Letter from the President

Welcome to

MILAN INSTITUTE

in Palm Desert!

If your goal is to receive quality education and hands-on training in your chosen career, then Milan Institute is here to assist you. Our primary objective is to provide the education, training and job placement assistance that you will need to succeed in your new field.

Our faculty members offer academic credentials with many years of training and work experience in their areas of specialization. Our administrative staff is committed to providing the individual attention every student needs. Most importantly, our team has the enthusiasm to motivate our students to increase their knowledge, skill level and employability.

We invite you to make an appointment to visit our campus and talk to one of our Admissions Representatives. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

Gary Yasuda, President
Amarillo College of Hairdressing, Inc. d/b/a Milan Institute

MILAN INSTITUTE
Branch Campus
75-030 Gerald Ford Drive
Suite 203
Palm Desert, CA 92211
(760) 469-4545

MILAN INSTITUTE
Main Campus
8590 W. Fairview Avenue
Boise, ID 83704
(208) 672-9500

MILAN INSTITUTE
Extension Classroom
8426 W. Fairview Avenue
Boise, ID 83704
(208) 672-9500

MILAN INSTITUTE
Branch Campus
7001 I-40 West
Amarillo, TX 79106
(806)353-5000

www.milaninstitute.edu

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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.

Please note, not all programs may be offered at this time.
Please check with the Admissions Department for more information and class availability.

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, www.bppe.ca.gov toll-free telephone number (888) 370-7589 or by fax (916) 263-1897

Effective November 2012—October 2013

PHILOSOPHY

Milan Institute recognizes that some people wish to increase their knowledge, and others, for the sake of their job or lifestyle, must increase their skill level and employability. The mission of Milan Institute is to meet the needs of students and employers by offering quality short term educational programs in career fields with solid growth potential.

OBJECTIVE

The objective of the school is to provide the student with the finest possible education, in his/her chosen area, in the shortest possible time. Milan Institute is committed to a "hands-on" approach to training that will prepare graduates for employment in entry-level positions in the health care and business fields.

HISTORY

June 3, 1979: ACR Inc. began training students in the court reporting field in San Diego, California.
March 28, 1992: ACR Inc. moved to its current facility located at 8376 Hercules, La Mesa, California.
June 30, 1993: ACR Inc. was purchased by Gary Yasuda and James Yasuda, O.D.
December 1993: ACR Inc. received national accreditation from ACCET (Accrediting Council for Continuing Education and Training).
June 1995: ACR Inc. received approval to open an auxiliary classroom in San Diego, California.
February 2000: ACR Inc. received approval to open a location in Amarillo, Texas.
October 2000: ACR Inc. received approval to open an auxiliary classroom in San Marcos, California.
January 2001: ACR Inc. received approval to open a location in Boise, Idaho.
June 2002: ACR Inc. received approval to open a location in Indio, California.
September 2003: ACR Inc. received approval to open an auxiliary classroom in Nampa, Idaho.
December 2004: ACR Inc. received approval for extension of the Boise, Idaho campus.
July 2005: ACR Inc. moved the La Mesa campus to 6160 Mission Gorge Road, Suite 300, San Diego, CA 92120.
July 2005: ACR Inc. was granted interim approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers. The San Diego, California campus located on Mission Gorge Road was changed to a branch campus according to ACCET and a main campus according to BPPVE.
February 2006: ACR Inc. moved their Texas location to 7001 I-40 West, Amarillo, TX 79106.
June 2006: ACR, Inc. completed a teach out of the La Mesa, San Diego and San Marcos campuses.
September 2006: ACR, Inc. was granted approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers.
May 2007: ACR, Inc. changed the school name from Academy of Professional Careers to Milan Institute.
January 2009: James M. Yasuda O.D. retired from ACR, Inc.
February 2010: ACR, Inc. completed a teach out of programs at the Nampa Auxiliary campus.
January 2012: ACR, Inc. merged with Amarillo College of Hairdressing, Inc. (ACH) d/b/a Milan Institute and Milan Institute of Cosmetology.

GOVERNING BODY

Amarillo College of Hairdressing, Inc., a Texas corporation and Gary Yasuda, President, own Milan

Institute and Milan Institute of Cosmetology.

OFFICIAL STATEMENT

All information in this catalog is current, true and correct at the time of printing. This catalog outlines the rules, regulations, admission policies, academic policies, curriculum, tuition, fees, financial aid policies, graduation requirements, and other information regarding programs offered at Milan Institute. Policies herein may be superseded by addenda or policy changes. This catalog is part of the contract between the college and the student. Milan Institute reserves the right to make changes in any policies, procedures, tuition, fees, programs, or start dates at any time. Milan Institute is a private postsecondary institution and is not a public institution.

ACCREDITATION

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute is nationally accredited by the Accrediting Council for Continuing Education and Training (ACCET) located at 1722 "N" Street, NW, Washington, DC 20036 (202) 955-1113. Students may review the accreditation approvals by contacting the school's administration. Consumer information may be requested from the Admissions Department and from the Financial Aid Department.

STATE OF CALIFORNIA

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute is a private institution with approval to operate as an accredited institution in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which was effective January 1, 20120. The Milan Institute in Palm Desert, CA under Section 94802(a) of CPPEA, under Section 94890(a)(1), is approved to operate by means of accreditation until December 15, 2014. The act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798
(916) 574-7774

RECOGNITION

U.S. Department of Education (USDOE)

Milan Institute is authorized to participate in Title IV Programs for student financial aid assistance per the Higher Education Act of 1965, as amended by the U.S. Department of Education.

SPECIALIZED PROGRAM APPROVALS

Milan Institute is approved for the training of Veterans and eligible persons under provisions of Title 38, United State Code. The admissions office has a list of veteran approved programs.

MEMBERSHIPS

Milan Institute or its faculty hold memberships in the following organizations: California Association of Private Postsecondary Schools, California Association of Student Financial Aid Administrators, American Association of Medical Assistants, National Certification Board for Therapeutic Massage and Bodywork (NCBTMB) and American Massage Therapy Association (school member) and a Nationally Accredited Member of the Better Business Bureau.

BANKRUPTCY STATEMENT

The Milan Institute has never filed a bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

FACILITY

Milan Institute is located at 75-030 Gerald Ford Drive, Suite 203 in Palm Desert, CA. The branch campus consists of 14,342 sq. ft. of classroom and office space. The institution, the facility it occupies, and the equipment it uses comply with all federal, state and local ordinances and regulations, including requirements for fire safety, building safety and health. The facility is convenient to public parking and mass transit. The facility offers students comfortable learning atmospheres with carpeted or tiled classrooms, air-conditioning and a student lounge.

STUDENT HOUSING

Student housing is not available on campus. There are multiple housing units available in the community.

HANDS-ON TRAINING

All students at Milan Institute receive hands-on training.

Accounting students will work on computers, course-related software, ten-keys, and other equipment found in modern accounting offices.

Administrative Medical Assistant students work on computers, ten-key adding machines, telephones, and with other equipment commonly found in the front office settings of medical offices.
Medical Assisting students work with equipment commonly found in doctors' front and back offices including scales, syringes, microscopes, charts, skeletons, autoclaves, and more.

Healthcare Billing and Coding students will obtain knowledge of billing and coding processes for the healthcare professional. Along with learning to use reference books for billing and coding, the student will learn about coordination of benefits, principals and eligibility guidelines for billing various entities, and processing claim forms.

Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment that is commonly found in clinics, health spas and other locations where massage therapy is performed.

Registered Dental Assistant students will use dental equipment commonly found in dental offices, such as dental patient chairs, high speed and low speed prophy angle hand-pieces, dental instruments; dental trays, impression materials, x-ray machines, patient charts.

LEARNING RESOURCES

Milan Institute has a variety of reference books and current publications available to students. All reference materials may be checked out by the students from the instructors that maintain the libraries. Students are also encouraged to use local public libraries.

STUDENT RATIO

An effort is made to keep instructor/student ratios at levels most appropriate to deliver effective hands-on education and to adhere to accreditation and/or state mandates. The maximum instructor/ student ratio in lecture classes is 40 students to 1 instructor; in medical labs the ratio is 20 students to 1 instructor. When needed, a teaching assistant is provided to further reduce the ratio. In the Registered Dental Assistant program ratios range from 1 instructor for every 6 students to a maximum of 1 instructor to every 14 students, depending on the course of instruction.

ADVISING

All faculty and staff are available to meet with students concerning their academic progress. Academic Review meetings are also available to address special matters. The Academic Review Committee is composed of the school director, program directors, financial aid officers, and instructors.

The school refers students to outside agencies when the student requests assistance that is not available on campus.

DRUG AWARENESS

Milan Institute maintains a drug-free campus and work place. Milan Institute maintains a list of community drug rehabilitation centers that specialize in drug abuse treatment where, if help is needed, the student or employee may receive help. Milan Institute **will not tolerate** any illegal drugs or alcohol being used on the campus. The school refers students to outside agencies when the student requires assistance.

CHANGES BY THE SCHOOL

To maintain an innovative approach to continuing education, Milan Institute reviews its policies and curriculum periodically and makes necessary revisions. Milan Institute reserves the right to change the programs offered, start dates, tuition rates, fees, admissions policies, attendance requirements, and other rules concerning the school. These changes will follow the regulations of government agencies which monitor the school. Changes made after publication of this catalog will be added as addenda to the back of this catalog. The college expects its students to have knowledge of the information presented in this catalog and in other school publications, notices and updates.

ADMISSIONS POLICY

Admission into the school's Medical Assistant, Healthcare Billing and Coding, and Accounting programs requires the prospective student be at least 17 years of age and have a high school diploma, or have a General Education Diploma (GED) or be at least 18 years of age and pass an approved USDOE ability to benefit test. Prospective students currently attending secondary education (High School) are not eligible for enrollment. A copy of the prospective student's high school transcript, diploma or GED is required.

Admission into the schools Administrative Medical Assistant program requires the prospective student to be at least 18 years of age, and have a high school diploma, or General Education Diploma (GED), A copy of the prospective student's high school transcript, diploma or GED is required.

Admission into the school's Massage Therapy program requires that the prospective student to be at least 18 years of age, and have a high school diploma, or General Education Diploma (GED), or pass an approved USDOE ability to benefit test. Due to the nature of the massage therapy field, any student that has been convicted of a crime that is of sexual nature will be denied admission into the program. A copy of the prospective student's high school transcript, diploma or GED is required.

Admission into the Registered Dental Assistant program requires that the prospective student be at least 18 years of age, and have a high school diploma, or General Education Diploma (GED). A background check, including fingerprinting, will be completed prior to admission. Students with prior felony or misdemeanor convictions will not be admitted in to the Registered Dental Assistant program. The Dental Board of California may not issue a license to applicants with a felony or misdemeanor conviction.

All applicants in to the Registered Dental Assistant Program (RDA) must provide proof of a current CPR and First Aid card or training prior to the end of the cancellation period. A training course will be available at Milan Institute, or applicants may attend a CPR and First Aid training program from a qualified outside vendor. Failure to provide proof of training by the end of the cancellation period will prevent applicants from continuing in the RDA program.

All applicants must demonstrate an ability to benefit from continuing education in his or her chosen field by passing the Wonderlic Scholastic Level Exam (SLE) administered by the school. Upon successful completion of the exam, the applicant may be considered for enrollment. The minimum passing Wonderlic scores for each program are shown below:

Program	Minimum Score
Administrative Medical Assistant	15
Healthcare Billing and Coding	17
Medical Assisting	14
Massage Therapy	14
Registered Dental Assistant	17
Accounting	13

In addition to the institution's entrance evaluation, all non-high school graduates or recognized equivalent applying for postsecondary training programs must pass an USDOE approved test.

Admissions procedures include individual counseling, an explanation of course descriptions, a tour of the school, admissions test, appointment with financial aid, enrollment, and orientation to the school regarding the policies, regulations, and requirements for the various classes.

