12/2017

LETTER FROM THE PRESIDENT
Welcome to

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

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

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

Our reputation is based on your success.

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

Catalog Campus

MILAN INSTITUTE
Main Campus
6500 S. Mooney Blvd.
Visalia, CA 93277
(559) 684-3900

The program(s) listed in this catalog apply to only this campus. Please refer to the catalog designated for a particular campus for programs offered at other locations.

Additional Locations

MILAN INSTITUTE
950 Industrial Way
Sparks, NV 89431
(775) 348-7200

MILAN INSTITUTE
Additional Space
950 Industrial Way, Suite B
Sparks, NV 89431
(775) 348-7200

www.milaninstitute.edu

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

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.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at

2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov

toll-free telephone number (888) 370-7589 or by fax (916) 263-1897

Effective December 2017 - December 2018

ABOUT MILAN INSTITUTE

MISSION STATEMENT

The mission of Milan Institute is to meet the needs of students and employers by offering quality, short term educational programs in career fields with solid growth potential.

PHILOSOPHY AND OBJECTIVES

Milan Institute recognizes that some people wish to increase their knowledge, and others, for the sake of their job or lifestyle must increase their skill level and employability. The objective of the school is to provide the student with the finest possible education in his or her chosen area in the shortest possible time.

HISTORY

August 1982: Trinity School of Court Reporting began operation in San Francisco, California.

October 1985: Golden State Business College, Inc. (GSBC, Inc.) opened Golden State Business College in Visalia, California offering classes in the business field.

April 1987: GSBC, Inc. received national accreditation from the Accrediting Council for Continuing Education and Training (ACCET).

August 1988: GSBC, Inc. purchased Trinity School of Court Reporting in San Francisco, California and changed the name to Trinity Business College.

February 1992: GSBC, Inc. opened a Trinity Business College location at 1150 North First Street, San Jose, California.

March 1998: Trinity Business College, San Francisco moved to 939 Market Street, 2nd Floor, San Francisco, California.

March 1998: GSBC, Inc. changed the name of its San Francisco and San Jose, California locations from Trinity Business College to Trinity College.

July 2000: Trinity College, San Jose moved to 25 North 14th Street, Suite 460, San Jose, California.

September 2000: GSBC, Inc. opened a Trinity College location at 934 Missouri Street, Fairfield, California.

October 2000: GSBC, Inc. opened a Golden State Business College location at 1320 East Shaw Avenue, Suite 156, Fresno, California.

April 2001: Trinity College, Fairfield moved its administrative offices to 804 Texas Street in Fairfield, California; classrooms are still located at 934 Missouri Street in Fairfield, California.

December 2001: GSBC, Inc. closed its Trinity College location in San Francisco, California.

May 2002: GSBC, Inc. received approval to open a Trinity College location at 1111 Howe Avenue, Suite 620, Sacramento, California.

May 2002: GSBC, Inc. changed the name of its Visalia and Fresno, California locations from Golden State Business College to Golden State College.

June 2002: GSBC, Inc. received approval to open a Golden State College location at 1001 Tower Way, Suite 130, Bakersfield, California.

February 2003: GSBC, Inc. received approval to open Nevada Career Academy at 950 Industrial Way, Sparks, Nevada.

July 2003: GSBC, Inc. requested approval to open a Trinity College location at 3595 Sonoma Boulevard, Suite 10, Vallejo, California.

November 2004: GSBC, Inc. received approval from the Bureau for Private Postsecondary and Vocational Education (BPPVE) to change its Golden State College auxiliary classrooms in Fresno and Bakersfield, California into branch campuses.

January 2005: GSBC, Inc. received approval from the BPPVE to change its Trinity College auxiliary classroom in Vallejo, California into a branch campus.

March 2005: GSBC, Inc. closed its Golden State College location in Fresno, California.

August 2005: GSBC, Inc. closed its Trinity College location in Sacramento, California.

August 2005: Trinity College, Fairfield moved its administrative offices to 934 Missouri Street in Fairfield, California; classrooms are still located at 934 Missouri Street in Fairfield, California.

September 2005: GSBC, Inc. closed its Trinity College location in San Jose, California.

February 2007: GSBC, Inc. changed the name of its Visalia and Bakersfield, California locations from Golden State College to Milan Institute, and its Sparks, Nevada location from Nevada Career Academy to Milan Institute.

February 2007: Milan Institute Bakersfield relocated to 915 17th Street, Bakersfield, CA.

August 2007: GSBC, Inc. closed its Trinity College location in Fairfield and Vallejo, California.

January 2009: James M. Yasuda O.D. retired from GSBC, Inc.

October 2009: Milan Institute Visalia relocated to 6500 S. Mooney Blvd., Visalia, CA.

February 2010: Milan Institute closed the Bakersfield, CA auxiliary campus.

May 2010: GSBC, Inc. received approval to open an extension classroom at 950 Industrial Way, Suite B, Sparks, NV.

January 2012: GSBC, Inc. merged with Amarillo College of Hairdressing, Inc. (ACH) d/b/a Milan Institute and Milan Institute of Cosmetology.

December 2015: Milan Institute, located in Visalia, CA and Sparks, NV, received national accreditation from Council on Occupational Education (COE)

GOVERNING BODY

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

APPROVALS AND ACCREDITATION.

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute is nationally accredited by the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA, 30350 (800) 917-2081. Students may review the accreditation approvals by contacting the school's administration. Consumer information may be requested from the Admissions Department and from the Financial Aid Department.

Amarillo College of Hairdressing d/b/a Milan Institute is a private institution with approval to operate as an accredited institution in the State of California per the California Education Code (CEC) section 94890(a)(1) until April 15, 2015 per CEC section 94890(b). The act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
(916) 574-7720 or (888) 370-7589
www.bppe.ca.gov

RECOGNITION

U.S. Department of Education (USDOE)

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

SPECIALIZED PROGRAM APPROVALS

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

BANKRUPTCY STATEMENT

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

MEMBERSHIPS

Visalia Chamber of Commerce, Tulare-Kings Hispanic Chamber of Commerce, California Association of Private Postsecondary Schools, American Massage Therapy Association (School Member). The Visalia Campus is an assigned school with the National Certification Board of Therapeutic Massage and Body Work (NCBTMB); and is recognized by American Medical Technologists (AMT).

FACULTY

Milan Institute faculty members have industry and/or professional experience coupled with the appropriate academic credentials to support the mission of the institution. In addition to meeting the educational requirements for the program, each instructor is committed to the success of each student. A list of our faculty members can be found in the catalog insert.

FACILITIES

The facility located at 6500 S. Mooney Blvd., Visalia, CA, consists of 22,318 sq. ft. of classrooms and offices. This institution, the facilities it occupies, and the equipment it uses, comply with all federal, state and local ordinances and regulations, including those requirements for fire safety, building safety and health. The facility has on-site parking. The facility offers students comfortable learning atmospheres with carpeted or tiled classrooms, air-conditioning and a student lounge.

STUDENT HOUSING

Milan Institute does not have dormitory facilities under its control nor offers student housing assistance. Housing is available reasonably nearby to the campus. According to rentals.com for Visalia, CA rental properties start at approximately $900.00 per month. Milan Institute is not responsible for finding or assisting a student in finding housing.

ADMISSIONS INFORMATION

ADMISSIONS POLICY

Admission into the school's **Administrative Medical Assistant; Medical Assisting; Accounting; Massage Therapy; and Administrative Specialist** requires the prospective student to have a High School Diploma (HSD) or a General Education Diploma (GED), or for those students enrolling as Ability to Benefit students -pass the U. S. Department of Education approved ability to benefit (ATB) test. In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.
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Admission to the school's **Computer & Network Technician program and Registered Dental Assistant (RDA) program** requires that the prospective student to have a High School Diploma (HSD) or a General Education Diploma (GED),

Admission into school's **Administrative Medical Assistant; Medical Assisting; Accounting; Massage Therapy; Administrative Specialist; Computer & Network Technician program; and Registered Dental Assistant (RDA) programs** requires the applicant to present valid government issued ID, copy of the HS diploma, GED certificate, or transcripts showing high school completion.

Admission into school's **Nursing Assistant program** requires the applicant to present valid government issued ID,

Prospective **Administrative Medical Assistant; Medical Assisting; Accounting; Massage Therapy; Administrative Specialist; Nurse Assistant; Registered Dental Assistant (RDA);; and Computer & Network Technician program** students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their program.

Admission procedures include individual advising, explanation of course descriptions, appointment with financial aid, enrollment, a tour of the campus, and orientation to the school regarding the policies, regulations and requirements for the various classes.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. Students under the age of 18 must have a parent or guardian sign the enrollment agreement. The enrollment agreement and the catalog details the student's and the school 's obligations. The final decision to admit an applicant rests with the school's administration.

Due to the nature of the massage therapy field any student that has been convicted of a crime that is of sexual nature will be denied admission into the **Massage Therapy program.**

All applicants for the **Registered Dental Assistant program** must provide proof of a current CPR and First Aid card or training prior to the end the *Strategies for Success* course (week 1). A training course will be available at Milan Institute, or applicants may attend a CPR and First Aid training program from a qualified outside vendor. Failure to provide proof of training by the end of the cancellation period will prevent applicants from continuing in the RDA program.

Student Technology Competencies Required for Online Courses: As the **Computer & Network Technician program** contains general education courses that will be taught online, a student must certify that they have access to the following minimum technology requirements. All technology needed to access the courses and materials are the sole responsibility of the student. No expenses will be reimbursed by the school.

Failure of student's technology equipment and/or software shall not be accepted as an excuse for poor coursework, late submissions, or absences from required attendance.

Students must have the following skills:

- Ability to use email for correspondence.
- Basic proficiency with Word, Excel and PowerPoint
- Able to navigate and browse the web.

Nurse Assistant Program– additional requirements:

All prospective students must pass a drug screen and a criminal background check prior to enrollment in the Nurse Assistant program. Additional background checks will be required by the California Department of Public Health (CDPH) in connection with the Department of Justice.

CDPH evaluates any criminal convictions for any offense and either grants or denies criminal record clearance by reviewing evidence of good character and rehabilitation provided by applicants, or information gathered by CDPH in relation to criteria outlined in Health and Safety Code Section 1337.9 (c). IMPORTANT DISCLOSURE - Due to longer processing times with the CDPH, an individual may complete the training program, pass the competency exams (including paying all tuition and fees), but NOT obtain a background clearance; therefore, prohibiting a individual from obtaining C.N.A certification.

For individuals (potential students) who have any convictions, or have questions about their ability to obtain the Live Scan/DOJ background clearance, they can request an "inquiry" with the Department by doing the following:

1. Fill out the top two sections of the CDPH238B form, and sign the application signature line. At the top of the form, write the following "**CLEARANCE ONLY WITH LETTER**". The school does not fill out any information on the form.
2. Write at the top of the LiveScan form (BCIA8016) "**CLEARANCE ONLY WITH LETTER**", when filling out the form at the LiveScan vendor site.

CDHP will review LiveScan/DOJ results, determine if the individual is "cleared" or not "cleared"; and send the individual a letter explaining the results.

NATP students who submitted the CDPH238B application and LiveScan to DOJ and want a verbal acknowledgment regarding "clearance", may call the Aide and Technician IVR lint at (916) 327-2445 and request information from the ATCS phone representative regarding clearance.

Prospective student must provide proof of clear a TB Test and Tetanus vaccination; and a physical examination and provide a report prepared by a physician, physician's assistant, or nurse practitioner stating that the applicant has no health condition that would create a hazard to self, fellow employees, residents, or visitor.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

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

ENROLLMENT POLICY

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

ORIENTATION

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

ENGLISH ONLY

We do not offer English as a Second Language instruction and do not require proof of English language proficiency; however, all instruction will occur in English. Therefore, all students must be able to read, write, speak, understand and communicate in English at a high school level. We do admit students from countries other than the United States; however, visa services are not provided, and the institution will not vouch for student status. The student must have the ability to read and write English at the level of a 10th grade level or higher of an American high school as demonstrated by the possession of a high school diploma, GED or a passing score on a USDOE ability to benefit test.

TRANSFERABILITY OF UNITS EARNED AT THIS SCHOOL

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate of completion earned in Accounting; Administrative Specialist; Administrative Medical Assistant; Computer and Network Technician; Massage Therapy; Medical Assisting; Nurse Assistant; Registered Dental Assistant; and Associate of Applied Science in Information Technology programs is also at the complete discretion of the institution to which you may seek to transfer. If the certificate of completion 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 Milan Institute to determine if your certificate of completion will transfer.

When requested Milan Institute will provide a student transcript and course outline to assist in the transfer process.

Milan Institute has not entered into any articulation of training agreements with other educational entities.

TRANSFER OF CREDIT POLICY

Incoming students may request credit for previous coursework or experiential training for any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit if completed in the past 3 years. The program content for transferred courses must be comparable to the program in which the student will enroll.

A student requesting transfer of credit for previous coursework must have earned a grade of “C” or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution is required. No limits on the amount of credit for previous coursework or experience are set.

Transfer of Credit Policy – All allied health programs except Massage Therapy
Incoming students may request credit for previous coursework or experiential training for any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of “C” or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution. No limits on the amount of credit for previous coursework or experience are set.

The option of passing a test or tests developed by the college in order to qualify for receiving credit will be considered, especially in instances where documentation for previously completed courses is not available. The test or tests will be the corresponding final examination regularly used in the course in question, and may include a written and a practical component as appropriate. Credit will be given only if the student passes the test with a grade of “C” or higher.

Transfer of Credit Policy – *Massage Therapy Only*
Incoming students may request credit for previous coursework at another institution approved by the California Massage Therapy Council. Courses taken at schools that are not approved by the California Massage Therapy Council are not eligible for transfer. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of “C” or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution. A student may not transfer in more than 250 clock hours into the program.

Per the California Massage Therapy Council, Massage Therapy students are not eligible to receive credit for challenge examinations, achievement tests, or experiential learning.

Transfer of Credit Administration Policy – All Allied Health programs
If a student is granted credit for previous training or experiential training, the relevant courses will not be assigned a letter grade, but will be recorded with a grade of “pass,” which will not affect the student’s grade point average and will not affect this element of satisfactory progress. At the discretion of the Education Leader, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school’s regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

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

STUDENTS WHO TRANSFER BETWEEN PROGRAMS

Students may transfer to different programs within the institution. Credits will be evaluated by the Education Leader or School Director and applied towards the new program, if applicable. To be eligible for transfer credit, student must have successfully completed the class with a minimum grade of "C". If a student has completed or withdrawn from Milan Institute and wishes to enroll into a new program, the student will be treated as a new enrollment.

FINANCIAL INFORMATION

PROGRAM HOUR MEASURMENT

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

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and is a minimum of 30 weeks or 900 clock hours and is a minimum of 26 weeks. The institution complies with Federal requirements for clock-to-credit hour conversions which may be different from those required for academic purposes. One quarter credit equals 25 clock hours which may include lecture, laboratory, externship/internship and/or work outside of class when approved by applicable accreditation. In some cases programs are required to be measured in clock hours for federal financial aid purposes which include: 1) *when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or* 2) *completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue.*

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

TUITION POLICY

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

STUDENT TUITION RECOVERY FUND (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery.

If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

DELINQUENT TUITION

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

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

SCHOLARSHIPS

Graduate Scholarship

A graduate from Milan Institute is eligible for a $1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours. For programs with less than 600 hours, a graduate is eligible for a $200.00 scholarship. This scholarship is a onetime event for graduates and is considered a discount to tuition. Discounts may not be combined.

