

UNIVERSAL SCHOOLS & COLLEGES OF HEALTH & HUMAN SERVICES



U.S.
COLLEGES

2017 Catalog

Riverside

Montclair

Anaheim

San Diego

Catalog Supplements:

Insert A

Faculty List

Insert B

VA Addendum

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UNIVERSAL SCHOOLS & COLLEGES OF HEALTH & HUMAN SERVICES

SCHOOLS OF:

**Medical Administration
Business Administration**

BPPE # 3302801

Owned by

IEC U.S. Holdings, Inc.

A California Corporation

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Table of Contents

Table of Contents

MISSION STATEMENT	5	STUDENT'S RIGHT TO CANCEL	14
OBJECTIVES	5	WITHDRAWAL FROM THE PROGRAM	14
PHILOSOPHY	5	DISMISSALS.....	15
APPROVAL & DISCLOSURE STATEMENTS	6	SCHOOL RECORDS	15
STUDENT COMPLAINT PROCEDURE	6	STUDENT CODE OF CONDUCT	15
STUDENT TUITION RECOVERY FUND (STRF).....	7	NON-DISCRIMINATION POLICY.....	15
ADMISSION REQUIREMENTS.....	8	CLASS SCHEDULE	15
ADMISSION PROCEDURE.....	8	CLASS SIZE.....	16
ACCEPTANCE OF CREDITS EARNED AT OTHER INSTITUTIONS.....	9	DRUG AND ALCOHOL PREVENTION	16
TRANSFER OR ARTICULATION AGREEMENTS	9	HOURS OF OPERATION.....	16
NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION.....	9	DRESS CODE	16
STUDENT LOANS.....	9	STUDENT SERVICES.....	16
HOLIDAYS.....	10	PLACEMENT ASSISTANCE	17
ATTENDANCE POLICY	10	STUDENT PRIVACY RIGHTS & DISLOSURE OF STUDENT RECORDS.....	17
GRADING POLICY	10	FACULTY	17
GRADING PROCEDURE.....	11	VETERANS POLICIES AND PROGRAMS	18
SATISFACTORY ACADEMIC PROGRESS (SAP)...	11	PROGRAM TUITION, BOOKS AND FEES	19
SUSPENSION & TERMINATION.....	12	PROGRAMS OFFERED & PERIOD OF ATTENDANCE	20
RE-ENTRY POLICY.....	12	MEDICAL ADMINISTRATION SECRETARY COURSE.....	21
ACADEMIC COUNSELING & PROBATION STATUS.....	12	MEDICAL BILLER COURSE.....	22
GRADUATION REQUIREMENTS & CERTIFICATE OF COMPLETION	13	CERTIFIED PHLEBOTOMY TECHNICIAN I COURSE.....	23
TUTORING.....	13	CLINICAL MEDICAL ASSISTANT COURSE	26
LEAVE OF ABSENCE.....	13	COMPUTERIZED OFFICE SPECIALIST.....	27
REINSTATEMENT	13	COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST	28
EXCUSED AND UNEXCUSED ABSENCES.....	13	CAREER OUTCOMES	29
MAKE-UP WORK/TESTS	14	INSTRUCTIONAL FACILITIES.....	30
APPEAL PROCEDURE.....	14		

Universal Schools & Colleges of Health & Human Services

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WELCOME TO UNIVERSAL SCHOOLS & COLLEGES OF HEALTH & HUMAN SERVICES

MISSION STATEMENT

Universal Schools & Colleges of Health & Human Services' mission is to successfully prepare our graduates for new career opportunities by offering viable career options by providing quality educational programs based on employer-driven requirements, creating a positive learning environment that recognizes individuality and enables students to meet their unique educational goals, generating excitement and fostering the desire to learn through diverse teaching methods, maintaining a qualified, caring faculty and staff dedicated to the personal and professional development of each student, instilling a quality philosophy in students, staff, and faculty to continually exceed expectations, and preparing and encouraging students to pursue lifelong learning.

OBJECTIVES

It is the objective of the Universal Schools & Colleges of Health & Human Services to train individuals for entry level or higher positions in the growth-oriented fields of Allied Health and Business Occupations. In order to achieve this goal, the staff and faculty are committed to:

1. Educate students with modern and relevant equipment in the fields of Medical Administration Secretary, Certified Phlebotomy Technician I, Clinical Medical Assistant, Computerized Office Specialist, and Computerized Office & Accounting Specialist. Please refer to the course descriptions in this catalog for more detailed objectives for each specific course offered.
2. Maintain a skilled, experienced staff of instructors who are committed to the personal and professional development of every student.
3. Continuously develop and update all curricula in accordance with current business needs and demands.
4. Maintain contact with the business community and associated organizations through semi-annual Advisory Board meetings assuring feedback and input as to labor market conditions and skill shortages.
5. Furnish placement assistance for all graduates through a job bank network of public and private sector business contacts, corporations, and small companies.

PHILOSOPHY

Universal Schools & Colleges of Health & Human Services has designed and developed a highly successful individualized education program in the vocational fields described within this catalog.

Our primary function is to provide each graduate with the technical skills, motivation, and information required to perform a varied number of jobs within the Medical Occupational and Business professions.

Our ultimate goal is to develop professional, career-oriented individuals who can obtain permanent employment and career advancement, leading to maximum employment opportunities.

Prospective enrollees are encouraged to visit Universal Schools & Colleges of Health & Human Services' facilities and discuss personal educational and occupational plans with our staff prior to actual enrollment.

Universal Schools & Colleges of Health & Human Services is committed to provide equal opportunities regardless of race, creed, color, religion, sex, sexual orientation or disability in all educational programs, activities, facilities, employment, and promotional practices.

This institution, the facilities it occupies, and the equipment it utilizes, fully comply with any and all federal, state, and local ordinances and regulations, including those requirements as to fire safety, building safety, and health.

APPROVAL & DISCLOSURE STATEMENTS

Universal Schools & Colleges of Health & Human Services is a private institution whose approval to operate in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. Universal Schools & Colleges of Health & Human Services, under section 94802 (a) of CPPEA, will by operation of law, be approved until October 27, 2019. This Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs. The Bureau can be reached at: P.O. Box 980818, Sacramento, CA 95798-0818, (888) 370-7589 or (916) 431-6959.

The school does not participate in federal and state financial aid programs.

Universal Schools & Colleges of Health & Human Services has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

All courses are taught in English and require students to be proficient in reading, writing, and speaking in English. Students must be able to read and write at the 8th grade level or higher. Universal Schools & Colleges of Health & Human Services does not offer instruction of English as a second language. The school does not recruit students in a language other than English.

Universal Schools & Colleges of Health & Human Services does not provide visa services to students from other countries.

Universal Schools & Colleges of Health & Human Services does not offer distance education and does not award credit for prior experiential learning.

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

Bureau for Private Postsecondary Education
P.O. Box 980818 Sacramento, CA 95798-0818
2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
www.bppe.ca.gov
Phone: (888) 370-7589 or (916) 431-6959
Fax: (916) 263-1897

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

Universal Schools & Colleges of Health & Human Services is a d/b/a of IEC US Holdings, Inc., a Florida corporation. IEC US Holdings, Inc. does business in Florida as Florida Career College.

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.

STUDENT COMPLAINT PROCEDURE

Students are encouraged to bring any complaints or grievances to the attention of their instructor, if appropriate. If the instructor is not successful in resolving the issue, the instructor will notify the Executive Director. The Executive Director will investigate and assess the issue and make a resolution.

If the determination made by the Executive Director is not satisfactory to the student, the student may make an appeal in writing to the company's Complaint Hotline, "The Answer Program", send an email to: Answerprogram@iecglobal.com or call toll free (866) 591-8588. The appropriate individual in the corporate office will be assigned to the concern immediately and will contact the student to discuss the situation.

Answer Program

International Education Corporation
16485 Laguna Canyon Road, Suite 300
Irvine, California 92618

In the event the complaint or concern has not been resolved at the school level or by the Company's Answer Program, a student or any member of the public may file a complaint about the institution with the Bureau for Private Postsecondary Education (BPPE) by calling the Bureau at (888) 370-7589 or (916) 431-6959 or by completing a complaint form, which can be obtained on the bureau's Internet Web site, www.bppe.ca.gov.