Each application, along with other information, is reviewed by a member of the school's Enrollment Review Board. If applicants are accepted, they are notified immediately and may enroll. If not accepted, applicants are notified immediately.

Upon acceptance and before entering classes, students must complete an enrollment agreement. This agreement and the catalog details the students' and the Milan Institute' obligations. The final

decision to admit an applicant rests with the Milan Institute' administration.

ENGLISH ONLY

Milan Institute does not offer visa services to prospective students from other countries or English language services. Milan Institute does not offer English as a Second Language instruction. All instruction occurs in English.

ENROLLMENT POLICY

Classes are in continuous session throughout the year. A calendar of start dates for the current year is located in the back of this catalog. Class availability for this year is available from the admissions office.

PROGRAM HOUR MEASURMENT

For academic purposes, the institution follows the Carnegie clock-to- quarter credit hour conversion. For lecture, one quarter credit is equal to 10 clock hours, for laboratory, one quarter credit is equal to 20 clock hours, and for externship/internship, one quarter credit is equal to 30 clock hours. Each program is defined by its individual academic requirements, which are listed on the program description section of this catalog.

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and is a minimum of 30 weeks or 900 clock hours and is a minimum of 26 weeks. The institution complies with Federal requirements for clock-to-credit hour conversions which may be different from those required for academic purposes. The method for converting clock hours to credit hours for lecture, laboratory, and/or externship/internship is one credit hour is equal to 20 clock hours. In some cases programs are required to be measured in clock hours for federal financial aid purposes which include: 1) *when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or* 2) *completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue.*

The funding method of credit hour or clock hour used for each program for Title IV Financial Aid purposes is listed on the program description section of this catalog.

TRANSFER OF CREDIT POLICY

Incoming students may request credit for previous coursework or experience related to any program offered by the school. Courses from other training programs or educational institutions, as well as from the military, will be considered and evaluated for transfer of credit. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution.

The option of passing a test or tests developed by the college in order to qualify for receiving credit will be considered, with a transcript and course outline. The test or tests will be the corresponding final examination regularly used in the course in question, and may include a written and a practical

component as appropriate. Credit will be given only if the student passes the test with a grade of “C” or higher.

If a student is granted credit for previous training or experience, the relevant courses will not be assigned a letter grade, but will be recorded with a grade of “pass,” which will not affect the student’s grade point average and will not affect this element of satisfactory progress. The maximum time frame of one and one-half times the course length is affected by transfer of credit.

Students requesting credit for previous coursework are asked to notify their admissions representative during the enrollment process. The request will be forwarded to the Dean, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the student’s first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.

NOTICE CONCERNING TRANSFERABILITY OF UNITS EARNED AT OUR SCHOOL

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at Milan Institute is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution is 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 education goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your certificate will transfer.

Milan Institute has not entered into any articulation agreements or relationships with educational entities.

ORIENTATION

New students attend an orientation meeting before the start date of each program. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also have the opportunity to meet other students, instructors, and the school’s administration. Attendance, grading policies and financial aid information form a large part of the orientation information, which also includes projected graduation dates, holidays, and vacations pertaining to their specific enrollment period.

TUITION POLICY

It is the policy of the school that all tuition and fees are due and payable on the first day of attendance. Students must make other payment arrangements in advance of the first day of class with school officials. The school accepts payments in cash, check, MasterCard and Visa. Prices are subject to change.

STUDENT TUITION RECOVERY FUND (STRF)

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 in an educational program, who is a California resident, or are enrolled in a residency program, and prepay 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 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 from federal student financial aid programs. 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.

DELINQUENT TUITION

The student is charged a $10.00 late fee for payments received 10 days after the due date. Any student who is delinquent in payments to the school may be suspended or terminated from the school at the discretion of the administration until the school receives payment or the student makes written payment arrangements acceptable to the school.

Students are counseled during the exit interview. If an amount is due, a payment schedule is arranged. If a student does not follow the payment guidelines, after 90 days his/her account will be turned over to the Corporation's collection agency. The student will be responsible for all costs associated with collection.

SCHOLARSHIP STATEMENT

Graduate Scholarship

A graduate from Amarillo College of Hairdressing, Inc. is eligible for a $1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours, (except for the Cosmetology Instructor program). For programs with less than 600 hours, a graduate is eligible for a $200.00 scholarship. A graduate enrolling into a Cosmetology Instructor program is eligible for a $500.00 tuition scholarship.

GED Scholarship

A $1,000.00 GED Scholarship is available to all first year students entering a program offered at Milan Institute or Milan Institute of Cosmetology, who have successfully completed their GED Program with in the last twelve months. Applications must be submitted to the Education Finance Advisor 30 days prior to entering the program, for consideration by a campus scholarship review committee. Recipient selection is based on an interview, application, essay, and letter of recommendation. GED test scores may also be considered in the application review process. Scholarship awards will be applied to the student's direct educational cost upon completion of their program.

FINANCIAL AID

Student Financial Aid is assistance which helps pay the cost of education. Funds included in this aid may be provided from several sources, including federal, state and private agencies. Most financial aid recipients receive a combination "package" comprised of more than one type of assistance

program.

To begin the process of applying for most aid programs, including grants and loans, students must first complete the Free Application for Federal Student Aid (FAFSA). This document is in the primary resource for establishing eligibility for need-based aid at this institution. Grant aid is money that does not have to be repaid. Loan assistance includes borrowed money that will be repaid by the applicant.

The school participates in Title IV Federal Financial Assistance programs under authorization of the U.S. Department of Education, Office of Student Financial Assistance. Any student interested in obtaining Federal Aid should visit or call the financial aid office and request a Student Financial aid Guide or visit www.studentaid.ed.gov to view online federal assistance publications. All consumer information that is required to be disclosed pursuant to applicable financial aid programs is provided.

Title IV assistance may include grant aid from the Federal PELL Program and/or self help aid in the form of Direct Loans.

The information provided above and in referenced materials is not a guarantee of financial assistance. Individual need and circumstance must be evaluated to determine aid program eligibility. This need will be determined with and comply by all applicable federal, state and accreditation regulations.

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

CANCELLATION OF AGREEMENT

The student has the right to cancel the agreement for a course of instruction, including any equipment such as books, materials and supplies or any other goods and services included in the agreement, until midnight of the *twenty-first (21) calendar day* after the first class the student attends. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less the registration fee not to exceed $250., and less any deduction for equipment not returned in good condition, (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days after the notice is received. If you do not return equipment to the school, the school shall deduct the cost of the equipment (as specified on the Course Cost Addendum B) from the amount of the refund.

Cancellation shall occur when the student gives written notice of cancellation to the school. The notice of cancellation need not take any particular form and, however expressed, it is effective if it shows the student no longer wishes to be bound by the agreement.

A full refund will be granted if: 1) the applicant fails to begin the program; 2) the applicant is deemed ineligible or unsuited for admission; 3) there is a program cancellation by the school.

REFUND POLICY

The student has the right to withdraw from the course of instruction at any time. If you withdraw from the course after the period allowed for cancellation of the agreement stated above, you will receive a pro-rata refund of the amount being charged if you have completed 60% or less of the period of attendance being charged. The amount of that refund is to be “pro-rated” according to the portion of the period of attendance not completed, less the cost of any equipment returned in good condition and a registration fee not to exceed $250. to be paid within 45 days of withdrawal. If you obtain equipment, as specified in the agreement as a separate charge, and return it in good condition (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) within 45 days following the date of your withdrawal, the school shall refund the charge for the equipment paid by you. If you fail to return the equipment in good condition, allowing for reasonable cost to the school of the equipment.

If the amount that the student has paid is more than the amount that the student owes for the time he/she has attended, then a refund will be made within 45 days. If the amount that the student owes is more than the student has already paid, the student will be responsible for the balance.

If a student who has received Title IV, HEA program assistance is owed a refund, the school will allocate the refund in the following order: Subsidized Stafford Loan; Federal PLUS Loan; Federal Pell Grant; any other Title IV assistance; other federal, state, institutional, or private assistance. If there is a balance due, the student is responsible for paying it.

If a student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur: 1)The federal and state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan. 2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If a student obtains a student loan, the student is responsible for repaying the loan amount and any interest that is incurred, less the amount of any refund.

RETURN OF TITLE IV FUNDS

Return of Title IV Funds policy is based on "Earned" and "Unearned" aid at the time of withdrawal from the program. The school must determine how much "unearned" aid must be returned by the school and by the student.

Based on the formula set by the Federal Government for calculating the Return of Title IV funds, both the school and the student may be responsible for returning federal funds to their source. Keep in mind that the Return of Title IV funds calculation is separate from the school's refund policy. Please refer to the Student Financial Aid Consumer Information available from the school's financial aid department.

SATISFACTORY ACADEMIC PROGRESS POLICY

All students are evaluated for satisfactory academic progress at the end of the first payment period or

midpoint of the program or academic year, and at the end of the program or academic year.

Credit Hour Program

The student's academic progress is evaluated at the point the student has successfully completed the required credit hours and weeks for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0, (2) an attendance rate of 90% and (3) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of "pass", which will not count towards the student's grade point average calculation and will not affect the grade point average element of satisfactory academic progress.

Grading

The school uses a four –point scale to determine academic standing according to the following grading chart:

90 - 100% = A = 4.0
80 - 89% = B = 3.0
70 - 79% = C = 2.0
60 -- 69% = D = 1.0
Below 60% = F = 0.0
"I" = Incomplete

Students receiving an incomplete will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade.

Incomplete Grades

An incomplete grade ("I") will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. If the incomplete work is not finished within this time frame, the incomplete grade "I" will revert to a letter grade based on an averaging of the grades achieved on all course work previously attempted in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

Course Repetition

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program

during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student's program as both hours/credits attempted and hours/credits completed.

Consequences of Failure to Meet Satisfactory Academic Progress Standards

A student failing to meet the minimum satisfactory progress listed above will be place on a Financial Aid Warning for one evaluation period with the opportunity to meet minimum standards. If at the end of this Financial Aid Warning period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid. To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal the student will be placed on SAP Probation status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period. If the student fails to meet the terms of the SAP Probation the student will lose financial aid eligibility.

While on a Financial Aid Warning or SAP Probation the student remains eligible for financial aid.

Students are notified in writing of satisfactory academic progress evaluation results. If students are failing to meet standards, a Financial Aid Warning or SAP Probation notice must be signed by the student confirming receipt. Students meeting progress will be notified of the results in writing with no confirmation signature required. A copy of all notification is maintained in the student file.

Appeal Procedure

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:
The basis for the appeal – description of the special circumstances and,
the reason why the student failed to meet the SAP standard(s) and,
what has changed in the student's situation so that he or she will now be able to meet SAP standards.

The student's written appeal and the documented results as determined by the institution are retained in the student file.

Re-enrollment/Re-entrance

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

Leave of Absence - Allied Health related programs

A request for a leave of absence of up to 60 days must be made in writing prior to taking the leave. However, a leave may be granted within five (5) days of the last day of attendance under mitigating circumstances. Such a request may be granted at the discretion of the school administration. Only one leave of absence may be granted during a twelve (12) month period. A leave of absence does not impact satisfactory academic progress status. Students may not receive disbursements or sign loan checks during the leave of absence.

A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the leave of absence. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

ACADEMIC POLICY

Students are expected to maintain an accumulative grade point average of 2.0 or higher. Student's grade point average is evaluated each month.

ACADEMIC PROBATION

Student failing to meet the minimum academic standard listed above will be placed on *Academic Probation* with the opportunity to meet the minimum standards for one month or until the end of the next grading period whichever is longer. At the end of this probationary period, if the student has not satisfied the specific requirements as outlined, the student may be placed on second probation after a successful appeal. If at the end of the second probation period the student has not satisfied the specific requirements as outlined, he/she may be withdrawn from the program by the school.
Mitigating circumstances maybe appealed per the Appeal/Reinstatement policy.