Adult Learner Scholarship

A $500.00 Adult Learner Scholarship is available to adults that return to school and complete a high school equivalency or diploma as an adult learner. Applications may be reviewed up to 14 days prior to starting school. For start dates of less than seven (7) days in the future, applications will be reviewed on a case-by-case basis. Recipient selection is based on an application. Scholarship awards will be applied to the student's direct educational cost upon completion of their program.

Discounts may not be combined and students will receive only the best available discount, for which they qualify. completion of their program.

Discounts may not be combined and students will receive only the best available discount, for which they qualify.

FINANCIAL AID

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

HOW TO APPLY

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

FINANCIAL AID PROGRAMS

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

Title IV assistance may include grant aid from the Federal PELL Program and/or self-help aid in the form of Direct Loans. Federal Student Loans are required by law to provide a range of flexible repayment options, including but not limited to, income-based repayment and income-contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide. Federal Direct Loans are available to students regardless of income.

Some applicants may be selected for a process called verification. Initial notification is provided through the Student Aid Report created in response to the Free Application for Federal Student Aid (FAFSA). The verification selection may cover one or more aspects of your FAFSA information; including but not limited to, tax data, number in household, SNAP benefits, child support paid, high school completion, and identity. Be aware there are deadlines and consequences associated with this requirement.

You should contact the campus Financial Aid Office for additional information and assistance, should your file be selected for verification.

OTHER PROGRAMS

TFC and Universal Group Payment arrangements are considered a private loan with a fixed interest rate based on the plan you have selected. This program does not determine interest based on borrower's credit rating.

Students have the right to research and secure additional loan options. Private loans can offer variable rates that can increase or decrease over time, depending on market conditions. Students should determine the interest rate and associated fees of a private loan prior to accepting the terms of the loan. In some cases, the interest rate on a Private Loan may depend on the borrower's credit rating. Students should contact the lender of the private student loan or the campus Financial Aid Office with any questions or concerns regarding student loan debt.

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

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

SPECIALIZED PROGRAM APPROVALS

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

STUDENT'S RIGHT TO CANCEL-Cancellation Policy

Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for institutional charges., if the notice of cancellation is made through attendance as of the first scheduled class session, or the seventh day after enrollment, defined by means of executing an enrollment agreement whichever is later. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

REFUND POLICY

Institutions are required to apply State, Licensing and/or Accreditation refund policies as applicable to the location and program attended. If more than one set of regulations applies, the calculation that best benefits the student will be the refund policy adopted.

The student has the right to withdraw from a course of instruction at any time. The student is obligated to pay only for educational services rendered and for unreturned equipment. If the student withdraws from a program of instruction after the period allowed for cancellation of the agreement, as listed above in "Student's Right to Cancel," the school will remit a refund within 45 days following the student's withdrawal whether officially or unofficially.

A "fair and equitable refund" will be computed based on scheduled hours of class attendance through the last date of attendance. Leaves of absence and school holidays will not be counted as part of the scheduled class attendance.

Books, supplies, associated taxes on said items, not included in the tuition price. All costs are itemized on the Enrollment Agreement.

REFUNDS SHALL BE CALCULATED AS FOLLOWS:

A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the California Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, and is to be paid within 45 days of the determination of withdrawal.

- Milan Institute is an institution that participates in the federal student financial aid programs, and, as required, Milan Institute shall provide a determination of tuition charges based on a pro rata refund of tuition based upon the students' progress in their program of study up to point where the student who have completed 60 percent of the total charges for the current period of attendance.
    - The amount owed equals the daily charge for the program (*total institutional charge, divided by the number of days or hours in the program*), multiplied by the number of days the student attended, or was scheduled to attend, prior to withdrawal.
    - For purposes of determining a refund under this section, a student shall be considered to have withdrawn from an educational program when he or she withdraws **or** is deemed withdrawn in accordance with the withdrawal policy stated in its catalog.
- If the student obtains equipment, as specified in the agreement as a separate charge, and returns it in good condition (equipment seal cannot be broken, log-on occurred, or is marked or damaged in any way) within 45 days following the date of your withdrawal, Milan Institute shall refund the charge for the equipment paid by the student.
- If the student fails to return the equipment in good condition, allowing for reasonable wear and tear, within this 45-day period, Milan Institute may offset against the refund of the documented cost to the school of the equipment.
- The student shall be liable for the amount, if any, by which the documented cost of the equipment exceeds the pro-rated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount Milan Institute has charged in the contract.
- For a list of these charges, see Addendum B of the Enrollment Agreement If the amount that the student has paid is more than the amount that is owed for the time of attendance, and then a refund will be made within 45 days after the date of withdrawal.

Milan Institute shall also provide a pro rata refund of non-federal student financial aid program moneys paid for institutional charges to students who have completed 60 percent or less of the period of attendance. Milan Institute shall also maintain a cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellation or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year.

Refund Policy for Programs Obligating Students for Periods Beyond Twelve Months

Programs longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on the rules above. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on the rules above.

Return to Title IV Calculation (R2T4)

When a student withdraws from a program, a campus is required to determine the earned and unearned portions of Title IV aid. The determination is based on the amount of time the student spent in attendance or, in the case of a clock-hour program, was scheduled to be in attendance.

Up through the 60% point in each payment period or period of enrollment, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period.

For a student who withdraws after the 60% point-in-time, there are no unearned funds.

If the amount that the student has paid is more than the amount that the student owes for the time he/she has attended, then a refund will be made within 45 days. If a student who has received Title IV, HEA program assistance is owed a refund, the school will allocate the refund in the following order: Federal Direct Loan Program, Federal Parent Loan for Undergraduate Study (PLUS), Federal Pell Grant, any other Title IV Assistance, to student. If there is a balance due, the student is responsible for paying it.

WITHDRAWAL

Withdrawal: Is the termination of an enrolled student prior to successful completion of a program. Classifications of withdrawals include but are not limited to a drop, dismissal and out-of-school transfer.

A student may officially withdraw by providing notification either orally or in writing to any school official. For purposes of an unofficial withdrawal and the date of determination for tuition refund and Return to Title IV purposes, the determination of withdrawal can be no more than 14 consecutive calendar days from the last date of attendance, except in those cases when a student fails to return from a scheduled leave.

Milan Institute is an institution that is required to take attendance, and, as such, is expected to have a procedure for routinely monitoring attendance of its students to determine, in a timely manner, when a student ceases to be enrolled and attending. Milan Institute states that the date of determination that the student withdrew is no later than 14 days after the student's last date of attendance as determined by its attendance records.

TREATMENT OF TITLE IV AID WHEN A STUDENT WITHDRAWS

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Iraq and Afghanistan Service Grants, TEACH Grants, Stafford Loans, PLUS Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs) and Federal Perkins Loans.

When you withdraw during your payment period or period of enrollment (your school can define these for you and tell you which one applies), the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula.
If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive.

Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.

If you did not receive all the funds that you earned, you may be due a Post-withdrawal disbursement. If your

Post-withdrawal disbursement includes loan funds, your school must receive your permission before it can disburse them. You may choose to decline some or all the loan funds so that you don't incur additional debt. Your school may automatically use all or a portion of your Post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school). The school must receive your permission to use the Post-withdrawal grant disbursement for all other school charges. If you do not give your permission you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt to the school.

There are some Title IV funds that you may have been scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct Loan funds that you would have received had you remained enrolled beyond the 30th day

If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of:

1. your institutional charges multiplied by the unearned percentage of your funds, or
2. the entire amount of excess funds.

The school must return this amount even if it didn't keep this amount of your Title IV program funds.

If your school is not required to return all the excess funds, you must return the remaining amount.

Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time. In addition, you may have exhausted all or a portion of your grace period and repayment of Direct Student Loans may begin immediately.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You do not have to repay a grant overpayment if the original amount of the overpayment is $50 or less. You must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that your school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return.
If you don't already know what your school's refund policy is, you can ask your school for a copy. Your school can also provide you with the requirements and procedures for officially withdrawing from school.

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at ***www.studentaid.ed.gov.***

STUDENT INFORMATION

STUDENT INFORMATION PORTAL

The Student Information Portal provides instant access to students' academic information, attendance reports, student ledger, payment schedule, financial aid awards and more. The portal should be utilized to view and monitor students' progress throughout school. Students can access the portal at any time through the internet with a unique user ID and password inside or outside our network at http://studentinfo.milaninstitute.edu

NONDISCRIMINATION

Milan Institute does not discriminate on the basis of race, color, ethnic origin, religion, sex, disability, or age in its admission, employment, treatment, or access to programs and activities. The School Director is the individual designated to handle inquiries regarding non-discrimination policies and complaints of discrimination. The School Director maintains an office on campus. He/she may be contacted by visiting the campus or via telephone (Complete campus contact information is provided on cover page of this publication.

For further information on notice of non-discrimination, please visit:
http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm or call 1-800-421-3481 for the address and phone number of the office that serves your area.

STUDENTS WITH DISABILITIES

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

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

Decisions are made to grant or deny requests for accommodations within ten (10) business days of receipt of all requested documentation. Disagreements regarding an appropriate auxiliary aid and alleged violations of this policy should be directed to the Corporate Compliance department via email, comments@milaninstitute.edu, or by calling (559) 735-3818 ext. 1012.

LEARNING RESOURCES

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

STUDENT RATIO

An effort is made to keep instructor/student ratios at levels most appropriate to deliver effective education and to adhere to accreditation and/or state mandates. The maximum instructor/student ratio in lecture classes is 40 students to 1 instructor; in medical labs, the ratio is 20 students to 1 instructor.

When needed, a teaching assistant is provided to further reduce the ratio. In the Registered Dental Assistant

program ratios range from 1 instructor for every 6 students to a maximum of 1 instructor to every 14 students, depending on the course of instruction.

CAREER SERVICES

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

STUDENT DISMISSAL BY SCHOOL

Milan Institute may dismiss a student from their program of study at any time for the following reasons: unsatisfactory grades, poor attendance, use of controlled substances on campus, conduct detrimental to the school, failure to comply with financial aid regulations or non-observance of other student regulations and conduct polices.

CONDUCT POLICY

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

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

CHEATING POLICY

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

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

1. Issue an oral warning or a written warning that will be put in the student's permanent academic file.
2. Issue the student an "F" or "0" on the assignment or test in question.
3. Issue the student an "F" for the entire class.

4. Refer the student to the School Director for disciplinary action, which may include suspension or dismissal from the school.

COPYRIGHT INFRINGEMENT POLICY

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

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

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

Penalties:

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

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

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

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

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

Legal Alternatives:

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

DRUG FREE ENVIRONMENT

In recognition of the problems associated with drug and alcohol abuse in society today, *Milan Institute* provides all students and employees with the following information:

1. The unlawful possession, use of distribution of illicit drugs and alcohol on school property or in connection with any school activity is strictly prohibited. This prohibition applies to all students and employees.

2. The following legal sanctions are applicable for the unlawful possession or distribution of illicit drugs and alcohol:

Local: Penalties vary based on the severity of the offense and the number of offenses. Sanctions for possession of an illegal substance for the first time could range from fines of $40,000 and up but not limited to 40 years imprisonment.

State: Penalties vary based on the nature of the illegal substance, the offense and whether there is a repeat offense. First offenders may receive up to nine years with repeat offenders could receive life imprisonment. A schedule of fines up to but not limited to $50,000 also is in place.

Federal: Penalties for unlawful manufacturing, distribute and dispensing of controlled substances are provided under the Federal Controlled Substances Act. The penalties are determined by the nature of the drug or other substance, the amount of drugs or other substance involved, and the number of offenses.

Examples of Federal Drug Trafficking Penalties:

Offense	First Offense	Second
Marijuana (1,000 kg or more)	Not less than 10 years	Not less than 20 years
Heroin (100-999 grams)	Not less than 5 years	Not less than 10 years
	Not more than 40 years	Not more than life

3. There are various health risks associated with the use of illicit drugs and the abuse of alcohol. Some of the more common problems are cited below:

Marijuana—Use can lead to an increase in heart rate up to 50%, a sense of euphoria, acute anxiety and tremendous mood swings. There is a potential for long term physical and psychological damage.

Cocaine—Use can affect the brain in seconds and result in heart or respiratory failure.

Crack—Use can lead to an intense high within seconds, deep depression, and an intense dependency in a short time.

Amphetamines—Use increase heart and breathing rates, raises blood pressure while often causing blurred vision, dizziness, lack of seep and anxiety. Body chemistry is upset and can lead to long term physical problems.

Alcohol—Use can lead to a feeling of confidence and control. Liver, brain, heart and stomach destruction goes on even without apparent symptoms. Use for a period of time often causes dependency and may be fatal.

4. There is help available to our students and employees. Milan Institute offers a confidential referral program for employees and students. Further information is available in the school administrative office and in the Drug Awareness section of this publication.

5. Any student or employee who is a drug or alcohol offender will have disciplinary action imposed by the school. These sanctions may include any or all of the following:

- Mandated treatment for problem.
- Mandated attendance at local treatment center.
- Mandated completion of a drug rehabilitation program.
- Mandated probation period not to exceed one month.
- Expulsion from school or discharge from employment.

CONTROLLED SUBSTANCE POLICY AND NOTICE TO ALL EMPLOYEES AND STUDENTS

This statement is distributed to all new students and employees at the orientation session prior to commencing classes or employment, and is updated each year of attendance or employment.

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance within the premises of the school is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or school program. Drug free awareness program and detailed information regarding dangers of drug abuse, assistance with drug counseling and rehabilitation programs are available.

These local agencies can provide assistance to our employees, students and their families.

Kings View Alcohol & Drug Service for
Kings County
1393 Bailey Drive
Hanford, CA
(559) 582-4481

National Council on Alcoholism
& Drug Dependence
525 E. Bardsley
Tulare, CA 93274
(559) 688-2994

As stated above, students and employees are subject to termination for violation of this school rule. In addition, persons distributing drugs to employees or students will be referred to the authorities and charges of drug distribution will be pressed by the school.

A. Your continued schooling and/or employment are subject to:

1. Abide by the terms of this statement, and
2. Notify the administration of any criminal statute conviction for a violation occurring in the workplace no later than 5 days after such conviction.

B. The US Department of Education will be notified within 10 days after receiving notice under subparagraph A. 2. from an employee or student or otherwise a copy of such conviction will be submitted to the US Department of Education.

C. The school will take the following actions within 30 days of receiving notice under subparagraph A.2. with respect to any employee or student who is so convicted.

1. Terminate employment of the employee or the schooling of the student, or
2. Require such employee or student to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, enforcement, or other appropriate agency.

D. Any student that is convicted of any offense, during a period of enrollment for which the student is receiving Title IV, HEA programs funds, under any federal or state law involving the possession or sale of illegal drugs will result in the loss of eligibility for any Title IV, HEA grant, loan, or work-study assistance (HEA Sec. 484 (r) (1)); (20 U.S.C. 1091 (r) (1)).

Drug Information Hot Lines:

National Institute on Drug Abuse	(800) 662-HELP (800) 843-4971
National Clearinghouse for Drug Information	(800) 729-6686
U.S. Dept of Education, Southwest Region	(213) 598-7661
U.S. Dept of Education Task Force	(202) 708-9069

STUDENT SEXUAL HARASSMENT POLICY

Policy Overview

It is the policy of The Milan Institute to ensure that students can learn in a safe and nondiscriminatory educational environment based on religious, racial, sexual harassment and violence. Milan Institute strictly prohibits any form of religious, racial, sexual harassment and violence. It is a violation of college's policy for a student, faculty member, staff member, administrator, third party or other employee to harass a student, faculty member, administrator or other college personnel through conduct or communication of a sexual nature. It is a violation of college's policy for any student, faculty member, administrator, third party or other college personnel of the Milan Institute to inflict or threaten to inflict, or attempt to inflict sexual violence upon any student, faculty member, administrator or other college personnel.

