

# **CAREER ADVANCEMENT SOLUTIONS**

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1530 Meridian Avenue, Suite 103, San Jose, CA 95125



# **TRAINING CATALOG**

**2014-2015**

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# MISSION STATEMENT

Career Advancement Solutions (CAS) provides training programs, which are designed for participants who are ready to acquire the necessary skills for employment in the highly computerized job market. The labor market driven programs, which we instruct our clients on, include Word Processing/General Office, Computerized Accounting/Bookkeeping, Database/Administrative Assistant, Computerized Medical Front Office, Customer Service & Retail Cashiering, Hospitality Front Office, and English as a Second Language. We employ the use of emerging technology and Multimedia to provide efficiency in our training methods for our adult learners.

Multimedia training offers an optimal solution to the challenge of delivering comprehensive and thorough knowledge via an efficient and cost-effective method. This system dramatically increases learning and retention and reduces the time required to train the client by utilizing self-paced instruction. The strength of this technique guides participants to embrace the most proficient path to content mastery, bypassing areas of strength while concentrating on areas of weakness.

Multimedia is a great learning equalizer because self-paced training accommodates a vast range of skill levels and learning styles. Participants can learn by doing, by reading, or through a combination of practicing and other forms of instruction. Unlike traditional classroom teaching methods, Multimedia will not move onto new material until the current topic is mastered and the student is ready to move on. In addition, students are free to take risks, ask questions, and explore areas, which may be uncomfortable in a group situation. Multimedia never loses its patience so that the student can keep returning to material, until the contents are absorbed and understood.

“This institution has received a full approval to operate from the Bureau for Private Postsecondary Education. The Bureau has determined that this institution’s operational plan satisfies the minimum standards listed in Education Code Section 94915(b).”

# POLICIES & PROCEDURES

## COMMITMENT

CAS was founded in 2002 with the commitment to training and has brought solutions to both government and business organizations. Our school and offices are located at 1530 Meridian Avenue Suite 103 in San Jose, California. Our development in the computer training field has been extensive, and we pride ourselves on being the solution to student's training requirements by providing up to date equipment, which is used in today's workplace.

## TRAINING

CAS is a private for profit vocational training institute. It is authorized and recognized by the Bureau for Private Postsecondary Education through the State of California School Code 25448282M. CAS has always sought to fulfill the special requirements of individuals, corporate, public and private clients by offering computer training through the use of multimedia, classroom instruction and hands-on learning available.

Our computer training school provides programs designed for participants who are ready for learning the necessary skills to gain employment. The highly computerized job market requires training in a variety of computer fields. Our training programs are using emerging technologies to provide effective methods of training for adult learners.

We believe that Multimedia offers the answer to the challenge of delivering quality training, and dramatically increases learning retention, while reducing training time. We employ the use of self-paced instruction to encourage participants to take the most efficient path to content mastery, while concentrating on areas of weakness.

Self-paced training accommodates a range of skill levels and learning styles. Multimedia is the great learning equalizer for those participants who prefer to learn by doing, reading or through a combination of practice and other forms of instruction.

Multimedia training offers a learning path for every kind of learner. Multimedia will not move on to new material until current material proves mastered and the learner is ready. Students feel free to ask questions and explore areas that might cause embarrassment in group situations. Multimedia will never lose its patience, so students are able to return to material that they do not understand and they can go over it again and again until they are satisfied with what they are learning. This along with the more traditional lecture and instructor proves to be a complete method designed to meet each individual needs.

## SPECIAL SCHEDULING

Although CAS strives to schedule classes at time intervals and locations that will meet the requirements of clients, CAS recognizes that there may be occasions when clients require class scheduling tailored to the needs of their organization. One can schedule a special training program of his/her preference for training at CAS or at a preferred site.

## OBJECTIVES

CAS facilities and teaching methods simulate actual work conditions. This method provides trainees, not only with the knowledge required for their chosen occupations, but also with the proper work attitudes and behavior patterns. Punctuality, initiative and cooperation are among these requirements.

Most of the participant's training is hands-on, utilizing equipment similar to what is in use by industry. This individualized training requires small class sizes. CAS maintains a ratio of one computer to one student.

## STUDENT TUITION RECOVERY FUND

California law requires that, upon enrollment, a fee be assessed the institution in relation to the cost of tuition (Education Code Section 94343). These fees support the Student Tuition Recovery Fund (STRF) established by the California Legislature. This fund reimburses the student who might otherwise experience a financial loss as a result of untimely school closure. The student is reimbursed by STRF for the prepaid, unused tuition. Institutional participation is mandatory.

It is important that enrollees keep a copy of any enrollment agreement, contract, and application. Enrollee's tuition receipts, canceled checks, tuition paid and percentage of the program completed are part of their documentation. Such records substantiate a claim filed within one year following school closure.

## STUDENT TUITION PAYMENT POLICY

Tuition fees and payment methods are arranged as follows:

- a. All students from special programs (WIA-Workforce Investment Act, REHAB, etc) need an authorization letter or agency contract from their respective counselors

- to show proof of eligibility for funding before starting classes.
- b. All financing recipients need to complete and submit all necessary forms and obtain written authorization from the Finance Department prior to starting classes.
  - c. All other students need to make full payment arrangements with the Accounting office prior to registration.
  - d. All students with balances are required to sign up with a collection firm retained by CAS. Late payments will be assigned to an attorney for collection.

The STRF was established by the Legislature to protect any California Resident who attends a private post secondary institution from losing money if one prepaid tuition and suffered a financial, loss as a result of the school closing, failing to live up to its enrollment agreement, or refusing to pay a court judgment.

To be eligible for STRF, one must be a California Resident and reside in California at the time the enrollment agreement is signed, or when the student receives lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who have student visas, are not considered a California resident.

Students whose costs are paid by a third party are not eligible for STRF protection and do not pay STRF charges.

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

It is important that the student keeps copies of the enrollment agreement, financial aid papers, receipts or any other information that documents the money paid to the school.

Question regarding STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capital Oaks Drive, Suite 400, Sacramento, CA 95833, Phone (916) 431-6959, Fax (916) 263-1897.

## FINANCIAL AID PROGRAMS

CAS hopes to be able to participate in financial aid programs in the near future.

## ENROLLMENT AND START DATES

Training enrollment begins every week for all programs. Written authorization of class schedules will be given to all registered students.

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# ADMISSION REQUIREMENTS

CAS is equipped to serve wheelchair handicapped students but not severely handicapped students. All applicants who are over the age of 18 may be admitted to CAS. All applicants are required to pass the CAS entrance evaluation prior to enrolling in any program. A personal interview with an Advisor is necessary to determine interest, attitude, aptitude, and the ability to benefit from a computer career. The school may refuse admission if events show that the student does not possess the necessary aptitude or motivation to complete the raining program selected.