ATTENDANCE POLICY

Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers. Students must maintain a cumulative attendance rate of 90%. Student attendance is evaluated monthly. If a student is not in attendance for two consecutive days, he/she will receive a phone call and/or letter of concern. After five consecutive days of absences, the student will be automatically dropped unless he/she signed a leave of absence.

Attendance Probation

Students failing to meet the minimum attendance listed above will be placed on *Attendance*

*Probation f*or one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements as outline above, the student may be placed on a second probation period. If at the end of the second probation period the student has not satisfied the specific requirements as outlined, he/she may be withdrawn from the program by the school. Absences due to mitigating circumstances maybe appealed per the Appeal/Reinstatement policy.

Absence - Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers. Students must maintain a monthly attendance rate of 90%. As stated in the Satisfactory Progress Definition, a student will be automatically dropped after five (5) consecutive absences, unless a leave of absence form has been signed.

Tardiness/Early Departures - Ten minutes after the scheduled start of a class or the designated time to return from a break, or departure more than ten minutes before the scheduled class end time, equals a tardy. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus, and the number of minutes late/early (rounded up in 15-minute increments) will be deducted when recording class time.

Make-up Work - Instructors may require make-up work for any absence. Make-up work is completed on the student's time, after the regular class day. All assigned work is due the last day of the module. Instructors are available by appointment. Tutors may also be available for one-on-one assistance.

Make-up Hours - Students are allowed to make up hours for absences only. Hours are to be completed at school , after the regular class session. Make-up hours cannot exceed 5% of the total program hours.

Part-time Attendance - A review committee considers all requests to attend school part time.

Leave of Absence - A request for leave of absence must be made in writing prior to taking the absence. However, a leave may be granted within five (5) days of the last day of attendance under mitigating circumstances. The written request must include the reason(s) for requesting the leave. The decision to grant the leave is at the discretion of the school's administration and will be based on the reasonable expectation that the student will return to classes following the leave. Milan Institute leave of absence policy allows for a maximum of sixty (60) calendar days. Only one leave may be granted during a twelve (12) month period. If the student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

CONDUCT POLICY

The standards of conduct for Milan Institute students are patterned after those that prevail in business and industry. Students must observe school regulations, follow directions given by their instructors, and conduct themselves in a professional manner. Student conduct must be within the bounds of acceptable behavior, including no eating or drinking in class, no profanity, no drugs, reasonable professional dress, proper respect for and adherence to school rules, and respect for the rights of instructors and peers. Students who are not in compliance are subject to disciplinary

probation, suspension, or termination at the discretion of the school administration.

Milan Institute will not tolerate any form of sexual harassment. If a student believes he/she has been harassed by any Milan Institute employee, student, or other business contact, he/she should immediately report the incident to the school director. Milan Institute will not retaliate, nor will it tolerate retaliation, against students/employees who complain in good faith about harassment. Milan Institute will investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated these prohibitions against harassment or retaliation.

CHEATING POLICY

Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false or misleading information to the school's instructors, or administrative staff.

When a student is charged with cheating or plagiarism, and the instructor has proof to back up the charges, or a student admits to the charges when confronted, the instructor may handle the situation in the following ways:

1. Issue an oral warning or a written warning that will be put in the student's permanent academic file.
2. Issue the student an "F" or "0" on the assignment or test in question.
3. Issue the student an "F" for the entire class.
4. Refer the student to the school director for disciplinary action, which may include suspension or dismissal from the school.

STUDENT PHOTO RELEASE

Students attending Milan Institute give the school the absolute right and permission to take photographs and/or video of the students in class, in clinic, or in labs for advertising, trade publications, and/ or any other lawful practice.

RESPONSIBILITY FOR PERSONAL PROPERTY

Milan Institute does not assume responsibility for loss or damage to personal property through fire, theft, or other causes on or off the Milan Institute campus.

STUDENT RECORDS

The information in student files is confidential. A student's right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as amended. Generally, we must have written permission from the student, parent or guardian before releasing any information from the student's financial aid record. However, the law allows us to disclose records, without consent, to the following:

At it's discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:

- Name
- Home address

- Home telephone number
- Major field of study
- Dates of attendance
- Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

STUDENT WITHDRAWAL BY SCHOOL

Student withdrawal by the school will result from unsatisfactory grades, poor attendance, failure to achieve the appropriate proficiency and skill levels within the prescribed time period, use of controlled substances on campus, conduct detrimental to the school, failure to comply with financial aid regulations or non-observance of other student regulations and conduct policies.

GRIEVANCE POLICY

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue can not be resolved with the Instructor, contact the Dean of Education to schedule a meeting to discuss the concern.
3. If a solution can not be reached with the Dean, the Dean will schedule a meeting with the School Director to include the student, Dean and School Director.
4. If a mutual solution can not be reached with the School Director and Dean, the student should submit a written complaint to the school's grievance committee. The committee will meet within 10 days of receipt of the letter to review the complaint. A letter will be sent to the complainant with the committee's decision and/or resolution. The committee is composed of at least one member from each of the following departments:
   a. Education
   b. Financial Aid
   c. Administration
5. The student has the right to appeal the decision of the committee and submit the complaint letter to the President of the Amarillo College of Hairdressing, Inc. located at 1720 W. Walnut Avenue, Visalia, CA 93277; Fax: (559) 733-7831; Phone: (559) 735-3818 ext. 1012; Email: Comments@milaninstitute.edu. The President's decision will be communicated to the student.
6. The student has the right to appeal the decision of the President and submit the complaint letter to the state and/or accrediting agency. The complaint letter must contain the nature of the problem(s), the approximate date(s) that the problem(s) occurred, names of individuals involved, copies of important information regarding the problem(s), and evidence

demonstrating that the institution's formal complaint procedure was followed prior to contacting ACCET. All complaint letters should be addressed to the "Complaint Administrator" and signed.

a. The school's accrediting agency is the Accrediting Council for Continuing Education and Training (ACCET) located at 1722 "N" Street, NW, Washington, DC 20036, Phone: (202) 955-1113, Fax: (202) 955-1118.
b. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov.

The school maintains its complaint log for at least two years.

NONDISCRIMINATION

Students are admitted, trained, and referred for employment without regard to race, color, creed, handicap, national origin, sex, sexual orientation, political affiliation, or religion. No special services are provided for handicapped students. However, all doors, hallways, pay telephones, and restroom facilities are in compliance with standards for ADA access existing at the time of their construction or installation. Students are encouraged to visit the campus to determine its ability to meet their special needs. Students may discuss additional assistance they may require with the school director who will attempt to assist them.

STUDENTS WITH DISABILITIES

Milan Institute is committed to providing reasonable accommodations, including appropriate auxiliary aids and services, to qualified individuals with a disability, unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the programs offered by Milan Institute.

Students requesting auxiliary aid and services must submit an Application for Auxiliary Aid, including supporting documentation, to the School Director. Applications must be submitted at least two weeks before classes commence, or as soon as possible. Supporting documentation must be in the form of a documented physical, medical, or psychological condition which has been verified by a professional. Delays in submission of all required documentation will delay a decision regarding the request for accommodation.

Decisions are made to grant or deny requests for accommodations within ten (10) business days of receipt of all requested documentation.

Upon approval of the request, the Campus Director and Dean of Education will develop a plan to meet the student's needs. The plan may include academic accommodations such as a reduced course load, interpreters, note takers or laboratory assistants and modifications for instructional methods.

Disagreements regarding an appropriate auxiliary aid and alleged violations of this policy should be directed to the Corporate Compliance department via email at comments@milaninstiute.edu, or by calling (559) 735-3818 ext 1012.

CLASS SCHEDULE

Milan Institute holds classes each Monday through Saturday, with days and times varying for each program. Milan Institute also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see the insert in the back of the catalog). Students may be required to attend class for additional hours or days when a holiday falls on a scheduled class day. Classroom instruction consists of 50-minute periods. Evening and Saturday classes are available for some programs. Please contact the admissions department for specific information.

EXTERNSHIP DISCLOSURE

The courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the program. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to and from the extern site. It is also the student's responsibility to pay any costs associated with his/her transportation to and from the extern site.

GRADUATION REQUIREMENTS

Milan Institute will award a Certificate of Completion to all students who successfully complete all graduation requirements. The school requires all students to meet their financial obligations and complete a financial aid exit interview prior to graduation.

Accounting Program

Students enrolled in the Accounting program must pass all classes attempted and maintain a cumulative 2.0 grade point average and 90% monthly attendance. All required skills must be completed by the student and verified by the instructor.

Administrative Medical Assistant

Students enrolled in the Administrative Medical Assistant program must pass all classes attempted and maintain a cumulative 2.0 grade point average and 90% monthly attendance. All required administrative skills must be completed and verified by the instructor. Students must also complete a 160 -hour externship to be eligible for graduation.

Healthcare Billing and Coding

Students enrolled in the Healthcare Billing and Coding program must pass all classes attempted and maintain a 2.0 grade point average and 90% monthly attendance. All required skills must be completed and verified by the instructor.

Massage Therapy

Students enrolled in the Massage Therapy program must pass all classes attempted and maintain a 2.0 grade point average and 90% monthly attendance. All required skills must be completed and verified by the instructor. Students must pass and receive certification in CPR and First Aid. Students must also complete 140 hours of clinical practice to be eligible for graduation.

Medical Assisting

Students enrolled in the Medical Assisting program must pass all classes attempted and maintain a cumulative 2.0 grade point average and 90% monthly attendance. All required administrative and clinical skills listed on the skill sheets must be completed and verified by the instructor. Students must also complete a 160-hour externship to be eligible for graduation. Students must pass and receive certification in CPR and First Aid to be eligible for graduation. Students will receive certificates for injections and venipuncture.

Registered Dental Assistant

Students enrolled in the Registered Dental Assistant program must pass all classes attempted and maintain a 2.0 grade point average and 90% monthly attendance. All required skills must be completed and verified by the instructor. Students must also complete a 160-hour externship to be eligible for graduation.

MASSAGE THERAPY PERMIT REQUIREMENTS DISCLOSURE

The State of California does not have a mandatory State license for Massage Therapy. Effective September 1, 2009 the California Massage Therapy Council will establish a *voluntary certification* for massage therapists.

In most cases, licenses or permits are required and are issued by the cities and counties. The cities and counties are not uniform in their standards, which creates a range of requirements from 100 to 1,000 hours of education and passing a national examination before the city or county issues a license/permit. Prospective students for the Massage Therapy program are encouraged to contact the business licensing department of the cities or counties they are planning to work. Students should ask for a copy of the regulations for massage therapy in that area.

REGISTERED DENTAL ASSISTANT EXAMINATION AND LICENSURE

Requirements for obtaining a California Registered Dental Assistant license are that all applicants must:

- Graduate from a Board-approved RDA educational program of a minimum of 800 hours (approximately 8 months); or
  Complete at least 15 months of satisfactory (1,280 Hours) paid work experience as a dental assistant with a dentist licensed in one of the states in the United States; or
  Complete a California Department of Education approved 4-month educational program, and 11 months of work experience with a dentist(s) licensed in one of the states of the United States. Foreign education and/or experience is not accepted.
- Submit fingerprint clearances from both the Department of Justice and Federal Bureau of Identification. If an applicant has a criminal history, arrest report and court records must be obtained and investigated before a decision is made to issue or deny a license and;
- Successfully pass the following State examinations:
  - Hands-on practical examination performed on a typodont; and
  - State computerized written examination; and
  - State computerized law and ethics written examinations

Complete examination and licensing information may be obtained at the California Dental Board website http://www.dbc.ca.gov/applicants

CAREER SERVICES

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, conducting mock-interviews, providing job readiness workshops, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

COPYRIGHT INFRINGEMENT POLICY

Compliance with federal copyright law is expected of all students. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner.

You may "use" all or part of a copyrighted work only if (a) you have the copyright owner's permission, or (b) you qualify for a legal exception (the most common exception is called "fair use"). "Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law. Violations of copyright law that occur on or over the school’s networks or other computer resources may create liability for the school as well as the computer user.

