

ARBOR of Imperial County



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School Catalog

July 1, 2014 – July 1, 2015

ARBOR of Imperial County
1560 Ocotillo Drive, Suite E
El Centro, CA 92243
(760) 353-4544
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Licensing, Approvals and Memberships

- ~~Arbor of Imperial County is approved by the Imperial County Workforce Investment Board~~
- ~~Arbor of Imperial Count is approved by the Imperial County Office of Employment and Training~~

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Administration and Staff

~~Please refer to the Catalog Supplement for a complete listing of the Administration and Staff.~~

MISSION

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Assisting people to reach their highest level of education and self-sufficiency.

We are dedicated and caring people who form a company providing excellent services that enhance the lives of individuals.

With efficiency and effectiveness, we strive to provide the highest measurable quality services for the people and organization we serve, our employees, our shareholders and our communities.

We serve with skill, compassion, respect and care.

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PURPOSE Philosophy on Delivering Services

Arbor's ~~purpose in philosophy~~ on delivering services reflects several core principles focused on providing the most qualified applicants to meet current and future needs of business. Our approach is grounded in the following principles:

Customer Focused – Arbor's approach is designed to meet the varying needs of customers. It is flexible so that changing economic, social, and other environmental factors can be quickly addressed in an effective manner.

Industry-led – Services to customers reflect the demands of the local labor market and are continually refined to meet those needs.

Teamwork – Arbor views all site staff as a cohesive team responsible for working collaboratively to achieve successful outcomes region-wide. Part of attaining a team

approach to service delivery is the need to empower staff to participate in designing strategies for success. Arbor uses best practices teams, all staff training sessions, and team building exercises to foster an atmosphere of cooperation and solidarity.

Collaboration – Arbor understands the importance of creating a network of organizations that provide the necessary support to assist individuals to become secure and maintain employment. In all projects across the country, we partner with a variety of community and faith based organizations to ensure that a robust menu of services and resources are available.

Accountability – Arbor believes that staff accountability is fostered by clearly articulating expectations and defining how individual responsibilities lead to the success of the entire system. As such, Arbor uses the **RPMMP** system whereby employee goals are established, monitored, and rewarded on an ongoing basis.

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ARBOR E&T, LLC has devoted the last **45** years to developing specialized training and educational programs for adults wishing to enter or reenter the job market. Our approach is based on developing systems that individualize work for each student; that provides immediate feedback to each student; and that utilizes short-term incentives to keep motivation high for the intermediate term goal of finishing the training program and the long-term goal of finding and keeping employment. A strong emphasis is placed on coordinating the educational program with a specific vocational/occupational goal. We not only teach educational skills, but also those social skills necessary for interviewing and dealing with social situations on the job.

HISTORY

Job Training programs focusing on self-sufficiency through job development, placement, and retention have always been our business. Originally founded/incorporated in 1963 as the operations arm of a behavioral research organization in Pennsylvania, we began providing workforce development services in 1968 after being awarded a demonstration grant by the federal Department of Health, Education, and Welfare to formulate an innovative job training program for welfare mothers in Philadelphia. Now, for more than **453** years, RWS has provided federally-funded programs nationwide including: Workforce Investment Act (WIA) since its inception in 1998; Wagner-Peyser; Vocational Rehabilitation; Temporary Assistance to Needy Families (TANF); Supplemental Nutrition Assistance Program

Employment and Training (SNAP E&T); Child Care Services and Trade Adjustment Assistance (TAA) programs.

Licensing, Approvals and Memberships

- Arbor of Imperial County is approved by the Imperial County Workforce Investment Board
- Arbor of Imperial Count is approved by the Imperial County Office of Employment and Training
- Arbor of Imperial County is a private institution and is approved to operate by the California Bureau of Private Postsecondary Education. This approval indicates compliance with the State standards set forth in the California Private Postsecondary Education Act of 2009.

FACILITIES AND EQUIPMENT

ARBOR of Imperial County is located at 1560 Ocotillo Drive, suite E, in El Centro, California bordering Arizona and Mexico. The facility is a single level modern office building. The facility houses administrative, office and classroom space of the school. All classes are held at the school

The lab/classrooms are well equipped with all the necessary equipment to effectively train students for careers in the Medical/Clerical field. The school provides training on desktop computers, 10 key adding machines, photocopiers and facsimile machines. In addition, the students have access to textbooks and additional learning materials on-site, a resource laboratory providing computers with internet access, and the El Centro Library is in close proximity for additional resources.

