office that develops the school's FERPA policy or the notification to students and parents, although it may have some input. For additional information or technical assistance, you may call (202) 260-3887 (voice). Individuals who use TDD may call the Federal Information Relay Service at 1-800-877-8339.

Or you may contact them at the following address:

Family Policy Compliance Office
 U.S. Department of Education
 400 Maryland Avenues, SW
 Washington, D.C. 20202-5920

CAREER SERVICES

NCC provides all graduates with assistance relating to placement opportunities; resume preparation, job search assistance and techniques, interviewing prep and techniques, as well as advisement on job market research. Placement assistance is available to all graduates of the school, **free** of charge.

NCC's assistance consists primarily of educating students on developing their abilities to successfully perform employment-seeking tasks, such as, but not limited to:

- How to prepare resume(s)
- How to job interview
- How to identify job openings
- How to following up with employers after interview(s)
- How to negotiate wages/benefits
- How to "stay" on the job, once hired
- How to securing opportunities for advancement
- How to develop a network of professional contacts

We understand that a successful job search is dependent upon the confidence, willingness, and preparedness of you, the graduate. Students and graduates are encouraged not to place restrictions on their job search endeavors regarding location, starting salary, and specific benefits. Please understand that any employment obtained through the school's assistance will, in all probability, be an entry-level position.

NCC encourages students throughout their program with instruction on resume preparation, market research techniques and interviewing skills. While in training, students are advised about job market conditions and opportunities. NCC does not guarantee employment to any student upon graduation.

STUDENT SERVICES

NCC's Student Services Department is available for student issues and consulting. Our goal is to help the students maintain their daily attendance. NCC will provide sufficient information and services to help the student to succeed in their career and achieve their goals. NCC also provides the following services:

- Conflict resolution assistance (faculty or students)
- Graduation ceremony
- Awards and honors
- Purchasing school supplies
- Creating student resumes
- Job Placement assistant
- Transportation information
- Parking availability
- Library

ACADEMIC INFORMATION

ATTENDANCE

NCC's attendance policy approximates the expectations found in a work situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the allied health industry. At the time the student moves from education and training into a career, employers will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present at the job. We consider each moment in class imperative for success. When the student is not in the classroom, the information missed may not be recaptured.

ATTENDANCE POLICY

Students who are pre-registered and miss the first class meeting may lose their right to a place in the class, but the instructor may consider special circumstances. Students with 14 consecutive calendar days of absence will be withdrawn from the program. Upon dismissal, the student will be entitled to a refund of tuition in accordance with the refund table illustrated under the refund policy in the school catalog. If a student is absent for a test he/she will be given an opportunity to retest at the earliest convenience of the instructor. Makeup classes may be required at the discretion of the instructor and with approval of the Campus Director. A student is considered tardy when arriving 15 minutes or more after the start of class, or leaving 15 minutes or more before the end of class. Excessive and/or habitual tardies will result in disciplinary action.

TARDINESS/EARLY DEPARTURE

- One tardy equals one hour of absence;
- One early departure equals one hour of absence;
- One tardy and one early departure on the same day equals one day of absence.

ATTENDANCE PROBATION

Student Services monitors daily attendance records of all active students. Students are required to have an overall attendance rate of 90% or more to meet the minimum attendance requirement of the program and remain eligible for federal financial aid disbursements. All absences (excused and unexcused), and accumulated tardies that will cause attendance to fall below 90% must be made up. A student whose attendance has fallen to 90% will receive a warning letter informing him/her about NCC's attendance policy and requirements. If a student's attendance, in any given level or module, falls below 90%, the student will be placed on probation, and will be informed of their status in writing. The student will be given an opportunity to make-up the hours they missed, and must meet the terms and the conditions of the probation or may be terminated.

LEAVE OF ABSENCE

Students must submit in writing a request for a leave of absence. The request must be signed, dated and include the reason for which the student is requesting the leave of absence and the anticipated return date. Leave of absence must be pre-approved by the Campus Director or designee unless sudden circumstance prevents the student from obtaining pre-approval. A leave of absence will be only approved if:

- The reason for the request is justified.
- There is reasonable expectation that the student will return to school.
- The initial leave of absence does not exceed 90 days.
- The cumulative number of days may not exceed more than 180 days per 12 month period.
- Prior arrangements have been made for the student to be able to continue the academic coursework upon return from the leave of absence.

Under extenuating circumstances, a student may be granted more than one leave of absence as required by law (e.g. FMLA, military deployment orders, etc.). Additional request(s) must have the appropriate documentation.

Failure to return to school on the scheduled return date will result in immediate withdrawal from the institution per the withdrawal policy. Time for an approved leave of absence will not be counted towards the calculation of a student's maximum program length. Withdrawal affects government loan repayment terms, including the grace period, and any other education loans that may be held by the borrower.