Students who violate Copyright Infringement Policy are subject to disciplinary action, including suspension and termination.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws:

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

Legal Alternatives:

An extensive online list of legal downloading resources is available at http://www.educause.edu/legalcontent . EDUCAUSE, is a nonprofit organization committed to promoting the intelligent use of information technology to advance higher education. Resources on the list include websites such as Amazon MP3 Downloads, MediaNet and Best Buy.

VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

In addition to the standard policies in this catalog, the following applies to veterans and eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

Transfer of Credit Policy – Allied Health Programs

For veterans and eligible persons this institution will evaluate all previous education and training, grant credit when appropriate, reduce the length of the program proportionately, and keep prior transcripts and their evaluation on file.

Satisfactory Academic Progress

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student's progress is still unsatisfactory, VA will be promptly notified and student benefits will be suspended.

Attendance Probation

As with regular students, when progress is unsatisfactory, the student will be placed on probation for one month with the opportunity to meet minimum standards. At the end of this one month probationary period, if the student has not satisfied the specific requirements, the student may be placed on a secondary probationary period. VA will be promptly notified and student benefits will be suspended.

Leave of Absence

Students receiving veterans educational benefits will be reported to the Department of Veterans Affairs upon taking a leave of absence. They may be re-enrolled for educational benefits upon return to class.

MILAN

MILAN INSTITUTE

PROGRAMS

Medical Assisting

760Hours/34Weeks/ 51.33 Quarter Credits

Medical assistants help doctors examine and treat patients, perform routine tasks, and keep the medical office running smoothly.

Duties vary from office to office, but normally include taking vital signs and information, taking medical histories, preparing patients for examinations, and assisting during the appointment.

Medical assistants may also take blood, give injections, take EKGs, remove sutures, collect and prepare laboratory specimens, instruct patients on special diets and medications, and sterilize medical instruments.

A medical assistant's job duties vary from day to day with each patient that comes into the office.

Objective:

The Medical Assisting program is designed to prepare students to function competently in an entry-level position in a variety of medical settings. The program will include current medical information, demonstrations and practice of administrative, clinical and laboratory skills.

Occupations:

Medical Assistant 31-9092.00, Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Receptionist and Information Clerk 43-4171.00

Funding Method: For Title IV purposes the funding method is based on Quarter Credits.

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G, starting with any module and continuing in any sequence until all seven are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students will participate in a 160-hour externship.

Course Descriptions:

Strategies for Success Course SFS101 Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

Medical Office Communications MOC101, MOC102

Students will learn and demonstrate basic administrative skills used in the medical office setting and be able to demonstrate how to schedule appointments, to communicate over the phone, and to handle difficult patients. Students will be able to describe qualifications for success, to identify medical, legal and ethical boundaries, to demonstrate proper telephone techniques, to schedule and manage appointments and to perform the functions of medical office record keeping. Students also practice keyboarding to improve speed and accuracy.

Medical Assisting Course Descriptions

Insurance Coding INC101, INC102
Students will learn about the different insurance available to patients, and be able to recognize when to use each of them. Students will learn and demonstrate how to process insurance forms, to use insurance coding, and to perform bookkeeping skills. Students will be able to classify insurance providers in the following groups: individual, hospital, medical, surgical, outpatient, major medical, dental and special risk insurance. Students will define insurance terms such as carrier, provider, coverage, subscriber, contract, premium, deductible, UCR fees, coinsurance and copayments. Students will be able to describe the process of insurance plans such as HMO, PPO, IPA, CHAMPUS and CHAMPVA. Students will perform insurance coding using CPT-4 and ICD-9-CM coding books.

Pharmacology/Nutrition PHN101, PHN102
Students will be introduced to administering medications to a patient in a medical practice setting. Classes and uses of injections, oral medications and critical doses of medications will be covered. Students will be able to define pharmacology, list guidelines for administering and recording medications, describe the routes of medication administration, classify medications and their uses, list pharmacology abbreviations, convert mathematical doses, identify major nutrients, vitamins and minerals, list formulas and programs for weight loss, describe diseases caused from nutrition, and perform medication administrations.

Anatomy/Physiology ANP101, ANP102
The student will learn and be able to identify the ten body systems and their structures and functions, as well as common diseases and treatments for the related body systems. Students will identify anatomical positions and points of reference on the human body; locate the four body cavities; name, locate and describe the functions of the ten major body systems. Students will be able to name, locate, and describe the functions of the major organs within the body systems and describe diseases and treatments related to the ten body systems. Students will be able to describe health education material for preventing diseases in the body systems.

Medical Office Emergency Procedures MOE101, MOE102
Students will learn to distinguish an emergency from a non-emergency situation and act quickly when required. Students will learn and demonstrate the principles of assessment and triage and will learn how to use emergency equipment. Students will demonstrate how to develop a plan for emergencies and how to access community resources in dealing with emergencies. Students will also learn how to answer patient questions regarding diagnosis and treatment methods. Students will demonstrate knowledge of the uses of x-ray, ultrasound and fluoroscopy equipment and other tests and modalities used to serve the patient. Students will demonstrate how to prepare and maintain examination and treatment areas and assist with patient examination procedures and treatments.

Electrocardiography/Hematology EKG101, EKG102
Students will be able to describe the reasons an EKG is performed and be able to perform a routine 12-lead EKG. Students will learn the components of blood; describe the basic blood testing procedures and their purposes; be able to define and demonstrate aseptic techniques and universal precautions; take vital signs and blood pressures; and perform invasive procedures. Students will be able to define hematology and its major components, functions, disease disorders and basic tests.

Microbiology/Patient Preparation MPP101, MPP102
Students will learn and demonstrate the methods of infection control, universal precautions and sterilization techniques. Students will learn the role of microorganisms in causing disease and have a basic understanding of bacterial growth, cultures and specimen collection. Students will learn how to prevent spreading of disease-causing microorganisms and will demonstrate aseptic techniques. Students will demonstrate how to assist in minor in-office surgeries, including patient preparation, and be able to list basic medical instruments and their uses in the office. Students will learn and demonstrate how to position patients for exams and how to perform injections, authropometric measurements, and vital signs.

Medical Assisting Course Descriptions

Externship MAE101
Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain additional experience.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits
	PRE-REQUISITE								
SFS101	Strategies for Success	40	4.0	0	0	0	0	40	4.00
	MODULE A								
MOC101	Medical Office Communications - Unit 1	20	2.0	20	1.0	0	0	40	3.00
MOC102	Medical Office Communications - Unit 2	20	2.0	20	1.0	0	0	40	3.00
	MODULE B								
INC101	Insurance Coding - Unit 1	20	2.0	20	1.0	0	0	40	3.00
INC102	Insurance Coding - Unit 2	20	2.0	20	1.0	0	0	40	3.00
	MODULE C								
PHN101	Pharmacology/Nutrition - Unit 1	20	2.0	20	1.0	0	0	40	3.00
PHN102	Pharmacology/Nutrition - Unit 2	20	2.0	20	1.0	0	0	40	3.00
	MODULE D								
ANP101	Anatomy/Physiology - Unit 1	20	2.0	20	1.0	0	0	40	3.00
ANP102	Anatomy/Physiology - Unit 2	20	2.0	20	1.0	0	0	40	3.00
	MODULE E								
MOE101	Medical Office Emergency Pro. - Unit 1	20	2.0	20	1.0	0	0	40	3.00
MOE102	Medical Office Emergency Pro. - Unit 2	20	2.0	20	1.0	0	0	40	3.00
	MODULE F								
EKG101	Electrocardiography/ Hematology - Unit 1	20	2.0	20	1.0	0	0	40	3.00
EKG102	Electrocardiography/ Hematology - Unit 2	20	2.0	20	1.0	0	0	40	3.00
	MODULE G								
MPP101	Microbiology/Patient Preparation - Unit 1	20	2.0	20	1.0	0	0	40	3.00
MPP102	Microbiology/Patient Preparation - Unit 2	20	2.0	20	1.0	0	0	40	3.00
MAE101	Externship	0	0	0	0	160	5.33	160	5.33
	TOTAL	320	32.0	280	14.0	160	5.33	760	51.33

Administrative Medical Assistant

760 Hours/34 Weeks/55.33 Quarter Credits

The Administrative Medical Assistant is a very important part of the medical office. He or she is normally the first and last person patients see when they come to a medical office. Doctors depend on their Administrative Medical Assistant every day for important and accurate patient information.

Administrative Medical Assistant duties vary from office to office, but normally include setting appointments, organizing patient files and information, completing insurance forms and information, patient billing, and medical coding. An Administrative Medical Assistant must understand and be able to interpret medical terminology and be comfortable working with the public.

Objective:

The Administrative Medical Assistant program is designed to prepare students to enter the health professions field as an administrative medical assistant. Students will be able to function at an entry-level position in a variety of settings including, but not limited to, medical offices, hospitals and medical clinics.

Occupations:

Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Bill and Account Collector 43-3011.00, Executive Secretary and Administrative Assistant 43-6011.00, Receptionist and Information Clerk 43-4171.00, General Office Clerk 43-9061.00

Funding Methods: For Title IV purposes the funding method is based on Quarter Credits.

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students participate in a 160-hour externship.

Course Descriptions:

Strategies for Success Course SFS101 Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

Medical Office Basics AMA201

This course is designed as a professionally-oriented introduction to the position of AMA. Appointment scheduling, daily transactions and various aspects of records management of both health and financial records will be presented using hands-on skill-building assignments. Students will also be introduced to the concepts of confidentiality, malpractice, medical law, and ethical conduct in the professional medical office setting. Students will gain skills with medical terminology. Instruction and hands-on practice in business correspondence, including letters, outlines, agendas, and travel itineraries, will be offered.

Administrative Medical Assistant Course Descriptions

Students will practice keyboarding skills to increase their speed and accuracy on the computer keyboard.

Anatomy & Physiology AMA202
This course will introduce the student to insurance terminology and increase skills with medical terminology, including prefixes, root words, and suffixes. The student will learn provider and medical abbreviations and medical symbols. An in-depth study of anatomy and physiology, including the names, pronunciation, and locations of all body systems and their principal parts, will be offered. The student will practice keyboarding techniques to increase speed and accuracy on the computer keyboard.

Information Coding AMA203
This course develops the foundation for medical diagnosis and procedure coding. A study of the body systems is given along with specific terminology used in medical charting. The student will define insurance terms, know coding systems for professional services, describe the advantages of a standard health insurance claim form, list common errors causing claim payment delays, and define the purpose of coding. The student will be able to perform basic coding functions necessary for completion of medical insurance forms utilizing both the CPT-4 procedural code book and the ICD-9 diagnostic code book. Students will practice basic keyboarding techniques to improve their speed and accuracy. They also become familiar with essential medical terminology used in a medical office, and with professional development and job search skills emphasizing interviewing techniques.

Insurance Theory AMA204
This course provides the student the basic knowledge of insurance forms encountered in the health field through lecture as well as hands-on experience. Such forms as Universal, Worker's Compensation, Medicare, as well as HMO and PPO plans will be covered. Students will learn to obtain information from patient charts and ledgers to complete insurance forms accurately. Students will practice basic keyboarding techniques to improve their speed and accuracy. They also become familiar with essential medical and insurance terminology used in a medical office and with professional development and job search skills emphasizing the different types of applications used by employers.

Medical Billing AMA205
This course offers an office management system with hands-on experience creating and updating patients' records, entering accounts payable and receivable data, and billing medical insurance. Students will be introduced to the basics of prescription translation and pharmacology abbreviations, as well as the use of Roman numerals and military time in the medical setting. They will gain skills with medical terminology. Students will be introduced to spreadsheet software, and will practice keyboarding techniques to increase speed and accuracy on the computer keyboard.