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ADMISSION REQUIREMENTS

ARBOR of Imperial County is open to all qualified applicants without discrimination on the basis of race, religion, national origin or sex.

An applicant must fully meet the following general requirements for admission to ARBOR:

- Be interviewed by an ARBOR representative
- Have a High School Diploma or GED
- Take the TABE Test and earn a minimum of an 9.08-9 grade level in reading in English and math
- Be at least 18 years of age
- Successfully complete a 5 day probationary period.
- All instruction will be in English

Acceptance by the school is based on the applicant's ability to meet the above requirements, a review of the applicant's previous educational records and a review of the applicant's career interest.

NON-ACCEPTANCE

Any applicant who is not accepted for admission will be notified and will have the opportunity to reapply in six (6) months.

ENROLLMENT AGREEMENT

In the event that the interview and test results in acceptance of the training program by the applicant, and the school's willingness to accept the student as a student, an enrollment agreement will be prepared in duplicate. The applicant and the school official will sign both copies.

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.

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CREDIT FOR PREVIOUS TRAINING

Credit will be given for comparable education and/or work experience and the student will receive appropriate advanced placement. All requests for credit for previous training must be submitted to the School Director. Approval of such requests will be based on appropriate documentation and/or testing required. No requests will be considered after the start of classes. *There will be no additional charge for these credits.*

“Notice Concerning Transferability of Credits and Credentials Earned at Our Institution”

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The transferability of credits you earn at Arbor of Imperial County is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in Medical Clerical is also at the complete discretion of the institution to which you may seek to transfer. If the 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 educational goals. This may include contacting an institution to which you may seek to transfer after attending Arbor of Imperial County to determine if your certificate will transfer.

Arbor of Imperial County has not entered into an articulation agreement or transfer agreement with any other institution, college or university.

FINANCIAL INFORMATION

The tuition charged for the programs are a comprehensive fee covering all services. Tuition payments of students sponsored by agencies, such as Imperial County Workforce Development Office and State Department of Rehabilitation will be geared to the school and to the procedures and billing requirements of the agencies. *Arbor of Imperial County does not participate in federal nor state financial aid programs. If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund. If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.*

The Medical Clerical program is 16-18 weeks in length.

*Charges: Tuition \$75.00
Fees, including books and \$4,925
Total Charges: \$5000 for the course.*

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

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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 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, or are not enrolled in a residency program, or

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

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

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

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

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

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

4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.

5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

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REFUND AND WITHDRAWAL POLICIES

~~Not applicable due to sponsored agency payments. A student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at~~

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the first class session, or the seventh day after enrollment, whichever is later. The sponsoring agency is not billed until after the third week of class.

Arbor of Imperial County nor Arbor E&T, LLC has a pending bankruptcy, is not operating as a debtor in possession, has not filed a petition nor had a bankruptcy filed against it in its history.

ACADEMIC INFORMATION

GRADING SYSTEM/STUDENT PROGRESS

In the independent, self-directed educational program provided by ARBOR, the student is in control of his/her progress. ARBOR of Imperial County firmly believes that it is not the school's responsibility to "teach" the student, but rather, it is the student's responsibility to learn by appropriately utilizing the curriculum placed at his/her disposal.

The curriculum at ARBOR is based on the student proceeding at his/her own pace. Therefore, the amount of hours a student spends on each task is dependent on the skills and abilities the student brings into the program, and the speed at which he/she works. This might be recognized as "outcome" based education.

In particular, this means that a fast student will be exposed to advanced material, while the slower student will spend more time on the basics so that he/she is at least qualified for entry level positions in the clerical field.

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This contrasts the traditional approach which is based on a fixed exposure of the student to material in which the student receives a grade. Regardless of the grade, the student is then advanced to the next Class. Such an approach will, by its very nature, produce students who have been exposed to everything but who have learned nothing, and hence cannot compete in the job market.

Because of this approach to training, ARBOR does not use a traditional grading system (A-F), but evaluates a student's progress against defined performance levels. Student progress is evaluated monthly by their instructors, using the Participant Activity Tracking Status form. This form shows the student's progress in Typing, Word Processing, and their academic subject. It also reports on the student's attendance, motivation, and any problem the student may be experiencing.

SATISFACTORY PROGRESS

~~Students enrolled in the following program must complete their training within the indicated time frames:~~

~~Program Normal Hours Maximum Length~~

~~Medical/Clerical 400 Hours 450 Hours~~

~~In addition to the time frame, s~~Students must complete a minimum of 80% of the obtainable competencies ~~within the normal time frame~~ to be considered to be making satisfactory progress (incremental progress towards timely completion). Students who do not complete the required competencies ~~timely in the normal time frame~~ will be issued a warning, which will be placed in their file.