Definitions—Sexual Harassment

Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual nature when:

- submission to that conduct or communication is made a term or condition, either explicitly, of obtaining or retaining employment, or of obtaining an education; or
- submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment or education; or
- that conduct or communication has the purpose or effect of substantially or unreasonably interfering with an individual's employment or education, or creating an intimidating, hostile or offensive employment or education environment.

Sexual harassment may also include but is not limited to:

- unwelcome verbal harassment or abuse;
- unwelcome pressure for sexual activity;
- unwelcome, sexually motivated or inappropriate patting, pinching or physical contact, other than necessary restraint of student(s) by faculty members, administrators, college law enforcement, or other college personnel to avoid physical harm to persons or property;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt threats concerning an individual's employment or educational status;

- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or education status; or
- unwelcomed behavior or words directed at an individual because of gender.
- Of importance is to note that sexual harassment or violence does not have to occur between different genders. Same sex harassment and violence will be treated equally as sexual harassment or violence between same sex members.

Reporting

Any person who believes he or she has been the victim of sexual harassment or violence by a student, faculty member, administrator or other college personnel of The Milan Institute should report the occurrence to any agent or responsible employee of the college. An employee may be required only to report the harassment to other school officials who have the responsibility to take appropriate action or to take the appropriate action themselves if they are a designated official.

Privacy

Milan Institute will respect the privacy of the complainant, the individual(s) against whom the complaint is filed, and the witnesses as much as possible. The college will attempt to honor a student's request that his or her name be withheld, if this can be done consistently with the school's obligation to remedy the harassment and take steps to prevent further harassment.

Action

Milan Institute is required to investigate all accusations of sexual harassment and violence and to take the appropriate actions which could include disciplinary proceedings against any individuals found to be in violation of this policy.

Anti-Retribution

Any person who retaliates against another for testifying, assisting or participating in an investigation or proceeding relating to harassment or violence shall be subject to discipline. Retaliation includes, but is not limited to, any form of intimidation, retribution or harassment.

STUDENT SEXUAL ASSAULT, DOMESTIC AND DATING VIOLENCE POLICY

Milan Institute is committed to maintaining a safe and secure campus for all of its students **and** employees. Milan Institute's policy on Sexual Violence, Domestic Violence and Dating Violence specifically addresses procedures that must be followed when an incident of sexual assault, domestic violence, dating violence or stalking is reported.

For detailed information and a copy of our policy, awareness and programs available, please visit: http://milaninstitute.edu/consumer-and-clery-information/

STUDENT SOCIAL MEDIA POLICY

Milan Institute recognizes that social media websites have become an important and influential means of communication for our current and former students. The objective of this policy is to help clarify how best to enhance and protect the personal and professional reputations of our students when participating in social media. It is important to keep in mind the privacy limitations when using social media websites. In some cases, information posted on them can be made public, even when that information has been deleted by the user.

Therefore, Milan Institute expects and encourages all those participating to exercise caution and responsibility when using social media websites.

In accordance with Milan Institute's Conduct Policy, as published in the Catalog, students are expected to conduct themselves in a professional manner.
Students who are not in compliance are subject to disciplinary action, probation, suspension or termination at the discretion of the school administration.

The policies and guidelines set forth below apply to any user who utilizes social media pages associated with Milan Institute.

Types
The social media applicable under this policy include, but are not limited to, the following: Facebook.com,Twitter.com,YouTube.com,MySpace.com,Pinterest.com,Google+.com,StumbleUpon.com, Delicious.com, Yelp.com, Instagram.com, Blogger.com, Typepad.com, WordPress.org, Wordpress.com, LinkedIn.com, imodules.com, Flikr.com, Foursquare.com, Gowalla.com, Scvngr.com andTumblr.com.

Language/Behavior
The following are considered unacceptable when using Milan Institute social media websites:

- Vulgar or profane language.
- Obscene, defamatory, inaccurate, or hostile posts.
- Offensive terms/phrases, or photographs that disrespect individuals or groups based on race, color national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of person.
- Threats of physical or bodily harm.
- Posting of sensitive information; including that which could compromise public safety, intellectual property, etc.
- Posting of photographs of oneself or others that can be reasonably interpreted as condoning the irresponsible use of alcohol, substance abuse, or are of a sexual nature.

Requirements
We look forward to the comments and conversations generated via social media. Any posts on the school's social media sites or tags of the school found to be inaccurate, false, inappropriate, hostile, obscene, or defamatory toward any individual, group or organization will be removed. If students of Milan Institute violate other Milan Institute policies on the school's social media sites they may subject them to disciplinary action under appropriate judicial or other procedures. Students posting content in reflection of Milan Institute (such as photos taken on grounds, "tags" with Milan Institute in them, comments regarding Milan Institute) are subject to the same guidelines set herein this policy. Students with unresolved issues with campus administration or the educational program should follow the Grievance Policy to resolve those matters. Social media websites are not the venue to resolve such issues. Any inappropriate, obscene, or defamatory posts will not be tolerated.

Users who choose to post, comment, or link text and/or multimedia on Milan Institute's websites agree that such material may be reproduced, distributed, edited, and published in any form and on any media.

Users agree not to violate copyright laws, post spam or advertisements, impersonate others, or partake in any type of hostile behavior, in any media.

ANTI-BULLYING STATEMENT

Milan Institute believes that all students have a right to a safe and healthy school environment in which mutual respect, tolerance, and acceptance are fostered.

Milan Institute will not tolerate behavior that infringes on the safety of any student. A student shall not intimidate, harass, or bully another student through words or actions. Such behavior includes: direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; social isolation or manipulation; threats either directly or indirectly or any other activities that create a hostile environment at school that is sufficiently serious that it interferes with or limits a student's ability to participate in or benefit from the services, activities, or opportunities offered by a school.

Milan Institute expects students and/or staff to immediately report incidents of bullying to the School Director. Staff members who witness such acts will take immediate steps to intervene when safe to do so. Each complaint of bullying will be promptly investigated. This policy applies to students on school grounds, while traveling to and from school or a school-sponsored activity and during a school-sponsored activity.

Students who bully are in violation of this policy and are subject to disciplinary action up to and including termination.

STUDENT GRIEVANCE POLICY

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

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue cannot be resolved with the Instructor, contact the School Director to schedule a meeting to discuss the concern.
3. If a mutual solution cannot be reached with the School Director, the student should submit a written complaint online at milaninstitute.edu/complaint form. A corporate mediator will facilitate review of the grievance within 10 days and a written response will be sent to the complainant with the decision and/or resolution.
4. The student has the right to appeal the decision of the mediator and submit the complaint letter to the President of Amarillo College of Hairdressing, Inc. located at 3356 S Fairway Street, Visalia CA, 93277; Fax: (559) 733-7831; Phone: (559) 735-3818 ext. 1012; Email: Comments@milaninstitute.edu. The President's decision will be communicated to the student.
5. The student has the right to appeal the decision of the President and submit the complaint letter to the school's state agencies and/or accrediting agency.

   A. Complaints submitted to the school's accrediting agency may be submitted by mail or email to the address below.

      Council on Occupational Education (COE)
      7840 Roswell Road, Building 300, Suite 325
      Atlanta, GA 30350
      Phone: (770) 396-3898 FAX: (770) 396-3790
      www.council.org.

B. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov.

C. A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite 320, Sacramento, CA 95814, www.camtc.org, phone (916) 669-5336, or fax (916) 669-5337.

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

ARBITRATION POLICY

Should a dispute arise which could not be settled through the school's internal grievance procedures, students and the school have agreed to arbitration at the time of enrollment as the only means legal recourse. Any dispute a student may bring against Amarillo College of Hairdressing, Inc., and/or any of its wholly owned subsidiaries, Milan Institute, Milan Institute of Cosmetology, or any of its parents, subsidiaries, successors, officers, school directors, or employees, without limitation, (hereinafter collectively and individually referred to as "ACH") or which ACH may bring against a student, no matter how characterized, pleaded or styled, shall be resolved by binding arbitration pursuant to the Federal Arbitration Act and conducted by the American Arbitration Association ("AAA"), at the ACH location which the student attends or was attending, and under its Supplementary Rules for Consumer Related Disputes, and decided by a single arbitrator. Any dispute over the interpretation, enforceability or scope of this Arbitration Agreement shall be decided by the Arbitrator, and not by a Court. Both students and school explicitly waive any right to a jury trial, and understand that the decision of the arbitrator will be binding, and not merely advisory.

Neither ACH nor student shall file any lawsuit against the other in any court and agree that any suit filed in violation of this provision shall be promptly dismissed by the court in favor of arbitration. Both ACH and school agree that the party enforcing arbitration shall be awarded costs and fees of compelling arbitration.

The costs of the arbitration filing fee, arbitrator's compensation, and facilities fees that exceed the applicable court filing fee will be paid by ACH.

Any dispute or claim brought by ACH or student shall be brought solely in their individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Any remedy available from a court under the law shall be available in the arbitration.

To the extent a student has outstanding federal student loan obligations incurred in connection with their enrollment at ACH, any arbitration award providing monetary damages shall direct that those damages be first paid toward the student loan obligations.

Students and/or ACH may, but need not, be represented by an attorney at arbitration.Information about the AAA arbitration process and the AAA Supplementary Rules for Consumer Related Disputes can be obtained at www.adr.org or 1-800-778-7879. Students must disclose the Arbitration Agreement document they signed at the time of enrollment to the AAA.

STUDENT PHOTO RELEASE

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

RESPONSIBILITY FOR PERSONAL PROPERTY

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

CATALOG INSERTS

See the inserts for current information related to the school calendar, tuition and fees, listing of staff and faculty.

CHANGES BY THE SCHOOL

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

OFFICIAL STATEMENT

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

ACADEMIC INFORMATION

GRADUATION REQUIREMENTS

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

Accounting Program

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

Administrative Specialist Program

Students enrolled in the Administrative Specialist program must pass all classes attempted and maintain a cumulative 2.0 grade point average .All required skills must be completed by the student and verified by the instructor. Students must also complete an externship to be eligible for graduation.

Administrative Medical Assistant

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

Computer and Network Technician Program

Students enrolled in the Computer and Network Technician program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required skills must be completed by the student and verified by the instructor.

Massage Therapy

Students enrolled in the Massage Therapy program are required to attend all course hours, pass all courses attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must pass and receive certification in CPR and First Aid. Students must also complete clinical practice to be eligible for graduation.

Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq.

Medical Assisting

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

Nurse Assistant Program

To receive a certificate of completion, a student must complete 100% of the program requirements. The program requirements are as follows: (1) an accumulative grade average of 80% or above for all written/oral assessments, (2) 100% mastery on all evaluated practical skills and (3) complete 100% of the clock hours in theory and clinical.

Registered Dental Assistant

Students enrolled in the Dental Assistant program are required to attend all course hours, pass all courses attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation.

MASSAGE THERAPY CERTIFICATION REQUIREMENTS DISCLOSURE

In 2009 the State of California established the California Massage Therapy Council for voluntary certification for massage therapists. Effective January 1, 2015 applicants for certification as a Certified Massage Therapist (CMT) must have 500 hours of education from an approved school and have passed the Massage and Bodywork Licensing Exam (MBLEx).

Licenses or permits are issued by California cities and counties. The cities and counties are not uniform in their standards. Certification as a Massage Therapist (CMT) by the California Massage Therapy Council is generally required to obtain a license or permit at the local level. Prospective students for the Massage Therapy program are encouraged to contact the business licensing department of the cities or counties they are planning to work. Students should ask for a copy of the regulations for massage therapy in that area.

Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq.

MASSAGE THERAPY DRESS CODE, HYGIENE AND DRAPING

Dress Code

As part of their educational experience at Milan Institute, students are expected to dress within reasonable professional standards. This dress code respects the collegiate environment of the institution, demonstrates that the student is invested in presenting his/her best to colleagues, and initiates / maintains solid habits in professional attire.

The following are guidelines for acceptable student attire at Milan Institute. Please note that this list is not all-inclusive, is conservative, and is subject to instructor discretion.

- Clean leather or leather-like shoes with both a heel and toe. Shoes are to be worn at all times unless in the bay or room.
- Uniforms – depending on campus policy: scrubs or massage shirts/black pants
- Jewelry is allowed (post earrings, wedding rings, necklaces not exceeding 18” in length)
- ‘Do rags and bandanas (only to be worn for hygienic reasons in the bay or room)

Student professional dress guidelines are required in clinic at all times, and that failure to follow the dress code means that the student not participate and will be marked absent for the time missed as a result. If a student is not in compliance with professional dress guidelines, the student should be advised, with documentation, of the guidelines.

If the student continues to be out of compliance, further disciplinary action should be taken, up to and/or including being sent to change, sent to purchase additional uniform(s), sent to see the Dean, suspended for that class period, etc. Note that these guidelines apply to students whenever they are on campus, including when completing make-up hours.

Hygiene

Good personal hygiene is a must – the student must be showered, shampooed, checked for body odor, and have clean, manicured nails before coming into the clinic. The student's clothes should be clean and pressed, and shoes should be professional and clean.

The best way to prevent spreading infection is to maintain a clean environment. That means frequent hand washing. In massage therapy, washing hands also symbolizes the clearing of energy and "bad chi" collected from working on another person. It is a way to "ground." Hand washing is also most important for removing potentially infectious material.

Draping

Draping is the process of using towels or sheets to cover clients during a massage to protect their modesty. Draping helps a client feel comfortable and safe as well as warm during the massage session. The client should be instructed to undress to own comfort level and lie on the table under the sheet. The student should explain the necessity to the client of being draped under the sheet at all times, exposing only the area to be massaged. The student uses training to decide which draping procedure to use but the covering of genitalia and female breasts is required.

REGISTERED DENTAL ASSISTANT EXAMINATION AND LICENSURE

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

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

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

NURSE ASSISTANT LICENSING DISCLOSURE

The Aide and Technician Certification Section (ATCS) in conjunction with the California Department of Public Health (CDPH) have a state certificate for nurse assistants. ATCS requires the following:

1. Complete a Request for Live Scan Service upon starting the program
2. A completed *Certified Nurse Assistant* application
3. A copy of your certificate of completion
4. Applicants successfully pass the Clinical and Knowledge Examinations
5. Fingerprint reports received and cleared

Certificate applicants must complete a Request for Live Scan Service form. A permanent license/certificate **will not** be issued prior to Department of Justice (DOJ) running the background check. Fingerprint reports must be received and cleared for graduates to be eligible for certification.

A temporary certificate may be obtained by completing the required application and having scheduled or taken the exam and provided fingerprints to the DOJ for a criminal history background investigation. You must take and successfully pass the Clinical and Knowledge examinations to be granted permanent certification.

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Academic Progress

Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year

Clock Hour Program

The student's academic progress is evaluated at the point the student is scheduled to complete the required clock hours and scheduled weeks for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

Credit Hour Program

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

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

Clock Hour Programs and Credit Hour Programs:

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

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of “pass”, which will not count towards the student’s grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student’s program as both hours attempted and hours completed for the purpose of determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution

Grading

The school uses a four –point scale to determine academic standing according to the following grading chart:
90 - 100% = A = 4.0
80 - 89% = B = 3.0
70 - 79% = C = 2.0
60 -- 69% = D = 1.0
Below 60% = F = 0.0
“I” = Incomplete

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

Incomplete Grades

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

Failed Course

A student who fails a course and does not complete the Request to Complete Course Requirements Form will be required to repeat the course in its entirety upon availability. When a student fails a course, the student’s course schedule is impacted and often results in the student withdrawing from the program until the failed course is available.