Computer Billing AMA206
Students will learn the importance of patient billing and using Medical Manager billing software to produce invoices, and record accounts receivable information in the computer. Students are given hypothetical insurance billing situations and will use appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Students will learn basic accounting including balancing accounts and bank deposits. Students will practice basic keyboarding techniques and become familiar with essential medical and insurance terminology used in a medical office and with professional development and job search skills emphasizing business ethics in the workplace.

Office Communications AMA207
Students will learn the different types of office and business communications used in a medical office setting. Office ethics, automated office equipment and general office procedures are covered. Students will learn the basic commands and features of word processing software and will practice writing different types of memos, letter, and reports using basic business English. Self-esteem and human relations will also be covered in this module. Students will practice basic keyboarding techniques to improve their speed and accuracy. Students will become familiar with essential medical terminology, as

Administrative Medical Assistant Course Descriptions

well as transcription used in a medical office and professional development and job search skills emphasizing professional communication.

Externship AMA208
Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain actual experience in a medical environment.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits
	PRE-REQUISITE								
SFS101	Strategies for Success	40	4.0	0	0	0	0	40	4.0
	MODULE A								
AMA201	Medical Office Basics	55	5.5	25	1.25	0	0	80	6.75
	MODULE B								
AMA202	Anatomy & Physiology	55	5.5	25	1.25	0	0	80	6.75
	MODULE C								
AMA203	Information Coding	55	5.5	25	1.25	0	0	80	6.75
	MODULE D								
AMA204	Insurance Theory	55	5.0	30	1.50	0	0	80	6.50
	MODULE E								
AMA205	Medical Billing	45	4.5	35	1.75	0	0	80	6.25
	MODULE F								
AMA206	Computer Billing	45	4.5	35	1.75	0	0	80	6.25
	MODULE G								
AMA207	Office Communications	55	5.5	25	1.25	0	0	80	6.75
AMA208	Externship	0	0	0	0	160	5.33	160	5.33
	TOTAL	400	40	200	10	160	5.33	760	55.33

Massage Therapy

740 Hours/33.5 Weeks/ 50.86 Quarter Credits

Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals.

The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

Objective:

The Massage Therapy program is designed to prepare the student to function competently as a professional massage therapist in a variety of settings. The unique curriculum contains the best of Eastern, Western, ancient modalities and the latest skills and techniques. The student will receive ample hands-on training and knowledge required to function in a variety of settings including massage clinics, hospitals, doctors' offices, sporting events and more.

Occupations: Massage Therapist 31-9011.00

Funding Method: For Title IV purposes the funding method is based on Quarter Credits.

This training program is divided into learning units called modules or course groupings. Students must complete in sequence Strategies for Success, Intro to Anatomy and Physiology, Swedish Basics, and Ethics as prerequisites to any other course. Students must complete all courses starting with a module or pre-determined course groupings and continuing in sequence until all courses are completed. Courses are stand alone and are not dependent upon previous training. Students participate in an internship.

Course Descriptions:

Strategies for Success SFS101 *Strategies for Success* is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

Introduction to Anatomy & Physiology MAS201
This course is the entry point into the Massage Therapy program. It provides an introduction to anatomy, physiology, kinesiology, pathology and medical terminology. Students will gain familiarity with the major organ systems, cells, tissue, bones, muscles, joints, and other areas.

Swedish Massage Basics MAS202
This course is the entry point into the Massage Therapy program. It consists of an introduction to the history of massage, introductory massage protocol, and basic technical knowledge, including an

Massage Therapy Course Descriptions

introduction to hygiene, sanitation methods, and safety standards. Students will learn the fundamental Swedish massage techniques, client protocol, draping, bodywork postures, and methods of recordkeeping.

Ethics MAS203
This course is the entry point into the Massage Therapy program. Students will learn the current standards of ethics and professionalism in the field of massage therapy and will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

Anatomy MAS204
This course offers massage therapy students an in-depth study of the organization and structure of the human body. Students will explore each level of organization and will learn terminology relating to the chemical, cellular, and tissue levels of the body along with the major organ systems. Students will gain an understanding of the interdependence of the major systems of the body.

Practical Anatomy MAS205
This course is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks. The course will include a systematic investigation of the attachment sites and innervations of the major muscles relative to the different regions of the body.

Dynamic Practicum MAS206
This course offers hands-on practice in a variety of modalities used in clinical settings. Students perform massage routines on each other, complete and evaluate intake forms, and enter data on SOAP notes. This course also offers introductory personal and group counseling, wherein students express their feelings about their future profession and life situations, with an opportunity to address specific issues.

Kinesiology MAS207
In this course, students will be introduced to the study of movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups.

Sports Massage MAS208
This course presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post-sporting event massage techniques, as well as preventive and rehabilitation massage methods.

Shiatsu MAS209
This course presents the theory and practice of Shiatsu massage. Students will learn the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, and meridian theory as it relates to massage. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will be able to locate the major organ meridians, locate the major Chinese acupoints, and utilize these points in clinical applications.

Pathology for the Massage Therapist MAS210
This course focuses on pathology for massage therapists. Students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage.

Passive Joint Mobilization MAS211
In this course, students will learn how to apply joint movements while the client remains passive (non-

Massage Therapy Course Descriptions

moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.

Deep Tissue Massage MAS212
This course provides students with the skills to perform various deep tissue massage techniques and to develop the proper body mechanics to prevent injury. Students will be able to perform deep tissue techniques for muscle redefinition by releasing stagnation, knots, and spasms that lie deep within the muscular tissue, and they will develop therapeutic strategies to address acute and chronic muscular conditions.

Massage Therapy: Communication & Law MAS213
The focus of this course is on professionalism, communication, and the legal issues involved in therapeutic massage. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation for a successful career in massage therapy. Students will learn how to communicate professionally with clients and other healthcare professionals and will understand the information that forms the basis of HIPAA regulations.

Prenatal & Pediatric Massage MAS214
This course presents applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy. Students will learn the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills
appropriate for each stage of pregnancy. Students will understand the indications and contraindications of massage during pregnancy and learn the signs and symptoms of high risk pregnancies. In association with pregnancy massage, this course also presents the techniques to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises.

Business Management MAS215
This course presents business management techniques necessary to build and maintain a massage practice. Students will learn how to effectively communicate with clients and associates and will be informed about permit requirements, record keeping, tax information, employment versus independent contracting, and advertising methods.

Acupressure MAS216
This course is an introduction to the ancient healing art of acupressure, a therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress. Students will learn the fundamental theories of traditional Chinese medicine, breathing and mind -body centering techniques, as well as hands on techniques for giving and receiving acupressure massage.

CPR / First Aid MAS217
This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented.

Chair Massage MAS218
This course provides instruction in chair massage, defined as a compact, efficient style of bodywork performed through the clothing while the recipient is in a comfortable seated position. Students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented.

Reflexology MAS219
This course introduces the history, theory, and practice of reflexology. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. This course is designed to

Massage Therapy Course Descriptions

teach students the tools and techniques enabling them to perform a full reflexology session.

Aromatherapy & Hydrotherapy MAS220
This course introduces the application of essential oils and water as therapeutic tools used in conjunction with massage therapy. The course provides students with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how to safely and effectively integrate the use of essential oils into a massage session. The course covers the profiles of 10 of the most commonly used essential oils along with their indications and contraindications. Students will also learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses.

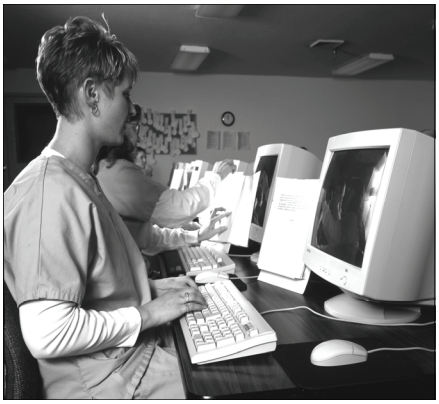
Physiology MAS221
This course examines the various functions of the human body, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

Clinical Internship MCL201
Prerequisite: Swedish Massage Basics and Clinic Orientation
In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-keeping skills with a wide variety of clients.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Clinical Hours	Clinical Credits	Total Hours	Total Credits
	PRE-REQUISITES								
SFS101	Strategies for Success	40	4.0	0	0	0	0	40	4.0
MAS201	Intro to Anatomy & Physiology	30	3.0	0	0	0	0	30	3.0
MAS202	Swedish Massage	5	.5	35	1.75	0	0	40	2.25
MAS203	Ethics	10	1.0	0	0	0	0	10	1.0
MAS204	Anatomy	40	4.0	0	0	0	0	40	4.0
MAS205	Practical Anatomy	5	.5	35	1.75	0	0	40	2.25
MAS206	Dynamic Practicum	0	0	20	1.0	0	0	20	1.0
MAS207	Kinesiology	30	3.0	10	.5	0	0	40	3.5
MAS208	Sports Massage	5	.5	15	.75	0	0	20	1.25
MAS209	Shiatsu	5	.5	15	.75	0	0	20	1.25
MAS210	Pathology for the Massage Therapist	35	3.5	5	.25	0	0	40	3.75
MAS211	Passive Joint	5	.5	15	.75	0	0	20	1.25
MAS212	Deep Tissue	10	1.0	30	1.5	0	0	40	2.5
MAS213	Massage Therapy: Communication & Law	20	2.0	0	0	0	0	20	2.0
MAS214	Prenatal & Pediatric Massage	5	.5	15	.75	0	0	20	1.25
MAS215	Business Management	15	1.5	5	.25	0	0	20	1.75
MAS216	Acupressure	4	.40	16	.80	0	0	20	1.2
MAS217	CPR/First Aid	3	.30	5	.25	0	0	8	0.55
MAS218	Chair Massage	2	.20	10	.5	0	0	12	.70
MAS219	Reflexology	5	.5	15	.75	0	0	20	1.25
MAS220	Aromatherapy &	15	1.5	25	1.25	0	0	40	2.75
MAS221	Physiology	35	3.5	5	.25	0	0	40	3.75
	CLINICAL PRACTICE								
MCL201	Clinical Internship	0	0	0	0	140	4.66	140	4.66
	TOTAL	324	32.4	276	13.8	140	4.66	740	50.86

Healthcare Billing and Coding

760 Hours/38 weeks/ 58.75 Quarter Credits



This program will provide the student with working knowledge of legal issues and of billing processes for the healthcare professional. Along with learning to use reference books for billing and coding, the student will learn about coordination of benefits and the principles and eligibility guidelines for billing Medicare, Medicaid, Tri-care, and Worker's Compensation.

The student will learn healthcare terminology and insurance terminology, as well as with letters and forms used within the insurance industry. The program is designed to teach how to interpret insurance contracts and how to process health claims.

Objective:

The Healthcare Billing and Coding program is designed to prepare students to function competently in entry-level positions in a medical office setting.

Occupations:

Medical Records and Health Information Technician 29-2071.00; Bill Account and Collectors 43-3011.00; Billing, Cost, and Rate Clerks 43-3021.02; Billing, Posting, and Calculating Machine Operators 43-3021.03, Bookkeeping, Accounting, and Auditing Clerks 43-3031.00

Funding Method:

For Title IV purposes the funding method is based on Quarter Credits.

The training program is divided into nine learning units called modules. Students must complete Strategies for Success and Modules A through I starting with any module A through G and progressing through each of the seven modules until all are completed. Modules H and I are completed in sequence after completing A through G. Modules A though G stand alone and are not dependent upon previous training.

Course Descriptions:

Strategies for Success SFS101 *Strategies for Success* is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

Fundamentals of Health Insurance / HBC 209

This course introduces the student to the skill requirements, responsibilities and professional credentials of the insurance specialist. It examines health insurance from a historical perspective and addresses the major developments of the industry from its inception. Managed care and the effects of managed care on a physician's practice are addressed. The student also studies medical terminology and anatomy and physiology and disease processes of the human body. Students will understand and have a practical knowledge of Health Information Technology. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall

Healthcare Billing and Coding Course Descriptions

abilities.