## ADMISSION PROCEDURES/REQUIREMENTS

- a. Complete an application questionnaire.
- b. Have a personal interview with an Advisor.
- c. Be beyond the age of compulsory education.
- d. Must pass the entrance evaluation.
- e. Complete the Enrollment Package.
- f. Make full payment arrangements with the Accounting office prior to registration.
- g. Complete financial paperwork (Financing, WIA authorization).
- h. Report to class per instruction from the Admissions Office.

## ENTRANCE TESTING REQUIREMENTS

Entrance testing includes a written aptitude test and an oral interview with one of our Advisors. This will determine the student's ability to be successfully trained and the ability to perform tasks associated with the occupation in which the program represents.

# NON-DISCRIMINATION POLICY

CAS admits students of any race, religion, sex, color, national or ethnic origin. All rights, privileges, programs and activities generally accorded are available to students. It also does not discriminate in the administration of its educational, admission or academic programs.

# TRANSFERABILITY OF UNITS

Units you earn in our programs in most cases will not be transferable to any other college or university.

For example, if you entered our school as a freshman, you will still be a freshman if you enter another college or university at some time in the future even though you have earned units here at our school. In addition, if you earn a certificate or diploma in our programs, in most cases it will probably not serve a basis for obtaining a higher level of degree at another college or university.

# CLASSROOM HOURS

The school maintains classroom hours from 8:30 AM to 12:30 PM and 12:30 PM to 4:30 PM, Monday through Friday.

# HOLIDAYS

CAS observes the following holidays:

New Year's Day	January 1
Martin Luther King, Jr. Day	3 <sup>rd</sup> Monday in January
President's Day	3 <sup>rd</sup> Monday in February
Good Friday	March or April
Memorial Day	Last Monday in May
Independence Day	July 4

Labor Day	1 <sup>st</sup> Monday in September
Thanksgiving Day	4 <sup>th</sup> Thursday in November
Christmas Day	December 25

CAS will post these holidays prior to the time they are to be observed.

## START DATES

Classes at CAS commence every Monday.

## SCHOOL OPERATIONS POLICIES

### TRAINING HOURS

Individualized class accommodates students with special needs. Child care, medical limitations or accelerated programs for special agencies (WIA, REHAB, etc.) are some reasons why students may have the need to select their class schedule. Morning classes normally start at 8:30 AM and end at 12:30 PM and afternoon classes normally start at 12:30 and end at 4:30 PM.

Weekend and special classes are scheduled according to demand. The School Admissions Department can advise students concerning the scheduling of classes.

Students are expected to be in their classrooms no later than the starting time of their respective classes. Students must call in at least 15 minutes before the start of class if they are unable to attend the class or if they will be late. Students will have two fifteen (15) minute breaks and a lunch break during the daily training periods. Students must be in their classrooms following their breaks. Good training requires that the time limit on breaks be rigidly enforced.

### DRUG PREVENTION AWARENESS POLICY

CAS has a strong commitment to provide a safe, productive and healthy learning environment. In keeping with this commitment, it has a strict policy regarding the inappropriate use and possession of drugs and alcohol. This policy recognizes that student involvement with alcohol or drugs can be extremely disruptive and harmful to the learning environment. It can affect the quality of work and performance, pose serious

safety and health risks to the user and others, and has a negative impact on efficiency and productivity of students.

CAS students will not attend school, be present on CAS premises or engage in school activities while under the influence of alcohol, illegal drugs, or legal prescription drugs that are used improperly.

CAS also maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts or alcoholics. There will be no discrimination against those who are perceived as having a dependency or having a medical history reflecting treatment for such conditions.

It is essential that all students comply fully with this policy. Students who violate this policy are subject to disciplinary action up to and including expulsion.

## SMOKING

CAS is committed to a philosophy of good health and a safe learning environment. In keeping with this philosophy, smoking is therefore prohibited inside our building. Students, who smoke, must limit their smoking to breaks and meal breaks and must smoke outside the building.

## LEAVE OF ABSENCE

A student may be granted one leave of absence, (LOA) per 12 month period. This LOA must be for acceptable and specific purposes and the leave may not exceed 30 calendar days. The request for LOA must be in writing and properly dated and signed by student, and approved by the Executive Director. Students who fail to return from the leave on the date indicated in the written request will be terminated from the training program.

If a student decides to request an LOA, the following factors need to be taken into consideration:

- a. They are not guaranteed that they can resume their training at the exact point at which they left off.
- b. They may need to repeat the class from which they elected to withdraw prior to receiving the final grade.

## GRADING POLICY AND GRADUATION REQUIREMENTS

To remain in good academic standing and to graduate, students must maintain a

minimum of an overall grade of “C” (2.0) average and complete the requirements within their required program length. A student may repeat a program only once. The higher grade is used in computing the GPA. Both the original and repeated programs count as credits. Students are allowed no more than one restart during the calendar year. The quality of achievement in a program is measured as follows:

100%-90%	A	Indicates outstanding achievement
89%-80%	B	Indicates superior achievement
79%-70%	C	Indicates satisfactory achievement
69%-60%	D	Indicates unsatisfactory achievement
59%-50%	F	Indicates failure
	I	Indicates (I) incomplete  This will be converted to a grade of “F” (failure) if not made up prior to completion of the program

If a student withdraws from class within the first week he/she will receive a grade of “W” (withdraw). A grade of “W” shows no earned credit.

Students who have a grade point average of less than “C” (2.0) and do not demonstrate the desire or ability to improve will be warned. The Admissions Department, (see Satisfactory Progress”) will then put the student on probation.

\*The student will not receive his/her diploma until tuition is paid in full.\*\*

## STANDARDS TO MEASURE ACADEMIC AND ATTENDANCE PROGRESS

- a. Any student who is two (2) weeks behind in any program may be given a 7-day warning notice to bring their assignments current in their program.
- b. A student who is one (1) week behind in a program is given a probation notice. This probation period is for 30 days to allow the student time to complete the unfinished projects in their program.
- c. A student will be put on probation if they do not have a grade point average of 2.0 during the evaluation period (10 weeks as a full time student, fifteen weeks

as a part-time student). Probation will last until the next evaluation period. During this time they must bring up and maintain a 2.0 grade average in all units attempted. The Admissions Department will decide what program of action to take if a 2.0 is not attained.

## FULL-TIME, PART-TIME STUDENTS AND ACADEMIC YEAR

The academic year of CAS is equal to fifty (50) weeks. Twenty (20) hours per week is considered full-time, and ten (10) hours per week is considered part-time. The expected completion time to finish their objective is within the required program length.

## SPECIAL GRADING CIRCUMSTANCES

Incomplete: Students have thirty (30) days to make up an incomplete. If not, their grade becomes an “F” (failed), which will then be part of their GPA.

