

GENDARME INSTITUTE

CATALOG

MAY 2012 - MAY 2013

**9471 E. SLAUSON AVENUE
PICO RIVERA, CALIFORNIA 90660**

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GENERAL INFORMATION

Approval Disclosure Statement

Gendarme Institute is a private Institution who's application for approval to operate has not been reviewed by the bureau per Section 94809.

"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".

Instruction is in residence with a facility occupancy level that will accommodate 40 students. California statute requires that a student, who successfully completes a course of study, be awarded an appropriate diploma or certificate verifying the fact. Gendarme Institute awards its graduates a diploma/ completion certificate as an acknowledgment of their accomplishment and graduation from Gendarme Institute.

Prospective students are encouraged to visit the physical facilities of the school and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements. Gendarme Institute currently does not have assistance programs to provide the student the opportunity to finance their tuition and fees.

Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the Director, N'Dri Aboli, President .

Unresolved complaints may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive., Suite 400, Sacramento, CA 95833. (916) 431-6959 Fax (916) 263-1897. **Toll Free: (888) 370-7589**

"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 Number 1 (888) 370-7589 or by completing a complaint form, which can be obtained on the Bureau's internet web site www.bppe.ca.gov".

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at: 2535 Capitol Oaks Drive., Suite 400, Sacramento, CA 95833. (916) 431-6959 Fax (916) 263-1897. Toll Free: (888) 370-7589

Administration & Staff

Institute Director	N'dri Aboli
Director of Admissions	N'dri Aboli
Student Services/Placement Officer	Marcella Owens

Faculty

Computerized Medical Billing I	Rosa Gonzalez	Certified Medical Billing/Coding Instructor
Computerized Medical Billing II	Rosa Gonzalez	Certified Medical Billing/Coding Instructor
Microcomputer Office Specialist	Breanna Scott	Certified Computer Specialist
A+ Computer Repair Tech	Vacant	
Security Officer -Unarmed (Spanish)	Von Stroff	
Security -Unarmed	Von Stroff	
Security Private Investigation	Von Stroff	

Gendarme Institute 's Instructors have been chosen from the Professional community as they excel in their field for Instruction. Instructors are encouraged to inspire students to achieve career goals through their attainment of knowledge, skills and self-confidence.

Instructors attend continuing education and/or subject upgrade with teaching methodology and professional development skills as they relate to their field.

Institution Mission, Philosophy

Gendarme Institute's mission is to provide high quality training programs that will give students the knowledge and technical proficiency that will make them employable for entry-level positions upon graduation in their chosen career.

Gendarme Institute's philosophy is in providing students with the opportunities to recognize their own potential through the development of new skills, them preparing the student to enter their new career so that they can meet the needs of business and industry where they can benefit each other.

Goals and Objectives:

Gendarme Institute's primary goal is to provide quality programs and training that will enable students to successfully complete the program and then be placed in an entry-level career position in their chosen field. Gendarme Institute's following objectives support the institute's goals:

- * to provide quality "hands-on" training.
- * To maintain current, up-to-date training equipment and materials.
- * To assure programs that are responsive to employer needs.
- * To assist graduates with effective placement preparation and assistance programs.

History

Gendarme Institute became was founded in 1979, and started the Institute with a security and investigation training program. In keeping current with changing technology, Gendarme Institute added t a computer training program to its offerings and Medical Billing programs to meet the current needs in the job markets.

Semester Credit Hour Measure

A Semester Credit Hour (Unit) equals one or any combination of 15 hours of lecture/theory equals 1 semester unit, 30 hours of laboratory/demonstration equals 1 semester unit and 45 hours clinical/extern ship/ work based activity equals 1 semester unit. A clock hour is defined as "A period of sixty (60) minutes with a minimum of fifty (50) minutes of instruction and 10 minutes allowed for student break. This formula complies with the Federal 34 CFR.

Academic Year Definition

The academic year for programs less than 24 semester credit hours is 32 weeks. The academic year for programs with at least 24 semester credit hours is 36 weeks (48 if beyond 2 semesters).

Transfer of Credit Policy

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

The transferability of credits you earn at Gendarme Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn in Gendarme Institute is also at the complete discretion of the institution to which you may seek to transfer.

If the certificate or diploma that you earn at Gendarme Institute are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at the institution. For this reason you should make certain that your attendance at this institution will meet your educational goals.

This may include contacting an institution to which you may seek to transfer after attending Gendarme Institute to determine if your credits or certificate or diploma will transfer.

IF A STUDENT OBTAINS A LOAN TO PAY FOR THE EDUCATIONAL PROGRAM, THE STUDENT WILL HAVE THE RESPONSIBILITY OF 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.

THIS INSTITUTION DOES NOT HAVE A PENDING PETITION IN BANKRUPTCY, OR OPERATING AS A DEBTOR IN POSSESSION, AND HAS NOT FILED A PETITION WITHIN THE PRECEDING FIVE YEARS, OR HAS 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).

THE INSTITUTION DOES NOT OFFER DORMITORY/HOUSING FACILITIES OR HAVE ACCESS UNDER ITS CONTROL. THE AVAILABILITY OF HOUSING LOCATED REASONABLY NEAR THE INSTITUTION IS THE RESPONSIBILITY OF THE STUDENT TO SEEK OUT AND OBTAIN. NO FACILITIES ARE RECOMMENDED OR SPONSORED BY THIS INSTITUTE. THIS INSTITUTE DOES NOT OFFER AN APPROXIMATE COST OR RANGE OF COST FOR ANY HOUSING. THIS WILL BE THE RESPONSIBILITY OF EACH STUDENT ON THEIR OWN.

INSTITUTIONAL POLICIES AND INFORMATION

Physical Description of School

Gendarme Institute, occupies approximately 2,000 square feet in a traditional campus facility located at 9471 E. Slauson Avenue, Pico Rivera, California 90060, with ample parking. The campus maintains a comfortable environment for students. The average classroom ratio is 1 Instructor to 15 students. with a maximum capacity of 20 students. Equipment used in the training classrooms include up-to-date computers, video equipment, and a library with computer and internet access for student research and materials.