Insurance Claims and Legal and Regulatory Issues / HBC 210
This course provides an overview of the development of a health insurance claim in the health care provider's office and the major steps taken to process that claim by the insurance company. This course also introduces the health insurance specialist to the laws and regulations for maintaining patient records and processing health insurance claims. The student also studies medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Medical Computers / HBC 211
Students are introduced to integrated software commonly used in the medical office setting to schedule appointments, bill claims, and to create patient databases. The student will also be introduced to the basics of word processing and spreadsheets. The student also studies medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Claims Management / HBC 212
This course addresses Center for Medicare and Medicaid Services (CMS) reimbursement methodologies from a historical perspective, and focuses on the various CMS payment systems. The student will learn coding for medical necessity and how to code from case studies and patient records. This course also addresses how to correctly complete the CMS-1500 claim form and the student will be provided with numerous opportunities to practice these skills. Other essentials such as processing secondary claims, common errors that delay processing of claims and maintain insurance claim files for the medical practice are the key focus. The student also studies medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Commercial Insurance Carriers HBC / 213
This course provides the student with an overview of commercial insurance programs, and their particular claims instructions. Blue Cross Blue Shield, and Worker's Compensation programs are explained in detail including the eligibility requirements, claims instructions, billing information, and claims submission requirements. The student also studies medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Government Insurance Carriers HBC / 214
This course provides the student with an overview of commercial insurance programs, and their particular claims instructions. Medicare, Medicaid, and TRICARE, programs are explained in detail including the eligibility requirements, claims instructions, billing information, and claims submission requirements. The student also studies medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Healthcare Billing and Coding Course Descriptions

Diagnostic and Procedural Coding—An Overview / HBC 215
This course provides an overview of skill requirements necessary to utilize the International Classification of Diseases (ICD-9-CM) to code diagnoses for inclusion on claim forms as well as an overview of coding principles identified by CPT and HCPCS coding system. These skills include an explanation of the purpose of each of the major divisions, the use of the symbols, punctuation, and abbreviations unique to the ICD-9-CM book. An overview of medical terminology and knowledge of anatomy and physiology in assigning diagnostic and procedural codes to accurately code according to ICD-9-CM, CPT, and HCPCS principles is also part of this course. The student also studies medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Diagnostic Coding-In Practice / HBC 216
Building on Diagnostic and Procedural Coding—An Overview students will gain the skills necessary to utilize the International Classification of Diseases (ICD-9-CM) to code diagnoses for inclusion on claim forms. These skills include the practice of using each of the major divisions, the use of the symbols, punctuation, and abbreviations unique to the ICD-9-CM book. Students will continue applying medical terminology and knowledge of anatomy and physiology in assigning ID-9-CM diagnostic codes to accurately code according to ICD-9-CM principles. The student also continues studying medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Procedural and Ancillary Care Coding / HBC 217
This course includes the coding principles as identified by the CPT and HCPCS coding system. Also included in this course is instruction in the assignment of appropriate health care environment modifiers to CPT and HCPCS codes such as acute care facilities, dental and physician's offices. The student also studies medical terminology and anatomy and physiology and disease processes in this course. The keyboarding/ten-key portion of this course persuades the students to learn the keyboard/keypad by touch, building typing and ten-key skills. Timed proficiency drills will be an integral part of these classes encouraging students to improve their overall abilities.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Total Hours	Total Credits
	PRE-REQUISITE						
SFS101	Strategies for Success	40	4.0	0	0	40	4.0
	MODULE A						
HBC209	Fundamentals of Health Insurance	45	4.5	35	1.75	80	6.25
	MODULE B						
HBC210	Insurance Claims and Legal and Regulatory Issues	45	4.5	35	1.75	80	6.25
	MODULE C						
HBC211	Medical Computers	15	1.5	65	3.25	80	4.75
	MODULE D						
HBC212	Claims Management	45	4.5	35	1.75	80	6.25
	MODULE E						
HBC213	Commercial Insurance Carriers	45	4.5	35	1.75	80	6.25
	MODULE F						
HBC214	Government Insurance Carriers	45	4.5	35	1.75	80	6.25
	MODULE G						
HBC215	Diagnostic and Procedural Coding—An Overview	45	4.5	35	1.75	80	6.25
	MODULE H						
HBC116	Diagnostic Coding—In Practice	45	4.5	35	1.75	80	6.25
	MODULE I						
HBC217	Procedural and Ancillary Care Coding	45	4.5	35	1.75	80	6.25
	TOTAL	**415**	**41.5**	**345**	**17.25**	**760**	**58.75**

Registered Dental Assistant

845 Hours/38.25weeks/56.63 Quarter Credits

Dental Assistants perform a variety of duties in a dental office. In the front office, they may schedule and confirm appointments, welcome patients to the office, send bills, process payments, and inventory supplies.

Dental Assistants also assist the dentist during the examination and treatment of patients by passing and receiving required instruments to the dentist and using the HVE or other instruments to keep the patient's mouth clear, as well as taking dental radiographs. Dental Assistants also prepare instrument trays observe strict sterilization and infection control procedures. Taking dental impressions, remove sutures, and apply anesthetics to the gingiva (gums) and cavity preventatives to teeth are also performed.. Registered Dental Assistants can perform coronal polish procedures, give oral hygiene instructions, and apply dental sealants.

Dental Assistants must be reliable, work well with others, and have good manual dexterity.

Objective:

The Dental Assistant Program is designed to prepare students to function competently in entry-level positions in a dental office setting.

Occupations: Dental Assistant 31-9091.00

Funding Method: For Title IV purposes the funding method is based on Clock Hours.

The training program is divided into seven learning units called modules. Students must complete Strategies for Success prior to beginning modules A through H, starting with any module and continuing in any sequence until all eight modules are completed. Modules A through H are stand alone and are not dependent upon previous training. Upon successful completion of Strategies for Success and all modules, students participate in a 160-hour externship.

Course Descriptions:

Strategies for Success - SFS001
Pre-requisite
Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

Introduction to Dental Assisting: RDA 100
THIS COURSE MUST BE SUCCESSFULLY COMPLETED PRIOR TO STARTING ANY AND ALL OTHER MODULES OF INSTRUCTION.
Upon completion of this course, the student will be able to identify and name the teeth in the primary and permanent dentition, list and label the structures of tooth tissues, label the tooth surfaces, and identify and label the major bones of the face and skull. The student will also be able to recall the criteria for sterilization and disinfection procedures in the dental office, and be able to demonstrate the proper technique for performing a hand scrub and donning personal protective equipment (PPE).

Registered Dental Assistant Course Descriptions

Students will also be able to recall the criteria for taking and passing the state of California RDA board examination (practice and written), including the certification requirements for dental radiology, coronal polish and pit and fissure sealants.

Administrative Applications Unit 1 / RDA 101
Upon completion of this course, the student will become familiar with various terms and definitions of the chapters covered. Students will also become familiar with the permissible duties of the DA and RDA in the state of California, and demonstrate ethical behavior in the office. The student will be able to list the various dental team members, explain the functions of the various regulatory agencies and licensing entities.

Administrative Applications Unit 2 /RDA 102
Upon completion of this course, the student will be able to demonstrate the minimum competencies in various front office procedures, including completing dental insurance claim forms. The student will be able to demonstrate the use of an oxygen tank, take patient vital signs, and recognize various medical conditions dental patients may present with in the dental office.

Dental Sciences Unit 1 / RDA 103
Upon completion of this course, the student will know the basic anatomy and physiology of the head and neck; tooth morphology and understand the tissues of the tooth and its supporting structures. The student will also be able to identify the major muscles of the head and neck, explain the function of the temporomandibular joint (TMJ), and identify various landmarks of the face and oral cavity.

Dental Sciences Unit 2 / RDA 104
Upon completion of this course, the student will be able to perform dental charting procedures, recognize cavity classifications, and signs/symbols of patient charting. Students will practice their patient charting skills, The students will also be able to identify the various characteristics, form and function of the primary and permanent dentition.

Pre-Clinical Procedures Unit 1 / RDA 105
Upon completion of this course, the student will understand the various methods of handling and disposing of Hazardous Materials; identifying proper personal protective equipment for the dental employee. Infection control and the dental unit water supplies are also discussed, as well as functions of the Material Safety Data Sheet. This course will also discuss and demonstrate how to obtain a patient health and medical history, record the patient treatment in the patient file/record, and explain the dental assistant's role in oral diagnosis and treatment planning.

Pre-Clinical Procedures Unit 2 / RDA 106
Upon completion of this course, the student will be able to understand Pharmacology and Microbiology as it relates
to the field of dentistry. The course covers the principles and techniques of disinfection, instrument processing and sterilization in the dental facility. Students will be able to understand the functions of such agencies such as the CDC, EPA, and OSHA. Students will be able to properly clean, disinfect, and sterilize dental equipment and instrumentations.

Dental Radiology Unit 1 / RDA 107
Upon completion of this course, the student will be licensed in the state of California in Dental Radiography. Students will be able to operate dental x-ray equipment, understand and utilize radiation safety and processing procedures. The student will be able perform procedures involved in exposing, processing, interpreting and evaluating dental radiographs. This course will also educate the student on properties and characteristics of radiation hazards, special radiographic techniques, Students will be required to expose radiographs on manikins and clinical patients.

Registered Dental Assistant Course Descriptions

Introduction to Dental Instruments Unit 2 / RDA 108
The student will be able to correctly assemble a restorative dental instrument tray, explain and/or describe the uses of each instrument and/or materials. They will also be able to identify and demonstrate the use of a high speed, low speed and prophy angle hand-pieces, as well as the care and maintenance of each.

Oral Pathology and Nutrition Unit 1 / RDA 109
Upon completion of this course the student will understand how nutrition can affect oral conditions, and explain the role of vitamins and minerals in the daily diet. The student will also be able to describe the relationship between diet and dental caries. Students will be able to label the components of the periodontium, describe the characteristics of gingivitis, and describe oral conditions of patient with eating disorders.

Introduction to Dental Materials Unit 2 / RDA 110
The student will be able to identify and manipulate dental materials used, such as bases and liners, temporary and permanent cements. Students will identify the roles of these materials in tooth restoration procedures, Instruction covers listing the indications and contraindications for the use of amalgam and composite resins, and gold and porcelain restorations.

Coronal Polish & Pit and Fissure Sealants, Preventive Dentistry Unit 1 / RDA 111
Upon completion of this course, the student will be certified in coronal polish and dental sealant procedures. Students will understand the procedures, instrumentation and materials involved in pit and fissure sealants, coronal polish techniques, as well as matrix systems. Students will be able to assemble dental instrument trays, select appropriate materials and supplies for restorative procedures and pedodontic procedures.

Restorative Dentistry and Pedodontics Unit 2 / RDA 112
At course conclusion, students will also be able to explain the laws as they pertain to reporting suspected child abuse. Students will also be able to describe the various types of matrices used for anterior and posterior restoration, and demonstrate the ability to place a Tofflemire matrix and wedge on a typodont. The RDA duties and skills utilized in these specialty areas will be emphasized.

Lab Procedures: Impressions and Provisional Coverage Unit 1 / RDA 113
Upon completion of this course, students will understand and employ the practical applications of laboratory procedures, including obtaining preliminary alginate impressions, preparation of final impression materials and taking final impressions will be covered. Students will be given instruction on properly mixing dental stone, pouring and trimming study models, and correctly occluding models will be demonstrated.

Laboratory Procedures: Fixed and Removable Prosthesis Unit 2 / RDA 114
Upon completion of this unit, the student will understand the fundamentals of taking tooth shades for crown and bridge, fabrication and cementation of provisional crown and bridge, as well as assisting in the delivery of full dentures. The RDA duties and skills utilized in these specialty areas will be emphasized.