GRADING AND EVALUATION PROCEDURES

Grade reports are issued to students at the completion of each term/module. Grades are based on the quality of work as shown by written tests, laboratory work, and projects as indicated on the program syllabus. The grading scale is as follows:

Letter Grade	Quality Points	Percentage	Indicator
A	4.0	100 – 90 %	Excellent
B	3.0	89 – 80 %	Good
C	2.0	79 – 70 %	Average
F	0.0	69 % and below	Failing
I			Incomplete
W			Withdrawal/Drop
RT			Re-take

Application of Grades and Credits

The chart above describes the impact of each grade on a student’s academic progress. For calculating the rate of progress, grades of “F” (failure), “W” (withdrawn), “I” (incomplete) and “RT” (Re-Take/Repeat) are counted as hours attempted, but are not counted as hours successfully completed. A “W” will not be awarded after reaching 60% of the term. Withdrawal after reaching 60% of the term will result in the student receiving an “F.” The student must repeat any required course(s) for which a grade of “F” or “W” is received. Students will only be allowed to repeat course(s) in which they received a grade below “C”. In the case “I” and “W” grades, “W” and/or “I” will be recorded on the transcript, and will be included in the calculation of CGPA. Both original and repeated credits will be counted as attempted credits in rate of progress calculations.

A “W” grade is not replaced when a student repeats the program. Full tuition will be charged for any portion of the program or lab portion of the program that is re-taken. To receive an incomplete “I”, the student must petition, by the last week of the module, for an extension to complete the required program work. The student must be satisfactorily passing the program at the time of petition. Incomplete grades that are not completed within two weeks after the end of the module will be converted to an “F” and will affect the student’s GPA. The school reserves the right to extend the time needed to make-up an incomplete grade.

Definition of a Unit of Credit

One semester unit is converted from clock hours attended per each of the school’s program. Credits are granted for the successful completion of either 15 clock hours of instruction in a lecture setting; 30 clock hours of instruction in a laboratory setting; or 45 clock hours of instruction in an externship setting. One clock hour is equivalent to a minimum of 50 minutes.

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Academic Progress (SAP) refers to the process used to determine if a student is making acceptable progress toward completion of their program of study. SAP requires that students be evaluated at specific periods of time during their enrollment using qualitative and quantitative standards. SAP is calculated using the cumulative grade point average (qualitative assessment) and timely completion of required credits for completion of each student’s program

of study (quantitative assessment). Accepted Transferred credits from other schools will count toward completion of student's program and will count as both credits/hours attempted and credits/hours completed. Students who graduate and return to enroll in a new program will be treated as a new student for the purpose of calculating SAP.

At each evaluation point, the institution will assess the qualitative and quantitative progress of the student. Students must demonstrate progress in the program at each of the evaluation points noted in the Academic Progress Chart.

Satisfactory Academic Progress Chart

What is measured	Cumulative Grade Point Average (GPA) and credits earned measured against credits attempted
Minimum Requirements	2.0 cumulative GPA and 67% of credits earned measured against credits attempted
Evaluation Points	End of each Payment period

At the time of these assessments, the institution will determine whether a student has successfully completed the required minimum percentage of work. Students must be able to complete their program within the maximum program length (MPL), which is 1.5 times (150%) the length of the published credit hours attempted, or the published number of the weeks required to complete the program. This is called a Pace of Progress. Pace of Progress is calculated by dividing the cumulative credits/hours student successfully completed by the cumulative credits/hours student has attempted. Students are required to successfully earn a minimum of 67% of the credit hours attempted and maintain a GPA of 2.0 at each evaluation point in order to maintain SAP.

SAP Probation

Students not meeting SAP standards are placed on academic probation. Students will receive a written probation letter indicating their probationary status. Once students are put on probation, they have until the next SAP evaluation point to raise their cumulative GPA and credits earned to the minimum standards or they will be terminated from school. At the next SAP evaluation point, if students successfully raise their cumulative GPA and credits earned to the minimum standards, they will be removed from probation and considered to be making satisfactory academic progress.

Students on SAP probation will not be eligible for financial aid disbursements until they have achieved a minimum of 2.0 cumulative GPA and reached the required number of credits for that disbursement period. Students who have been placed on written probation and fail to meet SAP requirements at the next evaluation point will be terminated.

Unsatisfactory Progress

Unsatisfactory progress may result in additional tuition charges assessed to the student. If certain modules/courses need to be repeated or the student does not complete his or her program on time, the Institution may charge the student for additional, out-of-pocket educational

expenses. Students may only repeat the same module/course once, and must be able to complete the program within the MPL, which is 1.5 times the length of the published credit hours.

Appeal Procedure for Not Meeting Satisfactory Academic Progress

Students found not to be meeting the school standards for SAP will be notified in writing by the Campus Director.

If a student believes that his or her situation deserves special consideration due to extenuating circumstances, a written appeal may be made to the Campus Director within five (5) business days of notification. At this time, the Campus Director will discuss the requirements of the SAP policy and conditions for extenuating circumstances. Extenuating circumstances are significant occurrences beyond the control of the student, such as prolonged illness, family crisis, jury duty, or military obligation.