Admissions Policy

Applicants must be 18 years of age, and, at a minimum, possess a high school diploma or its equivalency (GED).

Prospective students should contact Gendarme Institute to set up an appointment with an Admissions Representative to receive information about the Institute, its curriculum, and admission policies. The representative will give a tour of the campus, provide detailed information of the institution's programs and policies, discuss the applicant's qualifications, and assist him/her in determining the best way to meet his/her career objectives.

This Institutes policy regarding the acceptance of credits earned at other institutions or through challenge examinations and achievements test.

This institute will evaluate transcripts for credit related to the actual course within a 5 years period from date of earned credits. This process will evaluate your earned credits within the last five years as equal to the subject matter offered in your program.

This institute will offer a test for the student with prior experiential learning, that will evaluate the ability of the student equal to the current training offered. Although this Institution will encourage the student to participate in the total course offered, as it benefits the student and the class, the student may be offered the credit for a portion, not to exceed 16 total hours of experiential learning. The final decision will be that of the Institution Director. There is no charge for this evaluation to the student, if accepted transcript credits, the student may be credited the cost of the accepted credit for prior education/experiential learning not to exceed the maximum of 16 hours. Each student will be evaluated separately by the Institution Director.

Admissions Procedures

As part of the admission procedure, applicants must:

- Complete and submit an Application Form
- Submit an original high school diploma or GED
- Attend a New Student Orientation.
- Complete, sign, and submit an Enrollment Agreement.
- Sign documents acknowledging receipt of disclosure forms.
- Pay a Registration Fee of \$75.00.(Non-Refundable)
-

Admissions Policy

Programs of training are open for open entry-open exit enrollment to men and women who possess a High School Diploma or the equivalent, and the ability to benefit from the training offered. Prospective students are invited to visit the institution and discuss their needs, goals, and objectives with an Admissions Representatives. Gendarme Institute uses an ability-to- be-trained test which is used as an entrance test.

The Institution will consider a non-high school graduate for enrollment if they exhibit and possess the ability-to-benefit from the education and training offered, and pass an approved ability to benefit test and have met all other standards for admissions.

Each applicant accepted for training will complete a request for transcript form to be sent to Secondary and Postsecondary institutions he/she has attended or produce a high school diploma or the equivalent of a high school diploma (GED)

Ability to Benefit

All applicants for admission to the school must be administered a test that is designed to reliably measure their ability to be successfully trained to perform the tasks associated with the program of instruction.

This Institute has not entered into an articulation or transfer agreement with any other College or University.

Withdrawal / Dropout Policy & Procedure

Students who wish to withdraw from their training program should contact the Institution Director. All students who withdraw or dropout (failed to attend classes for a three-week period without prior arrangement) are required to meet with the Business office. Regardless of the circumstances of withdrawal or the date of notification to the Institution, the official withdrawal date is the last date a student attended classes. Both refunds and final grade determinations are based upon last date of class attendance.

Reenrollment

Any student who wishes to re-enroll in the same program should first submit a letter to the Institution Director explaining the reason for initial withdrawal and reasons to re-enroll. Any student who re-enrolls must sign a new enrollment agreement at the prevailing tuition. This procedure is for a “Seven Day Cancellation” as well as program cancellations or terminations. All outstanding balance due to program cancellations/terminations must be paid in full.

Any credit given for prior training will be determined on a case-by-case basis by the Institution Director. Institution payments received will be credited to the applicable program. The remaining credit balances will be transferred to the new program. The Institution at its sole discretion will determine the student’s re-enrollment. A change from one program to another is not considered re-enrolled additional information on course changes can be found in this catalog under Changes in Program. based on each individual’s financial assistance packaging, it is important that all financial obligations are discussed prior to re enrolling.

Gendarme Institute Observes the Following Holidays

New Year's Day and Day after	January 1 and 2, 2012
Martin Luther King's Day	January 16, 2012
President's Day	February 20, 2012
Memorial Day	May 28, 2012
Independence Day	July 4, 2012
Labor Day	September 3, 2012
Veterans Day	November 12, 2012
Thanksgiving Day	November 22, 2012
Day after Thanksgiving	November 23, 2012
Christmas Day	December 25, 2012
Summer Break	1 Week (Will be announced 2 weeks prior)

Students will be on Winter Break beginning Friday, December 21, 2012 through Friday, January 4, 2013. Classes resume on Monday, January 8, 2013. Gendarme Institute reserves the right to modify this schedule with reasonable advance notice to students.

Statement of Non Discrimination

Gendarme Institute does not deny admission or discriminate against students currently enrolled on the basis of Race, Color, Religion, Sex, Age, Handicap, Financial Status, Area of Origin, Residence, Sexual Orientation, from participation in any of the Institute's activities. Gendarme Institute will reasonably accommodate applicants and students with disabilities to the extent required by applicable law.

STUDENT SERVICES

Student Parking

Student parking is available. Gendarme Institute is not responsible for parking violations, property theft, property damage. Ample parking is available for the students.

Advising

The staff of Gendarme Institute makes every effort to maintain close communication with its students. Students have access to faculty and administrative staff for vocational and academic advising. Students experiencing personal problems, which require professional counseling and is requested by the student, will be referred to the appropriate agencies.

Refresher Training

Graduates who desire refresher training may be admitted to retake a desired module within 1 year of graduation. The charge for such training is prorated to the total tuition of the program.

Admittance is based on space availability.

Gendarme Institute is committed to providing the student with a variety of learning experiences both in the classroom and for study purposes.

Placement Services

Upon completion of a program, students are encouraged to take a seminar on how to obtain employment. (offered through the placement office). This seminar is critical as it includes such topics as proper grooming, resume writing, successful interviewing techniques, mock interviews, and completing employment applications.