## COMPLETION

All training programs must be completed within the required duration listed in the curriculum section of the catalog. Time taken off, due to leave of absence or authorized leaves, is not considered as part of this time frame. Should a student successfully finish the program earlier than the listed duration, he/she is granted all necessary school documents (diploma, certificates and transcripts) and he/she is graduated.

## MAKE-UP WORK

Make-up is given to students after school with arrangements made, in advance, with an instructor.

## REQUIRED COMPLETION RATE

For a student to receive financing, he/she must be currently enrolled in school and has satisfactory progress and attendance.

Should a student be placed on probation, his/her financing will continue during the

probationary period. However, the financing will cease if a student violates his/her probation.

In order for a student to regain eligibility for financing following suspension or adjustment due to unsatisfactory progress or attendance, the student must:

- a. Achieve the required academic standing
- b. Meet the required attendance standard
- c. Receive formal reinstatement notice from the Director

Financing is withheld until the student makes up all necessary work and receives a grade for that program.

## ATTENDANCE POLICY

Requiring our students to have a good attendance record is one of the most vital elements of CAS training. Students must be on time and in attendance every day.

Students must be at school every day unless extenuating circumstances prohibit them from attending. The student may not be absent without a legitimate reason and if a student's absenteeism record falls below, serious consequences ensue.

Any anticipated problems that the student may have (transportation, day care, etc.) should be resolved before the student enters the program. As soon as the student begins training, the following policies will be implemented:

- a. 80% attendance is required by CAS from students to be in compliance. Students, whose attendance falls below 80% and are unable to provide evidence of authorized absences, may receive a probation which will be determined by the Director.
- b. Students, who miss five (5) consecutive unauthorized days, may be put on probation if they cannot provide legitimate proof for the absences. Follow-up efforts will be made to determine whether the student intends to return or not.
- c. For students with excused absences, industry standards will apply. Excused absences are death in the family, illness, military duty, court appearances and extreme emergencies. Absences may be excused on a case by case basis.
- d. Attendance policy provides a means for the termination of participants who do

not conform or take the policy seriously. When initiated by the staff, termination procedures include advance verbal or written warning, a written statement of reasons for termination and written notice of the right to appeal the decision.

Once the student has been put on probationary status, he/she will have to meet the requirements below:

- a. Maintain a minimum grade level of 70% or 2.0 which is equivalent to a “C.”
- b. Maintain a minimum attendance level of 100% for 30 days following the probation notice.

If the student cannot meet the terms of probation, he/she may be suspended from training. Such students will be re-admitted into training only if they reach an agreement with the school. The student must be committed to school and be able to eliminate absenteeism.

## TARDINESS

CAS will not tolerate tardiness. Being fifteen (15) minutes late or leaving early constitutes being tardy. Being tardy five (5) times in any given month means a student will then be marked absent for a day. The attendance progress policy will then apply. A student must obtain approval in advance from the school to be admitted to class if late for whatever reason.

## SATISFACTORY PROGRESS

All students must maintain satisfactory progress while attending CAS.

Satisfactory Academic Progress is used by the school to monitor the successful progress of the student. To remain in good standing, a student must maintain a GPA of at least 2.0. A student may repeat a program only once, and the higher grade is used in computing the GPA. A student must achieve progress sufficient enough to graduate within one and a half times of the published length of the program. This creates the 150% time frame for successful completion of any given program.

Students receive a numeric grade in both lecture and lab work. Students receive grades after each class. The class lengths vary from 1 to 4 weeks for full time students and 1 to 6 weeks for part-time students. Should a student fail to complete the program work for the class they will receive a grade of “I” (incomplete). Students have thirty (30) days to correct the incomplete or a failed (F) grade is issued.

Students are allowed to take a make-up exam for a failed exam only once with the second grade substituting for the first, even if it is lower. The school does not offer non-credit remedial programs. An overall average of 70% “C” is required for graduation.

## RIGHTS RESERVED

CAS reserves the right to suspend or terminate any student that does not live up to the CAS standards and regulations. Reasons for suspension are tardiness, poor conduct or consistent below average academic standing. Re-admission of suspended or terminated students is approved by the Director. CAS also reserves the right to change the requirements for admission and graduation, to modify course material contents, change tuition fees, class schedules, and regulations affecting the student body. Such changes shall take effect by written notification, and within a reasonable time period. Changes in tuition or program length will not affect students currently enrolled.

## STUDENT CONDUCT

At the discretion of the Director, a student may be dismissed from school for a serious infraction of conduct. No one may be on camps while intoxicated, in a drugged state, in possession of drugs, alcohol, or weapons. Any student creating a safety hazard or being disobedient or disrespectful to a fellow student, administrator or faculty member is warned and then considered for dismissal. Students engaged in physical confrontations will be expelled.

## RE-ADMISSION POLICY

Students may apply for re-admission to the school after waiting for a period of three months. Such students will be re-admitted on probationary status. This procedure applies only to dismissals caused by lack of satisfactory progress and will never be granted more than once. This does not apply to voluntary withdrawals.

Re-entering students are charged tuition for new entering students. Monetary credit is given for amounts paid during the student's first period of enrollment. If the student re-enters within twelve months of withdrawal, the registration fee is waived.

## CHANGE OF PROGRAM POLICY

Any student wishing to transfer from one program to another after beginning the program work must:

- a. Arrange to satisfy the financial requirements of the contract regarding a dropped program.

- b. Meet the requisites of the new program.
- c. Enroll in the new program of study desired through the Admissions Department.

## CONFIDENTIALITY AND ACCESS TO STUDENT RECORDS

CAS has a legal and ethical obligation to protect student records from unauthorized access. Student files contain information that are of a personal and sensitive nature. CAS has a special responsibility to ensure that this information be seen only by authorized individuals. A student has the right to request access to his/her files at any time.

The Administrative Department maintains student files for a period of five (5) years. Individual staff members will maintain personnel files related to trainees. Files are carefully protected from unauthorized users. Requests for release of information by the student or from outside agencies must be made in writing. This assures that only authorized individuals have access to the specific information requested.

## CERTIFICATE

Upon satisfactory completion of program requirements (in case of two part programs, both parts must be completed or challenged), CAS will issue a certificate of completion to the graduating students.

## WITHDRAWAL

If a student wishes to withdraw from CAS, he/she must do so in writing. They must meet with the Director prior to withdrawal.

## EXPULSION

If a student does not meet CAS' academic, attendance, conduct and financial requirements as provided in the school catalog, they are expelled.

## STUDENT TUITION RECOVERY FUND

If the student is a recipient of a third-party payer, the tuition and course costs that the student is not eligible for protection under the STRF. The student is responsible for paying the state assessment amount for the Student Tuition Recovery Fund.