Upon reviewing the appeal, the Campus Director may grant the student an extension of the probationary period for up to one term/module.

SAP-Warning, Appeal and Probation (Financial Aid Students)

Financial Aid Warning

Failure to meet SAP standards may result in loss of federal financial aid eligibility. Students not meeting SAP standards are placed on “Financial Aid Warning”. Students may continue to receive federal financial aid as long as it is mathematically possible to recover in one payment period, and no appeal is necessary if the student meets SAP standards at the end of the payment period.

Students will be notified in writing about their “Financial Aid Warning” status. If the student is still not making SAP after the warning period, he/she will become ineligible for federal financial aid until SAP standards are successfully met.

Appeal

Students not meeting the minimum SAP standards will receive written notification and will be informed about the appeal process, and their right to appeal the loss of federal financial aid eligibility if mitigating circumstances (events totally beyond the student’s control) occurred during the preceding payment period. If a student believes that his or her situation deserves special consideration due to extenuating circumstances, a written appeal may be made to the Campus Director within five (5) business days of notification. The written appeal must include the circumstances that caused the student to fail to meet SAP, and what has changed that will allow the student to meet the SAP standards. At this time, the Campus Director will discuss the specific requirements of the SAP policy and conditions for extenuating circumstances.

Extenuating circumstances are significant occurrences beyond the control of the student, such as prolonged illness, family crisis, jury duty, or military obligation.

Upon reviewing the appeal, the Campus Director may approve the appeal and grant the student an extension for up to one term/module. The decisions are final and students will be notified of the outcome.

Financial Aid Probation

A student who fails to maintain the minimum SAP standards, and has successfully appealed and the appeal has been approved, will be placed on “Financial Aid” probation. The student will continue to receive federal financial aid for one payment period during this Financial Aid Probationary period.

If the student is still not meeting the minimum SAP standards, after the probationary period, he/she will become ineligible for federal financial aid until all SAP standards are successfully met.

INDIVIDUALIZED EDUCATION PLAN

An Individualized Education Plan (IEP) is developed for students to assist them with achieving and maintaining Satisfactory Academic Progress. An IEP may be developed for a student who has an approved mitigating circumstance which has negatively impacted his/her academic performance. No more than one IEP may be developed throughout a student’s program of study.

Unsatisfactory Progress

Unsatisfactory progress may result in additional tuition charges assessed to the student. If certain modules/courses need to be repeated or the student does not complete his or her program on time, the institution may charge the student for additional, out-of-pocket educational expenses. Students may only repeat the same module/course once, and must be able to complete the program within the MPL, which is 1.5 times the length of the published credit hours.

Appeal of Dismissal

Students who are subject to dismissal may appeal to the Director. Dismissal may be postponed and the probation continued if the student shows significant improvement in academic achievement but has not been able to achieve a level that would meet the requirements for removal from probation.

Re-admission after Dismissal

Students who have been dismissed may request reinstatement after 90 days have elapsed. They shall submit a written petition requesting readmission to the institution in compliance with Institution procedures. The request must include the circumstances that caused the student to fail to meet SAP, and what has changed that will allow the student to meet the SAP standards including any supporting documentation, i.e. transcripts, grade reports, etc. Re-admission may be granted, denied, or postponed subject to fulfillment of conditions prescribed by the institution. Students must file a petition to return prior to the desired return date. Please see “Re-Entry” for additional information.

Program Retake Policy

The program retake policy is offered to students who have unsuccessfully completed a program and received a failing grade (F). For veteran students, the school will report the unsatisfactory attendance or academic progress of the veteran to VA in time for VA to receive it within 30 days of the date on which the said conduct of the veteran becomes unsatisfactory. If the veteran

student chooses to retake the program, NCC will allow it, if it does not contradict VA policy. The student will be charged tuition at the appropriate rate.

GRADUATION REQUIREMENTS

A certificate of completion or a diploma will be awarded to those students meeting the graduation requirements. Students eligible for a certificate of completion are those who have satisfactorily completed their program of study with the appropriate number of hours and cumulative grade point average of 2.0 (C Average), who have passed the final exam with a letter grade of C or better, and who have fully paid all tuition charges. If a third-party is paying for your program, the school will not issue the program completion record until the program has been completely paid in full. If a student does not meet graduation requirements, records of his/her attendance and grading will be maintained through official transcripts.

TERMINATION, APPEAL AND REINSTATEMENT

Should students find it necessary to discontinue their training, they should arrange to meet with the Associate Director to discuss their situation and submit written notification of their request. Students shall be terminated for failure to:

- Meet minimum standards for academic progress,
- Meet the minimum conduct standards of the school, or
- Fulfill their financial obligations according to their agreement with the school.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due to the school based on the refund policy. Students have the right to appeal dismissal decisions made by the school administration by submitting a written request to the School Director describing any mitigating circumstances or conditions, which warrant special consideration. If the appeal is accepted, the student may be reinstated according to special terms and conditions stipulated by the School Director.