Gendarme Institute's Placement Assistance Department provides direct assistance as students near their completion date and beyond graduation. Delays in course completion may result in delaying employment assistance activity. Gendarme Institute CANNOT AND DOES NOT GUARANTEE EMPLOYMENT.

Disclosure and Retention of Education Records

Students have the right to inspect, review, and challenge information contained in their education records. Education records are defined as files, materials, and documents, which contain information directly, related to the student and are maintained by the Institution. Written consent is required before education records may be disclosed to third parties with the exception of regulatory education agencies. Student's wishing to review their file must make an appointment with the student service department. All appointments must be made during regular business hours.

At no time may the student and or parent remove, destroy and or damage any documents contents in the file.

Student records are to be kept for up to 5 years, Transcripts will be available for students permanently. Students must submit a written request to the school for an official copy of the transcript.

Tuition Assistance: At the present time, Gendarme Institute does not offer financial aid programs.

Library:

Gendarme Institute's library is comprised of books and videos that can be used as supplemental or reference materials from the content of the programs. These reference materials are maintained and upgraded on a consistent basis. Periodicals are available for students reading. The library has a computer with internet available and web sites available for the use of the students and Instructors. These web sites are update regularly as new web sites are available.

Student Lounge:

The student lounge is available for the convenience of students. Vending machines are available to the students during break times. Please dispose of food and beverages in the appropriate containers in the student lounge, and food and drinks are not to be taken into the classrooms, or administrative area.

ATTENDANCE POLICIES

Attendance

Attendance standards at Gendarme Institute are designed to prepare graduates to meet the demands of employers. If the student and Gendarme Institute are to achieve the goal of placement in a chosen career field, it is necessary for the student to exhibit the most essential characteristics desired by employers; reliability. Employers define reliability as punctuality, regular attendance, and working an entire shift. It is extremely important which attending Gendarme Institute to maintain excellent attendance as it will be monitored and used to market the student to prospective employers upon graduation.

Students are expected to be on time to class every day. When students must be absent from class, they call the Institution prior to the start of class, noting the class they are in, an explanation of why they will not be in class that day, and when can we expect their return.

Recurring absences could result in disciplinary action, including dismissal. Students must maintain a 80% attendance record or better to maintain “Satisfactory Attendance Progress.” Unsatisfactory attendance may lead to Probation status. Excused absences are not automatic; your instructor monitors and provides all attendance to the Student Services Department.

Make-up Time/Work Accountability

Make-up hours, assignments and/or tests are available and encouraged. Make-up time/work must be scheduled with your instructor to assure proper credit. Students must make up time/ work for proper credit towards graduation. Make-up classroom time must be completed on the Institution premises. Make-up assignments and/or test will be given for those who need to make up for academic grade/ semester credit hours.

Leave of Absence Policy

If a “Leave of Absence” is required, a student must submit in writing to the Student Service Department, the basis of the request, expected return date and the initial date of request with the student's signature. This does not automatically reflect the Institution's approval. A Leave of Absence may be limited to a specified amount of days (NOT TO EXCEED 60 DAYS). Only one Leave of Absence will be granted for a student during any 12-month enrollment period. If the student’s leave of absence is NOT approved, the student will be considered to have withdrawn from the Institution.

If the Leave of Absence is approved, the student may return prior to or at the end of the Leave of Absence and resume training without paying additional tuition. Students requesting Leave of Absences must understand that upon return, a revised course completion date will be established, which will delay their graduation date.

Suspension and Dismissal

Gendarme Institute reserves the right to suspend or dismiss any student whose attendance, professional conduct, or academic performance which does not meet the Institution's standards and/or who fails to abide by the rules and regulations. Any student who has been suspended or dismissed may appeal the action by following the student appeal procedures outlined in this catalog.

Satisfactory Academic Progress Policy

In addition to completion of time frames, to be making satisfactory academic progress, each student must maintain a cumulative minimum grade point average of 70% or "C" or better. For determining satisfactory progress, a progress report is given to the student at the end of each module or course. A student achieving a cumulative grade point average below a grade of 70% or "C" at the time of evaluation will be placed on academic probation. The Academic Probation will be removed upon the successful completion of the deficiencies that lead to it. Any student dismissed for failure to meet the academic requirements of the institution, may appeal the dismissal by following the student appeals procedure outlined in this catalog.

GRADING FORMAT

A = Excellent	90% - 100%
B = Good	80% - 89%
C = Satisfactory	70% - 79%
P/F= Pass/Fail	Credit/No Credit Assigned
D = Poor	65% - 69%
F = Failing	00% - 64%
I = Incomplete	00%
W=Withdrawal from Module	No Grade Assigned

If a student withdraws from a course before the completion of a module, the student will receive a W for that module. If the student returns to the Institution, all course work graded "I" (Incomplete) may be successfully completed within a 30-day period or training may be interrupted. If the student returns to the Institution, all course work graded "W" Should be completed. Any Incomplete and Withdrawal will be counted as a 0 in the overall cumulative grade point average. It is important that the student makes up the Incompletes or Withdrawal as soon as possible.

Students will be allowed to repeat a module once at no additional charge. The time needed to repeat the module must be within the maximum time frame for that course. The student will be given an opportunity, at the discretion of the Institution Director and subject to the availability of space, to repeat, remediate or make up work. This work shall be given full standing and credit with respect to the evaluation of the student's maintaining of Satisfactory Progress.

Students that have been dismissed for lack of satisfactory academic progress from any program may apply to the Institution Director to be re-admitted by following the reinstatement procedures outlined in this catalog.

A student may appeal the determination of unsatisfactory academic progress and/or their dismissal based upon extenuating circumstances by following the Student Appeals Procedure outlined in this catalog. Permanent transcripts of the student's progress record are maintained by the Institution and are available upon written request by the student. There is a \$10.00 charge for education transcripts. Under State Regulations, the institution is only required to maintain a student's file for 5 years from the student's last date of attendance. **TRANSCRIPTS ARE KEPT INDEFINITELY.**

Academic Probation Policy

As indicated under the section pertaining to Academic Policy, if a student fails to achieve a cumulative grade point average of 70% or "C", the student will be placed on academic probation until such time as their cumulative grade point average reaches 70% or "C". During that probationary period, the student must maintain a cumulative grade point average of 70% or "C" of the program.