Course Repetition

Students are allowed to repeat a failed class one time, without an appeal, and the prior attempted course will be listed with a grade of "R" for repeated attempt at the credits. Repeated courses count at attempted credits in determination of student progress**,** as long as completion does not exceed the maximum time frame of one and a half times the total program length. The grade earned in the repeated attempt will replace the original grade provided**.**

Students are also allowed one change of program during an academic year. Students in Credit-Hour non-term and Clock Hour programs are not eligible for SFA Title IV funds for repeated coursework while attending in the program. SFA Title IV funds are delayed until All of the scheduled credits in the pay period or all of the scheduled clock hours in the pay period are earned/complete.

Withdrawal

An official withdrawal from a course occurs when a student requests in writing or as a result of conversation with the campus Education Leader and/or School Director. Withdrawing will result in a “W” grade. Upon returning to complete the program, the course withdrawn from will be repeated in its entirety; the grade of "W" will be replaced with "R" (repeat)**.** An unofficial withdrawal from a course or program is determined when a student fails to continue in attendance for 14 calendar days, fails to return from an LOA, or who fails to commence an externship within 15 days from the last date of recorded attendance. Students who are absent for 14 calendar days without communication with the school will be withdrawn from Milan due to abandonment of a program results in an "F" grade as the student failed to complete the requirements and therefore cannot earn credit.

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

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS

A student failing to meet the minimum satisfactory progress listed above will be place on a *Financial Aid Warning* for one evaluation period with the opportunity to meet minimum standards. If at the end of this *Financial Aid Warning* period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid.

To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal, the student will be placed on *SAP Probation* status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period. If the student fails to meet the terms of the *SAP Probation* the student will lose financial aid eligibility permanently for program of enrollment.

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

If it is determined at the time of evaluation that the student is not attending at a pace to complete the program with in the established 150% maximum time frame, or the student actually exceeds the maximum time frame, the student will become Financial Aid Ineligible and will be dropped from the program

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

Leave of Absence / Temporary Interruptions – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

SAP Re-Entry - Students who have violated FA Probation and have been dismissed shall not be readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

Appeal Procedure

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal

include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on *SAP Probation* for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and;
- The reason why the student failed to meet the SAP standard(s) and;
- What has changes in the student's situation so that he or she will now be able to meet SAP standards.

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

Re-enrollment/Re-entrance

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

For the ***Nurse Assistant program***, the student's academic progress is evaluated at the point the student is scheduled for the required clock hours for that payment period. Students must maintain (1) an accumulative grade point average of 3.0, and (2) an attendance rate of 100% of the scheduled hours. All written and oral quizzes and exams, including finals, must be passed at 80% or higher. Retakes are permitted on all oral or written quizzes/exams, up to two (2) times. All practical skills must be passed at 100%. Practical skill mastery (100%) must be achieved by the end of the program. Students may attempt practice skills up to five (5) times to pass. Unprofessional, unsafe or abusive behavior in testing will constitute a failure of the test. The final exam consists of a written and practical skill assessment.

LEAVE OF ABSENCE

Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student's best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:

- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances and the Education Leader, Dean or School Director determines that these circumstances meet the exception requirements (i.e., "of an unusual nature and not likely to recur"), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

Re-Admission Following a Leave of Absence

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

Extension of Leave of Absence

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or School Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student's last date of attendance (LDA).

Return from a Leave of Absence

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.

Failure to Return from a Leave of Absence

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

Possible Effects of Leave of Absence

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- In the event that an interruption in academic study is required, and a LOA is needed, it is in a student's best interest to begin the leave once the course is completed. If that option is not possible and depending on when the LOA is requested, the student will either earn a grade in the course based on all coursework completed and not completed or be Withdrawn from the course with a grade of "W". In most cases a student will be with withdrawn and the course will have to be repeated in its entirety. When a student takes an LOA the student's course schedule is impacted and often may result in the student withdrawing from the program at a later time until the required course is available. Upon returning from an LOA, a student must return at the beginning of a module/course.
- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student's:
  - Loan repayment terms, including the exhaustion of some or all of the student's grace period
  - Rate of progress
  - Maximum time frame for completion

A leave of absence does not impact Satisfactory Academic Progress. A leave of absence extends the student's contract period and maximum timeframe by the same number of days taken in the leave of absence. During a leave of absence, no new aid will be awarded to a student and Direct Loan funds cannot be disbursed. No additional charges will be assessed as a result of the leave of absence.

Students that fail to return and are considered withdrawn, may have exhausted all or a portion of their grace period and repayment of Direct Loans may begin immediately. It is important that students considering a leave of absence meet with and Education Finance Advisor to discuss the impact on their individual student loans.

ACADEMIC POLICY

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

ATTENDANCE POLICY-All programs except Nurse Assistant

Due to the fast-paced environment of vocational education, attending every class hour is extremely important. Students who do not attend class hours are missing relevant academic knowledge and career skills. Students who miss class hours are not able to participate in the classroom discussions, questions and answers, cooperative learning activities, and/or hands on activities that improve skill and knowledge retention.

Students may miss 15% of a course without impact to the final grade (3 hours during a 20-hour course; 4.5 hours in a 30-hour course; 6 hours in a 40-hour course; or 12 hours in an 80-hour course). For every hour missed

beyond the 15% stated as allowable, the student's final grade percentage will be decreased by 2%. In addition, missed assignments, exams, activities, homework, etc. are still subject to reduction in points, zero points, etc.

Students are expected to attend and complete all hours scheduled within their academic program.

To ensure the commitment to student success, Milan expects that attendance be taken in all classes, starting with the first day of the class. Class attendance is monitored beginning with the first class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur.

ACADEMIC AND ATTENDANCE ADVISING POLICY-(applicable to all programs except Nurse Assistant)

Any students falling below Satisfactory Academic Progress (SAP) at mid-point and end of contracted program will be advised of their academic and attendance standing by a designated school official. Students who are not meeting minimum expectations will be provided SAP notification and an Academic Plan to provide guidance on improving standing to achieve completion.

Documentation will be signed by both the school official and the student. The signed documentation will be retained in the student's official academic file located in the Student Information System. Students are expected to check their attendance and progress through the student portal at least weekly to ensure they are meeting academic progress standards. Instructors encourage students to utilize their portal.

See SAP policy for additional information.

All faculty and staff are available to meet with students concerning their academic progress. The school gives the student personalized, friendly vocational guidance and helps with the achievement of goals, aptitude evaluation, assistance in financial arrangements, scheduling training hours, and government-approved programs. Academic Review meetings are also available to address special matters. The Academic Review Committee is composed of the School Director, Dean, Program Coordinators, Financial Aid Advisors, and Instructors. The school refers students to outside agencies when the students request assistance.

Tardiness– If a student is more than 10 minutes late to class, returning to class from breaks and lunch, the student is considered tardy and attendance is penalized in quarter hour increments. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus.

Absences

Any time that a student misses time (excluding tardiness) will be consider absent. Hours absent are deducted from total daily class time.

Example – Daily class time: 5 hours
Student misses 2 hours; time recorded in the Student Information System is 3 hours.
Student is considered absent for 2 hours.

Excused/ Unexcused absences

Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

Maximum Consecutive Days Absent
If student misses 14 consecutive calendar days without communication to the school regarding the absences and a plan to return on a specific date, the student will be withdrawn from the program on the 15th consecutive calendar day absent. The date of determination that the student is considered to have withdrawn is no later than 14 days after the student's last date of attendance as determined by its attendance records.

Make-up Work
Students may make-up hours and assignments during the course. Make-up time is scheduled after class with instructor supervision and proper documentation. Students who do not complete make-up hours and assignments by the end of the module/course, may complete the Request to Complete Course Requirements form and submit to the instructor for approval or denial. If approved, the student will receive a grade of "I" (incomplete) and have 14 calendar days from the end of the course to complete hours and assignments. See instructor for make-up schedule.

Make-up Education
Assignments/Projects- If absent, classroom Assignments/Projects must be complete upon return within 2 class sessions and will automatically receive a 50% deduction. A student must notify the Front Desk to report any absence to be eligible to make-up time, assignments, quizzes, exams, and/or homework. The Front Desk will notify the instructor and Education Leader of the absence.

Homework – Homework turned in after the due date will receive a 25% deduction and must be completed within 2 class sessions of the assignment due date or return from an absence

Final Exams – If absent on the day of the Final Exam, Exam must be completed upon return within 2 scheduled class sessions and will automatically receive a 10% deduction

Quizzes – If absent for a scheduled quiz, the scheduled quiz must be completed the day the student returns to class with a 10% deduction; unannounced quizzes may not be made up.

ATTENDANCE POLICY
Nurse Assistant program
Students enrolled in the Nurse Assistant program are required to attend 100% of the course hours to graduate. More than 10 hours of absences will result in withdrawal from the program. An instructor may be available on Friday to assist with tutoring and time missed in lab and classroom. Instructor permission is required to make up an absence. Only four (4) hours of scheduled clinical time may be missed and must be rescheduled to complete the course. Rescheduling clinical time is very limited and is at the discretion of the instructor and clinical facility. Students who fail to complete 100% of the hours will be ineligible for program completion or certification. Refer to the syllabus for additional information.

Make Up Time - Students who miss theory, lab, or clinical time must make up the time missed, preferably during the week that the time is missed. Friday's will be available for supervised make up time. Students must complete the Make up Time Request Form per the directions immediately following an absence. Any student who misses more than 10 hours will be withdrawn from the program.

Leave of Absence - Due to the short term of the Nurse Assistant program, students are ineligible for Leave of Absence.

CLASS SCHEDULE

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

EXTERNSHIP DISCLOSURE

The courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the program. Externship hours are completed at extern sites off campus.

It is, therefore, the student's responsibility to secure his/her own transportation to and from the extern site. It is also the student's responsibility to pay any costs associated with his/her transportation to and from the extern site.

STUDENT RECORDS ACCESS, SECURITY AND RELEASE

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

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

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

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

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

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

Milan Institute places a high emphasis on protecting confidentiality of student data. Employees are trained on confidentiality procedures. Data is secured either physically or in secured networks. Regular reviews of procedures and secured areas are made by staff. Any potential breaches are immediately investigated and promptly acted upon. Any questions regarding Milan Institute's process of protecting confidentiality of student's data can be directed to comments@milaninstitute.edu .

VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

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

Transfer of Credit Policy

During the enrollment process, incoming veterans and eligible persons are required to notify their admissions representative regarding their previous coursework and experience. Veterans and eligible persons are required to request a credit for previous coursework or experiential training for any program offered by the school.

The institution will evaluate all previous education and training and grant credit when appropriate. Credits allowed will be recorded on the enrollment record and the length of the program shortened proportionately. The student shall be notified, with record of the evaluation and supporting transcripts being kept of this process.

Each student must provide the school with (1) an official transcript with all previous postsecondary education and training and (2) the student's military discharge document DD-214 form prior to enrollment. Students should refer to the "Transfer of Credit" portion of this catalog for more detailed information specific to their program.

Satisfactory Academic Progress

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student's progress is still unsatisfactory, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately. Students will only receive VA benefits, based on their eligibility, for the published length (100%) of the program. Students should refer to the "Satisfactory Academic Progress Policy" portion of this catalog for more detailed information specific to their program.

Academic Advising

This section is the same for all students. See the appropriate catalog section for more information.

Attendance Advising

This section is the same for all students. See the appropriate catalog section for more information.

Leave of Absence

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

PROFESSIONAL DEVELOPMENT COURSES

Some courses offered as part of a program may be taken as a single-subject for personal and/or professional development. See the applicable program outline section of this catalog for a list of available courses. All policies outlined in this catalog are applicable to students enrolled in a single-subject Professional Development Course.

PROGRAMS OF STUDY AND COURSE DESCRIPTIONS

LAB AND PRACTICAL TRAINING

All students at Milan Institute receive lab and practical training.

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

Administrative Medical Assisting students work on computers, ten-key adding machines, telephones, and with other equipment commonly found in the front office settings of medical offices.

Students in the Computer and Technician Training program will work with computers, laptops, wireless network equipment and software commonly used in computer and network support occupations.

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

Medical Assisting students work with equipment commonly found in doctors' front and back offices including scales, syringes, microscopes, charts, skeletons, autoclaves, and more.

Nurse Assistant students will work with stethoscope, blood pressure cuff, CPR equipment, wheel chairs, elimination equipment and additional equipment and supplies commonly used in patient care.

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

Accounting

760 Hours/38 Weeks/ 58 Quarter Credits

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

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

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

Objective

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

Occupations

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

Funding Methods

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

Training Program

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

Course Descriptions

Strategies for Success SFS 201

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Banking Activities BAN201

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

General Ledger GEN201

Accounting Course Descriptions

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

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

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

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

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

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

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

Health Care Finance and Accounting HCF302
This course is designed to introduce students to a basic course in health care accounting and financial management. The students will become familiar with the basic accounting functions that lead to the ability to read and understand healthcare financial management concepts that include cash management, budgeting, investments, loans, and managing the financial risks of healthcare organizations, including balance sheets and income statements. The students will be trained to manually record and post journal entry transactions to the general ledger and maintain certain accounts for further analysis. Training will also include analyzing transactions, and maintaining the ledger and chart of accounts. The students will continue to develop their general accounting levels, basic office procedures, keyboarding and Math/10 key skills.

Accounting

Professional Development Course PDC 201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Total Hours	Total Credits
	PRE-REQUISITE						
SFS201	Strategies for Success	20	2.0	0	0	20	2.0
	MODULE A						
BAN201	Banking Activities	40	4.0	40	2.0	80	6.0
	MODULE B						
GEN201	General Ledger	40	4.0	40	2.0	80	6.0
	MODULE C						
PRL201	Payroll	40	4.0	40	2.0	80	6.0
	MODULE D						
ACR201	Accounts Receivable	40	4.0	40	2.0	80	6.0
	MODULE E						
QCK201	QuickBooks	40	4.0	40	2.0	80	6.0
	MODULE F						
ACP201	Accounts Payable	40	4.0	40	2.0	80	6.0
	MODULE G						
AGA201	Agricultural Accounting and Administration	40	4.0	40	2.0	80	6.0
	MODULE H						
COM201	Computerized Accounting	40	4.0	40	2.0	80	6.0
	MODULE I						
HCF302	Healthcare Finance and Accounting	40	4.0	40	2.0	80	6.0
PDC201	Professional Development	20	2.0	0	0	20	2.0
	TOTAL	**400**	**40.0**	**360**	**18.0**	**760**	**58.0**

Administrative Medical Assistant

760 Hours/36 Weeks/53.00 Quarter Credits

The Administrative Medical Assistant program offers instruction related to general business administrative office duties, with an emphasis on the healthcare community. Students will be familiar with, and demonstrate skills centered on the operational practices of the modern office.

Administrative Medical Assistant duties vary from office to office, but typically involve setting appointments, managing records, basic accounting practices, writing business letters and other types of correspondence, and in a healthcare environment working with patient insurance and standard medical billing practices.

Objective

The Administrative Medical Assistant program is designed to prepare students to function effectively in any business office. The program will include entry level instruction in basic computer skills and administrative duties, communication skills, business transactions, legal and ethical considerations found in the workplace, basic anatomy / physiology, medical terminology, medical billing and coding practices, accounts receivable and payable procedures and effective writing skills related to the modern business environment.