Endodontics, Implants and Oral Surgery Unit 1 / RDA 115
Upon completion of this course the student will know the DA and RDA duties routinely performed in Endodontics, Dental Implants, and Oral Surgical procedures, including the legal considerations under which they are to be practiced. Students will also receive instruction on the proper use of a conscious sedation unit. Emphasis is given to step-by-step procedures, including commonly used instruments and materials involved.

Orthodontics and Periodontics Unit 2 / DEN RDA

Registered Dental Assistant Course Descriptions

Upon completion of this course the student will know the DA and RDA duties routinely performed in Orthodontic and Periodontic procedures, including the ability to take intra- and extra-oral photographs, as well as understand the legal considerations under which they are to be practiced. Students will also be able to identify specific dental instruments and materials used in these areas of dentistry. Emphasis is given to step-by-step procedures, which includes materials and instrumentations involved.

Clinical Externship / EXT 201

Upon completion of this course, the student will be able to implement and utilize the appropriate skills, techniques and procedures in the dental clinic environment, as legally delegated to the DA/RDA by the state of California.

Work experience in a dental clinical setting under the direct supervision of the professional office manager, licensed dentist, or other office professional. Students are required to return to the campus weekly to submit timecards and evaluations.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Clinical Hours	Clinical Credits	Total Hours	Total Credits
	PRE-REQUISITES								
SFS101	Strategies for Success	40.0	4.0	0	0	0	0	40.0	4.00
RDA100	Introduction to Dental Assisting	2.5	2.5	2.5	.125	0	0	5.0	2.62
	MODULE A								
RDA 101	Administrative Applications/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.00
RDA 102	Administrative Applications/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	MODULE B								
RDA 103	Dental Sciences/Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.00
RDA 104	Dental Sciences/Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	MODULE C								
RDA 105	Pre-Clinical Procedures/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.00
RDA 106	Pre-Clinical Procedures/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	MODULE D								
RDA 107	Dental Radiology/Unit 1	16.0	1.6	12.0	.60	12.0	0.40	40.0	2.60
RDA 108	Intro to Dental Instruments/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	MODULE E								
RDA 109	Oral Pathology & Nutrition/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.00
RDA 110	Intro to Dental Materials/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	MODULE F								
RDA 111	Coronal Polish & Sealants/ Unit 1	12.25	1.22	11.0	.55	16.75	0..55	40.0	2.32
RDA 112	Restorative & Pedodontics/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	MODULE G								
RDA 113	Lab Procedures/Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.00
RDA 114	Lab Procedures/Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	MODULE H								
RDA 115	Endodontics, Oral Surgery/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.00
RDA 116	Orthodontics, Periodontics/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.00
	EXTERNSHIP								
EXT 201	Clinical Externship	0	0	0	0	160	5.33	160	5.33
		350.75	35.07	305.5	15.27	188.75	6.29	845	56.63

Accounting

760 Hours/38 Weeks/ 58 Quarter Credits

Accounting is a very important part of the business environment because all money sent or received by an organization must be accurately accounted for.

Accounting personnel are the institution's record keepers. They compute, classify, record, verify, and organize numerical data in order to develop and maintain transaction records.

Accounting duties vary from office to office, but normally include recording debit and credits, balance sheets, bank reconciliations, ledgers, bank deposits, accounts payable, accounts receivable, and numerical data checking.

Objective:

The Accounting program prepares students to manage the bookkeeping functions of a business.

Occupations:

Bookkeeping, Accounting and Auditing Clerks, 43-3031.00; Bill, Cost and Rate Clerks, 43-3021.02; Bill and Account Collectors, 43-3011.00; Billing, Posting and Calculating Machine Operators, 43-3021.03

Funding Methods:

For Title IV purposes the funding method is based on Quarter Credits.

The training program is divided into nine learning units called modules. Students must complete Strategies for Success and modules A through I, starting with any module and continuing in any sequence until all nine are completed. Modules A through I stand alone and are not dependant upon previous training.

Course Descriptions:

Strategies for Success SFS101 *Strategies for Success* is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including Time Management Strategies, Study Skills, Test Taking Strategies, Learning Styles Assessment, and Basic Math/English resources.

Banking Activities BAN201
At the completion of this course, students will be able to control and handle various banking activities for a business. Verbal and written language skills are integrated into the daily work. The student will demonstrate the basic skills required to communicate in the office environment. Students will continue to develop their keyboarding skills.

General Ledger GEN201
At the end of this course, students will be able to perform journalizing and posting processes involved with the general ledger. Students will learn to reconcile, balance, and prove general ledger. Students will continue to develop their keyboarding skills.

Accounting Course Descriptions

Payroll PRL201
Students will be able to understand and manage the payroll process, Federal and State regulations governing payroll, and completion of monthly, quarterly and yearly tax forms. Students will continue to develop their keyboarding skills.

Accounts Receivable ACR201
Using a merchandising business simulation involving sales and tracking of customers, students will learn to record, bill, track, deposit, balance, and reconcile customer accounts. Students will continue to develop their keyboarding skills.

QuickBooks QCK201
This is a hands-on course designed to provide students with sufficient skills to set up and maintain a business using QuickBooks software. Students will continue to develop their keyboarding skills.

Accounts Payable ACP201
Using a merchandising business simulation, students will learn about purchase requisitions, purchase orders, receiving documents, purchase invoices, and inventory. Students will continue to develop their keyboarding skills.

Agricultural Accounting and Administration AGA201
At the completion of this course, students will be familiar with and demonstrate a working knowledge of the general office procedures in an every day business environment. The student will learn to effectively communicate with customers, co-workers, subordinates and supervisors. Training will include spelling, grammar, sentence structure, resume writing, interoffice memos, letter correspondence, office procedures, office equipment, record keeping, filing, recording, and general workplace applications. The students will learn the basic overview of Agricultural Accounting: nature of accounts and techniques of recording summarizing and classifying the accounting data as well as the accounting cycle; sales and cash receipts, purchases, expenditures, inventory and financial statements. Students will continue development of keyboarding, 10-key and math skills.

Computerized Accounting COM201
This course will introduce students to a variety of computerized accounting software. Training software will be used to assist in the students' understanding of accounting principles and practices. Students will continue to develop their keyboarding skills.

Governmental Accounting GOV201
This course is designed to introduce students to governmental accounting with an introduction that builds a foundation for those with little or no accounting background. The students will become familiar with basic accounting systems, concepts, standards and procedures with fund accounting, elements of financial reports and Generally Accepted Accounting Principles (GAAP) for federal, state and local governments with emphasis in understanding procedures and regulations in government under the Governmental Accounting Standards Board (GASB).

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Total Hours	Total Credits
	PRE-REQUISITE						
SFS101	Strategies for Success	40	4.0	0	0	40	4.00
	MODULE A						
BAN201	Banking Activities	40	4.0	40	2.0	80	6.00
	MODULE B						
GEN201	General Ledger	40	4.0	40	2.0	80	6.00
	MODULE C						
PRL201	Payroll	40	4.0	40	2.0	80	6.00
	MODULE D						
ACR201	Accounts Receivable	40	4.0	40	2.0	80	6.00
	MODULE E						
QCK201	QuickBooks	40	4.0	40	2.0	80	6.00
	MODULE F						
ACP201	Accounts Payable	40	4.0	40	2.0	80	6.00
	MODULE G						
AGA201	Agricultural Accounting and Administration	40	4.0	40	2.0	80	6.00
	MODULE H						
COM201	Computerized Accounting	40	4.0	40	2.0	80	6.00
	MODULE I						
GOV201	Governmental Accounting	40	4.0	40	2.0	80	6.00
	TOTAL	400	40.0	360	18.0	760	58.0

CPR/FIRST AID COURSE

8 Hours/1 Day

This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented. All students who attend Milan Institute receive hands-on training.

COURSE OBJECTIVES:
Upon completion of this course, students will be able to:

- Perform life-saving procedures in emergency conditions of a cardio-pulmonary nature.
- Apply first aid techniques for cuts, stings, bites, and other basic first aid procedures.
- Students passing this course will receive a CPR/First Aid card and a “Pass” grade.

COURSE REQUIREMENTS:

Admissions Policy—The CPR/First Aid course requires the prospective student be at least 17 years of age and have a high school diploma, or have a General Education Diploma (GED) or be at least 18 years of age and pass an approved USDOE ability to benefit test. Prospective students currently attending secondary education (High School) are not eligible for enrollment. A copy of the prospective student’s high school transcript, diploma or GED is required.

Students Right to Cancel—You have the right to cancel enrollment in the course and receive a refund if notice of cancellation is made by midnight of the seventh day after enrollment. See the Enrollment Agreement for the complete cancellation policy.

Refund Policy—You have the right to withdraw from the course at any time. If you withdraw from the course after the period allowed for cancellation as stated above, you will receive a pro-rata refund of the amount charged if you have completed 60% or less of the period of attendance being charged. See the Enrollment Agreement for complete withdrawal and refund policy.

Attendance—Students must attend all scheduled course hours and pass a written and practical exam.

Schedule of Tuition and Costs for Milan Institute - Palm Desert, CA
Catalog Insert
All courses taught at 75-030 Gerald Ford Drive, Palm Desert, CA 92211

Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Lab Fee	1st Payment Period	2nd Payment Period	TOTAL COST
Healthcare Billing and Coding	7/1/2012	$100.00	$35.00	$1,602.11	$69.00	$5,884.50	$6,538.34	**$14,228.95**
Accounting	7/1/2012	$100.00	$35.00	$1,597.62	$69.00	$5,766.56	$6,407.28	**$13,975.46**

Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Table Pkg w/tax	CPR/First Aid Fee	1st Payment Period	2nd Payment Period	TOTAL COST
Massage Therapy	7/1/2012	$100.00	$32.50	$947.28	$336.72	$50.00	$5,396.97	$5,696.80	**$12,560.27**

Program	Effective Date	Registration Fee	Student Tuition Recovery Fund (STRF)	Books with Tax	Lab Fee	CPR/First Aid Fee	1st Payment Period	2nd Payment Period	TOTAL COST
Administrative Medical Assistant	7/1/2012	$100.00	$32.50	$1,392.37	$69.00	$50.00	$5,229.61	$5,810.68	**$12,684.16**
Medical Assisting	7/1/2012	$100.00	$32.50	$1,236.90	$69.00	$50.00	$5,365.49	$5,961.66	**$12,815.55**

Program	Effective Date	Registration Fee	Recovery Fund (STRF)	Books with Tax	Lab Fee	CPR/First Aid Fee	Hep B Series	1st Payment Period	2nd Payment Period	TOTAL COST
Registered Dental Assistant	8/23/2012	$100.00	$40.00	$957.11	$69.00	$50.00	$222.00	$7,148.78	$7,148.78	**$15,735.67**

PROFESSIONAL DEVELOPMENT

Course	Effective Date	STRF {a}	Tuition	Books and Supplies	Sales Tax	TOTAL COST
CPR/First Aid	12/12/2012	$2.50	$25.36	$43.75	$3.39	$75.00

Additional Cost Disclosures:

Massage Therapy Students will be responsible for upkeep and maintenance of their tables and sheets for class use. Massage Therapy Students will receive sample oils upon enrollment, but will be respnsible for obtaining additional oils and lotions as needed.

Externship Students will be responsible for their own transportation to and from the externship sites. Student cost may vary due to location of externship site and student's choice of transportation.

Book Costs - Program costs are subject to increase or decrease due to publisher's book pricing or upgrade of the books used in the program. You will only be charged for the books you receive.

Cosmetology and Esthetician Programs - Extended Contract Period: If the program is not completed by the contract end date on the enrollment agreement, a fee of $9.00 will be charged per scheduled hours remaining after the contract end date. The additional fee may be waived only with the written consent of the School upon demonstration of circumstance warranting such a waiver.