If a student maintains a grade point average of 70% or "C" and/or achieves a cumulative grade point average of 70% or "C", probation will be removed. However, if the student fails to maintain a 70% or "C" grade point average and/or is unable to achieve a cumulative grade point average within one evaluation period, the student will be dismissed from their program (unless extenuating circumstances are established).

Student Appeal Procedures

A student, who wishes to appeal any disciplinary action and/or decision made by an Instructor, must submit a letter to the Institution Director to be reviewed by an Appeals Board. Students must provide supportive documentation along with their letter in order to support his/her position and any mitigating circumstances that may have existed.

This Appeals Board shall consist of three (3) attending members. The student will be notified of the Appeal Board decision within 30 days following the receipt of the student's appeal. The decision of the Institution Director shall be final.

Reinstatement

A student requesting to be reinstated as an active student, based on whatever reasons or circumstances, should do so in writing. Supportive documentation and/or information concerning any mitigating circumstances should be noted in the request. The Institution appeals board shall consist of (3) three school administrators. The requesting prior student shall be notified of the Reinstatement Review within 30 days following the decision of the Institution Director.

Graduation Requirements

Upon successfully completing a program and being current in their tuition payments, students will receive a Diploma/completion certificate.

Student Records

The Family Right and Privacy Act of 1974 prohibit an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. Gendarme Institute protects the privacy and confidentiality of all student records. Students are guaranteed the right to access their own files. Student files of this period are maintained in fire retardant storage. **All files are kept for a maximum of 5 years and transcripts are kept indefinitely.**

Changing Programs

At times, a student may wish to change his chosen career goal. The institution reserves the right to allow or disallowed a transfer from one program to another offered at this institution. For this transfer, the student will sign an addendum to the original contract. The student will be charged for the appropriate time used for the prior program and be charged the additional fees for the new program as the published regulations allow.

The process for this program change will be as follows: Notify the Admission Office, Business Office and Student Services prior to the change. Instructors will not make the decision to transfer a student as this effect the student's financial status.

SCHOOL POLICIES AND REGULATIONS

Dress Policy

Professional dress is recommended at all times. Gendarme Institute's Professional Dress Policy was established in order to enable our students to become comfortable with the type of apparel expected by the majority of employers who hire our graduates. This policy is part of Gendarme Institute's expectations for graduation.

GENDARME INSTITUTE RESERVES THE RIGHT TO ITS INTERPRETATION OF THIS POLICY AND ITS ENFORCEMENT BASED UPON THE PROFESSIONAL EXPECTATIONS OF GENDARME INSTITUTE'S STAFF AND OF THE EMPLOYERS WHO HIRE OUR GRADUATES.

Eating in Classrooms

Eating and/or drinking are not permitted in classrooms. Students are free to eat and drink in the lounge only.

Unfortunately, due to the necessity of maintain a professional learning environment that respects the rights of all students, children are not permitted on the school premises.

Student Conduct

An important part of the training at Gendarme Institute includes the development of professional conduct. Students are expected to conduct themselves in a business-like manner. Normal standards of professional attire apply to all students and unconventional clothing cannot be permitted at school.

Grounds for Disciplinary Action

1. Unsatisfactory Academic performance.
2. Unsatisfactory Attendance.
3. Unprofessional conduct that reflects unfavorably upon the Institution and/or its students.
4. Use of Drugs, Narcotics, Alcohol (or under the influence), Gambling, Profanity.
5. Inappropriate professional clothing worn during training.
6. Failure to abide by the Rules and Regulations of the Institution.
7. Failure to pay tuition (or any other charges) when due.
8. Breach of Institution enrollment agreement.
9. Cheating.
10. Falsifying Institution records.
11. Carrying a concealed or potentially dangerous weapon.
12. Disorderly conduct, which interferes with the learning process of any other student, instructor, or the general progress of the class.
13. Instigation and/or participation in rebellious activities against the Institution and/or its student(s).
14. Solicitation, which reflects unfavorably upon the Institution and/or its students.
15. Vandalism of Institution property.
16. Any form of gang related activity including but not limited to: flashing of gang signs, wearing of gang colors/attire, etc.
17. Fighting (physical or verbal)
18. Verbal confrontation with any employee and or student

Disciplinary action may include, but not limited to, a verbal or written warning, probation, suspension, or dismissal.

A student dismissed for unsatisfactory or unprofessional conduct may request re-admittance into his or her program by following the procedure set forth under reinstatement as noted in this catalog.

Policy on Student Rights

The Student's Rights Policy concerning enrollment states:

"You may cancel your contract for enrollment agreement and obtain a refund of charges paid through attendance at the first class session or the seventh day after enrollment, whichever is later as described in the Notice of Cancellation form that will be given to you prior to the first day of class. Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask the school for a sample copy.

"After the end of the cancellation period, you also have the right to stop school at any time, and you have the right to receive a refund for the part of the course not taken.

Your refund rights are described in the contract. If you have lost your contract, ask the Institution for a description of the refund policy.

"If the Institution closes before you graduate, you may be entitled to a refund. Contact the Bureau for Private Postsecondary Education at the address and telephone number printed below for information.

"If you have a complaint, questions, or problems that you cannot work out with the school, write or call the:

Bureau for Private Postsecondary Education (BPPE) :

2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833.

Telephone. 916. 431-6959 Fax 916. 263-1897. Toll Free: (888) 370-7589

"Prior to signing your enrollment agreement, you must be given a catalog or brochure and a School performance Fact Sheet, which you are encouraged to review prior to signing the agreement. These documents contain important policies performance data for this institution. The Institution is required to have you sign and date the information included in the School performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, prior to signing the agreement

Student Grievance Procedure

Gendarme Institute publishes the following student grievance procedure in the Institute catalog

If a student has a grievance and wishes it to be recognized as such, a written complaint must be submitted to Gendarme Institute in letter format. The written grievance must clearly state the student's name, the nature of the complaint, the name(s) of all parties directly involved in the complaint, and any appropriate documentary evidence.