Occupations

Medical Records and Health Information Technician (29-2071.00), Medical Secretary and Administrative Assistants (43-6013.00), Bill and Account Collector (43-3011.00), Secretaries and Administrative Assistants (43-6000.00), Receptionists and Information Clerks (43-4171.00), General Office Clerks (43-9061.00), Customer Service Representatives (43-4051.00), Bookkeeping, Accounting, and Auditing Clerks (43-3031.00), Information and Records Clerk (43-4199.00), Material Recording Clerk: Shipping and Receiving (43-5071.00), Material Recording Clerk: Production Planning and Expediting (43-5061.00), Material Recording Clerk: Stock and Order Fillers (43-5081.00), Material Recording Clerk: Weighers Measurers and Samplers (43-5111.00)

Funding Methods

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

Training Programs

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

Course Descriptions

Strategies for Success SFS 201

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills

Administrative Medical Assistant Course Descriptions

the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Office Basics OBA 110
This course is designed to introduce students to the professional office environment. Whether centered on the medical community or general type office, students will build skills and a base understanding that relate to any administrative location. Appointment scheduling, customer service techniques, basic business transactions, records / file management and workplace legal and ethical concepts are all addressed within the course. Also discussed are the basic principles behind office policies & procedures, along with a familiarization of automated equipment found in the office setting and an appreciation of the role in which the human relations department plays in a business setting. Students will gain knowledge of HIPAA and importance of confidentiality along with lessons in anatomy & physiology, medical terminology and continued practice in keyboarding skills.

Business Technology BTC 110
This course will introduce the student to basic computer concepts and a functional knowledge in various types of computer hardware, software, networking systems and information storage devices. Microsoft Windows operating system is explored to enhance a students' knowledge and applied proficiency for working in a business setting. Students will be exposed to Microsoft Office with a detailed focus on understanding Outlook and PowerPoint as it pertains to the workplace. Also included are lessons in anatomy & physiology, medical terminology, continued practice in keyboarding skills and hands-on instruction in cardiopulmonary resuscitation (CPR) and First Aid with earned national certification.

Information Coding ICO 110
This course develops the foundation for medical diagnosis and procedural coding. Students will gain knowledge and perform basic coding functions necessary for completion of medical insurance forms utilizing CPT procedural and ICD-9 / ICD-10 diagnosis coding materials. Lessons in ICD-9 to ICD-10 transitional applications will be discussed and practiced in detail. Also included is instruction in anatomy & physiology, medical terminology and continued practice in basic keyboarding skills.

Insurance Theory INT 110
This course provides students with the basic knowledge of insurance forms encountered within the healthcare field through lecture as well as hands-on experience. Such forms as Universal, Worker's Compensation, Medicare, as well as HMO and PPO plans will be covered. Discussions centered around the affordable healthcare act will be a focal point towards gaining a deeper understanding of the laws and patient insurance coverage. Students will learn to obtain information from patient medical records and ledgers to complete insurance forms accurately. Students will be provided instruction on basic pharmacology and patient prescriptions for a deeper understanding of insurance formularies and payment coverage. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Accounting Basics ACB 110
This course offers instruction on basic accounting techniques. Students will gain knowledge though lecture and hands-on applications that center on accounts payable and receivable systems. The ledger, revenue cycle, cash receipts / deposits, purchase cycles and basic budgeting skills will be covered. An overview of QuickBooks will be practiced to familiarize the student with accounting software found in the workplace. Microsoft Office with a detailed focus on Excel will aid students with a base understanding and practical knowledge of working business related spreadsheets. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Computerized Billing COB 110
Students will learn the importance of patient billing and using billing software to produce invoices, record and balance patient account information in the computer. Students are given hypothetical insurance billing situations and will use appropriate forms, codes, and procedures to process insurance claims for

Administrative Medical Assistant Course Descriptions

optimal reimbursement. Also included are lessons in anatomy & physiology, medical terminology and continued practice in basic keyboarding techniques.

Office Communications OFC 110
Students will learn the different types of office and business communications used in today's workplace environment. Verbal and non-verbal communication techniques and cues will be discussed, along with E-mail and business communication etiquette. Students will learn basic commands and features associated with Microsoft Office, using Word software and will practice writing different types of memos, letters, business proposals and reports using proper grammar, punctuation and universal business English. In addition to practicing transcription techniques, Self-esteem and human relations will also be covered in this module along with instruction in anatomy & physiology, medical terminology and continued practice in basic keyboarding skills.

Professional Development Course PDC201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

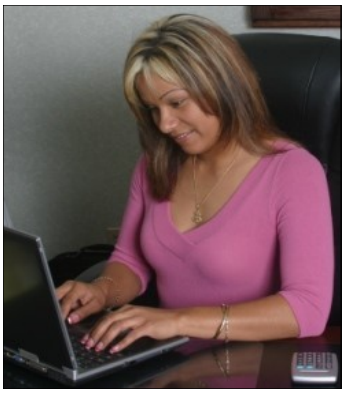
Externship AMA408
Students will use the skills and knowledge they have acquired throughout the program and work at an off-site business office or medical office facility to gain actual experience in administrative processes.

Administrative Medical Assistant

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits
	PRE-REQUISITE								
SFS201	Strategies for Success	20	2.0	0	0	0	0	20	2.0
	MODULE A								
OBA110	Office Basics	55	5.5	25	1.0	0	0.0	80	6.5
	MODULE B								
BTC110	Business Technology	40	4.0	40	2.0	0	0.0	80	6.0
	MODULE C								
ICO110	Information Coding	50	5.0	30	1.5	0	0.0	80	6.5
	MODULE D								
INT110	Insurance Theory	50	5.0	30	1.5	0	0.0	80	6.5
	MODULE E								
ACB 110	Accounting Basics	45	4.5	35	1.5	0	0.0	80	6.0
	MODULE F								
COB110	Computerized Billing	45	4.5	35	1.5	0	0.0	80	6.0
	MODULE G								
OFC110	Office Communications	55	5.5	25	1.0	0	0.0	80	6.5
PDC201	Professional Development	20	2.0	0	0.0	0	0.0	20	2.0
AMA408	Externship	0	0.0	0	0.0	160	5.0	160	5.0
	TOTAL	380	38.0	220	10.0	160	5.0	760	53.0

Administrative Specialist

720 Hours/34 Weeks/45.50 Quarter



Today's businesses are constantly changing and evolving as new technology is discovered and developed. The more a person knows about communication, business financials, database management, marketing, accounting, and office procedures the more successful he or she can be.

Today's business world relies on strong written and verbal skills used in conjunction with technology. Data management, record keeping, word processing, desktop publishing, and internet research are all daily aspects of working in a business or office environment.

Once the basic business skills are mastered, employment opportunities are vast, depending on interests, knowledge, and employment goals.

Objective

The Administrative Specialist program prepares students to work in an office or business environment using technology to perform most aspects of the position .

Occupations

Executive Secretary and Administrative Assistant 43-6011.00, Secretary (except Legal, Medical or Executive) 43-6014.00, Receptionist and Information Clerk 43-4171.00, File Clerk 43-4071.00, General Office Clerk 43-9061.00

Funding Method

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

Training Program

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G, starting with any module and continuing in sequence until all seven are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of all modules and Strategies for Success, students participate in an 120-hour externship.

Course Descriptions

Strategies for Success SFS 201

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Written Communication ADS301

In this course, the student will learn how to create, format, save, modify, customize, and print documents using the Microsoft Word software. Students will learn the standard business format for memo, letter and report writing. Students will also learn how to use graphics in Microsoft Word to improve document presentation. Students will learn and practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Business Financials ADS302

Students will learn how to create, format, save, modify, customize, and print spreadsheets using

Administrative Specialist Course Descriptions

Microsoft Excel software. Students will learn terminology, worksheets, charts and what-if analysis. Calculator functions will also be taught, as well as basic business math functions. Students will practice keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Database Management ADS303
Students will learn how to create, customize, and update databases using Microsoft Access software. Students will also learn how to use the information in databases to create reports and mass mailings. Students will practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Marketing Fundamentals ADS304
Students will learn how to use the desktop publishing software Microsoft Publisher to create marketing materials such as newsletters, advertising flyers, and brochures using graphics and photos. Students will practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Information DeliveryADS305
Students will learn the basics of Microsoft PowerPoint presentation software. Students will design and produce a presentation using clip art, graphics, pictures, music and electronic slide shows. Internet usage will be taught as it applies to e-mail and research. Students will practice basic keyboarding techniques to improve their speed and accuracy, office administration practices to familiarize themselves with the office environment, business communications to improve writing and grammar skills, professional development skills, and human relations as applied in a professional setting.

Business Accounting ADS106
Students will learn how a small business may utilize accounting software in its day-to-day operations. QuickBooks or similar accounting software will be utilized to teach computerized accounting fundamentals, accounts receivable and payable, inventory, account reconciliation, and depreciation. Students will also be taught fundamentals of payroll administration.

Office Procedures ADS307
Students will learn office administration, including filing and memo and letter writing and proofreading. They will learn about professional ethics, attitudes and confidentiality used in a professional setting. Students will learn basic office communication styles in both verbal and written form. Students will gain knowledge of human resources laws as they pertain to confidentiality.

Professional Development Course PDC201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Externship ASE301
Students will use the skills and knowledge they have acquired throughout the program and work at an off-site business. Students will work under the supervision of a designated extern site and receive hands-on experience in a business environment.

Administrative Specialist Course Descriptions

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits
	PRE-REQUISITE								
SFS201	Strategies for Success	20	2.0	0	0	0	0	20	2.0
	MODULE A								
ADS301	Written Communication	30	3.0	50	2.5	0	0	80	5.5
	MODULE B								
ADS302	Business Financials	30	3.0	50	2.5	0	0	80	5.5
	MODULE C								
ADS303	Database Management	30	3.0	50	2.5	0	0	80	5.5
	MODULE D								
ADS304	Marketing Fundamentals	30	3.0	50	2.5	0	0	80	5.5
	MODULE E								
ADS305	Information Delivery	30	3.0	50	2.5	0	0	80	5.5
	MODULE F								
ADS306	Business Accounting	25	2.5	55	2.5	0	0	80	5.0
	MODULE G								
ADS307	Office Procedures	25	2.5	55	2.5	0	0	80	5.0
PDC201	Professional Development	20	2.0	0	0	0	0	20	2.0
ASE301	Externship	0	0	0	0	120	4.0	120	4.0
	TOTAL	240	24.0	360	17.5	120	4.0	720	45.5

Computer and Network Technician Program

935 hours/47 weeks/63.0 Quarter Credits

Computer and Network Technicians are expected to have an 18% growth in employment through 2020 according to the US Bureau of Labor Statistics with 110,000 new jobs expected. Computer and Network Technicians are in demand for all company sizes to network, maintain, and troubleshoot both hardware and software. Not only are companies seeking technicians, but also individuals with small home businesses using a personal computer. Technology is constantly evolving and requiring trained professionals.

Objectives

The Computer and Network Technician computer training program provides instruction on basic computer technology. Students learn how to install, configure and upgrade software and hardware in a computer along with the set up, maintenance and troubleshooting of various size networks. Students will learn to configure computers using Windows Operating systems and Windows Server Operating systems. Students will begin and end the course with a professional development course providing the students skills to be successful in school and in their career. Students are encouraged to achieve certification after module – A+ Essentials, A+ Practical Application, Network+, Windows 7 Configuring, Windows Server 2008 Active Directory Configuring, and Windows Server 2008 Network Infrastructure Configuring.

Occupations

Computer User Support Specialist; Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist 15-1151.00; Computer Network Support Specialist 15-1152.00; Network and Computer Systems Administrators 15-1142.00

Course Descriptions

****This course may be taken as a stand alone course. Pre-requisites are not required and vendor exam fees not included for stand-alone courses.**

Strategies for Success SFS201

Strategies for Success is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Professionalism, Resume Creation, Networking, Time Management Strategies, Study Skills, and Test Taking Strategies.

*** PC Support Level 1 PCS101**

Prerequisite: Strategies for Success

PC Support Level I is the beginning of the Information Technology field. Students will discover computer history, hardware installation including Motherboards, Processors, RAM, Hard Drives, and Printers. Students will also learn how to begin a computer hardware career, computer technician career or a hardware technician career. Students will learn how the A+ program will guide you in becoming an IT hard-

ware technician, computer hardware technician and a PC hardware technician. CompTIA A+ is an integral part of computers and IT hardware used today in the computer industry. The A+ certification is a required certification when taking any of the CompTIA A+ Certifications. It is the first certification in the Computer and Network Technician course.

*** PC Support Level II PCS151**
Prerequisite: PC Support Level
PC Support Level II builds on the knowledge learned in A+ Essentials. In this module the student will learn about trouble shooting and maintaining computer hardware and software. Students will learn defined methods for trouble shooting and determining the cause of computer issues that will be required of a repair technician. The second CompTIA A+ Certification occurs at the end of this module.

*** Introduction to Networking NET101**
Prerequisite: PC Support Level II
Introduction to Networking course provides students knowledge on how to build a network, maintain a network, and roll-out a network in a business environment. Network+ concepts include installation and configuration, media and topologies, management, and security. Upon the completion of this course the student will complete the CompTIA A+ Certification for Network+.

*** Windows Operating System MSO101**
Prerequisite: *Introduction to Networking*
Windows Operating System will provide students the knowledge and skills to configure and support a Windows 7 enterprise system. The student will learn to install, upgrade and migrate to Windows 7 as well as deploy Windows 7. The student will learn to configure hardware and applications, network applications, access to resources, mobile computing, and backup and recovery options. The student will also learn to monitor and maintain systems that run Windows 7. The certification exam for this module is the Microsoft 70-680 Windows 7 Configuring Exam.

*** Server Basics MAD101**
Prerequisite: *Windows Operating System*
Upon the completion of the Server Basics module the following objectives will have been covered: Configuring Domain Name System (DNS) for Active Directory, Configuring the Active Directory Infrastructure, Configuring Additional Active Directory Server Roles, Creating and Maintaining Active Directory Objects, Maintaining the Active Directory Environment, and Configuring Active Directory Certificate Services. The Microsoft Windows Server 2008 Active Directory, Configuring Certification Exam correlates with this course.

*** Server Infrastructure MAD151**
Prerequisite: Server Basics
Students will learn the skills necessary to run a data center. Configuring IP Addressing and Services, Name Resolution, Network, Access, and File and Print Services will be covered in this module. Students will also learn to monitor and manage a network infrastructure. The Microsoft Windows Server 2008 Network Infrastructure Configuring Certification occurs at the end of this module.

Professional Development Course PDC 201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job

search using LinkedIn and other online resources, recognize the effects of personal financial responsi-

bility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

****This course may be taken as a stand alone course. Pre-requisites are not required and vendor exam fees not included for stand-alone courses.**

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Total Hours	Total Credits
	PRE-REQUISITE						
SFS201	Strategies for Success	20	2.0	0	0	20	2.0
	MODULE A						
PCS101	*PC Support Level I	54	5.0	72	3.5	126	8.5
	MODULE B						
PCS151	*PC Support Level II	75	7.5	105	5.0	180	12.5
	MODULE C						
NET101	*Introduction to Networking	72	7.0	66	3.0	138	10.0
	MODULE D						
MSO101	*Windows Operating System	35	3.5	90	4.5	125	8.0
	MODULE E						
MAD101	*Server Basics	35	3.5	150	7.5	185	11.0
	MODULE F						
MAD151	*Server Infrastructure	48	4.5	93	4.5	141	9.0
PDC201	Professional Development	20	2.0	0	0	20	2.0
		359	**35.0**	**576**	**28.0**	**935**	**63.0**

Massage Therapy

740 Hours/34 Weeks/46.5 Quarter Credits

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

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

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

Objective

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

Occupations

Massage Therapist 31-9011.00

Funding Method

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

Training Program

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

Course Descriptions

Strategies for Success SFS 201

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Introduction to Anatomy & Physiology MAS301

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

Swedish Massage Basics MAS302

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

Massage Therapy Course Descriptions

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

Ethics MAS303
This course is the entry point into the Massage Therapy program. Students will learn the current standards of ethics and professionalism in the field of massage therapy and will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

Anatomy MAS304
This course offers massage therapy students an in-depth study of the organization and structure of the human body. Students will explore each level of organization and will learn terminology relating to the chemical, cellular, and tissue levels of the body along with the major organ systems. Students will gain an understanding of the interdependence of the major systems of the body.