STUDENT TUITION RECOVERY FUND (STRF)

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

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third party 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 program attending certain schools regulated by the Bureau for Private Postsecondary.

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 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.

Universal Schools & Colleges of Health & Human Services does not offer instruction of English as a second language.

ADMISSION REQUIREMENTS

Applicants must interview on campus. During this interview, an Admissions Representative or Director will evaluate an applicant's history, career goals and potential for academic success. This interview will also provide applicants with the opportunity to determine whether the programs of study meet their individual objectives.

An applicant must:

Be 17 years of age and provide a current government issued picture identification card. The ID card must have a photograph of the individual and contain name, date of birth, valid issue date or expiration. The following bodies will be acceptable:

- United States
- United States Possession
- United States Government or Entity such as the Military, VA, Coastguard, INS (permanent resident card, I-151, I-551, I-776 as long as they contain a photograph)
- Canadian Government Authority Driver's License
- Foreign Government Issued Passport which is current and valid
- Native American Tribal Photo ID card

In certain circumstances, students may be required to provide additional identification documents.

Any questions concerning acceptability of documents will be resolved by the Campus Director.

No person shall be excluded from participation in US Colleges or be subject to any form of discrimination because of race, color, sex, origin, religion, age or disability.

All prospective students will participate in the following admissions requirements:

- Personal interview
- Orientation
- Review of the School Performance Fact Sheet
- Review of School Catalog (rules and regulations of the school and student rights)

Program Specific Admissions Requirements:

Applicants for Certified Phlebotomy Technician 1 **must** have a standard high school diploma or General Education Development (GED) certificate in order to obtain state licensure. Proof of graduation is required for these programs. Prospective students need to request a copy of their high school diploma be sent to their home address and bring the **unopened** envelope containing the diploma to the school. A school official will open the envelope, verify the contents and keep the items in the student's file. Certified Phlebotomy Technician I students will be subject to a background check by the Department of Health Services before a state certificate will be issued. This is a requirement of the state and the state will not tell students about acceptance or denial until the application is to the state.

ADMISSION PROCEDURE

The admission procedure starts with the exchange of information between the applicant and the school. Our Admissions representatives interview applicants on campus. During this interview, an admissions representative evaluates an applicant's history, career goals, and potential for academic success. If the applicant has special needs and circumstances, it is discussed at this time to ensure that the school can provide what is needed to enable the student to successfully complete their program prior to enrolling in the school. Tuition and payment options are also presented in writing and discussed prior to enrollment.

Applicants are encouraged to sit in on a class prior to enrolling to assess the instructors and determine their career goals. Applicants are also encouraged to meet with their prospective

instructor prior to enrollment to answer any industry or course specific questions they may have. At this time, the instructor can assess the applicant's linguistic skills to measure the ability to function in the English language.

During orientation the enrollment agreement is reviewed and signed, and the catalog, School Performance Fact Sheet, and other school paperwork is filled out. Each student will receive a copy of every document they have signed and the original documents will be maintained in the student's file.

ACCEPTANCE OF CREDITS EARNED AT OTHER INSTITUTIONS

Universal Schools & Colleges of Health & Human Services does not accept credits earned at other institution or through challenge examinations or achievement tests. This institution does not accept Ability to Benefit (ATB) Students.

TRANSFER OR ARTICULATION AGREEMENTS

This institution has not entered into a transfer or articulation agreement with any other college or university.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Universal Schools & Colleges of Health & Human Services is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program 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 Universal Schools & Colleges of Health & Human Services to determine if your certificate will transfer.

STUDENT LOANS

Universal Schools & Colleges of Health & Human Services offers student loans through an independent student loan company for all programs except Certified Phlebotomy Technician I. In order to qualify for a student loan, the student must have a source of income or have a co-signer with a source of income. Interest rates vary but do not exceed 10% and depend on the term of the loan. A student with a loan must be current on their loan at completion of their course in order to receive a certificate of completion. If the student is not current on their loan at the time of completion, the certificate of completion will be held by the school for a period of three months to ensure that the student stays current on their loan. Students that are not current on their loans will not be eligible for any student services until their loan is current. If a student defaults on their loan, they will be considered as non-graduates of the program in which they enrolled.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

Union Membership Scholarship

US Colleges ("USC") offers a 20% scholarship to eligible union members and their immediate family members. Eligible students must demonstrate union affiliation to the satisfaction of USC at the time of enrollment. This scholarship will be credited to the student's account upon starting and attending classes and cannot be combined with any other tuition credits or scholarship programs. There is no form or application to complete in order to participate in this scholarship program. Not all programs are eligible for this scholarship program.

Graduate Scholarship

Graduates from any US Colleges or UEI College program may be eligible for a 20% off of the tuition price for any subsequent programs that he/she enrolls in at US Colleges. This scholarship will be credited to the student's account upon starting and attending classes and cannot be combined with any other tuition credits or scholarship programs. There is no form or application to complete in order to participate in this scholarship program. Not all programs are eligible for this scholarship program.

Holiday Scholarship

This Scholarship of (\$300) is available for new students who enroll in the Clinical Medical Assistant program (full time or part time) who begin the program in the months of November and December 2017. This scholarship will be credited to the student's account upon graduation of the program and cannot be combined with any other tuition credits or scholarship programs. There is no form or application to complete in order to participate in this scholarship program.

HOLIDAYS

Eight (8) official holidays are observed during the calendar year. They are as follows:

New Year's Day	Presidents' Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day, Friday After
Christmas Eve	Christmas Day

The school closes for classes for one to two weeks between Christmas and New Year's depending on where the holidays fall in relation to the school schedule.

ATTENDANCE POLICY

All students (except Certified Phlebotomy Technician I) must attend 80 percent of their schedule each month. Attendance is monitored daily, recorded in the student's files, and reported every two weeks in the progress report. **All Phlebotomy students must complete 100% of their hours for program completion.**

Progress of attendance is monitored and the cumulative number of absences are counted each quarter of the program and recorded on the student's progress report.

Students who have been absent for three consecutive days must receive counseling from a member of Administration or their instructor before returning to his/her classes. Students who have unexcused absences for five consecutive school days may be terminated. This determination will be made by the School Director. Students that fail to attend class for 10 days will be considered as "withdrawn from the program".

GRADING POLICY

At the end of each module (one week for day courses or two weeks for evening courses), one or more tests will be administered and a grade will be issued. If the student has failed to complete all the required work, an incomplete will be issued. When an incomplete is issued, the student is given an opportunity to submit the required class work. At the end of two weeks, all "in-completes" must be changed to a letter grade.

If a student fails a test, he/she will have the opportunity to retake the test. A test retake shall be arranged with the instructor. If a test is taken for the second time, the highest score possible to obtain will be 70% and recorded in the student's transcript. A final examination, with the exception of Clinical Medical Assistant which has no final exam, is administered upon completion of the course.

If the student does not achieve a 2.0 grade point average by the end of the course, the student must repeat the program or retake courses to graduate. Please see Satisfactory Academic Progress Policy.

NOTE: As a matter of policy, no test can be taken after the testing date unless permission has been obtained from the instructor before the examination.

GRADING PROCEDURE

The grading procedure system of the Institute is based upon recognition of the individual abilities of the student. The values of grades are shown below:

Grade	Scale	Range	Interpretation
A	4.00	95-100	Excellent
A-	3.90	90-94	
B+	3.80	87-89	
B	3.50	84-86	Good
B-	3.00	80-83	
C+	2.80	77-79	
C	2.50	74-76	Average
C-	2.00	70-72	
D+	1.50	67-69	
D	1.20	64-66	Poor
D-	1.00	60-63	
F	0.00	0-59	Failing
I	N/A		Incomplete
W			Withdrawal
P			Pass
NP			Non-Pass

SATISFACTORY ACADEMIC PROGRESS (SAP)

The academic standards used in determining SAP are:

- A. Student must complete the curriculum in which they are enrolled and not to exceed 1.5 times the standard program length.
- B. Student must have a cumulative 2.00 GPA by graduation.
- C. A cumulative attendance rate of 80% or higher. Certified Phlebotomy Technician I students must have completed 100% of their clock hours.