Steps towards resolution: based upon the information presented in the grievance, steps toward resolution shall begin with informal discussions headed by the Institute Director. Resolution shall be attempted at the lowest possible level. If a satisfactory solution cannot be reached within a reasonable period, the grievance shall be scheduled for presentation to the Grievance Committee for hearing and appropriate action. Informal discussion between persons directly involved in a grievance is essential in the early stages of dispute reconciliation and shall be encouraged at all stages of the grievance procedure.

If informal recourse fails to resolve the grievance within 30 days after filing, the Institute Director will schedule a Grievance Committee meeting. The members of the Committee will be (3) three. The Committee will review and consider documentary records, which relate to the case, including the grievance and its supporting documentation and any documentary evidence or statement by the person(s) against whom the complaint was filed. The committee and the Institute Director will arrive at a fair and equitable decision. It is the Institute Directors final decision.

If students/school has exhausted procedures and the problem has not been resolved, they have the right to contact the:

Bureau for Private Postsecondary Education

**Department of Consumer Affairs
2535 Capitol Oaks Drive., Suite 400,
Sacramento, CA 95833.**

(916) 431-6959 Fax (916) 263-1897Toll Free: (888) 370-7589

ACADEMIC PROGRAMS

COMPUTERIZED MEDICAL BILLING I

720 Hours / 30 Weeks 48.0 Semester Credit Hours

PROGRAM DESCRIPTION:

This 48.0 semester credit hour (720 clock hour) program requires 30 weeks of training and prepares students for an entry-level medical biller with the knowledge and skills to work through the entire medical billing system in a medical office taking the billing to the full completion. Working in a Doctor's office.

PROGRAM OBJECTIVES:

Graduates will be able to demonstrate knowledge and skills to perform medical billing and the follow through from patient appointments to billing and coding to payment collections, and payment posting and the insurance billing needed for doctors collections.

OCCUPATIONAL OBJECTIVES:

Graduates will be able to work as Professional medical billers specializing in front office procedures and operations of the medical biller and coder.

* Typing 40-45 WPM

Module	Module Description	Hours	Semester Credit Hours
Module 1	Computer Operations	30	2.0
Module 2	Medical Office Operations	20	1.33
Module 3	Medical Manager	90	6.0
Module 4	Patient files set-up and maintain	90	6.0
Module 5	Posting entries, retrieving patients accounts, posting to reports	90	6.0
Module 6	Scheduling appointments	90	6.0
Module 7	Practice Management and billing routines	90	6.0
Module 8	Report Generation	90	6.0
Module 9	Advanced functions	90	6.0
Module 10	Written/Practical Examinations	20	1.33
Module 11	Employment Preparation	20	1.33
	TOTAL	720	48.0

EQUIPMENT USED : COMPUTER, PRINTER, SOFTWARE

Module 1:

The student will learn the basics of the computer applications.

Module 2:

The student will learn the flow of information in a medical office, insurance payments, and the role of computers in the medical office.

Module 3:

The student will learn file maintenance, printing reports, daily file backup, fatal error messages, schedule patient appointments, produce patient receipts, post patient charges and payments, create super bills, age accounts receivable and compile a variety of reports.

Module 4:

The student will learn new patient entries, guarantor information, account information, and enter data into supplemental areas.

Module 5:

The student will build upon the previous modules and learn to retrieve patient accounts, posting ailment reports, advancing dates, and editing prior entries.

Module 6:

The student will learn to make and cancel appointments, practice entering and printing hospital reports, print a daily list of appointments, and make follow up appointments form super bills.

Module 7:

The student will learn billing routines, prepare an insurance billing worksheet, learn to post payments from various sources, make posting adjustments from the procedure and payment screen, interpret the information on an insurance billing worksheet, and learn the meaning of deductible "and" dual insurance coverage.

Module 8:

The student will learn to produce different types of reports, guarantor, current period, system summary, patient statement, and other reports.

Module 9:

The student will practice the advanced functions include learning to post a variety of unique payments, the importance of a period close and purge, and understand account aging process.

Module 10:

The student will take a series of written and practical tests to determine overall comprehension and retention of the material and topics covered.

Module 11:

The student will learn job seeking skills, professional resume preparation and interview techniques

COMPUTERIZED MEDICAL BILLING II

240 Hours / 12 Weeks 16.0 Semester Credit Hours

PROGRAM DESCRIPTION:

This **16.0 semester credit hour (240 clock hour)** program requires 12 weeks of training and prepares students for an entry-level medical biller using a computerized soft ware package.

PROGRAM OBJECTIVES:

Graduates will be able to demonstrate knowledge and skills to perform medical billing in the general health care office.

OCCUPATIONAL OBJECTIVES:

Graduates will be able to work as Professional medical billers specializing in the computerized soft ware.

* Typing 40-45 WPM

Module No	Module Description	Hours	Semester Credit Hours
CMB1	Microsoft word, excel - Computers in the Medical field	40	2.67
CMB2	Introduction to Medical Billing (Insurance)	20	1.33
CMB3	Medical Laws and Ethics, HIPAA, Medical Documentation	20	1.33
CMB4	Medical Terminology	20	1.33
CMB5	Diagnostic Coding, Procedure Coding	40	2.67
CMB6	IMO & PPO (Benefits)	28	1.87
CMB7	HCFA 1500 Forms	28	1.87
CMB8	Introduction to Medisoft (Medical Billing software)	40	2.67
CMB9	Final Test	4	0.26
	TOTAL	240	16.0

EQUIPMENT USED : COMPUTER, PRINTER, SOFTWARE

CMB 1:

The student will review Microsoft word and excel to understand how the medical billing software will be enhanced through computerized billing.

CMB 2:

The student is introduced to general medical billing as the insurance applies.