Appeal

Suspended or terminated students may appeal the school's decision in writing to the School Director. The School must receive the appeal from the student within three business days of being notified of the dismissal. All appeals will be responded to within ten (10) business days of receipt by the school.

CLASS CANCELLATION

Administration reserves the right to cancel any class if the number of students falls below the minimum accepted. Class cancellations may occur during the first five scheduled class days, in which case Glendale Career College will refund all monies due, if applicable.

CERTIFICATION/LICENSURE EXAMINATION

State and National Board Examinations

Currently, educational programs offered by NCC which lead to a career do not require any certification or licensure for employment, however, certification or licensure is highly recommended. State and/or National licensing and/or certification and/or registration examinations or processes are the student's responsibility. NCC will provide students with information regarding test dates, locations, and fees whenever possible. Students should be aware that all test fees, unless stated on the enrollment agreement, are in addition to the tuition paid to the college.

Students who choose to participate in state and/or national licensing and/or certification and/or registration examinations are responsible for paying the sponsoring organizations.

Program of Study	Certification/licensing Examination
Medical Assisting	Upon graduation students are eligible to sit for the Certified Medical Assistant, CMA (AAMA) certification examination – www.aama-ntl.org
Medical Office Specialist	Upon graduation students are eligible to sit for the Nationally Certified Insurance & Coding Specialist, NCICS (NCCT) certification examination – www.ncctinc.com
Dental Technician	Upon graduation students are eligible to sit for the National Association of Dental Laboratories certification examination (NADL) – www.nadl.org

ADVISORY COMMITTEE

NCC utilizes the expertise of advisory boards for each program. Board members are industry representatives who share unique knowledge and skills that compliment and enhance National Career College programs. Advisory board members meet annually at National Career College to discuss the programs.

PROGRAMS OF STUDY

All National Career College Programs are delivered in English & Instructional Method of Delivery is Residential

DENTAL LABORATORY TECHNICIAN PROGRAM

D.O.T. Code: 712.381-018

C.I.P. Code: 51.0603

SOC Code: 51-9081

A diploma as a Dental Laboratory Technician will be issued by NCC upon successful completion of all Dental Technology program modules. NCC offers in house training only.

Dental Laboratory Technician Program Description & Objectives:

The objective of this program is to familiarize students and educate them on the human mouth morphology, utilization of the dental impression, using CAD/CAM technology to scan, design and to prepare dental restoration components, working models, and ultimately fabricate dental prosthesis, including the procedures for carving the crowns, bridges, and roots in a suitable material such as wax compound, investing, casting, and finishing the metal restorations. Familiarize the student with milling and sintering software and systems. Educate the student in definite procedures for building, contouring and shaping porcelain crowns that are fused to metal or Zirconia substructures made in suitable materials, such as ceramic porcelain (PFM, and PFZ). To complete this program successfully, a student is required to complete a total of 1130 hours consisting of 266 hours of classroom instruction and 864 hours of laboratory time. Upon completion of this program, the student will have gained the knowledge required to attain a job at a laboratory specializing in the manufacture of fixed prosthesis (e.g., crown and bridge).

The following is a sequential listing of the program modules for the Dental Laboratory Technician program and the number of hours devoted to lecture and laboratory time.

Course Number	Course Title	Total Hours	Lecture Hours	Lab Hours	Total Weeks	Semester Credit Hours
MDT-101	Dental Morphology & Anatomy, Fixed Restorations, RX Slip & Instructions	40	40	0	2	2.5
MDT-102	Impression Prep. Stone Prep., Model Prep., Pinning and Base Prep.	40	8	32	2	1.5
MDT-103	Die Prep., Mounting & Articulating, Die Ditching	60	12	48	3	2.0
WMT-101	Die Prep., Case Eval., Coping Wax Up & Design	50	10	40	2.5	2.0
WMT-102	Full Crown Wax Up and Design, Diagnostic Wax Up	100	20	80	5	4.0

WMT-103	Bridge Wax Up & Design, Pontic Structure & Design	80	16	64	4	3.0
WMT-104	Spruing & Investing, Casting & Divesting, Metal Framework Prep & Fitting	30	6	24	1.5	1.0
WMT-105	Finishing Metal Framework	80	16	64	4	3.0
WMT-106	Full Cast Crown Fit & Polish	20	4	16	1	0.5
CT-101	Framework Degassing & Opaquing	20	4	16	1	0.5
CT-102	Porcelain Build-up & Baking	60	12	48	3	2.0
CT-103	Porcelain Contouring & 2 nd Bake	120	24	96	6	4.5
CT-104	Porcelain Finishing, Stain & Glaze, Final Restoration	120	24	96	6	4.5
DCCT-101	CAD/CAM Model & Die Prep., Dental Manager Software, CAD Restoration Components, Milling & Sintering	110	30	80	5	4.5
DCCT-102	Fitting & Refining Zirconia Framework, Porcelain Build-up & Baking	40	8	32	2	1.5
DCCT-103	Porcelain Contouring & 2 nd Bake	80	16	64	4	3.0
DCCT-104	Porcelain Finishing, Staining & Glazing	80	16	64	4	3.0
TOTALS		1130	266	864	56.5	43

Testing

Upon completion of the Dental Laboratory Technician program lecture and lab hours, the student is ready to take the final test. This test is administered in two parts, written and hand skills. The written part is designed to make sure a student follows directions, understands dental technology terminology, and has an in-depth understanding of critical areas. The hand skills part will determine if the student has the ability to perform basic tasks with precision. It will also determine the ability of the student to follow directions. Tests will be graded by the program director.