Practical Anatomy MAS305
This course is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks. The course will include a systematic investigation of the attachment sites and innervations of the major muscles relative to the different regions of the body.

Dynamic Practicum MAS306
This course offers hands-on practice in a variety of modalities used in clinical settings. Students perform massage routines on each other, complete and evaluate intake forms, and enter data on SOAP notes. This course also offers introductory personal and group counseling, wherein students express their feelings about their future profession and life situations, with an opportunity to address specific issues.

Kinesiology MAS307
In this course, students will be introduced to the study of movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups.

Sports Massage MAS308
This course presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post-sporting event massage techniques, as well as preventive and rehabilitation massage methods.

Shiatsu MAS309
This course presents the theory and practice of Shiatsu massage. Students will learn the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, and meridian theory as it relates to massage. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will be able to locate the major organ meridians, locate the major Chinese acupoints, and utilize these points in clinical applications.

Pathology for the Massage Therapist MAS310
This course focuses on pathology for massage therapists. Students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage.

Passive Joint Mobilization MAS311
In this course, students will learn how to apply joint movements while the client remains passive (non-moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.

Deep Tissue Massage MAS312

Massage Therapy Course Descriptions

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

Massage Therapy: Communication & Law MAS313
The focus of this course is on professionalism, communication, and the legal issues involved in therapeutic massage. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation for a successful career in massage therapy. Students will learn how to communicate professionally with clients and other healthcare professionals and will understand the information that forms the basis of HIPAA regulations.

Prenatal & Pediatric Massage MAS314
This course presents applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy. Students will learn the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills
appropriate for each stage of pregnancy. Students will understand the indications and contraindications of massage during pregnancy and learn the signs and symptoms of high risk pregnancies. In association with pregnancy massage, this course also presents the techniques to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises.

Business Management MAS315
This course presents business management techniques necessary to build and maintain a massage practice. Students will learn how to effectively communicate with clients and associates and will be informed about permit requirements, record keeping, tax information, employment versus independent contracting, and advertising methods.

Acupressure MAS316
This course is an introduction to the ancient healing art of acupressure, a therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress. Students will learn the fundamental theories of traditional Chinese medicine, breathing and mind -body centering techniques, as well as hands on techniques for giving and receiving acupressure massage.

CPR / First Aid MAS317
This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented.

Chair Massage MAS318
This course provides instruction in chair massage, defined as a compact, efficient style of bodywork performed through the clothing while the recipient is in a comfortable seated position. Students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented.

Reflexology MAS319
This course introduces the history, theory, and practice of reflexology. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. This course is designed to teach students the tools and techniques enabling them to perform a full reflexology session.

Aromatherapy & Hydrotherapy MAS320
This course introduces the application of essential oils and water as therapeutic tools used in conjunction with massage therapy. The course provides students with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how

Massage Therapy Course Descriptions

to safely and effectively integrate the use of essential oils into a massage session. The course covers the profiles of 10 of the most commonly used essential oils along with their indications and contraindications. Students will also learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses.

Physiology MAS321
This course examines the various functions of the human body, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

Professional Development Course PDC 201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Clinical Internship MCL301
Prerequisite: Swedish Massage Basics and Clinic Orientation
In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-keeping skills with a wide variety of clients.

Special Notice
Pursuant to California Business and Professions Code section 4611, It is an unfair business practice for a person to do any of the following:
(a) To hold himself or herself out or to use the title of “certified massage therapist” or “certified massage practitioner,” or any other term, such as “licensed,” “certified,” “CMT,” or “CMP,” in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
(b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.

Massage Therapy

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Clinical Hours	Clinical Credits	Total Hours	Total Credits
	PRE-REQUISITES								
SFS201	Strategies for Success	20	2.0	0	0	0	0	20	2.0
MAS301	Intro to Anatomy & Physiology	30	3.0	0	0	0	0	30	3.0
MAS302	Swedish Massage Basics	5	.5	35	1.5	0	0	40	2.0
MAS303	Ethics	10	1.0	0	0	0	0	10	1.0
MAS304	Anatomy	40	4.0	0	0	0	0	40	4.0
MAS305	Practical Anatomy	5	.5	35	1.5	0	0	40	2.0
MAS306	Dynamic Practicum	0	0	20	1.0	0	0	20	1.0
MAS307	Kinesiology	30	3.0	10	.5	0	0	40	3.5
MAS308	Sports Massage	5	.5	15	.5	0	0	20	1.0
MAS309	Shiatsu	5	.5	15	.5	0	0	20	1.0
MAS310	Pathology for the Massage Therapist	35	3.5	5	.0	0	0	40	3.5
MAS311	Passive Joint Mobilization	5	.5	15	.5	0	0	20	1.0
MAS312	Deep Tissue	10	1.0	30	1.5	0	0	40	2.5
MAS313	Massage Therapy: Communication & Law	20	2.0	0	0	0	0	20	2.0
MAS314	Prenatal & Pediatric Massage	5	.5	15	.5	0	0	20	1.0
MAS315	Business Management	15	1.5	5	.0	0	0	20	1.5
MAS316	Acupressure	4	.0	16	.5	0	0	20	.5
MAS317	CPR/First Aid	3	.0	5	.0	0	0	8	.0
MAS318	Chair Massage	2	.20	10	.5	0	0	12	.5
MAS319	Reflexology	5	.5	15	.5	0	0	20	1.0
MAS320	Aromatherapy & Hydrotherapy	15	1.5	25	1.0	0	0	40	2.5
MAS321	Physiology	35	3.5	5	0	0	0	40	3.5
PDC201	Professional Development	20	2.0	0	0	0		20	2.0
	CLINICAL PRACTICE								
MCL301	Clinical Internship	0	0	0	0	140	4.5	140	4.5
	TOTAL	**324**	**31.5**	**276**	**10.5**	**140**	**4.5**	**740**	**46.5**

Medical Assisting

760Hours/36Weeks/ 51 Quarter Credits

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

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

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

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

Objective

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

Occupations

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

Funding Method

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

Training Program

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

Course Descriptions:

Strategies for Success SFS 201

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Medical Office Communications MOC110

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

Medical Assisting Course Descriptions

Insurance Coding INC110
Students will learn about the different insurance available to patients, and be able to recognize when to use each of them. Students will learn and demonstrate how to process insurance forms, to use insurance coding, and to perform bookkeeping skills. Students will be able to classify insurance providers in the following groups: individual, hospital, medical, surgical, outpatient, major medical, dental and special risk insurance. Students will define insurance terms such as carrier, provider, coverage, subscriber, contract, premium, deductible, UCR fees, coinsurance and copayments. Students will be able to describe the process of insurance plans such as HMO, PPO, IPA, CHAMPUS and CHAMPVA. Students will perform insurance coding using CPT-4 and ICD-9-CM coding books.

Pharmacology/Nutrition PHN110
Students will be introduced to administering medications to a patient in a medical practice setting. Classes and uses of injections, oral medications and critical doses of medications will be covered. Students will be able to define pharmacology, list guidelines for administering and recording medications, describe the routes of medication administration, classify medications and their uses, list pharmacology abbreviations, convert mathematical doses, identify major nutrients, vitamins and minerals, list formulas and programs for weight loss, describe diseases caused from nutrition, and perform medication administrations.

Anatomy/Physiology ANP110
The student will learn and be able to identify the ten body systems and their structures and functions, as well as common diseases and treatments for the related body systems. Students will identify anatomical positions and points of reference on the human body; locate the four body cavities; name, locate and describe the functions of the ten major body systems. Students will be able to name, locate, and describe the functions of the major organs within the body systems and describe diseases and treatments related to the ten body systems. Students will be able to describe health education material for preventing diseases in the body systems.

Medical Office Emergency Procedures MOE110
Students will learn to distinguish an emergency from a non-emergency situation and act quickly when required. Students will learn and demonstrate the principles of assessment and triage and will learn how to use emergency equipment. Students will demonstrate how to develop a plan for emergencies and how to access community resources in dealing with emergencies. Students will also learn how to answer patient questions regarding diagnosis and treatment methods. Students will demonstrate knowledge of the uses of x-ray, ultrasound and fluoroscopy equipment and other tests and modalities used to serve the patient. Students will demonstrate how to prepare and maintain examination and treatment areas and assist with patient examination procedures and treatments.

Electrocardiography/Hematology EKG110
Students will be able to describe the reasons an EKG is performed and be able to perform a routine 12-lead EKG. Students will learn the components of blood; describe the basic blood testing procedures and their purposes; be able to define and demonstrate aseptic techniques and universal precautions; take vital signs and blood pressures; and perform invasive procedures. Students will be able to define hematology and its major components, functions, disease disorders and basic tests.

Microbiology/Patient Preparation MPP110
Students will learn and demonstrate the methods of infection control, universal precautions and sterilization techniques. Students will learn the role of microorganisms in causing disease and have a basic understanding of bacterial growth, cultures and specimen collection. Students will learn how to prevent spreading of disease-causing microorganisms and will demonstrate aseptic techniques. Students will demonstrate how to assist in minor in-office surgeries, including patient preparation, and be able to list basic medical instruments and their uses in the office. Students will learn and demonstrate how to position patients for exams and how to perform injections, authropometric measurements, and vital signs.

Professional Development Course PDC 201
The Professional Development Course provides students an opportunity to prepare for externship and

Medical Assisting Course Descriptions

employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Externship MAE301
Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain additional experience.

Medical Assisting

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits
	PRE-REQUISITE								
SFS201	Strategies for Success	20	2.0	0	0.0	0	0.0	20	2.0
	MODULE A								
MOC 110	Medical Office Communications	40	4.0	40	2.0	0	0.0	80	6.0
	MODULE B								
INC 110	Insurance Coding	40	4.0	40	2.0	0	0.0	80	6.0
	MODULE C								
PHN 110	Pharmacology/Nutrition	40	4.0	40	2.0	0	0.0	80	6.0
	MODULE D								
ANP 110	Anatomy/Physiology	40	4.0	40	2.0	0	0.0	80	6.0
	MODULE E								
MOE 110	Medical Office Emergency Pro.	40	4.0	40	2.0	0	0.0	80	6.0
	MODULE F								
EKG 110	Electrocardiography/ Hematology	40	4.0	40	2.0	0	0.0	80	6.0
	MODULE G								
MPP 110	Microbiology/Patient Preparation	40	4.0	40	2.0	0	0.0	80	6.0
PDC201	Professional Development	20	2.0	0	0.0	0	0.0	20	2.0
MAE101	Externship	0	0.0	0	0.0	160	5.0	160	5.33
		320	32.0	280	14.0	160	5.0	760	51.0

Nurse Assistant

152 Hours/5 Weeks

This course of study provides instruction in the health care field of nurse assistants. Students will understand and demonstrate the role and responsibility of the nursing assistant, including communication, interpersonal relationships, safety and infection control, HIPAA and patient rights in the healthcare setting. Students will learn the skills necessary to function safely and efficiently as a nursing assistant in the healthcare setting. The course will provide students with both lab and clinical experiences in addition to instruction on basic anatomy and physiology, bed making, environmental comfort, personal care procedures, vital signs, nutritional requirements and techniques, admission and discharge procedures, exercise and activity, elimination procedures, unsterile warm and cold applications, rehabilitation of clients with specials needs such as nervous system diseases, diabetes, respiratory diseases, and cognitive impairment, as well as care of clients who are grieving, dying or deceased. Students will learn information and practical skills required by State and Federal laws necessary for taking and passing the nursing assistant certification exam for employment as a nursing assistant.

Objective
The Nurse Assistant program is designed to prepare students to function competently as a nursing assistant in the health care setting. The program will include personal care skills; safety and emergency procedures, infection control, communication and interpersonal skills, promoting the independence of patients, and resident's rights.

Occupation
Nursing Assistant 31-1014.00

Subjects
Introduction to Nurse Assistant—INT 101
Introduction to the California Code of Regulations, Division 5, Title 22 which regulates health care facilities, roles and responsibilities of the Nurse Assistant including certification, professionalism, ethics, and confidentiality (HIPAA)

Patients' Rights—PAR 102
The fundamental principle behind resident rights is that each resident is a member of a family and of society as a whole and must be cared for in a manner that protects their rights and meets the individual family, psychosocial and spiritual needs in a long-term care setting. These rights are protected by federal and state regulations.

Interpersonal Skills—INS 103
Concepts and skills required for the nurse assistant to communicate effectively and interact appropriately with residents, residents' families and guests, and other members of the health care team.

Prevention Management of Catastrophe and Unusual Occurrence—PMC 104
Concepts and procedures related to the resident's safety including environmental emergency issues; creating a safe environment for the resident

Body Mechanics—BOM 105
Understanding of efficient and proper use of the body in performing tasks related to the role of the Nursing Assistant, principles of positioning and transporting residents.

Medical and Surgical Asepsis—MSA 106
Information about asepsis and the control of infection, procedures and precautions to protect residents, health care workers and others from infection are presented, including standard precautions, transmission-based precautions and bio-hazardous waste management.

Weights and Measurements—WAM 107
Measuring systems for weight, length, and volume used by nursing assistant in the clinical setting.

Patient Care Skills—PCS 108 Skills needed to support and/or assist the resident in the areas of personal hygiene, ski care, back rub, male and female perineal care, oral hygiene, teeth and denture care, bathing procedures, dressing and undressing, shaving, nail and hair care, elimination assistance, prosthetic devices, bowel and bladder retraining, and weighing and measuring height of the resident.

Patient Care Procedures—PCP 109
Experiences that will prepare the nurse assistant to safely carry out procedures that support the resident in meeting physical care needs that cannot be performed independently including specimen collection, bed making and environmental comfort, elimination, care of resident with tubing, application of non-sterile dressing, admitting and discharging

Vital Signs—VIS 110
How, when and why vital signs are taken, how to report and chart these procedures, procedure for measuring temperature, pulse, respirations, and blood pressure.

Nutrition—NUT 111
Basic food groups, nutrients, and common therapeutic diets, as well as ways to assist a resident to meet nutrition and hydration needs.

Emergency Procedures—EMP 112
Concepts and procedures related to emergency procedures, signs and symptoms of distress, and the role of the nurse assistant in Long Term Care (LTC) in the response to immediate and temporary intervention in emergency situations including postural supports, safely handing H20, and fire/disaster procedures.

Long-Term Care Patient—LCP 113
Basic structure of the body and to review the effect of aging on body structure and function, common physical and psychological conditions found in elderly patients, community resources commonly available to assist elderly patients with their psychological, recreational, and social needs are presented.

Rehabilitative Nursing—RAN114
Restorative care, assisting residents in achieving maximum independent living skills through use of rehabilitative or restorative procedures, including range of motion exercises, ambulation with gait belt/walker/cane, and other rehabilitative devices.

Observations and Charting—OAC 115
How, when, and why to use objective and subjective observation skills, reporting and recording observations on appropriate documents using medical terms and abbreviations.

Death and Dying—DAD 116
Various stages of the grieving process and physical signs of approaching death, recognizing physical, psychological, and spiritual needs of the resident during this period to understand coping mechanisms and provide support to the resident and family members.

Course Code	Course Title	Clock Hours
NAT002	Nurse Assistant Theory	52 Hours
NAC002	Nursing Assistant Clinical	100 Hours

Registered Dental Assistant

845 Hours/43 weeks/55 Quarter Credits

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

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

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

Objective

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

Occupations

Dental Assistant 31-9091.00

Funding Method

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

Training Program

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

Course Descriptions

Strategies for Success - SFS201 Pre-requisite

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Introduction to Dental Assisting: RDA 300

THIS COURSE MUST BE SUCCESSFULLY COMPLETED PRIOR TO STARTING ANY AND ALL OTHER MODULES OF INSTRUCTION.