CMB 3:

The student will be introduced to the medical laws and ethics in the medical field and discussions regarding HIPPA are stressed in regards to patients, and patient documents, and billing records. The student will build a patients file and be introduced to the documentation used in files and the importance of all documentation.

CMB 4:

The student will learn the medication terminology used in the medical office and how to use the terminology with patient billing.

CMB 5:

The student will learn how to use the Diagnostic Coding, and Procedure Coding used in the medical billing, patient files and other documentation .

CMB 6:

The student will be introduced to the IMO & PPO (Benefits) and how to recognize these documents and to fill them out properly.

CMB 7:

The student will be introduced to HCFA 1500 Forms, how to fill them out correctly and submit for payment to the patients account.

CMB 8:

The student will be introduced and physically begin to learn and experience working with the software used in an office, Medisoft, which is the medical billing software used in this course.

CMB 9:

The student will review and prepare for the final exam to measure the knowledge of the Computerized Medical Billing I course.

MICROCOMPTER OFFICE SPECIALIST

600 Hours / 30 Weeks 40.0 Semester Credit Hours

PROGRAM DESCRIPTION:

This **40.0 semester credit hour (600 clock hour)** program requires 30 weeks of training and prepares students for an entry-level Administrative employee using the components of the computerized office systems, with the knowledge and skills to work through the required job description.

PROGRAM OBJECTIVES:

Graduates will be able to demonstrate knowledge and skills to perform data-entry, spreadsheet solutions, database and word processing.

OCCUPATIONAL OBJECTIVES:

Graduates will be able to work as Office Assistant, Receptionist, Secretary, Administrative assistant, and Customer service representative.

MODULES	CONTENTS	Clock Hours	Semester Credit Hours
Module 1	Basic skills in using Word	45	3.0
Module 2	Paragraph formatting, margins, and tabs	45	3.0
Module 3	Moving, copying and replacing text	45	3.0
Module 4	Printing and page formatting	45	3.0
Module 5	Basic skills using Excel	45	3.0
Module 6	Developing a worksheet	45	3.0
Module 7	Basic skills using PowerPoint	45	3.0
Module 8	Developing a presentation	45	3.0
Module 9	Customizing a presentation	45	3.0
Module 10	Basic skills using Access	45	3.0
Module 11	Building a database	45	3.0
Module 12	Web page design	65	4.33
Module 13	Written/Practical examination	20	1.33
Module 14	Employment Preparation	20	1.33
Total		600	40.0

EQUIPMENT USED : COMPUTER, PRINTER, SOFTWARE

Module 1: Basic Skills using Word

The student will learn the basics of word processing such as creating documents, editing text, and formatting characters.

Module 2: Paragraph Formatting, Margins, and tabs

The student will learn skills in formatting paragraphs, learning different types of margins, create, and set tab settings.

Module 3: Moving, Copying, and Replacing Texts

The student will learn different techniques in moving, copying, cutting, and pasting text, finding and replacing text in a document, and using the clipboard.

Module 4: Printing and Page formatting

The student will learn skills in how to print, understand how to insert page and section breaks, insert page numbers, headers and footers, and learn to compose and send E-mail.

Module 5: Basic skills using Excel

The student will learn what a spreadsheet is, learn the different parts of the Excel screen, and create and enhance a simple worksheet.

Module 6: Developing a Worksheet

The student will learn to design and print a worksheet, copy data, learn to use the toolbars, learn about ranges and sorting, protect files, select display options and use the find/ replace features.

Module 7: Basic skills using PowerPoint

The student will learn what a graphics presentation program is, how to navigate in PowerPoint, key text on slides, use the views, run a slide show, use the AutoContent Wizard, and how to choose print options.

Module 8: Developing a Presentation

The student will learn how to create a presentation from scratch, use the outline pane, how to apply a design template, import and export, apply fonts and text attributes, and change size/position of text place holders.

Module 9: Customizing a Presentation

The student will learn how to work with PowerPoint objects, work with lines, fills, and colors, use clipart how to rotate and flip text, use basic auto shapes, and learn how to add patterns, shading, and textures.

Module 10: Basic skills using Access

The student will learn what a database is, how to add and edit data, find and sort reports, work with tables, and use filters.

Module 11 Building a Database

The student will learn how to add tables, forms, and reports to a database, make design changes, import and link tables, insert a sub-datasheet, and create auto forms.

Module 12: Web Page Design

The student will begin with an introduction to the internet, learn what a browser is, learn how to search the World Wide Web, understand Usenet and Newsgroups, and how to create web pages.

Module 13: Written / Practical Examination

The student will take a series of written and practical test to determine overall comprehension and retention of the material and topics covered.

Module 14: Employment Preparation

The student will learn job seeking skills, professional resume preparation and interview techniques.

A+ COMPUTER REPAIR TECHNICIAN

720 Hours / 30 Weeks 48.0 Semester Credit Hours

PROGRAM DESCRIPTION:

This 48.0 semester credit hour (720 clock hour) program requires 30 weeks of training and prepares students for basic competence in repairing and supporting microcomputers and will prepare the student to take the tests required by CompTIA.

PROGRAM OBJECTIVES:

Graduates will be able to demonstrate knowledge and skills to perform repair and support to microcomputers.

OCCUPATIONAL OBJECTIVES:

Graduates will be able to repair and support microcomputers and prepared to take the test required by CompTIA, a certificate that is widely recognized around the world and is sponsored by the Computing Technology Industry Associate.

MODULES	CONTENTS	Clock Hours	Semester Credit Hours
Module 1	Introduction to Computers	150	10.0
Module 2	A Modular approach to DOS	60	4.0
Module 3	Microsoft Windows XP	90	6.0
Module 4	A+ Certification Preparation	300	20.0
Module 5	Microsoft Office 2010 (Beginning)	90	6.0
Module 6	Career Development	30	2.0
	Total	720	48.0

EQUIPMENT USED : COMPUTER, PRINTER, SOFTWARE AND COMPUTER PARTS, DRIVE, TOWER, AND INTERNAL PARTS AND TOOLS.