Job placement assistance will begin when a student has completed at least 75% of the curriculum and 85% of the clock hours satisfactorily. The student must have demonstrated the ability to perform duties normally assigned to an employee performing that specific job. During this period the student will be introduced to the following:

- a. Resume assistance
- b. Job search assistance
- c. Interviewing techniques
- d. Mock job interviews
- e. Contacts with prospective employers

Every effort is made to assist the graduates. Also, software upgrade training is provided for CAS graduates. For this consideration the student must be in good financial standing with CAS.

## SUPPORT SERVICES

Staff members at CAS are available to advise students regarding academic and occupational matters. All students are provided assistance in the following areas:

## ABSENTEEISM FOLLOW-UP

If a student's absence is not previously negotiated, the instructor makes a telephone call within the first hour of starting time. In cases of vocational rehabilitation, the counselors are notified that the student is absent.

## STUDENT ADVISING

The instructors and administrative staff are available to advise students regarding absenteeism, academic and personal issues. If the situation cannot be resolved, a staff member will refer the student to a specialist through a community agency referral.

## STUDENT DROP-OUT FOLLOW-UP

CAS will contact, by telephone, any student who has dropped out of the program in

order to assess the circumstances behind this decision. Attempts at problem solving will be made to encourage the student to find a solution to obstacles that they may be facing.

## ENGLISH AS A SECOND LANGUAGE

Career Advancement Solutions does offer English as a Second Language instruction.

## STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Students enrolled in CAS' training programs have certain grievance rights that may be exercised. The following are procedures to be taken:

- a. A student may lodge a complaint by communicating orally or in writing to any advisor, administrator, admissions personnel or counselor.
- b. The recipient for the complaint shall convey it as soon as possible to the person authorized to resolve complaints.
- c. A student delivering a complaint that is not resolved within a reasonable period of time has the right to receive from CAS a written summary of the complaint procedure. CAS will advise the student to submit the complaint in writing.
- d. If a student complains in writing, CAS has 10 days to provide the student with a written response. This must include a summary of the investigation and its disposition. Should the complaint of relief requested be rejected, reasons are provided.
- e. The student's participation in the complaint shall not limit or waive any of the student's rights or remedies.
- f. If the complaint is valid and involves a violation of the law, it will be resolved within 30 days. If it is not, the student may notify the Bureau, or any other parties they deem appropriate in this matter. The Bureau address is:

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento California 95833  
[www.bppe.ca.gov](http://www.bppe.ca.gov)

A copy of the Complaint Form is available at the school and may be obtained by contacting Virgilio Abad, Director.

## APPEAL PROCESS

The student must present documentation of valid reasons that he/she considers to be related to his/her poor attendance or unsatisfactory progress. This appeal is submitted within five days of receiving notice of suspension or probation. The Director will review the request and make a decision within two days.

If the Director determines the mitigating circumstances were well documented, an appeal will be granted to the student. The student will receive one additional probationary period to achieve satisfactory academic progress.

## REFUND POLICY

### CANCELLATION OF AGREEMENT

The student has until midnight of the **fifth** business day from the first class attended to cancel the Agreement. This will cancel the program of instruction, including the use of equipment and availment of services.

Cancellation shall occur when the student gives a written Notice of Cancellation at the address of the school. He/she can do this by mail, hand delivery, or email. The written Notice of Cancellation, if sent by mail, is effective when deposited in the mail and properly addressed with postage prepaid.

The written Notice of Cancellation needs not take any particular form. It is effective as long as it shows that student no longer wishes to be bound by the Agreement. A Notice of Cancellation form will be provided by CAS on the student's first day of class.

If the Agreement is canceled, the school will refund all money paid within thirty (30) days after the Notice of Cancellation is received. If the school supplied the student equipment he/she has thirty (30) days following the date of the Notice of Cancellation to return it in good condition. If it is not returned or it is returned in poor condition, the school shall deduct the cost from the refund. Once the equipment is paid for, there is no further student obligation. The Refund Policy is stated in the CAS catalog as well as in the Enrollment Agreement, Notice of Student's Rights, and Notice of Cancellation. Student who needs to cancel may contact Virgilio Abad, Director, at 1530 Meridian Avenue, Suite 103, San Jose, CA 95125.

### WITHDRAWAL FROM PROGRAM

A student has the right to withdraw from a program of instruction at any time. If he/she withdraws from the program of instruction after the period allowed for cancellation of the Agreement (midnight of the fifth business day following the first class the student attends) CAS will refund within thirty (30) days. Calculations will be as follows:

- a. The student is obliged to pay only for educational services rendered and for unreturned equipment.
- b. The refund shall be the amount he/she paid for instruction multiplied by a fraction, the numerator of which is the number of hours of instruction that he/she has not received but for which he/she has paid. The denominator of which is the total number of hours of instruction for which the student has paid.
- c. If equipment is returned unused within thirty (30) days following the date of the student withdrawal, the school shall refund the charge for the equipment he/she paid. A refund will be made for equipment returned in good condition allowing reasonable wear and tear.
- d. If the student fails to return equipment in unused condition within the 30-day period, the school may offset against the refund the documented cost of that equipment to the school.
- e. A student shall be liable for the amount, if any, by which the documented cost for equipment exceeds the prorated refund amount.
- f. If the amount that a student owes is more than the amount that he/she has already paid, he/she will have to make arrangements to pay it.

## PROGRAMS

Word Processing/General Office	14 weeks	280 Hours
Database/Administrative Assistant	14 weeks	280 Hours
Computerized Accounting/Bookkeeping	14 weeks	280 Hours
Computerized Medical Front Office	16 weeks	320 Hours
Customer Service and Retail Cashiering	14 weeks	280 Hours
Hospitality Front Office	14 weeks	280 Hours
English as a Second Language	14 weeks	280 Hours

## TUITION REFUND

Example: Assume that the tuition for the program is \$7,600.00

Tuition: \$ 7, 600.00    Refund is based on 280 Clock Hours Refund

<b>\$7,600.00</b>	<b>280 Hours</b>	<b>Refund</b>
75%	210 Hours	\$5, 700.00
60%	168 Hours	\$4, 560.00
50%	140 Hours	\$3, 800.00
25%	70 Hours	\$1, 900.00
10%	28 Hours	\$ 760.00

## PROGRAM OUTLINE

### Program, Tuition, Registration, Books and Materials Fee Schedule

#### Programs Offered:

<b>Program No.</b>	<b>Description</b>	<b>Clock Hours</b>	<b>Tuition Cost</b>
CASWP010	Word Processing/General Office	280	\$7,600.00
CASDB020	Database/Administrative Assistant	280	\$7,600.00
CASAC030	Computerized Accounting/Bookkeeping	280	\$7,600.00
CASMED060	Computerized Medical Front Office	320	\$7,800.00
CASCSC070	Customer Service and Retail Cashiering	280	\$7,600.00
CASHFO080	Hospitality Front Office	280	\$7,600.00
CASESL070	English as a Second Language	280	\$7,600.00

**\*Registration Fee= \$125.00**

#### Workbooks & Required Program Materials:

Word Processing/General Office	\$375.00
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Database/Administrative Assistant	\$426.00
Computerized Accounting/Bookkeeping	\$432.00
Computerized Medical Front Office	\$688.00
Customer Service and Retail Cashiering	\$375.00
Hospitality Front Office	\$375.00
English as a Second Language	\$375.00

Full-Time Instruction= 20 hours per week

Book list and prices may change without notice based on the availability of the above books and price fluctuations from publishers.