Upon completion of this course, the student will be able to identify and name the teeth in the primary and permanent dentition, list and label the structures of tooth tissues, label the tooth surfaces, and identify and label the major bones of the face and skull. The student will also be able to recall the criteria for

Registered Dental Assistant Course Descriptions

sterilization and disinfection procedures in the dental office, and be able to demonstrate the proper technique for performing a hand scrub and donning personal protective equipment (PPE).
Students will also be able to recall the criteria for taking and passing the state of California RDA board examination (practice and written), including the certification requirements for dental radiology, coronal polish and pit and fissure sealants.

Administrative Applications Unit 1 / RDA 301
Upon completion of this course, the student will become familiar with various terms and definitions of the chapters covered. Students will also become familiar with the permissible duties of the DA and RDA in the state of California, and demonstrate ethical behavior in the office. The student will be able to list the various dental team members, explain the functions of the various regulatory agencies and licensing entities.

Administrative Applications Unit 2 /RDA 302
Upon completion of this course, the student will be able to demonstrate the minimum competencies in various front office procedures, including completing dental insurance claim forms. The student will be able to demonstrate the use of an oxygen tank, take patient vital signs, and recognize various medical conditions dental patients may present with in the dental office.

Dental Sciences Unit 1 / RDA 303
Upon completion of this course, the student will know the basic anatomy and physiology of the head and neck; tooth morphology and understand the tissues of the tooth and its supporting structures. The student will also be able to identify the major muscles of the head and neck, explain the function of the temporomandibular joint (TMJ), and identify various landmarks of the face and oral cavity.

Dental Sciences Unit 2 / RDA 304
Upon completion of this course, the student will be able to perform dental charting procedures, recognize cavity classifications, and signs/symbols of patient charting. Students will practice their patient charting skills, The students will also be able to identify the various characteristics, form and function of the primary and permanent dentition.

Pre-Clinical Procedures Unit 1 / RDA 305
Upon completion of this course, the student will understand the various methods of handling and disposing of Hazardous Materials; identifying proper personal protective equipment for the dental employee. Infection control and the dental unit water supplies are also discussed, as well as functions of the Material Safety Data Sheet. This course will also discuss and demonstrate how to obtain a patient health and medical history, record the patient treatment in the patient file/record, and explain the dental assistant's role in oral diagnosis and treatment planning.

Pre-Clinical Procedures Unit 2 / RDA 306
Upon completion of this course, the student will be able to understand Pharmacology and Microbiology as it relates
to the field of dentistry. The course covers the principles and techniques of disinfection, instrument processing and sterilization in the dental facility. Students will be able to understand the functions of such agencies such as the CDC, EPA, and OSHA. Students will be able to properly clean, disinfect, and sterilize dental equipment and instrumentations.

Dental Radiology Unit 1 / RDA 307 (this course may be taken as a stand-alone course)
Upon completion of this course, the student will be licensed in the state of California in Dental Radiography. Students will be able to operate dental x-ray equipment, understand and utilize radiation safety and processing procedures. The student will be able perform procedures involved in exposing, processing, interpreting and evaluating dental radiographs. This course will also educate the student on properties and characteristics of radiation hazards, special radiographic techniques, Students will be required to expose radiographs on manikins and clinical patients.

Registered Dental Assistant Course Descriptions

Introduction to Dental Instruments Unit 2 / RDA 308
The student will be able to correctly assemble a restorative dental instrument tray, explain and/or describe the uses of each instrument and/or materials. They will also be able to identify and demonstrate the use of a high speed, low speed and prophy angle hand-pieces, as well as the care and maintenance of each.

Oral Pathology and Nutrition Unit 1 / RDA 309
Upon completion of this course the student will understand how nutrition can affect oral conditions, and explain the role of vitamins and minerals in the daily diet. The student will also be able to describe the relationship between diet and dental caries. Students will be able to label the components of the periodontium, describe the characteristics of gingivitis, and describe oral conditions of patient with eating disorders.

Introduction to Dental Materials Unit 2 / RDA 310
The student will be able to identify and manipulate dental materials used, such as bases and liners, temporary and permanent cements. Students will identify the roles of these materials in tooth restoration procedures, Instruction covers listing the indications and contraindications for the use of amalgam and composite resins, and gold and porcelain restorations.

Coronal Polish & Pit and Fissure Sealants, Preventive Dentistry Unit 1 / RDA 311 (this course may be taken as a stand-alone course)
Upon completion of this course, the student will be certified in coronal polish and dental sealant procedures. Students will understand the procedures, instrumentation and materials involved in pit and fissure sealants, coronal polish techniques, as well as matrix systems. Students will be able to assemble dental instrument trays, select appropriate materials and supplies for restorative procedures and pedodontic procedures.

Restorative Dentistry and Pedodontics Unit 2 / RDA 312
At course conclusion, students will also be able to explain the laws as they pertain to reporting suspected child abuse. Students will also be able to describe the various types of matrices used for anterior and posterior restoration, and demonstrate the ability to place a Tofflemire matrix and wedge on a typodont. The RDA duties and skills utilized in these specialty areas will be emphasized.

Lab Procedures: Impressions and Provisional Coverage Unit 1 / RDA 313
Upon completion of this course, students will understand and employ the practical applications of laboratory procedures, including obtaining preliminary alginate impressions, preparation of final impression materials and taking final impressions will be covered. Students will be given instruction on properly mixing dental stone, pouring and trimming study models, and correctly occluding models will be demonstrated.

Laboratory Procedures: Fixed and Removable Prosthesis Unit 2 / RDA 314
Upon completion of this unit, the student will understand the fundamentals of taking tooth shades for crown and bridge, fabrication and cementation of provisional crown and bridge, as well as assisting in the delivery of full dentures. The RDA duties and skills utilized in these specialty areas will be emphasized.

Endodontics, Implants and Oral Surgery Unit 1 / RDA 315
Upon completion of this course the student will know the DA and RDA duties routinely performed in Endodontics, Dental Implants, and Oral Surgical procedures, including the legal considerations under which they are to be practiced. Students will also receive instruction on the proper use of a conscious sedation unit. Emphasis is given to step-by-step procedures, including commonly used instruments and materials involved.

Registered Dental Assistant Course Descriptions

Orthodontics and Periodontics Unit 2 / RDA 316
Upon completion of this course the student will know the DA and RDA duties routinely performed in Orthodontic and Periodontic procedures, including the ability to take intra- and extra-oral photographs, as well as understand the legal considerations under which they are to be practiced. Students will also be able to identify specific dental instruments and materials used in these areas of dentistry. Emphasis is given to step-by-step procedures, which includes materials and instrumentations involved.

Professional Development Course PDC 201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Clinical Externship / EXT 301
Upon completion of this course, the student will be able to implement and utilize the appropriate skills, techniques and procedures in the dental clinic environment, as legally delegated to the DA/RDA by the state of California.

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

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

Registered Dental Assistant Program
422.5 scheduled hours
845 scheduled hours

Registered Dental Assistant

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Clinical Hours	Clinical Credits	Total Hours	Total Credits
	PRE-REQUISITES								
SFS 201	Strategies for Success	20.0	2.0	0	0	0	0	20.0	2.0
RDA300	Introduction to Dental Assisting	2.5	0	2.5	0	0	0	5.0	0
	MODULE A								
RDA 301	Administrative Applications/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.0
RDA 302	Administrative Applications/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
	MODULE B								
RDA 303	Dental Sciences/Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.0
RDA 304	Dental Sciences/Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
	MODULE C								
RDA 305	Pre-Clinical Procedures/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.0
RDA 306	Pre-Clinical Procedures/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
	MODULE D								
RDA 307	Dental Radiology/Unit 1	16.0	1.5	12.0	.5	12.0	0	40.0	2.0
RDA 308	Intro to Dental Instruments/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
	MODULE E								
RDA 309	Oral Pathology & Nutrition/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.0
RDA 310	Intro to Dental Materials/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
	MODULE F								
RDA 311	Coronal Polish & Pit & Fissure Sealants/Unit 1	12.25	1.0	11.0	.5	16.75	.5	40.0	2.0
RDA 312	Restorative & Pedodontics/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
	MODULE G								
RDA 313	Lab Procedures/Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.0
RDA 314	Lab Procedures/Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
	MODULE H								
RDA 315	Endodontics, Oral Surgery/ Unit 1	20.0	2.0	20.0	1.0	0	0	40.0	3.0
RDA 316	Orthodontics, Periodontics/ Unit 2	20.0	2.0	20.0	1.0	0	0	40.0	3.0
PDC 201	Professional Development	20.0	2.0	0	0	0	0	20.0	2.0
	EXTERNSHIP								
EXT 301	Clinical Externship	0	0	0	0	160	5.0	160	5.33
		373.25	37.0	305.5	15.0	188.75	5.5	845	55.0

Nursing Assistant

128 Hours/6 Weeks

This course of study provides instruction in the health care field of nursing assistants. Students will understand and demonstrate the role and responsibility of the nursing assistant, including communication, interpersonal relationships, safety and infection control, HIPAA and patient rights in the healthcare setting. Students will learn the skills necessary to function safely and efficiently as a nursing assistant in the healthcare setting.

The course will provide students with both lab and clinical experiences in addition to instruction on basic anatomy and physiology, bed making, environmental comfort, personal care procedures, vital signs, nutritional requirements and techniques, admission and discharge procedures, exercise and activity, elimination procedures, unsterile warm and cold applications, rehabilitation of clients with specials needs such as nervous system diseases, diabetes, respiratory diseases, and cognitive impairment, as well as care of clients who are grieving, dying or deceased.

Objective

The Nursing Assistant course is designed to prepare students to function competently in healthcare support occupations. as a nursing assistant in the health care setting. The program will include personal care skills; safety and infection control, communications and interpersonal skills and a basic understanding of anatomy and physiology of the body systems.

Occupations

Nursing Assistant, Nursing Attendant 31-1014.00; Home Health Aide 31-1011; Psychiatric Aides 31-1013; Orderlies 31-1015; Personal Care Aides 39-9021

Subjects

Role and Responsibilities

Patient Rights, HIPAA, chain of command, scope of practice, legal issues, ethical behavior, promoting quality of life, and reporting elder abuse as a mandated reporter

Communication Process and Interpersonal Relationships

Elements of communication process, barriers to successful communication, non-verbal behavior, Maslow's Hierarchy, medical record information, legal and ethical responsibilities regarding medical records, and plan of care

Safety and Infection Control

CPR, general safety, first aid, principles of body mechanics, restraint application and safety rules, Standard Precaution techniques, proper hand washing, basic life-saving measures, transfer techniques, gowning, abdominal thrusts for obstructed airways, and gloving

Anatomy and Physiology of the Body Systems

Musculoskeletal system, urinary system, integumentary system, cardiovascular system, EKG, and monitoring lead placement, respiratory system, endocrine system, sensory system, digestive system, nervous system, growth and development, and medical terminology,

Bed making and Environmental Comfort

Characteristics of a well-made bed, open and closed unoccupied bed, occupied bed, comfort devices to assist, and environmental comfort

Nursing Assistant Subjects

Personal Care Procedures
Skin care, back rub, male and female perineal care, oral hygiene, teeth and denture care, bathing procedures, dressing and undressing, shaving, nail and hair care.

Vital Signs
Pulse, blood pressure, various temperature procedures, and respirations

Nutritional Requirements and Techniques
Food pyramid, symptoms of dehydration, special diet requirements, completing intake and output records, preparing, serving, and feeding

Admission and Discharge Procedures
Vitals, proper procedures for measuring height and weight, facility/agency policies for admission and discharge, and inventory lists

Exercise and Activity
Basic Range of Motion, transfer processes and safety, positioning client in bed, control of client who falls, and ambulating client

Elimination Procedures
Characteristics of urine and feces, use of bedpans, urinals and commodes, male and female perineal care, catheter care, recording output, colostomy care, and collection of specimens.

Procedures for Unsterile Warm and Cold Applications
General rules and safety for application of heat or cold to a part of the body, applying a K-pad, and applying an ice pack

Rehabilitation of Clients and Special Needs
Assisting clients with mental and physical limitations, rehabilitation needs of clients, identifying normal anatomical and physiological changes in the elderly, assisting clients with limited communication, vision, and hearing, care of clients with nervous system diseases, diabetes, respiratory diseases, cognitive Impairment, and grieving, dying or deceased clients

Milan Institute evaluates Satisfactory Academic Progress at the end of the Nursing Assistant Program/128 scheduled hours

Course Code	Course Title	Clock Hours
NAT002	Nursing Assistant Theory	56 Hours
NAL002	Nursing Assistant Lab	40 Hours
NAC002	Nursing Assistant Clinical	32 Hours

Pharmaceutical Technician

900 Hours/40 Weeks/52.50 Quarter Credits

Pharmaceutical Technicians are in demand. Opportunities abound in a variety of different settings including retail drug stores, hospital pharmacies, mail-order pharmaceutical catalogs, and in-home health care as well as health maintenance and pharmaceutical service organizations. Areas of specialization exist in each setting. Pharmaceutical Technicians are essential to the goals of each and every pharmacy department.

Pharmacists rely on Pharmaceutical Technicians to assist them in filling prescriptions, IVs, preparing trays, and performing many different technical functions in accordance with specific provisions and standards.

Objective

The Pharmaceutical Technician program is designed to prepare the student for integration into an actual pharmacy in an entry-level position as a pharmaceutical technician. The program covers a variety of topics including daily pharmacy operational procedures, weight and measurement systems, pharmacology, ethics, cash register operations, keyboarding, poison control, pharmacy computer operations, prescription processing, compounding, inventory control, pharmaceutical mathematics, and more.

Occupations

Pharmacy Technician 29-2052.00, Pharmacy Aide 31-9095.00

Funding Method

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

Training Program

The training program is divided into seven learning units called modules. Students must complete Strategies for Success and Modules A through G, starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of all modules, students participate in a 300-hour externship.

Course Descriptions

Strategies for Success SFS 201 Pre-requisite

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Pharmacy/History PHH301

This module offers training in the history and the profession of pharmacy, anatomy, physiology, and pharmacology of the endocrine and reproductive systems, requirements of a professional pharmacy technician, medical terminology, conversions of weights and measurement systems, dosage calculations based on body weight and body surface area, dosage calculations from labels, perform cash register calculations, appropriate ways of processing a prescription, pharmacy abbreviations, dosage calculations, understanding drug labels, and self-paced keyboarding.

Pharmaceutical Technician Course Descriptions

Pharmacy Skills/Law & Ethics PSE302

This module offers training in pharmacy law and regulatory standards in pharmacy practice, HIPAA regulations, ratio strength, accountability of controlled substances, anatomy physiology, and pharmacology of the nervous system, conversions of weights and measurement systems, appropriate ways of processing a prescription, pharmacy abbreviations, dosage calculations, understanding drug labels, understanding basic pharmacological concepts, and self-paced keyboarding.

Pharmacology PHA303

This module offers training in pharmacy retail procedures and customer care, ratio strength, cash register operations, third party transactions, adjusting refills for third party billing, inventory control, anatomy physiology, and pharmacology of the skin, ears, and eyes, conversions of weights and measurement systems, appropriate ways of processing a prescription, pharmacy abbreviations, dosage calculations, understanding drug labels, and self-paced keyboarding.

Compounding COM304

This module offers training in and introduction to basic compounding, conversion of clinical measurements of numbers, time and temperature, basic information on herbal supplements, pharmacy compounding calculations, computations of percentages and dilutions, and the anatomy, physiology, pharmacology of the cardiovascular system, anatomy, physiology, pharmacology of the renal system, conversions of weights and measurement systems, appropriate ways of processing a prescription, pharmacy abbreviations, dosage calculations, understanding drug labels, and self-paced keyboarding.