Progress Reports: Students receive ratings for work completed. A, B, C, D, or F grades are assigned for course work. An "I" (Incomplete) rating must be cleared within two weeks of notification or the grade will automatically be recorded as an "F" (Failure). Students who do not meet the requirements for the Certificate of Completion as outlined above may obtain an Attendance Verification Letter upon request. Progress reports are completed by the instructors after every two modules (or quarter of the program) completed by the student. Students and instructors sign the bottom of the progress report and students receive a copy of the report.

Grading SAP Requirements and Probation: In order to be considered to be making satisfactory academic progress toward a certificate, a student must maintain specified cumulated grade point averages, average attendance, as well as proceed through the course at a pace leading to completion in a specified time frame, as stated above.

SAP must be met for graduation. Students will be notified if they do not meet SAP.

For purposes of determining satisfactory academic progress, each program is divided into grading periods (every 25% or quarter of the program) as stated above, and a cumulative grade is maintained. Students receive a letter grade based on a numeric grading system in both their theory and practical work. A minimum cumulative grade average of 70% (2.0) is required for graduation.

At the mid-point or at the end of the program, students who do not achieve a 70% cumulative grade average at the end of each quarter grading period but have a score of 60% to 69%, will be placed on academic probation for the next half of the program which is the next formal grading period. If their cumulative grade average at the end of the probationary period is less than 70%, they will be terminated from their program of study.

Attendance SAP Requirement and Probation: The student must maintain a cumulative attendance of 80%. If a student's attendance is 70 to 79% for the mid-point or end of program formal grading period, they will be placed on attendance probation for the next half of their program. The probation can be cleared during the following half of their program by improving their cumulative attendance record during that period to 80% or above. If at the end of the probation period the student's attendance is 79% or lower it will result in termination of the student from the program of study.

The maximum time frame for completion will be no longer than 150% of the published length of the program of study (e.g. a 600 hour program, maximum would be 900 hours).

Periods during which the student has formally requested and received a leave of absence or has officially withdrawn from this institution will not be considered in calculating the attendance rate or maximum time frame. Maximum time frame and projected completion dates are calculated at each quarter of each program.

Students who withdraw from school will be evaluated on course work completed at the time of withdrawal.

Students who wish to contest a determination that they are not making satisfactory academic progress, must submit a written appeal to the School Director. The letter should describe any circumstance that the student believes would deserve special consideration. The Director will evaluate the appeal and inform the student of their decision in writing.

Satisfactory academic progress standards are consistently applied to all students within categories of students, e.g. full-time, part-time, and varying programs established by the Institution.

SUSPENSION & TERMINATION

Universal Schools & Colleges of Health & Human Services reserves the right to suspend or terminate any student whose attendance, academic progress or personal behavior does not comply with the standards and rules of the School. Reinstatement is only possible upon approval of the School's Director.

RE-ENTRY POLICY

Re-entering students will be charged at the current tuition rates for newly entering students. Amounts paid during their first period of enrollment will be credited to their account. If the student re-enters within twelve months of the withdrawal, the registration fee will be waived. If the student re-enters after 12 months of the withdrawal, a new nonrefundable registration fee will be collected.

ACADEMIC COUNSELING & PROBATION STATUS

The Instructor, as needed, will conduct academic counseling. Upon recognition of an academic deficiency, the Director of Education and Instructor shall have a private meeting to discuss an

appropriate course of action. The Director of Education will then have a private meeting with the student to discuss trouble areas and prepare a plan to remedy the deficiency. A follow-up meeting will be scheduled to measure and document plan effectiveness.

Progress Reports will be issued to each student after every quarter of their program. The formal grade review is at midpoint and the end of the program.

- A. The student will be counseled to establish a written work plan for corrective action(s). A specific time period will be given to the student to make up the work to meet satisfactory progress standards.
- B. At the conclusion of the probation period (probation period shall consist of 25% of the program length), completion of the work plan will be evaluated.

GRADUATION REQUIREMENTS & CERTIFICATE OF COMPLETION

Students must complete all required course work with a passing grade of "C" (2.0) or better, and pass their Final Exam(s) with a "C" or better. Students must have a cumulative attendance rate of 90% or better. Certified Phlebotomy Technician I students must complete 100% of their coursework. Students completing the requirements will receive a Certificate of Completion.

TUTORING

Tutoring is available to students who fail to make satisfactory progress or require remediation. The instructor may offer tutoring or tutoring may be requested by the student at no charge to the student.

LEAVE OF ABSENCE

A leave of absence of up to 30 days may be granted based upon the discretion of the Director. This request must be made in writing. Reasons for Leave of Absence may include military reasons, family or personal emergency, jury duty, or circumstances covered under the Family and Medical Leave Act of 1993.

Students returning after a 30-day leave of absence must apply for reinstatement to ascertain their academic eligibility. A student may be granted only one leave of absence during their enrollment.

REINSTATEMENT

Reinstatement of a former student is at the discretion of the Executive Director or Director. A student may be granted no more than one reinstatement during his/her enrollment. A student terminated for poor attendance or lack of academic progress may apply for reinstatement within 90 days of the termination date.

The student must provide evidence that the problem(s) that led to the reason for termination has been resolved before approval is given for reinstatement. There are no fees charged for reinstatement, however, the student must be current with their financial obligation to the school prior to being reinstated.

Reinstated students are placed on probation. The probation period shall consist of a period that is 25% of the program's length. If the student does not comply with the attendance policies during the probation period, enrollment will be terminated and the student will no longer be eligible for reinstatement.

EXCUSED AND UNEXCUSED ABSENCES

An absence may be classified as excused only if the student makes prior arrangements with his/her instructor(s) or administrative staff. All other absences will be classified as unexcused. Students must call the school to report if they are going to be absent or late.

If the student arrives to class more than five minutes late, this is regarded as a tardy. Three tardies will result as one “unexcused absence”. Three excused absences will constitute an “unexcused absence”.

MAKE-UP WORK/TESTS

Students are expected to make necessary arrangements with instructors for any make up work that is required. Make up work may be required at the discretion of the instructor for projects not turned in due to absence and the student has a maximum of one week to hand in the overdue project from the date of the original due date. Students who are absent on test days will automatically lose five percentage points off their total score and must take the missed test within one week from the original test date.

APPEAL PROCEDURE

A former student who has been placed on probation, terminated, dismissed, or denied reinstatement may appeal the action by submitting a written request to the Executive Director or Director. Based upon the written request of the student, such action may be reversed at the discretion of the Executive Director or Director.

STUDENT’S RIGHT TO CANCEL

California Education Code Section 94919(d) provides that the student has the right to cancel and obtain a refund of charges paid (excluding the registration fee) through attendance at the first class session, or the seventh day after enrollment, whichever is later. In accordance with California Education Code Section 94919(d), the institution’s policy is that all new and re-entry students have the right to cancel the enrollment agreement through the second (2) class session or until midnight of the seventh (7) calendar day after the date of enrollment, whichever is later.

In accordance with California Education Code Section 94919(b), students shall notify the school in writing of the cancellation of their enrollment agreement (“Notice of Cancellation”). If the Notice of Cancellation is received by mail, it is effective when deposited in the mail properly addressed with postage prepaid. A student may cancel the enrollment agreement in the event the school cancels the program. All monies paid (with the exception of the registration fee) will be returned to the student within thirty (30) days after either the school receives the applicant’s Notice of Cancellation, or if the school cancels this agreement as described below.

If the student is not admitted to the School, all monies paid to the School by the student are refunded.

If the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

A cancellation determination will be made by the institution for new and re-entry students on or before midnight of the seventh (7) calendar day after the date of enrollment based on the following criteria:

1. Violation of the Student Code of Conduct.
2. Unable to obtain proof of high school graduation or equivalent, if applicable.
3. Incomplete arrangements to fulfill financial obligations.

WITHDRAWAL FROM THE PROGRAM

A student may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if they have completed 60 percent or less of the period of attendance. The amount of that refund is to be “pro-rated” according to the not completed portion of the program less the cost of any equipment returned in good condition (good condition does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) and a non-refundable registration fee of \$125.00. The refund is to be paid within 45 days of withdrawal.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

1. The student notifies the institution of the student's withdrawal in writing.
2. The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
3. The student has failed to attend class for 10 days.
4. The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn on the date any of the events listed above occurred.