Module 1: Introduction to Computers

The student will be introduced to the basics of how computers work, how to process data, and how to store information.

Module 2: A modular approach to DOS

The student will learn about the DOS operating system along with the commands used to perform a variety of tasks.

Module 3: Microsoft Windows XP

The student will learn how this windows operating system works with the computer, how to use the accessories, manage files and data, customize windows, and learn how to customize folders.

Module 4: A+ Certification Preparation

The student will prepare for the A+ Certification by learning about the hardware, of the computer system, learn the steps in troubleshooting, and how to repair the computer.

Module 5: Microsoft Office 2010 (Beginning)

The student will learn the basics of the Microsoft Office Suite of programs including: Word, Excel, Access and PowerPoint..

Module 6: Career Development

The student will build a portfolio using the skills acquired through the course including a professional resume, learn how to properly fill out an employment application, and practice interviewing techniques.

**SECURITY OFFICER: UNARMED
SPANISH SPEAKING**

120 Hours / 6 Weeks 8.0 Semester Credit Hours

PROGRAM DESCRIPTION:

This 8.0 semester credit hour (120 clock hour) program requires 6 weeks of training and prepares students for proven, effective procedures and legal conditions in the field of private patrol/guard services.

PROGRAM OBJECTIVES:

Graduates will acquire the knowledge and skills to perform Security officer duties in the private sector.

OCCUPATIONAL OBJECTIVES:

Graduates will be prepared for the following occupations: Security officer, Private patrol operator, Security Manager Security training Instructor.

MODULES	CONTENTS	Clock Hours	Semester Credit Hours
SO 100	Arrest Procedures for Security Personnel	8	.53
SO 101	Cardio-Pulmonary Resuscitation (CPR)	4	.27
SO 102	Client Relations/Service Attitude	4	.27
SO 103	Defensive Driving Course	8	.53
SO 104	Emergency Preparedness	4	.27
	Earthquake, Fire & Bomb Threats		
SO 105	First Aid & CPR	8	.53
SO 106	Hostage Preparedness	2	.13
SO 107	Job Search Skills	4	.27
SO 108	Law For Security Personnel	12	.8
SO 109	Observation Skills & Reporting	4	.27
SO 110	Powers To Arrest/State Guard Permit	4	.27
SO 111	Report Writing for Security Personnel	8	.53
SO 112	Responding to Volatile Situations	2	.13
SO 113	Security Patrol Procedures, Introduction	8	.53
SO 114	Tear Gas Permit/State Course	2	.13
SO 115	English Second Tutoring - Vocational English	38	2.53
	As a second Language - directly related		
	To the security industry		
	Total	120	8.0

SECURITY OFFICER: UNARMED

80 Hours / 4 Weeks 5.5 Semester Credit Hours

PROGRAM DESCRIPTION:

This 5.5 semester credit hour (80 clock hour) program requires 4 weeks of training and prepares students for proven, effective procedures and legal conditions in the field of private patrol/guard services.

PROGRAM OBJECTIVES:

Graduates will acquire the knowledge and skills to perform Security officer duties in the private sector.

OCCUPATIONAL OBJECTIVES:

Graduates will be prepared for the following occupations: Security officer, Private patrol operator, Security Manager Security training Instructor.

MODULES	CONTENTS	Clock Hours	Semester Credit Hours
SO 100	Arrest Procedures for Security Personnel	8	.53
SO 101	Cardio-Pulmonary Resuscitation (CPR)	4	.27
SO 102	Client Relations/Service Attitude	4	.27
SO 103	Defensive Driving Course	8	.53
SO 104	Emergency Preparedness	4	.27
	Earthquake, Fire & Bomb Threats		
SO 105	First Aid & CPR	8	.53
SO 106	Hostage Preparedness	2	.13
SO 107	Job Search Skills	4	.27
SO 108	Law For Security Personnel	12	.8
SO 109	Observation Skills & Reporting	4	.27
SO 110	Powers To Arrest/State Guard Permit	4	.27
SO 111	Report Writing for Security Personnel	8	.53
SO 112	Responding to Volatile Situations	2	.13
SO 113	Security Patrol Procedures, Introduction	8	.53
SO 114	Tear Gas Permit/State Course	2	.13
	Total	80	5.5

SECURITY/PRIVATE INVESTIGATION - PS -10
226 Hours / 12 Weeks 15.07 Semester Credit Hours

PROGRAM DESCRIPTION:

This 15.07 semester credit hour (226 clock hour) program requires 6 weeks of training and prepares students for investigation, to identify proper methods of interviewing and information gathering by the private investigator.

PROGRAM OBJECTIVES:

Graduates will acquire the knowledge and skills to perform private investigation duties in the private sector.

OCCUPATIONAL OBJECTIVES:

Graduates will be prepared for the following occupations: Investigator, undercover operator, house officer, house detective, loss prevention officer, security officer, security agent, bodyguard.

MODULES	CONTENTS	Clock Hours	Semester Credit Hours
INTRODUCTION TO INVESTIGATIONS			
PSI 100	Introduction to Investigations	2	.13
PSI 101	Investigation: Field and Specialties	2	.13
PSI 102	Law Basics	2	.13
PSI 103	Civil Law	2	.13
PSI 104	Criminal Law	2	.13
INVESTIGATIVE SKILLS			
PSI 105	Communications Methods	4	.27
PSI 106	Human Behavior	2	.13
PSI 107	Public Sources of Information	2	.13
PSI 108	Note Taking	2	.13
REPORT WRITING			
PSI 109	Report Writing Basics	4	.27
PSI 110	Notebook and Practicum	4	.27
PSI 111	Chronologic-Narrative and Summary Reports	4	.27
PSI 112	Report Practicum	4	.27
PSI 113	Investigative Report Practicum	4	.27
PSI 114	Legal Investigations	40	2.67
PSI 115	Hospital Security Assessments	20	1.33
PSI 116	Accident Investigation	40	2.67
PSI 117	Security Assessment	40	2.67
PSI 118	Insurance Investigation	40	2.67
PSI 119	Court Room Investigations	4	.27
PSI 120	Course Summary	2	.13
Total		226	15.07