\*A clock hour is one full hour of classroom instruction and equivalent to sixty (60) minutes.

## Program Description

CASWP010 Word Processing/General Office

**Approximately: 14 Weeks / 280 Hours**

### Program Goals

Prepare students as an Entry-Level Office Administrative Assistant, Clerical and Customer service positions. This program provides practical experience through hands-on exercises. After completion the student will have the understanding, knowledge and enhanced skills in Word Processing, Spreadsheets and integrate them together in a Presentation Graphics Format.

**Prerequisites** Entrance Evaluation

### Program Outline

Subject No.	Description	Clock Hours
WP-100	Typing and Keyboarding	20
WP-110	Introduction to Computer	10

WP-200	Windows	30
WP-300	Word	40
WP-310	Excel	40
WP-320	PowerPoint	40
WP-360	Outlook	30
WP-350	Project for Word, Excel and PowerPoint	20
WP-700	Office Procedures	20
JP-010	Job Placement Assistance	30

**Program Format**                      Individualized Presentation

Students are assigned a cubicle workstation, equipped with a Pentium 4 PC unit and widescreen monitor.

[CASAC030 Computerized Accounting /Bookkeeping](#)

**Approximately: 14 Weeks/ 280 Hours**

**Program Goals**

Prepare students as an Entry-Level Office Administrative Assistant, Accounting Clerk Assistant, and General Office Clerk. In this program the student will get practical experience through hands-on exercises. After completion the student will have the understanding, knowledge and enhanced skills in Computerized Accounting/Bookkeeping Software products, Word Processing and Spreadsheets.

**Prerequisites**                      Entrance Evaluation

**Program Outline**

<b>Subject No.</b>	<b>Description</b>	<b>Clock Hours</b>
WP-100	Typing and Keyboarding	20
WP-110	Introduction to Computer	10
WP-200	Windows	30
WP-300	Word	40
WP-310	Excel	40
WP-500	QuickBooks	60

WP-700	Outlook	20
WP-350	Project for Word, Excel, and QuickBooks	30
WP-600	Introduction to Internet Job Search and	
JP-010	Job Placement Assistance	30

**Program Format**                      Individualized Presentation

Students are assigned a cubicle workstation, equipped with a Pentium 4 PC unit and widescreen monitor.

[CASDB020 Database/Administrative Assistant](#)  
**Approximately: 14 Weeks/ 280 Hours**

**Program Goals**

Prepare the students as an Entry Level Office, Data Entry, Clerical and Customer Service positions. This program provides the student with practical experience through hands-on exercises. After completion the student will have the understanding, knowledge and enhanced skills in the maintenance and development of Computer Databases and Word Processing.

**Prerequisites**                      Entrance Evaluation

**Program Outline**

<b>Subject No.</b>	<b>Description</b>	<b>Clock Hours</b>
WP 100	Typing and Keyboarding	20
WP-110	Introduction to Computer	10
WP-200	Windows	20
WP-300	Word	40
WP-310	Excel	40
WP-330	Access	50
WP-320	PowerPoint	30
WP-360	Outlook	20

WP-350	Project for Word, Excel, Access and PowerPoint	30
WP-600	Introduction to Internet Job Search and	
JP-010	Job Placement Assistance	20

**Program Format** Individualized Presentation

Students are assigned a cubicle workstation, equipped with a Pentium 4 PC unit and widescreen monitor.

### CASMED060 Computerized Medical Front Office

**Approximately: 16 Weeks/ 320 Hours**

#### Program Goals

Prepare students for an entry-level position in medical facilities like a Clinic, Hospital, Medical Office and for an Administrative Assistant position in an office. In this program the student will get practical experience through hands-on exercises, lectures and computer based medical office procedures and software. They will also be computer literate enough to qualify them to work in a medical office. After completion of the program, the employment opportunities available for our graduates will be in a medical clinic (private or government), hospitals, doctors' offices and other allied health care facilities. To name a few of these work places: dental clinics, chiropractic clinics, nursing home facilities, billing/coding department, medical records department, and insurance companies. Our graduates may choose to work as Administrative Assistants in a medical office. With a strong medical background and enough experience, graduates of this program may assume positions as medical office managers and administrative assistants to medical practitioners and researchers.

**Prerequisites** Entrance Evaluation

#### Program Outline

<b>Subject No.</b>	<b>Description</b>	<b>Clock Hours</b>
MED-101	Introduction to Computer	10
MED-102	Windows	10
MED-103	Word	20
MED-104	Excel	20
MED-105	Typing and Keyboarding	20
MED-100	English	10
MED-200	Introduction to the Healthcare System	20

MED-210	Medical Terminology	30
MED-211	History of Medicine	05
MED-230	Medical Law and Ethics	05
MED-220	Different Body Systems	30
MED-240	Assembly and Analysis of Medical Records	10
MED-241	Filing and Retrieving of Medical Records	10
MED-261	Appointment Scheduling	10
MED-260	Medical Office Communications and Collection	10
MED-251	Patient's Ledgers, Fees, Credit and Collection	10
MED-250	Bookkeeping	10
MED-252	Medical Office Banking Procedures	10
MED-300	Insurance Billing and Coding	10
MED-400	Payroll	10
MED-500	Simulating the Medical Office for Windows	30
JP - 010	Job Placement Assistance	20

**Program Format**                      Individualized Presentation

Students are assigned a cubicle workstation, equipped with a Pentium 4 PC unit and widescreen monitor.

### [CASCSC070 Customer Service & Retail Cashiering](#)

**Approximately: 14 Weeks/280 Hours**

#### **Program Goals**

Prepare students as an Entry Level Customer Service Representatives, Cashier Clerks and General Office Clerks. In this program the student will get practical experience through hands-on exercises. After completion the student will have the understanding, knowledge and enhanced skills in Customer Service, Cashiering, Word Processing and Spreadsheets.