GRADUATION REQUIREMENTS

In order to graduate from a program of training, the student must demonstrate proficiency in all academic areas as evidenced by passing the final exam, as well as typing a minimum of 40 words per minute with 3 or fewer errors.

GRADUATION DOCUMENTS

A Certificate will be awarded to those students who satisfactorily complete their program of study. In addition, the students will receive a certificate of completion only after completing 30 consecutive days on a designated job.

SCHOOL POLICIES

ATTENDANCE

Students are expected to attend all scheduled classes in order to achieve their educational and career goals. Prospective employers are often as concerned with an applicant's school attendance record as with his/her academic record. Attendance is recorded every hour of each class meeting.

Excessive absences or lateness ~~(over 15% of the class)~~ hinders the student's ability to learn the subject matter and therefore results in not being able to complete the program within the required time frame. ~~Students who are absent or late from 10% of class hours may be put on probation.~~ Students who are absent or late over 15% of the ~~class hours~~program may be terminated from the ~~program~~school.

CLASS CUTS

Class cuts are not permitted and will be recorded as an absence.

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MAKE UP WORK

In the event of early dismissal, lateness or absence, the student will be required to make-up work and tests to meet the school's requirements.

LEAVE OF ABSENCE

Students are allowed to be absent for 89 days with pre-approval if a medical excuse is presented.

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CONDUCT

Students are expected to conduct themselves in a professional manner at all times. The following are examples of unacceptable behavior, but not limited to those listed: use of profanity, fighting, disrespectful conduct towards staff and students, willful destruction of property, cheating, stealing, and carrying of concealed weapons.

DISMISSAL FROM THE SCHOOL

The school reserves the right to dismiss any student who:

- Exhibits conduct found to be detrimental to the individual, other students, or to the school.
- Fails to maintain satisfactory academic progress.
- Fails to attend class regularly.

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APPEALS AND GRIEVANCE PROCESS

If a student feels that he/she has been unjustly terminated from their training program, he/she has the right to appeal in writing within 30 days of the date of the termination to the School Director. The Director shall reach a decision and the student notified in writing, within 30 days. The School Director's decision is final. If a student has other complaints, the student may submit a written complaint to the Instructor at the Arbor of Imperial County site within five (5) working days of the occurrence of the alleged incident. If a satisfactory resolution is not achieved, the School Director shall attempt a resolution within two (2) working days. If a resolution is not achieved at that level, then a grievance may be submitted to the Chief Executive Office within five working days for a final decision.

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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 or by

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completing a complaint form, which can be obtained on the Bureau's internet web site www.bppe.ca.gov

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STUDENT COMPLAINT PROCEDURE

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

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~~*IF YOU HAVE ANY COMPLAINTS, QUESTIONS OR PROBLEMS WHICH YOU*~~

~~*CANNOT WORK OUT WITH THE SCHOOL, WRITE OR CALL:
BUREAU FOR PRIVATE POSTSECONDARY EDUCATION STUDENT SERVICES*~~

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~~*P. O. BOX 9860818, West Sacramento, CA 95798-0818
2535 Capitol Oaks Drive, suite 400, Sacramento, CA 95833
WEST SACRAMENTO, CA 95798-0818 P.*~~

~~*916-431-6959 888-370-7589 F. 916-263-1897
www. bppe.ca.gov*~~

JOB PLACEMENT

The ultimate goal of the training provided at ARBOR is to prepare the student to obtain a position of the highest quality in the shortest period of time. To reach this goal, ARBOR provides specific training in job search techniques, on-going training in Life Skills and Occupational Literacy, the option to participate in an Internship program, and direct job placement assistance through the club.

Life skills such as reading want ads, passing standardized employment tests, calling for an interview, disciplined work habits, accountability, and other similar skills necessary to obtain and retain a job are built into the program on a daily basis. Occupational Literacy stresses the importance of developing a certain professional manner and poise. How one addresses a co-worker or supervisor, how one accepts criticism and encouragement, how one gives instruction are all areas that are role played and monitored by the instructor throughout the course.

All students participate in the Job Prep module. In this segment of the training, students learn specific job search techniques such as interviewing techniques, phone work, resume preparation, filling out applications, effective job search, and follow-up techniques. Specific job leads are provided in this component of the training to assist the student in entering the job market.