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

DISMISSALS

A student may be dismissed from the school for one or more of the following reasons:

- A. Excessive absenteeism or tardiness.
- B. Lack of satisfactory progress toward graduation.
- C. Misconduct.
- D. Failure to meet financial responsibilities.

Dismissals for any reason must be approved by one of the administrative officials of Universal Schools and Colleges of Health & Human Services. All dismissals are subject to the refund policy as stated herein.

SCHOOL RECORDS

Enrollees are advised and cautioned that state law requires all post-secondary vocational educational institutions to maintain school files and student records for no less than five years. Student transcripts are maintained indefinitely.

STUDENT CODE OF CONDUCT

Students are expected to follow all the rules and regulations of U.S. Colleges and to conduct themselves within the parameters of acceptable behavior at all times. While on school premises or externship sites, students shall conduct themselves in a professional manner. Disruptive behavior, including but not limited to fighting, harassment, cheating, use of profanity, and stealing is not acceptable and may lead to termination from U.S. Colleges. Use of cell phones for personal use is not permitted during any class or lab sessions and should be kept to a minimum while on campus.

NON-DISCRIMINATION POLICY

Universal Schools & Colleges of Health & Human Services does not discriminate in its enrollment of students or hiring of staff based upon a person's race, gender, sexual preferences, color, national origin, marital status, religion or disability.

CLASS SCHEDULE

Most day classes start every week throughout the year as the curriculum is presented in modular segments and night classes usually start every other week. Registrations are accepted on a daily basis. The start and end dates of enrollment will be provided at the time of enrollment.

CLASS SIZE

A typical class consists of twelve to fourteen (12-14) students or less and one (1) instructor per program.

DRUG AND ALCOHOL PREVENTION

Universal Schools & Colleges of Health & Human Services is a drug free workplace. Any student suspected of being under the influence of drugs or alcohol will be sent home for the day. Prior to returning to school, the student will be counseled and the student may be referred to appropriate community agencies by the school staff. Repeated offenses may result in student termination.

HOURS OF OPERATION

Monday-Friday Office hours: 8:00 a.m. to 8:00 p.m.

Saturday Office hours: 9:00 a.m. to 1:00 p.m.

Monday-Sunday Instruction hours: 8:00 a.m. to 10:30 p.m.

DRESS CODE

Since the objective of the school is to prepare students for professional careers in the business world, each student is expected to formulate habits of dress that meet the requirements of the medical and business community. While enrolled at the institute, students must observe the following dress code:

- Women's acceptable attire includes: simple dresses, sweaters, skirts, or slacks; jumpsuits or a two-piece outfit; flat shoes or heels; appropriate hairstyle and make-up.
- Men's acceptable attire includes: cotton pants or dress slacks; short or long sleeve shirts; sweaters; golf or knit pullovers; casual or dress shoes; neat and trim hairstyles.
- Women's attire which is not considered acceptable includes: mini-length hemlines or high slits on skirts; back-less or halter tops; low cut or strapless tops; bare midriffs; tank tops; cut off sweatshirts or warm-ups; sheer tops without proper undergarments. Hats and sunglasses in the classroom are also unacceptable.
- Men's attire which is not considered acceptable includes: warm-ups or cut off sweatshirts; tank tops; T-shirts with insignias. Hats and sunglasses in the classroom are also unacceptable.

Clinical Medical Assistant students are issued two sets of scrubs upon enrollment. Certified Phlebotomy Technician I students are issued one set of scrubs. Additional sets of scrubs may be purchased from the school for a fee of \$20 per set. It is mandatory that the students enrolled in these programs will wear their scrubs to school and to their externship sites.

In addition to the requirements above, hair should be clean and neat. Nails should be kept trim and clean. Neutral or pale shades should be worn.

STUDENT SERVICES

The following are available to all students:

1. Library and Learning Resources are available to all students and consists of a reading room with hard copy library resources and computers/printer at each campus and also may use the school's computer lab with Internet access when signed on by a school representative. Access to the learning resource center is between the hours 8am - 8pm Monday through Friday.
2. Open labs are available free of charge to graduates of the Certified Phlebotomy Technician 1 and Clinical Medical Assistant courses. Supplies for the open lab will cost \$20 per bag. Supplies should be used at the campus and are for the open lab only. The free open labs are available to graduates of these programs for 12 months or more from graduation

3. Academic and career counseling is available to all students on an as-needed basis. A regularly scheduled academic evaluation (progress reports) is held at the program mid-point. Students may be referred to outside agencies for personal and financial problems. On a regular basis, instructors will meet with each student to discuss academic progress or other problems as the need arises.
4. Support services: Emergency support services, such as childcare, transportation, maintenance, etc., are available to students who qualify by referrals to appropriate agencies.
3. Lounge: An area has been designated for the students to use during breaks and lunch. Reading matter and periodicals pertaining to the various courses may also be provided.
4. Food Services: Some campuses of Universal Schools & Colleges of Health & Human Services of Health & Human Services have in-house vending machines that are available to students during break time. Students are also encouraged to request a list of eating establishments in the area.

Housing

The institution has no responsibility to find or assist a student in finding housing and does not offer any dormitory facilities nor does it offer any assistance locating off-site housing; however, ample housing options are available near all campuses. Per the California Student Aid Commission statistics for 2017-2018, average housing costs are \$1,030.00 per month. Current statistics can be accessed via the following website:

http://www.csac.ca.gov/pubs/forms/grnt_frm/studentexpensebudget.pdf.

PLACEMENT ASSISTANCE

Universal Schools & Colleges of Health & Human Services maintains an active placement assistance service for its graduates. Following graduation or at any time thereafter, graduates may use the placement assistance program of the school. In order to participate in the placement program, the student must be current on their student loan, if applicable. The Placement staff will assist students in obtaining interviews with employers. The Placement staff keeps an employer job bank that lists known employment vacancies and upcoming openings for employment. **However, no guarantee of placement or entry level salary can or will be made. US Colleges does not promise or guarantee employment to any student or graduate.**

STUDENT PRIVACY RIGHTS & DISCLOSURE OF STUDENT RECORDS

In compliance with the Family Educational Rights and Privacy Act of 1974, Universal Schools & Colleges of Health & Human Services has established both policies and procedures to protect the privacy of individuals, to establish the right of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data through informal or formal hearings. Adult students, parents of minor students, and tax dependent students have the right to inspect, review, and challenge information contained in their educational records or those of their minor or tax dependent child. Educational records are defined as files, materials, and documents that contain information directly related to a student and are maintained by the Executive Director of the school. Students are not entitled to inspect the financial records of their parents. The only other person/s that has the right to inspect your files are government agencies that authorize schools to operate and teach the programs offered by the school.

Universal Schools & Colleges of Health & Human Services reserves the right to amend, change, cancel, review policies, procedures, curriculum, and class schedules in order to benefit the students.

FACULTY

The faculty of Universal Schools & Colleges of Health & Human Services is represented by a team of highly motivated individuals whose direction and private sector experience serves to facilitate instruction and counseling of each student to identify goals and achieve the preparation necessary

for success. Please refer to our Catalog supplement "Insert A" for a list of our faculty and their qualifications.

VETERANS POLICIES AND PROGRAMS

Veteran's Credit for Previous Education or Training

Students must report all education and training. The school must evaluate and grant credit, if appropriate, with the training time shortened, the tuition reduced proportionately, and the VA and student notified.

Veterans Benefits

GI Bill refers to any Department of Veterans Affairs education benefit earned by members of Active Duty, Selected Reserve and National Guard Armed Forces and their families. The benefit is designed to help service members and eligible veterans cover the costs associated with getting an education or training. The GI Bill has several programs and each is administrated differently -- depending on a person's eligibility and duty status.

GI Bill Programs:

For a description of each GI Bill program, including eligibility requirements, and payment amounts please contact your Veterans Administrators Office for the following:

Post-9/11 GI Bill

Active Duty Montgomery GI Bill

Reserve and Guard Montgomery GI Bill

Reserve Educational Assistance Program (REAP)

Vocational Rehabilitation and Education Program

The following programs are available to survivors of service members who die in the line of duty or dependents of totally disabled veterans:

Dependents' Education Assistance (DEA)

Fry Scholarship

Agency Programs

Work Investment Act, State Rehabilitation and Displaced Workers programs are available through various agencies. US Colleges participates with several state and local agencies that provide these programs. If you are receiving unemployment benefits or are on a subsidy program, contact your local agency office to see if you qualify for one of these programs.