Module Descriptions and Objectives

MDT 101, 102, 103: Model and Die Technician

Prerequisite: None

Total Clock Hours: 140 Total semester credit hours: 6

The objective of these modules is to educate the students on the human mouth morphology, utilization of dental impressions to prepare working models, and ultimately fabricate dental prosthesis.

To complete these modules successfully, a student is required to complete a total of 140 hours consisting of 60 hours of classroom lecture and 80 hours of laboratory time.

Upon completion of these modules, the student will be qualified as a Model & Die Technician, with the knowledge required to attain a job at a laboratory specializing in fixed prosthodontics production, e.g. crown and bridge.

WMT 101, 102, 103, 104, 105, 106: Wax and Metal Technician

Prerequisite: MDT 101-103

Total Clock Hours: 360 Total semester credit hours: 13.5

The objective of these modules is to familiarize students in a definite procedure for carving the crowns, bridges, and roots in a suitable material such as, wax compound, investing, casting, and finishing the metal cast restorations.

To complete these modules successfully, a student is required to complete a total of 360 hours consisting of 72 hours of classroom lecture and 288 hours of laboratory time.

Upon completion of these modules, the student will be qualified as Wax and Metal Technician, with the knowledge required obtaining a job at a laboratory specializing in fixed prosthodontics production, e.g. crown and bridge.

CT 101, 102, 103, 104: Ceramic Technician

Prerequisite: MDT 101-103 & WMT 101-106

Total Clock Hours: 320 Total semester credit hours: 11.5

The objective of these modules is to familiarize students in definite procedures for building, contouring, and shaping porcelain crowns and bridges that are fused to metal substructures using suitable materials, such as ceramic porcelain (PFM).

To complete these modules successfully, a student is required to complete a total of 320 hours consisting of 64 hours of classroom lecture and 256 hours of laboratory time.

Upon completion of these modules, the student will be qualified as a Ceramic Technician, with the knowledge required to attain a job at a laboratory specializing in fixed prosthodontics production, e.g. crown and bridge.

DCCT 101, 102, 103, 104: Dental CAD/CAM Technician

Prerequisite: MDT 101-103

Total Clock Hours: 310 Total semester credit hours: 12

The objective of these modules is to familiarize students with calibrating the scan server, operating Dental Manager Software, scanning and designing dental restoration components utilizing IT Library, operating dental milling software and system, and sintering systems to produce the final product. Students will learn the procedure for scanning, designing, building, contouring, and shaping porcelain crowns and bridges that are fused to zirconia substructures

using suitable materials, such as ceramic porcelain (PFZ).

To complete these modules successfully, a student is required to complete a total of 310 hours consisting of 70 hours of classroom lecture and 240 hours of laboratory time.

Upon completion of these modules, the student will be qualified as a Dental CAD/CAM Technician, with the knowledge required to attain a job at any laboratory and/or laboratories utilizing CAD/CAM technology and specializing in fixed prosthodontics production, e.g. crown and bridge.

MEDICAL ASSISTANT PROGRAM

D.O.T. Code: 079.362-010

C.I.P. Code: 51.0801

SOC Code: 31-9092

Medical Assistant Program Description & Objectives:

Medical Assisting is a multi-skilled allied health profession whose practitioners work primarily in ambulatory settings such as medical offices and clinics. Medical assistants function as members of the health care delivery team and perform a variety of administrative and clinical procedures. The Medical Assistant Program will help students obtain the skills and knowledge necessary to work in medical offices or outpatient clinics. Students will receive training and instructions in administrative and clinical office procedures, medical laboratory tests and procedures, human anatomy and physiology, medical terminology, patient psychology, medical ethics, medical law and pharmacology.

Successful completion of this program entitles graduates to sit for the Medical Assistant National Certification Exam through the American Association of Medical Assistants (AAMA) organization.