Students also have the option to participate in the Internship Program, based on individual need. Students will have the opportunity to be placed in an actual work

environment for anywhere from six to twelve weeks. This experience is used to enhance existing skills, and increase the prospects of employment for those students who have limited experience or who have been absent from the workplace for a prolonged period of time.

THE SCHOOL WISHES TO EMPHASIZE THAT IT CANNOT, AND DOES NOT GUARANTEE JOB PLACEMENT.

CASE MANAGEMENT

All students who are referrals from funding programs in the area should have a case manager associated with the respective program. Before entering the school each student is assigned a Case Manager through the One Stop or their funding source.

The instructor alerts the case manager of any problems that may occur that would interfere with that student's ability to benefit from the training provided. All students are referrals from programs in the area and therefore case management is the responsibility of the sponsoring agency. We encourage the case manager to attend weekly to meet with our students and resolve any issues before it hinders their attendance with our program.

HOUSING

ARBOR of Imperial County has no dormitories and does not provide housing for its students. The institution is not responsible for finding or assisting a student with housing. There are apartments within walking distance of the facility costing approximately \$500-\$700 per month. However, a student with a housing problem should discuss the situation with their Case Manager for assistance in solving the problem.

STUDENT RECORDS

The student's record of attendance, monthly and cumulative ratings, will be maintained in the active file while the student is in school. An official transcript reflecting this data will be placed in the inactive file when the student leaves school. This record will be kept for five years in perpetuity.

STUDENT SERVICES

Individualized student tutoring and counseling is available as required for the student to succeed. For students referred from a program, coordination and consultation with the respective case managers occurs regularly. Upon completion of the program, assistance with interviewing preparation and job placement is provided.

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ADMINISTRATION AND STAFF

Chief Executive Officer – Mike Hough

Chief Academic Officer, local Chief Operating Officer, School Director – Martha Anaya.

Instructor – Amelia Tadeo

*Ms. Anaya has extensive experience in the medical field. She is a Certified Nurse's Aide and has served as an office manager, billing manager, and insurance billing clerk in a medical and dental office. She was an instructor in the Medical/Clerical program at Arbor of Imperial County before becoming School and Project Director in 2000.

*Ms. Tadeo has served as an instructor in the program since 2007. Prior to assuming those responsibilities, she was a medical assistant in two different medical offices for 14 years.

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INSTRUCTIONAL PROGRAMS

Arbor of Imperial County is not accredited by an accrediting agency recognized by the United States Department of Education.

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MEDICAL/CLERICAL PROGRAM

Program Length & Instructor Ratio

The Medical/Clerical Program consists of a minimum of ~~45000~~ hours over a minimum of 16 weeks followed by a minimum of ~~120forty (40-120)~~ hours of internship in a medically related position.

Class Schedule Classes are in session from 8:30 AM to 3:00 PM, Monday through Friday. There is a one (1) hour break for lunch.

The Student Instruct~~ee~~er ratio for this program is 20: 1

Program Objectives and Outline

The ARBOR Medical/Clerical training program provides intensive, comprehensive office skills with an emphasis on medical clerical skills. Occupational clusters within the general and medical clerical fields which the graduate of the program will be suitable for include: Medical Transcriber, Word Processor, Accounting Clerk, Computer Terminal Operator, Clerk Typist, General Office Clerk, and Receptionist.

The curriculum incorporates business-related academics in order to prepare the student to read, write and compute at levels competent to progress in clerical training and is enhanced with computerized job simulation activities for physician's office and hospital positions.

The program's format is open entry/open exit to allow individual students to master each unit at their pace. The school provides an employment-oriented environment that fosters appropriate work attitudes and behaviors.

Progress in the Clerical Training component will be evaluated according to industry standards, not on the traditional "pass/fail" system. Students will learn to take responsibility for their own progress and consequently become motivated to meet those standards.

ARBOR of Imperial County does not offer an English as a Second language Course.

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Class Title	Minimum Class Hours
General Office Procedures	65
Medical Terminology	85 65
Keyboarding	65
Medical Forms	8 70
Electric Calculator	50
Medical Manager	85
<u>Work Readiness</u>	20

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COURSE DESCRIPTIONS

Medical/Clerical Program

General Office Procedures Class Hours: 65

In this class the student will learn correct office procedures for working in today's modern office. The student will learn to perform alpha and numeric filing, correctly answer the telephone and take messages. Additional business English and basic math will be covered in this class.