PROGRAM TUITION, BOOKS AND FEES

Program	Tuition	Registration Fee*	Student Tuition Recovery Fund**	Books & Supplies	Total Charges for the Program***
Medical Administration Secretary	\$5,870.00	\$125.00	\$0.00	\$0.00	\$5,995.00
Medical Biller	\$5,870.00	\$125.00	\$0.00	\$0.00	\$5,995.00
Certified Phlebotomy Technician I - Full Time	\$2,295.00	\$100.00	\$0.00	\$0.00	\$2,395.00
Certified Phlebotomy Technician I - Part Time	\$2,895.00	\$100.00	\$0.00	\$0.00	\$2,995.00
Certified Phlebotomy Technician I - Weekend	\$2,595.00	\$100.00	\$0.00	\$0.00	\$2,695.00
Clinical Medical Assistant - Full Time	\$2,895.00	\$100.00	\$0.00	\$0.00	\$2,995.00
Clinical Medical Assistant - Part Time	\$3,895.00	\$100.00	\$0.00	\$0.00	\$3,995.00
Computerized Office Specialist	\$5,870.00	\$125.00	\$0.00	\$0.00	\$5,995.00
Computerized Office & Accounting Specialist	\$6,870.00	\$125.00	\$0.00	\$0.00	\$6,995.00

Note: Effective June 5, 2017 (Applies to students that begin their program on or after this date)

* Non- Refundable Fee

** The State of California Student Tuition Recovery Fund (STRF). (Non- Refundable)

*** Total charges for a period of attendance and schedule of total charges for the entire educational program.

Program	Tuition	Registration Fee*	Student Tuition Recovery Fund**	Books & Supplies	Total Charges for the Program***
Medical Administration Secretary	\$5,870.00	\$125.00	\$0.00	\$0.00	\$5,995.00
Medical Biller	\$5,870.00	\$125.00	\$0.00	\$0.00	\$5,995.00
Certified Phlebotomy Technician I - Full Time	\$2,695.00	\$100.00	\$0.00	\$0.00	\$2,795.00
Certified Phlebotomy Technician I - Part Time	\$2,695.00	\$100.00	\$0.00	\$0.00	\$2,795.00
Certified Phlebotomy Technician I - Weekend	\$2,695.00	\$100.00	\$0.00	\$0.00	\$2,795.00
Clinical Medical Assistant - Full Time	\$2,895.00	\$100.00	\$0.00	\$0.00	\$2,995.00
Clinical Medical Assistant - Part Time	\$3,895.00	\$100.00	\$0.00	\$0.00	\$3,995.00
Computerized Office Specialist	\$5,870.00	\$125.00	\$0.00	\$0.00	\$5,995.00
Computerized Office & Accounting Specialist	\$6,870.00	\$125.00	\$0.00	\$0.00	\$6,995.00

Note: Effective October 1, 2017 (Applies to students that begin their program on or after this date)

* Non- Refundable Fee

** The State of California Student Tuition Recovery Fund (STRF). (Non- Refundable)

*** Total charges for a period of attendance and schedule of total charges for the entire educational program.

PROGRAMS OFFERED & PERIOD OF ATTENDANCE

<u>NON DEGREE COURSES</u>	<u>PROGRAM HOURS</u>
MEDICAL ADMINISTRATION SECRETARY 8 WEEKS OR 16 WEEKS	160 HOURS
MEDICAL BILLER 8 WEEKS OR 16 WEEKS	160 HOURS
CERTIFIED PHLEBOTOMY TECHNICIAN I 7 WEEKS OR 8 WEEKS	118 HOURS
CLINICAL MEDICAL ASSISTANT 12 WEEKS OR 16 WEEKS	300 HOURS
COMPUTERIZED OFFICE SPECIALIST 8 WEEKS	160 HOURS
COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST 10 WEEKS	200 HOURS

Programs and Campus Chart

	Riverside Campus	Anaheim Campus	Montclair Campus	San Diego Campus
Medical Administration Secretary	X	X	X	X
Medical Biller	X		X	X
Certified Phlebotomy Technician I	X	X	X	X
Clinical Medical Assistant	X	X	X	X
Computerized Office Specialist	X	X	X	
Computerized Office & Accounting Specialist	X	X	X	X

X = Currently Offering

**MEDICAL ADMINISTRATION SECRETARY COURSE
100 SERIES**

The Medical Administration Secretary course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted functions in the physician's office. Front office skills are emphasized along with basic medical terminology, anatomy, medical record management, scheduling, accounting skills, billing and collecting procedures, typing and 10-key. Extensive computer instruction and lab is also provided in Windows 7, Electronic Medical Record, Medisoft, and other programs.

Upon successful completion of this course, and final exam, students will receive a Certificate of Completion in Medical Administration Secretary.

MEDICAL ADMINISTRATION SECRETARY	100 SERIES	
	HOURS	UNITS
Medical Office Etiquette & Ethics	10	1.0
Medical Terminology	20	2.0
Human Anatomy	10	1.0
Typing & 10-Key	10	1.0
Office Administration Skills	20	2.0
Accounting	20	2.0
Medical Insurance Coding (CPT & ICD-10)	20	2.0
Medical Insurance Claims Preparation	20	2.0
Medical Records Management	10	1.0
Billing and Collecting	10	1.0
Career Management & Communication Skills	10	1.0
TOTAL HOURS	160	16.0

Equipment Used: Textbook, workbook, medical terminology book, overhead projector, whiteboard, TV/DVD, computer, printer, Medisoft software, and coding books.

MEDICAL BILLER COURSE
100 SERIES

The Medical Biller course is designed to provide the student with the skills and knowledge necessary to successfully perform multifaceted-functions in a doctor's office. Knowledge of various insurance providers is emphasized along with basic medical terminology, anatomy, and the training to perform the basic techniques in billing and coding. Extensive computer instruction and lab time is also provided in Windows 7, Electronic Medical Record, Medisoft, and other programs.

Upon successful completion of this course and final exam, the student will receive a Certificate of Completion in Medical Biller.

MEDICAL BILLER	100 SERIES	
	HOURS	UNITS
Medical Office Etiquette & Ethics	10	1.0
Medical Terminology	10	1.0
Human Anatomy	10	1.0
Office Administration	10	1.0
International Classification of Diseases I & II	20	2.0
Coding Techniques for ICD-10	10	1.0
Physicians Current Procedural Terminology I & II	10	1.0
Coding Techniques for CPT	10	1.0
Principles for Completion of the HCFA 1500 Form	10	1.0
Insurance Providers	20	2.0
Patient Case Studies & History Charts	10	1.0
Medical Billing Software Application I & II	20	2.0
Career Management & Communication Skills	10	1.0
TOTAL HOURS	160	16.0

Equipment Used: Textbook, workbook, medical terminology book, overhead projector, TV/DVD, whiteboard, computer, printer, Medisoft software, and coding books.

CERTIFIED PHLEBOTOMY TECHNICIAN I COURSE

The Certified Phlebotomy Technician I course is designed to provide the student with the skills and knowledge necessary to work in a clinical laboratory, hospital, clinic, or physician's office setting. Twenty hours of lecture will cover basic phlebotomy skills in the areas of infection control, universal precautions and safety, anatomy and physiology of body systems emphasizing the circulatory system, and appropriate medical terminology, proper identification of the patient and specimens, importance of overall patient care, selection and preparation of the skin puncture site, blood collection equipment, types of tubes and additives, order of the draw, post-puncture care and appropriate sharps, needle, and waste disposal. An additional twenty hours of lecture is provided in advanced infectious disease control and biohazards, anticoagulation theory, knowledge of pre-analytical sources of error in specimen collection, transport, processing, and storage, and anatomical site selection and patient preparation, risk factors and appropriate response to complications, recognition of and corrective action to take with problems in test requisitions, specimen transport and processing, applications of basic concepts of communication, interpersonal relations, stress management, professional behavior, ethics, legal implications pertaining to phlebotomy, and quality assurance. The student will then perform a mandatory externship of forty hours of practical instruction and experience in phlebotomy. The student will be required to perform and document a minimum of 50 successful venipunctures and 10 successful skin punctures while in the clinical setting. The student will be required to pass a written examination in phlebotomy administered by a certifying agency approved by the California Department of Health, Laboratory Field Services Branch.