Student Tuition Recovery Fund (STRF

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

1. You are a student, who is a California resident and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

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

1. You are not a California resident.
2. Your total charges 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 by California residents who were students attending certain schools regulated by the Bureau for Postsecondary and Vocational Education. You may be eligible for STRF if you are a

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

CATALOG INSERT III

Effective: May 2012

MILAN INSTITUTE -PALM DESERT
75-030 Gerald Ford Drive Suite 203
Palm Desert, CA 92211
P: (760) 469-4545 F: (760) 469-4636
www.milaninstitute.edu

CLASS START CALENDAR		
	Day Programs	**Evening Programs**
2012	**Accounting, Administrative Medical Assistant, Healthcare Billing & Coding, Medical Assistant, Massage Therapy, Pharmacy Technician, Registered Dental Assistang (Mon. - Thurs.)**	**Accounting, Administrative Medical Assistant, Healthcare Billing & Coding, Medical Assistant, Massage Therapy, Pharmacy Technician, Registered Dental Assistang (Mon. - Thurs.)**
January	01/31/12	01/11/12
February	02/29/12	02/16/12
March	03/28/12	03/26/12
April	04/25/12	04/30/12
May	05/23/12	No Start
June	06/21/12	06/05/12
July	07/26/12	07/17/12
August	08/23/12	08/21/12
September	09/24/12	09/26/12
October	10/22/12	10/31/12
November	11/19/12	No Start
December	12/18/12	12/06/12

2012 STUDENT HOLIDAY CALENDAR	
New Year's Day - CLOSED	1/1/2012
New Year's Day - (observed) CLOSED	1/2/2012
Martin Luther King, Jr. Day -	1/16/2012
President's Day - CLOSED	2/20/2012
Memorial Day - CLOSED	5/28/2012
Summer Break	7/1/12-7/7/12
Independence Day - CLOSED	7/4/2012
Labor Day - CLOSED	9/3/2012
Thanksgiving - CLOSED	11/22/12-11/25/12
Holiday Break - (students only)	11/23/12-12/31/12
Christmas Day - CLOSED	12/25/2012

***If classes are cancelled due to extenuating circumstances, notification will be announced through the local media and a message will be placed on the school's phone system.*

CATALOG STAFF INSERT
MILAN INSTITUTE

75-030 Gerald Ford Drive Suite 203
Palm Desert, CA 92211 **P: (760) 469-4545**
F: (760) 469-4384
www.milaninsitute.edu

Effective: December 2012

ADMINISTRATION

School Director	Susan Hutchison	Registrar	Sony Lane
Dean of Education	Javier Lopez	Career Services Coordinator	Kelly Cureton
Admissions Representative	TBD	Career Services Coordinator	Heather Ford
Admissions Representative	Leslie Santana	Career Services Coordinator	TBD
Admissions Representative	Deyssi Partida	Facilities Assistant	TBD
Admissions Representative	TBD	Receptionist	Tricia Mora
Education Finance Advisor	Stephanie Guzman	Receptionist	Arlene Davies
Education Finance Advisor	Beatriz Cortez	Receptionist	open

FACULTY

Administrative Medical Assistant Program (AMA)

Instructor	Regina Crawford	7 years as Administrative Medical Asst; Associates Degree in Business Admin. and Accounting
Instructor	Jennifer Garcia	6 years as Medical Administrative and Clinical Assistant

Medical Assisting Program (MA)

Instructor	LaQuitta Cramer-Pollard	Medical Assisting Certificate, 9 years Medical Assisting experience
Instructor	Diane Von Kaenel	3 years Medical Assisting experience
Instructor	Joy Roddman	Designated Subject Adult Education Teaching Credential, 33 years Medical Assisting experience.

Accounting Program (ACTG)

Instructor	Susan Marie Weber	32 years accounting experience
Instructor	Jonathan Grossman	25 years accounting experience

Registered Dental Assistant Program (RDA)

Instructor	Terri Calderon	26 years Registered Dental Assistant experience
Instructor	Mary Brown	7 years Registered Dental Assistant experience
Instructor	LouAnn Carrasco	

Massage Therapy

Instructor	Kathleen Cumplidio	13 years private massage practice
Instructor	Joseph Patti	Massage Therapy Certificate - 18 Years Massage Therapy experience.
Instructor	Crystal Paluk	
MT Clinic Instructor	Lamar Scott	Massage Therapy Certificate - AMTA Member - CPR Certified - 3 years Massage Therapist experience

Strategies for Success

Instructor	Jerry Hernandez	8 years experience in Human Resource management

Professional Development (PDI)

Instructor	Sonia Gonzalez	6 years HR/Professional experience

ADVISORY BOARD MEMBERS

Administrative Medical Assistant/Medical Assisting Programs

Dr. Marco Cazares, Chiropractor
Core Chiropractic & Rehab

Blake Tatom, Director
VIP Urgent Care

Susan Veldey, Charge Nurse
Eisenhower Immediate Care

Geri Thompson, D.O.N.
Oasis Rehabilitation Center

Florencia Ruiz, Staffing Coordinator
Oasis Rehabilitation Center

Massage Therapy Program

Luciana LoPresto, Owner
The Spa Concierge

Arty Canchola, Owner
Arty's Healing Massage

Sonja Cobb, Owner
Therapeutic Massage Center

Holly Nelson, Owner
Massage Envy

Brenda Berger, Owner
La Quinta Healing Arts

Dr. Stuart Greenwood, Owner
Integrated Health Centers

ACCOUNTING

OPEID 030987

CIP CODE 52.0399

CREDENTIAL LEVEL – 01 Certificate of Completion

CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Palm Desert	$12,377.84	$1,597.62

On Time Graduation Rate 7/1/2011-6/30/2012 100%

Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.

Accreditation Placement Rate

Based in the formula used by the accrediting agency by program as reported on the last annual report

MI Palm Desert n/a%

State Placement Rate

Based on the formula used by the state agency by program as reported on the last annual report.

MI Palm Desert n/a%

Median Loan Debt

Title IV	n/a
Private Education Loans	n/a
Institutional Finance Plans	n/a

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Bookkeeping, Accounting and Auditing Clerks	43-3031.00	http://www.onetonline.org/link/summary/43-3031.00
Bill, Cost and Rate Clerks	43-3021.02	http://www.onetonline.org/link/summary/43-3021.02
Bill and Account Collectors	43-3011.00	http://www.onetonline.org/link/summary/43-3011.00
Billing, Posting and Calculating Machine Operators	43-3021.03	http://www.onetonline.org/link/summary/43-3021.03

REVISED 11/1/12

ADMINISTRATIVE MEDICAL ASSISTANT

OPEID 030987

CIP CODE 51.0716

CREDENTIAL LEVEL – 01 Certificate of Completion

CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Palm Desert	$11,291.79	$1,392.37

On Time Graduation Rate 7/1/2011-6/30/2012 55.00%

Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.

Accreditation Placement Rate

Based in the formula used by the accrediting agency by program as reported on the last annual report

MI Palm Desert 74.47%

State Placement Rate

Based on the formula used by the state agency by program as reported on the last annual report.

MI Palm Desert 58.82%

Median Loan Debt

Title IV	$9500.00
Private Education Loans	$0.00
Institutional Finance Plans	$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Medical Admin Assistant Medical Records and Health Info Tech	29-2071.00	http://www.onetonline.org/link/summary/29-2071.00
Medical Secretary	43-6013.00	http://www.onetonline.org/link/summary/43-6013.00
Bill and Account Collectors	43-3011.00	http://www.onetonline.org/link/summary/43-3011.00
Executive Secretary	43-6011.00	http://www.onetonline.org/link/summary/43-6011.00
Receptionist and Info Clerk	43-4171.00	http://www.onetonline.org/link/summary/43-4171.00
General Office Clerk	43-9061.00	http://www.onetonline.org/link/summary/43-9061.00

REVISED 11/1/12

HEALTHCARE BILLING AND CODING

OPEID 030987

CIP CODE 51.0701

CREDENTIAL LEVEL – 01 Certificate of Completion

CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Palm Desert	$12,626.84	$1,602.11

On Time Graduation Rate 7/1/2011-6/30/2012 n/a%

Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.

Accreditation Placement Rate

Based in the formula used by the accrediting agency by program as reported on the last annual report

MI Palm Desert n/a%

State Placement Rate

Based on the formula used by the state agency by program as reported on the last annual report.

MI Palm Desert n/a%

Median Loan Debt

Title IV	$9500.00
Private Education Loans	$0.00
Institutional Finance Plans	$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Medical Records and Health Info Tech	29-2071.00	http://www.onetonline.org/link/summary/29-2071.00
Bill Account and Collectors	43-3011.00	http://www.onetonline.org/link/summary/43-3011.00
Billing, Cost, and Rate Clerks	43-3021.02	http://www.onetonline.org/link/summary/43-3021.02
Billing, Posting, and Calculating Machine Operators	43-3021.03	http://www.onetonline.org/link/summary/43-3021.03
Bookkeeping, Accounting, and Auditing Clerk	43-3031.00	http://www.onetonline.org/link/summary/43-3031.00

REVISED 11/1/12

MASSAGE THERAPY

OPEID -030987

CIP CODE 51.3501

CREDENTIAL LEVEL – 01 Certificate of Completion

CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Palm Desert	$11,276.27	$1,284.00

On Time Graduation Rate 7/1/2011-6/30/2012 58.97%

Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.

Accreditation Placement Rate

Based in the formula used by the accrediting agency by program as reported on the last annual report

MI Palm Desert 78.38%

State Placement Rate

Based on the formula used by the state agency by program as reported on the last annual report.

MI Palm Desert 62.50%

Median Loan Debt

Title IV	$8,937.00
Private Education Loans	$0.00
Institutional Finance Plans	$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Massage Therapist Licensed Massage Therapist Certified Massage Therapist (CMT) Licensed Massage Practitioner Registered Massage Therapist Bodywork Therapist Therapeutic Massage Technician	39-5012.00	http://www.onetonline.org/link/summary/39-5012.00

REVISED 11/1/12

MEDICAL ASSISTANT

OPEID 030987

CIP CODE 51.0801

CREDENTIAL LEVEL – 01 Certificate of Completion

CALFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Palm Desert	$11,578.65	$1,236.90

On Time Graduation Rate 7/1/2011-6/30/2012 11.24%

Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.

Accreditation Placement Rate

Based in the formula used by the accrediting agency by program as reported on the last annual report

MI Palm Desert 82.86%

State Placement Rate

Based on the formula used by the state agency by program as reported on the last annual report.

MI Palm Desert 100%

Median Loan Debt

Title IV	$9,500.00
Private Education Loans	$0.00
Institutional Finance Plans	$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Medical Records and Health Info Tech	31-9091.00	http://www.onetonline.org/link/summary/31-9091.00
Medical Assistants	31-9092.00	http://www.onetonline.org/link/summary/31-9092.00
Medical Secretary	43-6013.00	http://www.onetonline.org/link/summary/43-6013.00
Receptionist and Info Clerk	43-4171.00	http://www.onetonline.org/link/summary/43-4171.00

REVISED 11/1/12

REGISTERED DENTAL ASSISTANT

OPEID 030987

CIP CODE 51.0601

CREDENTIAL LEVEL – 01 Certificate of Completion
CALIFORNIA

Campus Location	Tuition & Fees	Books & Supplies
MI Palm Desert	$14,556.56	$1,179.11

On Time Graduation Rate 7/1/2011-6/30/2012 14.29%

Based on the number of students that completed the program during the most recently completed award year for which information is available divided by the number of students within normal time.

Accreditation Placement Rate

Based in the formula used by the accrediting agency by program as reported on the last annual report

MI Palm Desert 83.33%

State Placement Rate

Based on the formula used by the state agency by program as reported on the last annual report.

MI Palm Desert 0.00%

Median Loan Debt

Title IV	$6,606.00
Private Education Loans	$0.00
Institutional Finance Plans	$0.00

Common Occupations	Standard Occupational Code	Summary of Standard Occupational Code Website Address
Dental Assistant Registered Dental Assistant Certified Dental Assistant Orthodontic Assistant Oral Surgery Assistant	31-9091.00	http://www.onetonline.org/link/summary/31-9091.00

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