SCHEDULE OF TUITION AND FEES

Name of Program	Clock Hours	Registration Fee (non-refundable)	Tuition & Textbook Fee (including CD)	Total Cost
Computerized Medical Billing I	720	\$75.00	\$4950.00	\$5025.00
Computerized Medical Billing II	240	\$75.00	\$4950.00	\$5025.00
Microcomputer Office Specialist	600	\$75.00	\$2825.00	\$2900.00
A+ Computer Repair Technician	720	\$75.00	\$2825.00	\$2900.00
Security Officer - Unarmed	80	\$ 75.00	\$1668.00	\$1738.00
Security Officer -Unarmed (Spanish)	120	\$75.00	\$2780.00	\$2855.00
Security /Private Investigation	226	\$75.00	\$4265.00	\$4340.00

REFUND TABLE

Name of Program	Number of Clock Hours	Tuition Fee	10%	25%	50%	60%	75%
Computerized Medical Billing I	720	\$ 4950.00	495.00	618.75	2475.00	2970.00	3712.50
Computerized Medical Billing II	240	\$ 4950.00	495.00	617.75	2475.00	2970.00	3712.50
Microcomputer Office Specialist	600	\$ 2700.00	270.00	675.00	1350.00	1620.00	2025.00
A+ Computer Repair Technician	720	\$ 2700.00	270.00	675.00	1350.00	1620.00	2025.00
Security Officer-Unarmed	80	\$ 1500.00	150.00	375.00	750.00	900.00	1125.00
Security Officer -Unarmed (Spanish)	120	\$ 2500.00	250.00	625.00	1250.00	1500.00	1875.00
Security/Private Investigation	226	\$ 3950.00	395.00	987.50	1975.00	2370.00	2965.50

76215. STUDENT TUITION RECOVERY FUND DISCLOSURES

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

- 1. You are a student who is a California resident, or are enrolled in a resident program, and prepaid 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 programs or other payer unless you have a separate agreement to repay the third party.**

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

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

"The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered students 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 the STRF assessment, and suffered an economic loss as a result of any of the following:

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

Note: Authority Cited: Section 94803, 94877 and 94923, Educational Code. Reference: Section 94923, Education Code.

Cancellation, Withdrawal and Refund Rights

You have the right to **cancel this enrollment agreement for and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later for educational service, any equipment or other** goods and services. Business day means a day on which you were scheduled to attend a class. Cancellation occurs when you give written notice of cancellation at School address shown on the front page of this Catalog or as noted on the Enrollment Agreement. You can do this by mail, in person, by FAX or telegram. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. This notice need not take any particular form; it needs only to state you wish to cancel the agreement. You will be given two notices of cancellation forms on the first day of class. If you cancel your enrollment, the School will refund any money that you paid within 30 days after your notice is received.

If School has given you any equipment, you shall return it to School within 30 days following the date of your notice of cancellation or withdrawal. If you fail to return this equipment in good condition within the 30-day period, School may retain that portion of payment paid by you up to a lesser amount of the documented cost or the pro rata portion (to 60% of course completion, after 60%, the documented cost), and deduct the amount from any refund that may be due to you. Once you pay for the equipment, it is yours to keep without further obligation.

You have the right to withdraw from School at any time. If you withdraw from the course of instruction after the cancellation period as in Par 1, School will remit a refund less a registration fee, not to exceed the lesser amount of 5% of the total costs or \$75.00 within 30 days following your withdrawal. You are obligated to pay only for educational services rendered and unreturned equipment. The refund shall be the amount you paid for instruction multiplied by fraction. The numerator of which is the number of hours of instruction, which you have not received, but for which you have paid, the denominator of which is the total number of hours of instruction for which you have paid. If you obtain books, uniform(s) and/or equipment, as specifically noted in this catalog and/or on your Enrollment Agreement, and return it in good condition within 30 days following the date of your withdrawal, the school shall refund the amount paid by you for equipment.

If you fail to return equipment in good condition, within 30 days, School may retain lesser amount of a pro rata portion as described below (up to 60% of course completion) or the documented cost of the listed equipment. (For 2nd term or re-enrolled students, "the documented cost"). You are liable for the amount, if any, by which (the pro rata or documented cost) for equipment exceeds the refund amount. If the amount you have paid is more than the amount that you owe, then a refund will be made within 30 days of withdrawal. If the amount that you owe is more than the amount that you paid, then you will have to make arrangements to pay the balance.

HYPOTHETICAL REFUND EXAMPLE:

Assume you, upon enrollment in a 400-hour course, pay \$2,000 for tuition, \$ 75.00 for registration, and \$150 (fair market value) for equipment and withdraw after completing 100 hours (25%) without returning the equipment you obtained.

\$2100 (\$2,000 Tuition + \$ 75.00 Registration Fee) Amount Paid - \$75.00 Registration Fee Retained by the School, X (.75) or 300 Hours of Instruction Paid for & Not Received (Divided by) - 400 Hours of Instruction for which you have paid = \$1,518.75 Actual Refund Amount.

If you return the equipment in good condition within 30 days following withdrawal, School shall refund the charge for the equipment as described above. The actual refund amount would then be $(\$1518.75 + \$150) = \$1668.75$.

For programs over 12 months, if you withdraw prior to the next 12-month period, all charges collected for the next period will be refunded.

For the purpose of determining the amount you owe, you shall be deemed to have withdrawn from the course when any of the following occurs:

- (a) You notify School of your withdrawal or the actual date of withdrawal;
- (b) School terminates your enrollment;
- (c) You fail to attend classes for a three-week period (21 school days);
- (d) You fail to return from a leave of absence.

In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

If any portion of your 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 you received benefits, to the extent of benefits received. Any remaining amount will be paid to you.