Upon successful completion of the course, and successful completion of the written examination by a certified agency approved by the California Department of Health, Laboratory Field Services administered and paid for one time by the school, the student will receive a certification of completion as a Certified Phlebotomy Technician I and have their application submitted and paid for by the school directly to the California Department of Health, Laboratory Field Services for certification as a Certified Phlebotomy Technician I. If the student fails the written examination by a certified agency, the student may retake the test a total of three times at a cost of \$90 to be paid for by the student for each subsequent exam.

CERTIFIED PHLEBOTOMY TECHNICIAN I

	Hours
Phlebotomy Practice and Healthcare settings, Proper Identification and Preparation of Site, Post Puncture Care, Disposal of Sharps, Needles, Biohazardous Waste, Instructions to Client, Infection Control	8
Basic Anatomy and Physiology of Organ Systems	8
Basic Anatomy and Physiology of Organ Systems: Circulatory System (Continued) & Phlebotomy Equipment	8
Phlebotomy Technique	8
Phlebotomy Technique (Continued) & Challenge of Phlebotomy Lecture, Basic Final Exam & Venipuncture Lab	8
Caring for the Pediatric Patient	8
Sample Considerations and Special Procedures	8
Sample Preparation and Handling & Customer Service	8
Compliance, Legal, and Ethical Issues & Competency Lecture	8
Practical Assessment & Final Exam	6

Externship-Mandatory

Total Hours 40
118

Equipment Used: whiteboard, overhead projector, TV/DVD, centrifuge, medical laboratory supplies, phlebotomy chair, needles, syringes, butterflies, tourniquets, blood collection tubes, bio-hazardous waste containers, and computers. Students are issued 1 sets of scrubs upon enrollment and they may purchase additional sets for \$20 per set.

Requirements for State Certification/Licensure:

1. Must be 18 years of age and possess a valid high school diploma or GED.
2. Must complete a State of California Department of Health, Laboratory Field Services approved 80 hours of Full Phlebotomy course that includes a mandatory 40 hour externship.
3. Applicants with misdemeanors and/or felonies are approved on a case by case basis and must disclose them on the attestation page.

CLINICAL MEDICAL ASSISTANT COURSE 100 SERIES

The Clinical Medical Assistant course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted functions in the physician's office. Back office skills are emphasized along with basic medical terminology and anatomy. An extensive hands-on lab is also provided and the student will demonstrate proficiency in various back office skills including vital signs, measurements, patient history, physical examination, minor office surgery, calculation of medication doses and administration, laboratory procedures, venipuncture, capillary puncture, EKG's, and emergency medical procedures. The student will also complete a mandatory 80-hour externship in a clinic or medical office practice. Upon successful completion of the course, final exam, and the mandatory 80 hour externship, the student will receive a Certificate of Completion as a Clinical Medical Assistant. The student is also eligible to take a national certification exam paid for one time by the school.

CLINICAL MEDICAL ASSISTANT	100 SERIES	
	HOURS	UNITS
Introduction to Medical Assisting and Health Professions	10	1.00
Medical Terminology	10	1.00
Human Anatomy	15	1.50
Therapeutic Approach Communication & Coping Skills	10	1.00
Legal & Ethical Considerations	5	0.50
Emergency Procedures & First Aid	10	1.00
Infection Control & Asepsis	10	1.00
The Patient Chart: Medical History & Documentation	10	1.00
Vital Signs & Measurements	10	1.00
Physical Examination	5	0.50
Assisting with Specialty Examinations & Procedures (OB/GYN, Pediatrics, Gerontology, Urology)	15	1.50
Examination & Procedures of Body Systems	10	1.00
Assisting with Minor Surgery	10	1.00
Diagnostic Imaging	5	0.50
Rehabilitation & Therapeutic Modalities	10	1.00
Nutrition in Health & Disease	5	0.50
Basic Pharmacology	5	0.50
Calculation of Medication Dosage	5	0.50
Medication Administration	5	0.50
Electrocardiology	5	0.50
Laboratory Procedures Safety & Regulatory Guidelines	10	1.00
Phlebotomy Venipuncture & Capillary Puncture	10	1.00
Hematology, Urinalysis	7.5	0.75
Basic Microbiology	7.5	0.75
Specialty Laboratory Test	5	0.50
Office & Human Resources Management	5	0.50
Employment Strategies & Interview Techniques	5	0.50
Mandatory Externship	80	8.00
TOTAL HOURS	300	30.00

Equipment used: Textbook, workbook, medical terminology book, whiteboard, overhead projector, TV/DVD, stethoscope, B/P cuff, medical lab supplies, EKG machine, syringes, needles, blood tubes, bio-hazardous waste containers, autoclave, centrifuge, exam table, and medical instruments. Students are issued 2 sets of scrubs upon enrollment and they may purchase additional sets for \$20 per set. **Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course if the student chooses to obtain a national certification.**

COMPUTERIZED OFFICE SPECIALIST

100 SERIES

The Computerized Office Specialist Course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted computer functions in any office setting. Students will learn how to use Windows 7, Microsoft Office Suite 2010, word processing, spreadsheets, presentation, and Internet software. An extensive hands-on lab is also featured for the student to follow the instructor demonstrations of the various systems being taught.

Upon successful completion of this course and final exam, students will receive a Certificate of Completion as a Computerized Office Specialist.

COMPUTERIZED OFFICE SPEACIALIST

100 SERIES

	HOURS	UNITS
Exploring the Windows Desktop & Working with Windows 7	8	0.80
Exploring Disc Organization	2	0.20
Windows Accessories & Printing Features	6	0.60
Coping, Moving, Exchanging & Sharing Data	4	0.40
Word Processing – Overview of Icons	4	0.40
Overview of Word & it's Purpose	4	0.40
Word Basics, Creating & Editing Documents	8	0.80
Formatting Text, Creating Letters & Brochures	8	0.80
Working with Graphics & Long Documents	8	0.80
Automating Word	4	0.40
Exploring Hyperlinks & the Web	4	0.40
Spreadsheet Basics	6	0.60
Entering & Editing Data	6	0.60
Doing Math with Formulas & Functions	6	0.60
Formatting & Printing Worksheets	6	0.60
Charting Data	6	0.60
Using Templates and Macros	5	0.50
Advanced Excel Topics	5	0.50
Introduction to PowerPoint	2	0.20
Templates, Slides & Slideshow Creation	9	0.90
Adding Effects & Animation	9	0.90
Introduction to Internet & Internet Exploring, Providers & Service Areas	15	1.50
Privacy Issues & Email	5	0.50
Database Introduction	4	0.40
Designing & Creating Databases	4	0.40
Adding & Maintaining Data	4	0.40
Sorting & Selecting Records	4	0.40
Viewing, Entering & Editing Data with Forms	4	0.40
TOTAL HOURS	160	16.00

Equipment Used: Textbook, in-focus projector, computer, printer, and Microsoft Office Suite 2010.
Job Titles include: Receptionist, Administrative Assistant, Administrator, Computer Operator and Data Entry.

COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST 100 SERIES

The Computerized Office & Accounting Specialist Course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted computer functions in any office setting. Students will learn how to use Windows 7, Microsoft Office Suite 2010, word processing, spreadsheets, presentation, Internet software, basic accounting principles, QuickBooks Pro, accounts payable and receivable, payroll setup and processing. An extensive hands-on lab is also featured for the student to follow the instructor demonstrations of the various systems being taught.

Upon successful completion of this course and final exam, students will receive a Certificate of Completion as a Computerized Office & Accounting Specialist.

COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST	100 SERIES	
	HOURS	UNITS
Exploring the Windows Desktop & Working with Windows 7	8	0.80
Exploring Disc Organization	2	0.20
Windows Accessories & Printing Features	6	0.60
Coping, Moving, Exchanging & Sharing Data	4	0.40
Word Processing – Overview of Icons	4	0.40
Overview of Word & it's Purpose	4	0.40
Word Basics, Creating & Editing Documents	8	0.80
Formatting Text, Creating Letters & Brochures	8	0.80
Working with Graphics & Long Documents	8	0.80
Automating Word	4	0.40
Exploring Hyperlinks & the Web	4	0.40
Spreadsheet Basics	6	0.60
Entering & Editing Data	6	0.60
Doing Math with Formulas & Functions	6	0.60
Formatting & Printing Worksheets	6	0.60
Charting Data	6	0.60
Using Templates and Macros	5	0.50
Advanced Excel Topics	5	0.50
Introduction to PowerPoint	2	0.20
Templates, Slides & Slideshow Creation	9	0.90
Adding Effects & Animation	9	0.90
Introduction to Internet & Internet Exploring, Providers & Service Areas	15	1.50
Privacy Issues & Email	5	0.50
Database Introduction	4	0.40
Designing & Creating Databases	4	0.40
Adding & Maintaining Data	4	0.40
Sorting & Selecting Records	4	0.40
Viewing, Entering & Editing Data with Forms	4	0.40
Introduction to Bookkeeping and Accounting	5	0.50
Managing Revenue	5	0.50
Managing Expenses	10	1.00
Payroll Setup	10	1.00
Payroll Processing	10	1.00
TOTAL HOURS	200	20.00

Equipment Used: Textbook, in-focus projector, computer, printer, Microsoft Office Suite 2010, and QuickBooks Pro.

CAREER OUTCOMES

(Listed are the possible employment positions for which each program prepares its graduates)

US Colleges does not promise or guarantee employment to any student or graduate.

Clinical Medical Assistant: (31-9092.00, 31-1014.00)

This program prepares students for entry-level positions, such as Medical Assistant, Clinical Assistant and Nursing Clinical Assistant.

Computerized Office & Accounting Specialists: (43-6011.00, 43-9021.00, 43-9061.00, 41-3031.02, 43-4161.00)

This program prepares students for entry-level positions, such as Administrative Assistant, Customer Service Representative, Marketing Data Entry Clerk, Office Clerk and Human Resource.

Computerized Office Specialists: (43-6011.00, 43-9021.00, 43-9061.00, 41-3031.02, 43-4161.00)

This program prepares students for entry-level positions, such as Administrative Assistant, Customer Service Representative, Marketing Data Entry Clerk, Office Clerk and Human Resource.

Medical Administration Secretary: (31-9092.00, 43-6013.00, 43-6011.00, 43-9061.00, 43-4071.00)

This program prepares students for entry-level positions, such as Medical Administrative Secretary, Medical Assistant, Front Office Office Manager, File Clerk, Medical Billing and Administrative Assistant.

Medical Biller: (43-6013.00, 43-3021.02)

This program prepares students for entry-level positions, such as Medical Billing, Insurance Billers and Office Manager.

Certified Phlebotomy Technician 1: (31-9097.00, 29-2012.00)

This program prepares students for entry-level positions, such as Phlebotomists, Medical Lab Assistant, Lab Assistant, Lab Specimen Processor, Accessioner, Mobile Phlebotomists, Clinical Assistant, Floor Technician, Research Assistant and Health Screener.

INSTRUCTIONAL FACILITIES

Riverside

The school's physical address (and location where classes are held) is 2023 Chicago Avenue, Suite B-1, Riverside, CA 92507, close to the 91/215 & 60 freeway interchange. The school consists of 8,300 square feet of classrooms and offices on one floor specifically designed as a business school. There are five administrative offices, reception area, five classrooms, and a medical lab and a computer lab, each with a capacity for 12 – 20 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. Two restrooms are located inside the building. Maximum capacity for each course is as follows:

Medical Administration Secretary	-20
Medical Biller	-20
Clinical Medical Assistant	-12
Certified Phlebotomy Technician I	-12
Computerized Office Specialist	-18
Computerized Office & Accounting Specialist	-18

Montclair

The school's physical address (and location where classes are held) is 5050 Palo Verde Street, Suite 210, Montclair, CA 91763. The school consists of 3,784 square feet of classrooms and offices on the second floor specifically designed as a business school. There are four administrative offices, a large reception area, three classrooms, employee break area, student break area, two computer labs, and a phlebotomy and medical assistant lab each with a capacity for 10-16 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. Two restrooms are located outside in the lobby of the building. Maximum capacity for each course is as follows:

Medical Administration Secretary	-10
Medical Biller	-10
Clinical Medical Assistant	-10
Certified Phlebotomy Technician I	-18
Computerized Office Specialist	-10
Computerized Office & Accounting Specialist	-10

San Marcos

The school's physical address (and location where classes are held) is 2085 Montiel Road, Suite D-100, San Marcos, CA 92069, off of the 78 freeway off the San Marcos Blvd. off-ramp. The school consists of 4,252 square feet of classrooms and offices on one floor specifically designed as a business school. There are two administrative offices, a large reception area, four classrooms, two clinical classrooms, and one computer lab, each with a capacity for 10 to 16 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. One restroom is located on the premises and two restrooms are located in the lobby of the building. Maximum capacity for each course is as follows:

Medical Administration Secretary	-16
Medical Biller	-16
Clinical Medical Assistant	-16

Certified Phlebotomy Technician I	-16
Computerized Office Specialist	-10
Computerized Office & Accounting Specialist	-10

Anaheim

The school's physical address (and location where classes are held) is 2390 E. Orangewood Avenue, Suite 200, Anaheim, CA 92806. The school consists of 4,700 square feet of classrooms and offices on one floor specifically designed as a business school. There are three administrative offices, a reception area, three classrooms, a computer lab, and a clinical lab, each with a capacity for 12 to 18 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. Two restrooms are located in the hall just outside of the suite. Maximum capacity for each course is as follows:

Medical Administration Secretary	-18
Medical Biller	-18
Clinical Medical Assistant	-18
Certified Phlebotomy Technician I	-18
Computerized Office Specialist	-18
Computerized Office & Accounting Specialist	-18

San Diego

The school's physical address (and location where classes are held) is 2650 Camino Del Rio North, Suite 100, San Diego, CA 92108, near the 163, 15, and 8 freeways in between Mission Valley and Fashion Valley Malls. The school consists of 8,000 square feet of classrooms and offices on one floor specifically designed as a business school. There are four administrative offices, a reception area, five classrooms, two medical labs, and one computer lab, each with a capacity for 20 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. Two restrooms are located just outside in the hallway of the building. Maximum capacity for each course is as follows:

Medical Administration Secretary	-20
Medical Biller	-20
Clinical Medical Assistant	-20
Certified Phlebotomy Technician I	-20
Computerized Office Specialist	-20
Computerized Office & Accounting Specialist	-20



U.S. COLLEGES

Anaheim Campus Staff/Faculty

COLLEEN MANFRO
CAMPUS PRESIDENT

CHERYL SHAW
DIRECTOR OF EDUCATION

SOPHIE ANDAYA, RN, MSN
PHLEBOTOMY PROGRAM DIRECTOR

MICHELLE MORALES
DIRECTOR OF CAREER SERVICES

JENNIFER LUNA
DIRECTOR OF ADMISSIONS

Clinical Medical Assistant

Carol Tuinenburg

Degrees/Certs: AA from Orange Coast College in Orange CA; CMA from Newbridge College in Santa Ana, CA
Professional Experience: 16 years

Nursing Assistant

Dale McCants

Degrees/Certs: LVN from American Career College in Anaheim, CA; Instructor certification from CA Dept of Health in Sacramento, CA
Professional Experience: 11 years

Certified Phlebotomy Technician I

Irica Williams

Degrees/Certs: CPT1 from University of California Irvine Medical Center in Irvine, CA
NCCT from MMCI in Irvine, CA
Medical Laboratory Technician from Whittier Institute of Technology in Whittier, CA
Professional Experience: 27 years

Arlene Santome

Degrees/Certs: CPT1 and NCCT from Saddleback College, Irvine CA
Professional Experience: 10 years

Carol Smalling

Degrees/Certs: CPT1 and NCCT from Allied Medical and Health Services, Glendale, CA
Associates in Applied Science from Moraine Valley Community College, IL
Professional Experience: 30 years