**Prerequisites**                      Entrance Evaluation

#### **Program Outline**

<b>Subject No.</b>	<b>Description</b>	<b>Clock Hours</b>
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CSC- 100	Typing and Keyboarding	20
CSC -110	Introduction to Computer	10
CSC-120	Windows	10
CSC-130	Word	20
CSC-140	Excel	20
CSC-150	Internet	20
CSC-160	Outlook	15
CSC-200	Speech Improvement	10
CSC-210	Fundamentals of English	10
CSC-300	Introduction to Management	15
CSC-310	Office Procedures	10
CSC-400	Introduction to Business	20
CSC-410	Banking Procedures	15
CSC-420	Electronic Calculations and Sales	20
CSC-430	Personality Development	05
CSC-440	Customer Service	40
CSC-500	Job Search and Placement Assistance	20

**Program Format** Individualized Presentation

Students are assigned a cubicle workstation, equipped with a Pentium 4 PC unit and widescreen monitor.

[CASHFO080 Hospitality Front Office](#)

**Approximately: 14 Weeks/ 280 Hours**

### **Program Goals**

Prepare students as an Entry Level Hospitality Front Desk Clerk. In this program the student will get practical experience through hands-on exercises. After completion the student will have the understanding, knowledge and enhanced skills in Hospitality Front Office, Customer Service, Cashiering, Word Processing and Spreadsheets.

**Prerequisites** Entrance Evaluation

### **Program Outline**

<b>Subject No.</b>	<b>Description</b>	<b>Clock Hours</b>
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HFO- 100	Typing and Keyboarding	20
HFO -110	Introduction to Computer	10
HFO-120	Windows	10
HFO-130	Word	20
HFO-140	Excel	20
HFO-150	Internet and Outlook	10
HFO-200	Fundamentals of English and Speech Improvement	15
HFO-210	Housekeeping, Safety and Security Management	15
HFO-300	Introduction to Hospitality Industry	20
HFO-310	Hospitality Administrative Office Procedures	35
HFO-400	Introduction to Hospitality Sales and Marketing	20
HFO-410	Financial and Basic Accounting	20
HFO-430	Electronic Calculations and Sales	15
HFO-440	Personality Development	10
HFO-500	Customer Service	20
CSC-500	Job Search and Placement Assistance	20

**Program Format** Individualized Presentation

Students are assigned a cubicle workstation, equipped with a Pentium 4 PC unit and widescreen monitor.

**CASESL070** [English as a Second Language \(ESL\)](#)

**Approximately: 14 Weeks/ 280 Hours**

### **Program Goals**

This program will help students with limited English proficiency to gain basic communication skills in English. This provides practical experience through hands-on, interaction and practice exercises. After completion, the student will have the understanding, knowledge and enhanced skills to be able to interact successfully with English speakers in the workplace, in school, and in the community. After successful completion of the program, the student may take other programs at CAS.

**Prerequisites** Entrance Evaluation

### **Program Outline**

<b>Subject No.</b>	<b>Description</b>	<b>Clock Hours</b>
ESL-100	You	30
ESL-200	Your Community	30
ESL-300	Communication in the Office Environment	40
ESL-400	The Consumer World and Time	30
ESL-500	Handling Printed Materials and Mailing	30
ESL-600	Using Telephones and Faxes	30
ESL-700	Supplies and Services	30
ESL-800	Money Matters	30
ESL-900	Employment Preparation, Job Search and	
JP-010	Placement Assistance	30

**Program Format** Individualized Presentation

Students are assigned a cubicle workstation, equipped with at least a Pentium 4 P.C. unit and widescreen.

## COURSES

### CSC-100 Typing and Keyboarding

This course emphasizes the techniques to handle the computer keyboard. It teaches how to build speed and accuracy, along with the advanced functions of the keyboard. It also gives practice in the use of computerized typing, speed building, business correspondence, and proofreading.

### CSC-110 Introduction to Computer

This class introduces the student to basic concepts of terminology, functions, hardware, software and an overall understanding of the computer.

### CSC-120 Windows

This course teaches how to use the start menu and taskbar, explorer, wizards, shortcuts, control panel and accessories. They will also learn to exit windows safely, customize desktop, recover taskbar, protect and delete files.

### CSC-130 Word

This course teaches how to produce a final draft, free of errors and without numerous re-types and revisions using industry standard word processing software. It includes lessons in function keys, spelling corrections, cursor speed and option display. Practice in sample memos, business style letters will help increase retention of word processing skills.

#### CSC-140      Excel

This class teaches fundamental skills required to create and display electronic spreadsheets. It teaches entering labels and values, editing cells, working with formulas, printing graphs, creating charts and graphs.

#### CSC-150      Outlook

The students will learn how to use different email techniques and how to keep track of assignments and scheduling appointments. The course will show them how to manage time. Finally, they will learn how to use the Journal to keep track of their work.

#### CSC-160      Introduction to Internet

This course is an introduction to doing job search by connecting to the World Wide Web.

#### CSC-200      Speech Improvement

This course provides basic pronunciation practice of English to improve the clarity of English speech. The focus of the course is improvement in the areas that are important in making speech more understandable.

#### CSC-210      Fundamentals of English

This class serves as a review of the basic English for students and also a teaching class to those who have problems in English grammar.

#### CSC-300      Introduction to Management

This course emphasizes the functions, roles and responsibilities in work. This also includes review, organization, planning, assessment, execution and communication of tasks.

#### CSC-310      Office Procedures

This class consists of filing, copying, faxing and telephone etiquette.

#### CSC-400      Introduction to Business

This course introduces the students to the principles and functions of business. It also provides guides on the types of business organization, basic marketing functions, employee relations and decision-making.

#### CSC-410      Banking Procedures

This course presents banking terminology and procedures encountered in the daily transaction related to payment of fees, depositing it in the bank and other service charges.

#### CSC-420      Electronic Calculations & Sales

This course focuses on basic importance of electronic calculations and sales using a scanner and/or cash register and getting the orders accurately. It also provides guides on how to develop speed and accuracy from ordering to delivery of products.

#### CSC-430      Personality Development

This course focuses on basic importance of personal image, dress for success and business etiquette like office, phone, and email. It also provides guides on how to demonstrate good manners and attain self-confidence.

#### CSC-440 Customer Service

This course focuses on the basic importance of handling customers and achieving customer satisfaction. It also gives students tips on how to handle difficult customers.

#### CSC-500 Job Search & Placement Assistance

This introduces the students on how to locate job search resources using an Internet browser. It includes downloading and uploading information, using and managing email accounts, researching businesses concerning job opportunities, dealing with security issues that pertain to the internet and how to post their resume online.

#### WP- 100 Typing and Keyboarding

This course emphasizes the techniques to handle the computer keyboard. It teaches how to build speed and accuracy, along with the advanced functions of the keyboard. It also gives practice in the use of computerized typing, speed building, business correspondence, and proofreading.