- 32 Weeks with externship (Day & Evening) – FULL TIME

Course Number	Course Title	Total Hours	Lecture Hours	Lab Hours	Extern Hours	Total Weeks	Semester Credit Hours
MA-101	Medical Assisting, Roles and Responsibilities	80	40	40	0	4	3.5
MA-102	Anatomy & Physiology/ Clinical Procedures I	80	40	40	0	4	3.5
MA-103	Medical Office Administration	80	40	40	0	4	3.5
MA-104	Anatomy & Physiology/ Clinical Procedures II	80	40	40	0	4	3.5
MA-105	Medical Office Finance	80	40	40	0	4	3.5
MA-106	Anatomy & Physiology/ Clinical Procedures III	80	40	40	0	4	3.5
MA-107	Anatomy & Physiology/ Pharmacology	80	40	40	0	4	3.5
MA-108	Externship	160	0	0	160	4	3.5
TOTALS		720	280	280	160	32	28

Module Descriptions

MA-101: Medical Assisting Roles and Responsibilities

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 3.5

Description: This module provides an overview of the roles and responsibilities of a medical assistant, an overview of the history of medicine, and essential legal and ethical responsibilities of an allied healthcare professional. Students get an introduction to the health care team, learn effective interpersonal communication techniques, basic medical terminology and acquire typing skills. The module covers clinical aspects of medical assisting, beginning with asepsis and sterile techniques and minor office surgeries including the identification of common medical office surgical instruments. Essentials skills for medical emergencies and first aid are built. (2 hr. Lecture 2 hr. Lab)

MA-102: Anatomy & Physiology/Clinical Procedures I

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 3.5

Description: This module is an introduction to the clinical aspect of the medical assisting profession as well as human anatomy and physiology. The module introduces the structures and functions of the circulatory, respiratory and immune systems and covers topics in phlebotomy, injections and cardiopulmonary procedures such as electrocardiography, holter monitors and stress tests. Students also learn and practice patient-care skills such as Venipuncture, ECG, and various specialty examinations involving radiology and diagnostic imaging. (2 hr. Lecture 2 hr. Lab)

MA-103: Medical Office Administration

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 3.5

Description: Students will learn and practice essential procedures for medical office management. The module provides an introduction to manual and computerized records management methods and different types of filing systems. Telephone techniques, appointment scheduling, HIPAA compliance and reception duties are also covered. Medical office management software, word processing, and keyboarding skills are practiced through various hands-on activities. (2 hr. Lecture 2 hr. Lab)

MA-104: Anatomy & Physiology/Clinical Procedures II

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 3.5

Description: This module is an introduction to the study and function of the digestive, urinary, nervous systems and special senses. Essential clinical duties include maintaining, Occupational Safety and Health Administration (OSHA) Standards, hand-washing, patient preparation, and assisting with examinations, emphasizing the importance of being proficient. Introduction to techniques in the clinical laboratory including competent use of the microscope, understanding the theory and knowledge of common laboratory tests performed in the physician's office. Fundamentals of collection, preparation and processing of specimens, urinalysis, and accurate reporting of test results. (2 hr. lecture, 2 hr. lab)

MA-105: Medical Office Finances

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 3.5

Description: This module is an introduction to medical office finance procedures. Fundamentals of billing, collecting and bookkeeping. Types of Insurance, ICD-9 coding, CPT- coding, and health care claim forms are introduced as well as basic pegboard exercises. Fundamentals of Medisoft[®], medical office management software are practiced. Students will perform keyboarding using various activities. Essential management skills for the physician's office are covered as well. (2 hr. Lecture 2 hr. Lab)

MA-106: Anatomy & Physiology/Clinical Procedures III

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 3.5

Description: This module is an introduction to the structure and function of the male and female reproductive systems, endocrine, integumentary, and musculoskeletal system. Fundamentals in the proper use of ambulatory aids and body mechanics. Blood glucose testing, gynecological examinations and assisting with pediatric evaluations are covered

MA-107: Anatomy & Physiology/Pharmacology

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 3.5

Description: The module reflects basic theory and clinical information related to drugs, including classifications, source, dosages and measurements, regulatory requirements, and basic principles of drug administration. At all times, safety is emphasized for the health professional administering the medication and the patients receiving the medication. Accuracy is stressed. Career development and formulation of a resume are included. (2 hr. lecture, 2 hr. lab)

MA-108: Externship

Prerequisites: MA101-107

Total clock hours: 160 Total semester credit hours: 3.5

Description: This module includes supervised experience in medical offices to provide the student with a comprehensive application of administrative and clinical skills. This module is designed to give the student an opportunity to discuss, evaluate, and share learning experiences and to strengthen learning situations brought up in a clinical externship. (1 hr. lecture, 159 hrs. clinical)

MEDICAL OFFICE SPECIALIST PROGRAM

D.O.T. Code: 214.482-010

C.I.P. Code: 51.0705

SOC Code: 29.2071

Medical Office Specialist Assistant Program Description & Objectives:

The Medical Office Specialist program prepares graduates for entry-level employment as a medical office billing specialist by providing training in the knowledge, skills, and techniques needed to function in the medical front office, hospital, or medical clinic. Students will learn to set up patient records, computerized practice management, and other functions essential to the medical office environment. Students will also learn the basics of medical coding using CPT and ICD-9-CM codes, and preparation and processing of various insurance claims.