Marcela Lamana

Degrees/Certs: CPT1 and Associate's Degree in anatomy, physiology and microbiology from Saddleback College, Mission Viejo, CA
Professional Experience: 16 years

Computerized Office Specialist

Lloyd Dees

Degrees/Certs: Microsoft Certified Trainer-Microsoft Corporation online training
Professional Experience: 41 years

Computerized Office & Accounting Specialist

Lloyd Dees

Degrees/Certs: Microsoft Certified Trainer – Microsoft Corporation online training
Professional Experience: 41 years



Montclair Campus Staff/Faculty

COLLEEN MANFRO
CAMPUS PRESIDENT

CHERYL SHAW
DIRECTOR OF EDUCATION

SOPHIE ANDAYA, RN, MSN
PHLEBOTOMY PROGRAM DIRECTOR

MICHELLE MORALES
DIRECTOR OF CAREER SERVICES

JENNIFER LUNA
DIRECTOR OF ADMISSIONS

Medical Administration Secretary

Theresa Augustine

Degrees/Certs: RMA from Bryman College in Riverside, CA, Bachelors in vocational education from Cal State Long Beach
Professional Experience: 35 years

Medical Biller

Theresa Augustine

Degrees/Certs: RMA from Bryman College, Bachelors in Vocational Education from Cal State Long Beach
Professional Experience: 35 years

Clinical Medical Assistant

Marbella Lenehan

Degrees/Certs: MA from Bryman College in Ontario, CA
Professional Experience: 8 years

Certified Phlebotomy Technician I

Anette Baluyot

Degrees/Certs: CPT1 from US Colleges in Montclair, CA
NCCT – Us Colleges in Montclair, CA
Professional Experience: 16 years

Carol Melendez

Degrees/Certs: MA from Bryman College in Ontario, CA, CPT1 from Quest Diagnostics
Professional Experience: 37 years

Computerized Office Specialist

Giambruno, Sal

Degrees/Certs: Bachelors in Business Administration from Cal Poly University in Pomona, CA
Professional Experience: 30 years

Computerized Office & Accounting Specialist

Giambruno, Sal

Degrees/Certs: Bachelors in Business Administration from Cal Poly University in Pomona, CA
Professional Experience: 30 years



San Diego Campus Staff/Faculty

COLLEEN MANFRO
CAMPUS PRESIDENT

CHERYL SHAW
DIRECTOR OF EDUCATION

SOPHIE ANDAYA, RN, MSN
PHLEBOTOMY PROGRAM DIRECTOR

MICHELLE MORALES
DIRECTOR OF CAREER SERVICES

JENNIFER LUNA
DIRECTOR OF ADMISSIONS

Medical Administration Secretary

Nancy Heselton

Degrees/Certs: Associates in General Education from Mira Costa College in Oceanside, CA, Medical Billing/Anatomy and Physiology from Mesa College in San Diego, CA
Professional Experience: 40 years

Medical Biller

Stephen Rothwell

Degrees/Certs: Medical Administrative Assistant from Concorde Career Institute in San Diego, CA, State Teacher Certification for Post Secondary Education
Professional Experience: 18 years

Clinical Medical Assistant

Joyce Wright

Degrees/Certs: MA/Bachelor's in Healthcare Administration from Trident University International in Chicago, IL
Navy Health Promotion and Wellness Program – U.S. Navy
Professional Experience: 17 years

Michael Curry

Degrees/Certs: Bachelors in Health Care Management from Southern Illinois University in Carbondale IL, Associates in Health Sciences Laboratory Technology from George Washington University in Washington D.C.
Professional Experience: 12 years

Certified Phlebotomy Technician I

Maritza Perez-Gonzalez

Degrees/Certs: CPT1 and MA from Pacific College in San Diego, CA
Professional Experience: 15 years

Joseph Lutero

Degrees/Certs: CPT1 from Family Health Center in San Diego, CA
Professional Experience: 28 years

Antonio Gama

Degrees/Certs: Associates in Science/Allied Health from San Diego City College, CPT1 from US Colleges in San Diego, MA from Groosmont Health Occupation Institute in San Diego, CA
Professional Experience: 14 years

Paul Taft

Degrees/Certs: Associates in Holistic Health Science from Pacific College in San Diego. CPT1 from Vista Adult School in San Diego. CMA from U.S. Colleges in San Diego.
Professional Experience: 20 years

Computerized Office Specialist

Karla Zertuche

Degrees/Certs: MBA in leadership from University of Phoenix in San Diego, CA
Bachelors in behavioral science from National University in San Diego, CA
Professional Experience: 13 years

Computerized Office & Accounting Specialist

Karla Zertuche

Degrees/Certs: MBA in leadership from University of Phoenix in San Diego CA
Bachelors in behavioral Science from National University in San Diego, CA
Professional Experience: 13 years



U.S. COLLEGES

Riverside Campus Staff/Faculty

COLLEEN MANFRO
CAMPUS PRESIDENT

CHERYL SHAW
DIRECTOR OF EDUCATION

SOPHIE ANDAYA, RN, MSN
PHLEBOTOMY PROGRAM DIRECTOR

MICHELLE MORALES
DIRECTOR OF CAREER SERVICES

JENNIFER LUNA
DIRECTOR OF ADMISSIONS

Medical Biller

Terre Carter

Degrees/Certs: Bachelor's in Healthcare Administration
from University of Phoenix
Professional Experience: 15 years

Clinical Medical Assistan

Izimir Caro-Villareal

Degrees/Certs: MA Diploma from Kaplan College in
Vista, CA
Professional Experience: 10 years

Certified Phlebotomy Technician I

Vickie Holden

Degrees/Certs: CPT1/NCCT from CA Paramedical
Technical College in Riverside, CA
Professional Experience: 23 years

Claudia Guevara

Degrees/Certs: CPT1/NCCT from US Colleges in Riverside, CA
Professional Experience: 10 years

Jennifer Burgoz

Degree/Certs: CPT1/NCCT from California Nurses Educational Institute in
Cathedral City, CA
Medical Assistant Certificate from Summit Career College in Colton, CA
Professional Experience: 18 years

Computerized Office Specialist

Sal Giambruno

Degrees/Certs: Bachelor's in Business Administration from Cal Poly Pomona,
CA
Professional Experience: 30 years

Computerized Office & Accounting Specialist

Sal Giambruno

Degrees/Certs: Bachelor's in Business Administration from Cal Poly Pomona,
CA
Professional Experience: 30 years

Universal Schools and Colleges of Health and Human Services

TITLE 38 BENEFICIARY ADDENDUM

Satisfactory Academic Progress (SAP) Policy

US Colleges of Health and Human Services will evaluate each Title 38 beneficiary's progress in 25% increments.

1. Title 38 beneficiaries are expected to maintain a grade of C (70%) or better at the end of each evaluation point in order to be deemed as progressing satisfactorily.
2. If a Title 38 beneficiary does not meet the minimum grade of C (70%) at the end of any evaluation point, he or she will be placed on academic probation until the next immediate evaluation point. The student will be counseled regarding their academic requirements.
3. If at the end of the Title 38 beneficiary's probation period, his or her grade still does not meet the minimum satisfactory grade, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately. Student will be withdrawn from the program of study.
4. In order to be recertified for benefits, Title 38 beneficiaries must submit written appeal to the School Director. Appeals will be reviewed on a case by case basis.

Attendance Policy

1. Students are expected to attend all scheduled classes.
2. If a student does not meet a minimum attendance of 80% in all scheduled classes, he or she will be placed on probation in the next immediate evaluation point.
3. If at the end of the student's probation, he or she has not improved attendance to 80% or better, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately.

Refund Policy

This school has and maintains a policy for the refund of the unused portion of tuition, fees, and other charges in the event the veteran or eligible person fails to enter the course or withdraws, or is discontinued therefrom at any time prior to the completion. The amount charged to the veteran or eligible person for tuition, fees, and other charges does not exceed the approximate pro rata portion of the total charges for tuition, fees, and other charges, that the length of the completed portion of the course should bear to its total length.

The maximum non-refundable registration fee allowed by VA is \$10.00

A copy of the course outline, schedule of tuition, fees, and other charges, regulations pertaining to absences, grading policy, and rules of operation and conduct will be furnished to the veteran or eligible person upon enrollment.