#### WP-110 Introduction to Computer

This class introduces the student to basic concepts of terminology, functions, hardware, software and an overall understanding of the computer.

#### WP-200 Windows

This course teaches how to use the start menu and taskbar, explorer, wizards, shortcuts, control panel and accessories. They will also learn to exit windows safely, customize desktop, recover taskbar, protect and delete files.

#### WP-300 Word

This course teaches how to produce a final draft, free of errors and without numerous re-types and revisions using industry standard word processing software. It includes lessons in function keys, spelling corrections, cursor speed and option display. Practice in sample memos, business style letters will help increase retention of word processing skills.

#### WP-310 Excel

This class teaches fundamental skills required to create and display electronic spreadsheets. It teaches entering labels and values, editing cells, working with formulas, printing graphs, creating charts and graphs.

#### WP-320 PowerPoint

This course teaches fundamental skills in creating computer presentations and graphic designs. The program guides the student through principles of graphic designs, drawing techniques, tracing, shading, creating designs, editing designs, printing designs and using them in a presentation.

#### WP-330 Access

The course introduces database management systems and shows how it is used to organize information. The program teaches how to create a database structure, input data records, sort and organize records and display information from the database in various formats.

#### WP-350      [Projects for Students](#)

Students will do projects using the Microsoft programs they have learned. The instructor will give them a guideline to follow to simulate an actual office scenario.

#### WP-360      [Outlook](#)

The students will learn how to use different email techniques and how to keep track of assignments and scheduling appointments. The course will show them how to manage time. Finally, they will learn how to use the Journal to keep track of their work.

#### WP-510      [QuickBooks](#)

The course familiarizes the students with operational procedures of a popular and much more powerful computerized accounting package designed for small to midsize businesses. It teaches how to set up chart of accounts, add vendors, delete accounts, create company forms, job tracking, complete the transaction cycle and generate financial reports.

#### WP-600      [Introduction to Internet and Job Search](#)

This course is an introduction to doing job search by connecting to the World Wide Web. It teaches how to locate job search resources using an Internet browser. It also teaches how to download and upload information, use and manage email accounts, research businesses concerning job opportunities, deal with security issues that pertain to the internet use and how to post resumes on websites where employers can find them.

#### WP-700      [Office Procedures](#)

This class consists of filing, copying, faxing, and telephone etiquette.

#### MED-100     [Business English](#)

This class serves as a review of the fundamentals of English for students. This also teaches basic business letter formats.

#### MED-101     [Introduction to Computer](#)

This program presents the basic concepts of using computers and Microsoft Windows. It introduces the students to the computer system, identification of its component parts and how each part works together as a system.

#### MED-102     [Windows](#)

This course teaches how to use the start menu and taskbar, explorer, wizards, shortcuts, control panel and accessories. They will also learn to exit windows safely, customize desktop, recover taskbar, protect and delete files.

#### MED-103     [Word](#)

This is a word processing program that teaches students how to create, edit, and format a document with spelling and grammar check. It also includes working with styles, templates, tables, hyperlinks, web pages and creating newsletters.

#### MED-104     [Excel](#)

This class teaches fundamental skills required to create and display electronic spreadsheets. It teaches entering labels and values, editing cells, working with formulas, printing graphs, creating charts and graphs.

#### MED-105      [Typing and Keyboarding](#)

This program teaches the students the basic techniques of typewriting in the computer keyboard as well as building speed and accuracy.

#### MED-200      [Introduction to the Healthcare Systems](#)

This program provides an overview of the changing systems, beliefs, and practices in the health care field. It also teaches the different specialty areas in the practice of medicine, nursing, dentistry, and other allied health professions and identifies the types of services provided by the government, private, profit and non-profit health facilities or agencies.

#### MED-210      [Medical Terminology](#)

This program teaches the basic rules in medical terminology, dividing medical terms into their component parts, understanding their meanings and correct spelling, building and analyzing them by relating the terms to the structure and function of the human body. The software will enhance and reinforce the learning process.

#### MED-241      [Filing and Retrieving of Medical Records](#)

This program teaches the students the different filing methodologies and their uses, charge out and control systems, record control, retention and transfer from one facility to another. It also teaches about specific ways on how to conduct a record search.

#### MED-261      [Appointment Scheduling](#)

This program teaches the basic considerations for scheduling appointment, the different methods including patient flow techniques, how to establish a matrix and how to handle the appointment problems. The software enables the students to make appointments for new and established patients as well as reschedule or cancel appointment.

#### MED-260      [Medical Office Communications and Correspondence](#)

This program teaches the importance and relevance of medical office communication and correspondence. It teaches the students how to process mail including annotating and handling mail and telephone calls. Ethics is emphasized on effective communication. Creating letters and memos will be part of this experience.

#### MED-251      [Patients' Ledgers, Fees, Credit and Collection](#)

This program introduces the students to the different credit and collection terminologies, methods of fee collection, account types, fair debt collection act and federal wage garnishment law, billing services and collection agencies. It also teaches how to prepare and work on patient ledgers on which accounts receivable and payable are reviewed with detecting aging accounts. Projects on patients' ledgers will be used from textbooks and software.

#### MED-211      [History of Medicine](#)

This program presents the origin of medical terms, parts of Greek mythology, the practice of medicine in ancient times and some important figures in the history of healthcare practice.

#### MED-230      [Medical Law and Ethics](#)

This program teaches the legal and moral aspects of the practice of medicine, nursing and other allied health professions. Students learn the legal implications in patient care,

records and confidentiality.

#### **MED-220**      **Different Body Systems**

This program teaches human anatomy and physiology where students are introduced to the basic structures of the human body as well as understand their specific functions and relate them to diseases or abnormalities that may have been congenital or acquired.

#### **MED-240**      **Assembly and Analysis of Medical Records**

This program teaches students the skills in organization of patients' medical records before and after a doctor's office visit, before and after hospital discharge, and quantitative and qualitative analyses of patients' files.

#### **MED-250**      **Bookkeeping**

This program presents bookkeeping terminology, bookkeeping systems and procedures, and ledger card components. This program prepares students for MED-251.

#### **MED-252**      **Medical Office Banking Procedures**

This program presents banking terminology and procedures encountered in the daily medical office transactions related to payment of fees, depositing it in the bank and other financial services.

#### **MED-300**      **Insurance Billing and Coding**

This program presents the different types of health insurance and teaches how to do insurance billing and coding using ICD-10 CM and CPT-4 codebooks with simulation exercises using a billing and coding software.

#### **MED-400**      **Payroll**

This program presents payroll terminology, names the deductions taken in preparing a payroll and teaches how to prepare payrolls using software programs. Using this software will teach how to compute weekly, bi-weekly or monthly deductions from the gross income.