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Medical Terminology Class Hours: ~~8~~65

This class provides a study of the basic structure of medical terms that the student will be using on-the-job. The study includes prefixes, suffixes, and combining of

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forms. This class includes spelling and definitions of medical terms. As part of the design of this class the student also learns the importance and "how-to" of taking and recording vital signs of the patient.

Keyboarding Class Hours: 65

In this class the student will learn the proper method of touch typing. Upon successful completion of this class the student will be able to touch type at least 40 WPM or increase their speed at least 20 WPM over their initial speed. Additionally, the student will learn the proper method of typing business letters, business letters with columns numbers, how to set margins, tabs, and the parts of the typewriter. Students will also produce their own resumes in this class.

Medical Forms Class Hours: ~~87~~0

In this class the student will gain the knowledge and skills necessary for successful medical insurance processing, including in-depth coverage of medical insurance, the claims process, HCFA 1500 and UB-92.

Electric Calculator Class Hours: 50

In this class the student will learn the proper use of the electronic calculator using the touch method through repeated practice.

Medical Manager Class Hours: 85

The students will learn how to input patient information, schedule appointments, handle billing, produce lists and reports, and process insurance claims on forms and electronically.

Work Readiness ClassHours 20

The students will create a resume, practice interviewing, networking, and job search.

Textbooks, Materials, Equipment

General Office Procedures:

Functions of administrative support personnel, alpha and numeric filing, telephone etiquette, customer service.

Office Procedures in Managed HealthCare-Glencoe McGraw Hill

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Medical Terminology Learn basic structures of Medical Terminology.
Medical Terminology Made Easy (2nd Edition) DelMar Publications

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10-Key Calculator:

Proper use of electronic calculator.

Solving Business Problems on the Electronic Calculator (2nd Edition) McGrawHill

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Medical Forms:

Basic knowledge of medical insurance processing.

A Guide to Coding and Reimbursement (Medical Insurance) Glencoe McGraw Hill

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Medical Manager:

Input patient information, schedule appointment post payment, produce lists and reports.

The Medical Manager (Version 10) Student Edition for Windows DelMar Publications

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Medical Keyboarding:

Learn the computer keyboard, type charts, medical records, letters.

Medical Keyboarding (4th Edition) Glencoe McGraw Hill

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Equipment: Computers, 10-key Calculators, textbooks and materials

Sample Letter to Potential Employer or Intern Sites

~~March 19, 2012~~

To whom it may concern:

On behalf of ARBOR ~~E&T~~ of Imperial County we would like to inform you of our Medical/Clerical training course. Our course consists of ~~400~~ 450 class hours and ~~with 40~~ 120 hours of internship in a medical office.

The ARBOR Medical/Clerical training course provides intensive, comprehensive office skills training with an emphasis on medical clerical ~~o~~ Occupational clusters within the general clerical and medical fields. The program graduate will be suitable for work placement as a, *Medical Transcriber, Word Processor, Accounting Clerk, Computer Terminal Operator, Clerk Typist, General Office Clerk, Receptionist,* ~~r,~~ *Medical Billing, and Clerk Intake.* Participants will also be cross-trained to work *Front/Back office.*

A brief overview of the curriculum for the Medical/Clerical course will include the following: General Office Procedures, Keyboarding (50 wpm), Medical Terminology, 10-Key Calculator, Basic vital signs: blood pressure, pulse rate, temperature, height, weight. Participants will learn the Medical Manager, and how to complete medical forms.

Based on the training courses, would you be willing to accept an internship agreement or would you consider hiring a Medical/Clerical graduate upon completion of program or if you have any job vacancies in the future?

ARBOR is requesting your assistance and would like to thank you in advance, for your time and consideration.

Should you have any questions regarding this matter, please feel free to contact me @ 760-353-4544.

Sincerely,

Program Director

CATALOG SUPPLEMENTAL

Arbor of Imperial County

Published — March 2012

Please refer to full catalog for further information

Tuition and Fees

Medical-Clerical Program

- Registration Fee — \$ 75.00
- Tuition — \$4925.00
- Books and Supplies — \$.00

STAFFING

Corporate Staff

President and Manager — Pat Kelley

Senior Vice President — Diane Rath

Vice President — Mike Hough

Regional Director — Hanna Lee

Administrative Staff

Director — Martha Anaya

Instructional Staff

Director — Martha Anaya

Instructor — Amelia Tadeo

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Class Start Dates

All classes start every Monday and are open entry/exit.

Legal Holidays

New Year's Day Martin Luther King Day Memorial Day

Independence Day Labor Day Thanksgiving Day Christmas Day

ARBOR schedules up to 2 in-service days per year for staff development