- 34 Weeks with externship (Day & Evening) – FULL TIME

Course Number	Course Title	Total Hours	Lecture Hours	Lab Hours	Extern Hours	Total Weeks	Semester Credit Hours
MOS-101	Operating Systems	20	15	5	0	1	1.00
MOS-102	Keyboarding and Typing	20	15	5	0	1	1.00
MOS-103	MS Office I	20	15	5	0	1	1.00
MOS-104	MS Office II	20	15	5	0	1	1.00
MOS-105	Office Procedures	80	60	20	0	4	4.50
MOS-106	Medical Terminology, Anatomy & Physiology I	80	60	20	0	4	4.50
MOS-107	Medical Terminology, Anatomy & Physiology II	80	60	20	0	4	4.50
MOS-108	Medical Coding	80	60	20	0	4	4.50
MOS-109	Medical Insurance	80	60	20	0	4	4.50
MOS-110	Electronic Medical Billing	80	60	20	0	4	4.50
MOS-111	Employment Preparation	20	15	5	0	1	1.00
MOS-112	Medical Office Specialist Externship	180	0	0	180	4.5	4.00
	TOTALS	760	435	145	180	33.5	36.00
	Outside Work/Homework Assignment	140	0	0	0	0	0
	TOTALS	900	435	145	180	33.5	36.00

Module Descriptions

MOS-101: Operating Systems

Prerequisites: None

Total clock hours: 20 Total semester credit hours: 1

This course surveys the field of computing and serves as an orientation to computer concepts and terminology. It includes the history of the field and the social implications of widespread use of computers. The development of computers, as well as their current design, is described. The concepts of data acquisition, storage, internal representation, and processing into useful information are shown. Additional topics include user interfaces, computer languages, and communications. Students will also learn to navigate the worldwide web, use search engines and establish an email account.

MOS-102: Keyboarding & Typing

Prerequisites: None

Total clock hours: 20 Total semester credit hours: 1

Keyboarding skills are developed on the alphabetic keyboard using the microcomputer. The student learns the proper typing techniques necessary for "touch typing" and a minimum speed of 35 words per minute is achieved.

MOS-103: MS100 MS Office I

Prerequisites: None

Total clock hours: 20 Total semester credit hours: 1

Students will be introduced to commonly used portions of MS Office Suite. This is to provide the foundation in the use of the Internet/Email and Microsoft Word. The first part of the week, i.e. Mondays and Tuesdays, will deliberately include the basic and more intermediate modules of Microsoft Windows XP Operating System as well as Keyboarding and Typing.

MOS-104: MS100 MS Office II

Prerequisites: None

Total clock hours: 20 Total semester credit hours: 1

Students will be introduced to commonly used portions of MS Office Suite. This is to provide the foundation in the use of the Microsoft Excel and Microsoft PowerPoint. The first part of the week, i.e. Mondays and Tuesdays, will deliberately include the basic and more intermediate modules of Microsoft Windows XP Operating System as well as Keyboarding and Typing.

MOS-105: Office Procedures

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 4.5

This course is an introduction to medical secretarial duties and office procedures. The student is trained in telephone procedures and etiquette, patient reception and scheduling techniques, medical files and records management, mail processing and inventory control, human relations and medical office management. The importance of accuracy, medical ethics and the legal aspects associated with medical records are emphasized. Students will also acquire proficiency in the operation of Microsoft Word software program on the personal computer, including menus, centering,

formatting, editing, working with fonts, tables, labels, envelopes & graphics (for presentations) as well as printing, replacing text and referencing help.

MOS-106: Medical Terminology, Anatomy and Physiology I

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 4.5

The Class in **Medical Terminology, Anatomy and Physiology I** instruct students in basic knowledge of the human body (Anatomy), its functions (Physiology), and diseases. Students are taught to develop a medical vocabulary including areas such as pronunciation, plurals, spelling, origin and construction that are associated with the following body systems: skeletal, muscular, cardiovascular systems, lymphatic systems, and respiratory systems. Likewise, the terms related to the human body in health and disease. The course focuses on the recognition, definition, spelling, and pronunciation of these medical terms and at the same time learning the structures and functions of the body systems. Through lecture and the assigned textbook students acquire full understanding of these two important areas of the human anatomy and physiology.

MOS-107: Medical Terminology, Anatomy and Physiology II

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 4.5

The class in **Medical Terminology, Anatomy and Physiology II** provides a basic knowledge of the different prefixes, combining forms, suffixes of medical terms that are associated with the following body systems: digestive systems, urinary systems, nervous systems, Special Senses, Integumentary, Endocrine, and Reproductive Systems. Likewise, the terms related to the Diagnostic Procedures and Pharmacology. The course focuses on the recognition, definition, spelling, and pronunciation of these medical terms (anatomical, physiological, diagnostic and pathological terms) and at the same time learning the structures and functions of the body systems. It also includes the recognition, definition, spelling, and pronunciation of terms used in medical pathology and medical practice.