#### **MED-500**      **Simulating the Medical Office for Windows**

This is a computer-based program that teaches how to complete patient history forms, laboratory reports, and physical exam reports, fill out patient information, set patient appointments along with patient and insurance billing. With the software, one can create form letters; prepare daily appointment sheets, monthly calendars and reminder notices. Banking procedures will include filling out deposit slip, checks, editing transactions and analyzing expeditors and bank reconciliation and collections. Handouts are used as support tools. These activities are used in a self-paced learning environment, in an instructor-led classroom training session. This forms a powerful training program and provides the user with the skills necessary for mastering today's most difficult software applications.

#### **HFO-100**      **Typing and Keyboarding**

This course emphasizes the techniques to handle the computer keyboard. It teaches how to build speed and accuracy, along with the advanced functions of the keyboard. It also gives practice in the use of computerized typing, speed building, business correspondence, and proofreading.

#### HFO-110 Introduction to Computer

This class introduces the student to basic concepts of terminology, functions, hardware, software and an overall understanding of the computer.

#### HFO-120 Windows

This course teaches how to use the start menu and taskbar, explorer, wizards, shortcuts, control panel and accessories. They will also learn how to exit windows safely, customize desktop, recover taskbar, protect and delete files.

#### HFO-130 Word

This course teaches how to produce a final draft, free of errors and without numerous re-types and revisions using industry standard word processing software. It includes lessons in function keys, spelling corrections, cursor speed and option display. Practice in sample memos, business style letters will help increase retention of word processing skills.

#### HFO-140 Excel

This class teaches fundamental skills required to create and display electronic spreadsheets. It teaches entering labels and values, editing cells, working with formulas, printing graphs, creating charts and graphs.

#### HFO-150 Introduction to Internet and Outlook

This course is an introduction to doing job search by connecting to the World Wide Web. The students will learn how to use different email techniques and how to keep track of assignments and scheduling of appointments. The course will show them how to manage time. Finally, they will learn how to use the Journal to keep track of their work.

#### HFO-200 Fundamentals of English and Speech Improvement

This course provides basic pronunciation practice of English to improve the clarity of English speech. The focus of the course is improvement in the areas that are important in making speech more understandable. This class serves as a review of the basic English for students and also a teaching class to those who have problems in English grammar.

#### HFO-210 Housekeeping, Safety and Security Management

This course provides an overview of housekeeping management , safety and security procedures. It includes details of covering each area of hotel.

#### HFO-300 Introduction to Hospitality Industry

This course provides an understanding of hospitality industry, career advantages, employment opportunities, job responsibilities, working conditions, job requirements and professionalism, ethics and confidentiality.

#### HFO-310 Administrative Office Procedures

This course is an introduction to the overall operations of a hotel and restaurant through the front office guest cycle. It emphasizes on the overview of the hotel industry as well as guest expectation, front office management, check in and check out.

**HFO-400**      [Introduction to Hospitality Sales and Marketing](#)

This course introduces the students to the basic marketing focused on creating and maintaining satisfied customers for hospitality and tourism business.

**HFO-410**      [Financial and Basic Accounting](#)

This course presents banking terminology and procedures encountered in the daily transaction related to payment of fees, depositing it in the bank and other service charges.

**HFO-430**      [Personality Development](#)

This course focuses on basic importance of personal image, dress for success and business etiquette like office, phone, and email. It also provides guides on how to demonstrate good manners and attain self-confidence.

**HFO-440**      [Customer Service](#)

This course focuses on the basic importance of handling customers and achieving customer satisfaction. It also gives students tips on how to handle difficult customers.

**HFO-500**      [Job Search and Placement Assistance](#)

This introduces the students on how to locate job search resources using an Internet browser. It includes downloading and uploading information, using and managing email accounts, researching businesses concerning job opportunities, dealing with security issues that pertain to the internet and posting their resume online.

**ESL-100**      [You](#)

This course emphasizes on how to ask and give name, occupation, and country of origin. It will help them make introductions.

**ESL-200**      [Your Community](#)

This course will identify places in the community, workplaces and places within buildings. It will help students understand and make directions to a place.

**ESL-300**      [Communication in the Office Environment](#)

This course focuses on the basic importance of following instructions and directions in the office. It gives students confidence in reporting progress or problems encountered in the office.

**ESL-400**      [The Consumer World & Time](#)

The students will learn how to talk about clothes, colors and sizes. It helps them express dissatisfaction about the merchandise and ask for refunds or exchanges. This course will help them understand time, day, and dates. Work schedules and punctuality will also be discussed.

**ESL-500**      [Handling Printed Materials](#)

This course focuses on the operations of a photocopying machine and dealing with photocopier problems. The students will also learn to collate and file documents.

**ESL-600**      [Using Telephone & Faxes](#)

This course focuses on ways to properly answer the telephone calls, find the telephone

numbers, make a telephone call, transfer a call, take a message and leave a message .It teaches the students how to send a fax, receive a fax and deal with fax machine problems.

**ESL-700      Supplies and Services**

This course will talk about food and shopping items and how to use them appropriately. It will provide the students the importance of giving information on the uses of supplies.

**ESL-800      Money Matters**

This course discusses how to make and accept payments with cash, check and credit. It teaches students how to count money, make change and write checks.

**ESL-900/JP 010 Employment Preparation, Job Search & Placement Assistance**

This course introduces the students to the interview techniques and resume writing. It also helps students how to locate job search resources using an Internet browser. It includes downloading and uploading information, using and managing email accounts, researching businesses concerning job opportunities, dealing with security issues that pertain to the internet, and posting resume on the website.

# ADMINISTRATION & INSTRUCTORS

<b>Team Member/Title</b>	<b>Educational Background</b>
<p>Gil Abad Director Certificate # BBR5-5DWNEU2002 Owner, Vabad, Inc.</p>	<p>B.S Information Science University of San Francisco</p>
<p>Emelita Odion Gutierrez Associate Director, Instructor Certification # COAFS-07-389436 Certification # COAFS-05-378261 &gt;Medical Front Office &gt;General Office Certification # COAFS-05-381084 &gt;ESL &gt;Computerized Accounting &gt;Database/Administrative Assistant</p>	<p>Master of Arts in Language Teaching Philippine Normal University Bachelor of Science in Education Saint Joseph College Bachelor of Arts in English Philippine Women's University</p>
<p>Cathi Doyle Administration</p>	<p>Business Administration Program Medical Assisting Program Foothill College</p>
<p>Marilou Morabe Instructor</p>	<p>Bachelor of Science in Education Saint Paul College of Manila</p>

Japanese Language Vocational Program  
JES-KTR SEMMON GAKKO