MOS108: Medical Coding

Prerequisites: MOS106, MOS107

Total clock hours: 80 Total semester credit hours: 4.5

This class prepares students with a solid background of performing medical coding of different diagnoses and procedures used by several health care providers. The use of the Current Procedural Terminology (CPT) and the International Classification of Diseases (ICD-9) manuals will be presented in easy step-by-step fashion. Medical Terminology used in the different sections of these manuals will be mastered.

MOS109: Medical Insurance

Prerequisites: None

Total clock hours: 80 Total semester credit hours: 4.5

The Health Insurance Management module focuses on managing health information, both from a patient and a practice perspective, including regulatory guidelines and legal/ethical aspects of medical insurance, billing and coding. Students learn about medical records management, patient information forms, charts, and authorizations for treatment. Students also learn about privacy laws, fraud and abuse, auditing patient records for correct assignment of codes, and

specialty coding procedures. This management is also designed to develop professional skills and proactive career management.

MOS110: Electronic Medical Billing

Prerequisites: MOS101, MOS103, MOS104, MOS108, MOS109

Total clock hours: 80 Total semester credit hours: 4.5

A computerized job-simulated billing exercise using MediSoft will provide the student with a complete learning package in this course. This course will provide the students the basic knowledge to apply the patient's demographics using computer software to minimize errors in submitting claims to different insurance companies. This will give the students the understanding the difference between manual and computerized generation of claim forms for reimbursement.

MOS111: Employment Preparation

Prerequisites: None

Total clock hours: 20 Total semester credit hours: 1

In this course students learn how to seek employment including locating sources of employment, writing letters of application, preparing a resume, interviewing for a job and follow-up procedures.

MOS-112: Medical Office Specialist Externship

Prerequisites: MOS101, MOS102, MOS103, MOS104, MOS105, MOS106, MOS107, MOS108, MOS109, MOS110

Total clock hours: 180 Total semester credit hours: 4.0

The Medical Billing and Coding Specialist Externship module is the opportunity for students to focus on medical billing and coding skills. The externship is designed to provide practical on-the-job experiences that augment the student's in-class experiences. Students are required to complete a 160-hour externship program at a work site connected with their field of study, which normally includes health care facilities, such as private or group physician practices, clinics, and industrial clinics. This course will include out-of-class work such as reading and writing assignments, practice and practical application assignments, and projects.

FACULTY AND STAFF INFORMATION

Staff			
Name	Title	Status	
Sarkis Sam Ksachikian	Campus Director	Full-Time	
Anna Tovmasyan	Associate Director/Financial Aid Director	Full-Time	
Gayane Khanoyan	Associate Director/Registrar	Full-Time	
Martha Alonzo	Admission Representative	Full-Time	
Flor Zuniga	Career Services/Student Services	Full-Time	
Serjik Kesachekian	Director of Education & Compliance	Full-Time	
Faculty			
Name	Title	Status	Degree/Education Institution
Hovsep Avakian	Dental Laboratory Technology Instructor	Part-Time	DLT – Dental Technology College (Out of Country)
Joseph Atamian	Dental Laboratory Technology Instructor	Part-Time	DLT– California College of Dental Training
Sarkis Sam Ksachikian	Dental Laboratory Technology Program Director	Full-Time	DLT – Yerevan State Medical Institute (Out of Country)
Monica Gonzalez	Medical Assistant Instructor	Part-Time	MA-Bryman College
Anne Fox	Medical Office Specialist Instructor	Part-Time	Medical Billing and Coding-ICDC

TUITION & FEES

Fees:

A “Registration” fee of \$75.00 (non-refundable) will be applied to each program. Additionally, a State of California required Student Tuition Recovery Fund (STRF) fee of \$2.50 per thousand dollars of institutional charges (non-refundable) is also collected.

1. Dental Laboratory Technician Program

Tuition for Dental Laboratory Technician Program: \$15,080.00

Raw Materials: \$2,000.00

Supplies for full program (books, tools, and uniform): \$800.00 (non-refundable)

Registration fee: \$75.00 (non-refundable)

STRF: \$45.00 (non-refundable)

Total Cost: \$18,000.00

2. Medical Assistant Program

Tuition for Medical Assistant Program: \$9,000.00

Materials and Supplies: \$450.00

Books and uniform: \$350.00

Registration fee: \$75.00 (non-refundable)

STRF: \$25.00 (non-refundable).

Total Cost: \$9,900.00

3. Medical Office Specialist Program

Tuition for Medical Office Specialist Program: \$10,800.00

Materials and Supplies: \$0.00

Books and uniform: \$1,095.00

Registration fee: \$75.00 (non-refundable)

STRF: \$30.00 (non-refundable).

Total Cost: \$12,000.00

This catalog may be updated periodically at the discretion of the Campus Director

The college catalog will be updated annually. Updates made to the catalog regarding educational programs, educational services, policies and procedures required to be included and/or updated, and are implemented before the scheduled annual updates, those changes will be reflected at the time they are made and will be provided to students via supplements and/or inserts accompanying the catalog.

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

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

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

To Whom It May Concern:

This Catalog is true and correct in content and policy.

Sarkis Sam Ksachikian, Campus Director

National Career College