Unit Dose Systems UDS305

This module offers training in the preparation of medications in a hospital pharmacy, filling ward issue orders using unit dose distribution system and prepackaged drugs, cassette filling, how to avoid prescription errors, specific gravity calculations, percentage calculations, hospital procedures, technology used in pharmacies, differentiate between managed and long term care, geriatric patient needs, conversions of weights and measurement systems, appropriate ways of processing a prescription, pharmacy abbreviations, dosage calculations, understanding drug labels, and self-paced keyboarding.

Medication Measurements MMS306

This module offers training in the preparation of filling, reading and writing prescriptions in a retail setting, anatomy, physiology, and pharmacology of the digestive system and musculoskeletal system, introduction to biopharmaceuticals, alligation calculations, conversions of weights and measurement systems, appropriate ways of processing a prescription, pharmacy abbreviations, dosage calculations, understanding drug labels, and self-paced keyboarding.

Intravenous Admixtures IAD307

This module offers training in intravenous admixtures, aseptic technique, cancer and chemotherapy, USP 797 Regulations, special handling of chemotherapeutic agents, knowledge of the classes of antibiotics, knowledge of the gram stain procedure, the anatomy, physiology, and pharmacology of the immune system, knowledge of the difference between neonatal and pediatric patients, conversions of weights and measurement systems, appropriate ways of processing a prescription, pharmacy abbreviations, dosage calculations, understanding drug labels, and self-paced keyboarding.

Professional Development Course PDC 201

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Pharmaceutical Technician Course Descriptions

Externship PTE302
Students will apply all the skills and knowledge they have acquired throughout the program and work at an off-site pharmacy. Students will work under the supervision of a pharmacist to acquire hands-on training experience in a retail or hospital pharmacy setting.

Pharmaceutical Technician

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits
	PRE-REQUISITE								
SFS201	Strategies for Success	20	2.0	0	0	0	0	20	2.0
	MODULE A								
PHH301	Pharmacy/History	42	4.0	38	1.5	0	0	80	5.5
	MODULE B								
PSE302	Pharmacy Skills/Law & Ethics	39	3.5	41	2.0	0	0	80	5.5
	MODULE C								
PHA303	Pharmacology	39	3.5	41	2.0	0	0	80	5.5
	MODULE D								
COM304	Compounding	39	3.5	41	2.0	0	0	80	5.5
	MODULE E								
UDS305	Unit Dose Systems	39	3.5	41	2.0	0	0	80	5.5
	MODULE F								
MMS306	Medication Measurements	39	3.5	41	2.0	0	0	80	5.5
	MODULE G								
IAD307	Intravenous Admixtures	39	3.5	41	2.0	0	0	80	5.5
PDC201	Professional Development	20	2.0	0	0	0	0	20	2.0
PTE302	Externship	0	0	0	0	300	10	300	10
	TOTAL	316	29.0	284	13.5	300	10.0	900	52.5

Dental Assistant

760 Hours/ 36 weeks/ 51.0 Quarter Credits

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

Dental Assistants also assist the dentist during the examination and treatment of patients by handing required instruments to the dentist and using the suction or other instruments to keep the patient's mouth clear. Dental Assistants also prepare instrument trays and assist patients with dental health care. Some Dental Assistants will make dental impressions, remove sutures, and apply anesthetics to the gingiva (gums) and cavity preventatives to teeth.

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

Objective

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

Occupations

Dental Assistant 31-9091.00.

Funding Method

For Title IV purposes the funding method is based on Credit Hours.

Training Program

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

Course Descriptions

Strategies for Success SFS 201 Pre-requisite

Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Administrative Procedures, Oral Health, Periodontics AOP110

Upon completion of this course, the student will gain knowledge and be able to demonstrate various administrative procedures, including appointment scheduling, telephone etiquette, dental records management, inventory control, and describe law / ethics as it pertains to the practice of dentistry. Students will become familiar with various dental specialties including their educational requirements along with a deep understanding of HIPAA regulations and dental office compliance. Additionally, this course will familiarize the student with professionalism in the workplace, oral health, preventive dentistry, patient education, the mechanics of coronal polishing, and placement of dental sealants. An overview of periodontics, along with instrumentation, materials, and periodontic procedures will be offered.

Dental Assistant Course Descriptions

Anatomy & Morphology ANM110

Upon completion of this course, students will be able to identify the anatomy and physiology of the head and neck as they relate to dentistry. This includes; muscles, nerves, bones of the cranium, form and function of the hard and soft oral structures, tooth surface and structures, and cavity classifications. Students will also become familiar with proper chair side techniques associated with patient charting and correct use of dentistry symbols, local anesthetic, handling and loading of the syringe and needle, identifying injection sites, and other methods for pain management.

Dental Science SCI110

Upon completion of this course, students will be able to describe the methods of disease transmission in the dental office and the principles of disease control, OSHA regulations and waste management. Students will learn about the effects of exposure to chemicals, methods of chemical exposure, and explain the purpose of MSDS. Students will be able to describe the parts of a prescription, describe how drugs are administered, and identify drug schedules. Also discussed will be dental office emergencies, prevention, emergency equipment, and the role of the dental team.

Operative & Chair Side Assisting ONC110

Upon completion of this course, students will be able to explain the process and demonstrate procedures in four-handed dentistry. Students will identify hand pieces and instruments, their uses and care. In addition, students will explain the use of cements and filling materials when used in restorative procedures, and describe the steps in cavity preparation. Medical and dental histories along with the steps in working directly with patients is also discussed and practiced as part of this course.

Dental Radiology RAD110

Upon completion of this course, students will be introduced to the operation of dental x-ray equipment and radiation safety and techniques. The student will be instructed on techniques used to expose intra and extra-oral films, process, mount and evaluate radiographs, and follow all infection control protocols.

Laboratory Procedures LPR110

Upon completion of this course, students will be introduced to primary and secondary impression materials, the theory and practice of prosthetic dentistry, identifying the types and uses of provisional coverage, bleaching processes and the techniques associated with each.

Dental Specialties SPE110

Upon completion of this course, students will learn about the difference in dental specialties such as: Oral and Maxillofacial Surgery, Oral Pathology, Endodontics, Orthodontics, and Pediatric Dentistry. Emphasis is given to step-by-step procedures, function, use, and care of dental equipment, materials, instrumentation, and supplies used in each. Also covered is instruction on CPR and First Aid with certification being obtained.

Professional Development Course PDC 201

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Dental Assistant

Externship DEN015

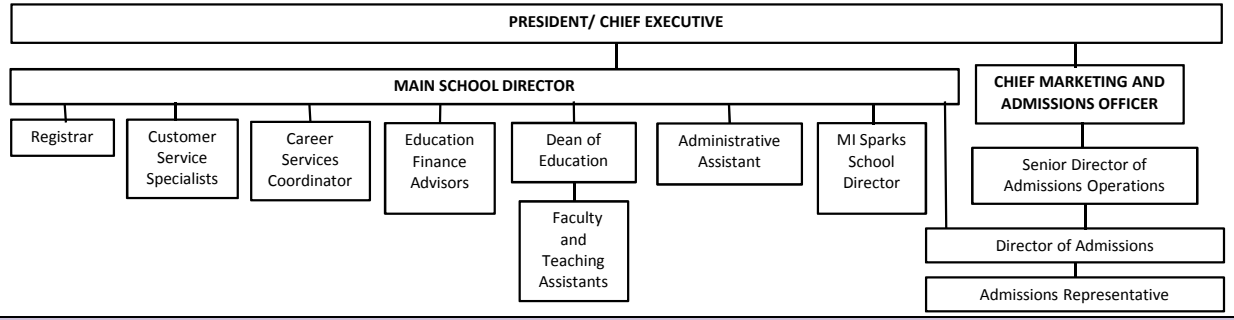
Dental Assistant students will use the skills and knowledge they have acquired throughout the program to train at an off-site dental facility to gain additional experience.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Cred-its	Extern Hours	Total Hours	Quarter Credits
	PRE-REQUISITE							
SFS201	Strategies for Success	20	2.0	0	0.0	0	20	2.0
	MODULE A							
AOP110	Administrative Procedures, Oral Health, Periodontics	50	5.0	30	1.0	0	80	6.0
	MODULE B							
ANM110	Anatomy & Morphology	50	5.0	30	1.0	0	80	6.0
	MODULE C							
SCI110	Dental Science	50	5.0	30	1.0	0	80	6.0
	MODULE D							
ONC110	Operative & Chair Side Assist-ing	50	5.0	30	1.0	0	80	6.0
	MODULE E							
RAD110	Dental Radiology	50	5.0	30	1.0	0	80	6.0
	MODULE F							
LPR110	Laboratory Procedures	50	5.0	30	1.0	0	80	6.0
	MODULE G							
SPE110	Dental Specialties	50	5.0	30	1.0	0	80	6.0
PDC201	Professional Development	20	2.0	0	0.0	0	20	2.0
DEN015	Externship	0	0.0	0	0.0	160	160	5.33
	TOTAL	**390**	**39.0**	**210**	**7.0**	**160**	**760**	**51.0**

CATALOG STAFF INSERT

Effective: October 2018

MILAN INSTITUTE
6500 S. Mooney Blvd.
Visalia, CA 93277
P: (559) 684-3900 **F: (559) 684-3990** www.milaninstitute.edu



ADMINISTRATION

President/Chief Executive Officer	Gary Yasuda	**Senior Director of Admissions – Mgt**	Roger Moore
VP of FA and Regulatory Affairs	Linda Buchanan	**Senior Director of Admissions – Ops**	Carla Larson
Chief Mktg & Admissions Officer	Fred Carini	**Director of Education**	Jean Rydahl

CAMPUS ADMINISTRATION

Main School Director	Patrick Taylor		
Branch School Director	Belinda Alcid		
Dean of Education	Judy Perry	**Registrar**	Shara Burks
Director of Admissions	Andrea Gonzales	**Education Finance Advisor**	Patty Martinez
Admissions Representative	Brenda Garza	**Education Finance Advisor**	Sara Stacey
Admissions Representative	Natalie Conde	**Director of Career Services**	OPEN
Admissions Representative	Charmaine Wojtas	**Career Services Coordinator**	Theresa Orosco
Customer Service Specialist	Angela Holguin	**Career Services Coordinator**	Florine Hall Green
Customer Service Specialis	Edith Diaz	**Career Services Coordinator**	Reggie Trevino

FACULTY

Accounting and Administrative Specialist Programs

Full Time Faculty

Instructor	Susan Nejman	

Part Time Faculty

Substitute Instructor	Juan M Alvarez	8 years Accounting and instruction background, Masters of Business Administration- Fresno Pacific University

Computer Network Technician Program

Part Time Faculty

Instructor	Timothy Lee	Masters of Science in Information Systems conferred from University of Phoenix.

Massage Therapy Program

Full Time Faculty

Instructor	Daniella Rose Whittle	Certified Massage Therapist, AS general/business Grossmont College

Part Time Faculty

Substitute Instructor	Jessica Joosten	

Administrative Medical Assistant and Medical Assisting Programs

Full Time Faculty

Medical Program Coordinator	Danny Webb	Associates in Medical Assisting conferred by San Joaquin Valley College.
Instructor	Victoria Grader	Diploma in Medical Assisting conferred by San Joaquin Valley College.
Instructor	Geralyn Betancourt	Associates of Medical Assisting conferred by San Joaquin Valley College.
Instructor	Velma Pasillas	20 Years Medical Office and Insurance Administration

Instructor	Maryann Cuellar	Associate of Administrative Studies conferred by San Joaquin Valley College.
Instructor	Maria Coronado	Medical Assisting Certificate conferred by Golden State Business College.
Part Time Faculty		
Substitute Instructor	Lenslie Acoba	Certificate in Medical Assisting conferred by Milan Institute.
Teachers Aid	Lorlyn Umaguing	Certificate in Medical Assisting conferred by Milan Institute.
Registered Dental Assistant Program		
Supervising Dentist	Dr. Swonson DDS	
Full Time Faculty		
Dental Program Director	Tammy Wright	Associates Degree in Dental Assisting conferred by San Joaquin Valley College.
Instructor	Kelly McFadden	Dental Assisting Certificate conferred by Galen College.
Instructor	Patricia Mitroff	Bachelor of Science Business Management conferred from University of Phoenix.
Instructor	Margarita Sanchez	Dental Assisting graduate at San Joaquin Valley College.
Nursing Assistant Program		
Nursing Program Director	Shubhangi Fazalbhoy	Bachelor's of Science in Nursing
Instructor	Sheri Lou Fischer	
Professional Development		
Full Time Faculty		
Instructor	Suzi Picaso	
Instructor	Rebecca Mueller	

ADVISORY BOARD MEMBERS

Accounting and Administrative Specialist Programs

Jamey Erwin, Case Manager	Parenting Network
Kristin Anderson, Respic Manager	Parenting Network
Helena Kubik, Sr. Program Specialist	CSET
Maria Martinez, Staffing Manager	Maleko Staffing
Ana Acosta, Staffing Manager	Maleko Staffing

Massage Therapy Program

Vivian Olson, Owner	Wellness Massage
Joseph Olson, Owner	Wellness Massage
Grace Perreria , Owner	Blue Door Massage and Spa
Kyla Tidwell, Owner	Blue Door Massage and Spa
Leroy Conklin , Owner	Mobile Massage
Vickie Conklin, Owner	Mobile Massage

Nursing Assistant

Emma Mozier, Nurse Manager	Kaweah Delta
Katherine Babtist, Assistant Nurse Manager	Kaweah Delta
Barbara Mayola, Private Home Care	Kaweah Delta
April Vasquez, Director of Marketing	Linwood Meadows
Stevie Martinez, Administrative Assistant	Auspice in Home Care
Cera Davis, Human Resources	Auspice Home Care
Angela Grove, Director of Staff Development	Mayerd Nursing
Essie Quinn, Nursing LVN Manager	Quail Park

Administrative Medical Assistant and Medical Assisting Programs

Susan Montojano, Office Manager	Dr. Jerry Yasuda
Myra Baca, HR Specialist	Health Care Network
Martha Sepeda, Office Manager	Dr. Bhaskar
Alma Robles, HR Specialist	Family Health Care Network
Don E. Faustino, Manager	United Health Center
Gio Carbone, Facility Manager	Marchall S. Lewis

Registered Dental Assistant Program

Dr Erik Swanson DDS	Dr. Swanson DDS
Reza Khazaiezadeh DDS	One World Dental
Franchesca Trevino, Dental Assistant	Family Healthcare Network
Sarah Williams, Registered Dental Assistant	Family Healthcare Network
Carla Willis, Dental Assistant	Western Dental
Michelle Wise, Dental Assistant	Western Dental
Renee Rocha, Dental Manager	Tulare Community HC

Computer Network Technician

Joe Hulford, Assistant Director	C-Set
Jason Fridolfs, Tech Supervisor	Adventist Health
Paul Gambino, IT Director	Adventist Health

Schedule of Tuition and Costs for Milan Institute - Visalia, CA
Catalog Insert II

Program	Effective Date	Student Tuition Recovery Fund (STRF)	Tuition 1st Payment Period*	Tuition 2nd Payment Period*	TOTAL COST**
Administrative Specialist	11/1/2018	$0.00	$6,750.00	$6,750.00	**$13,500.00**
Computer & Network Technician	11/1/2018	$0.00	$7,825.00	$7,825.00	**$15,650.00**

Program	Effective Date	Student Tuition Recovery Fund (STRF)	Books and Supplies with Tax	Vaccinations	CPR/First Aid Fee	Lab Fee	Tuition*	TOTAL COST**
Nursing Assistant	7/1/2018	$0.00	$266.85	$70.00	$75.00	$50.00	$1,733.15	$2,195.00

Program	Effective Date	Student Tuition Recovery Fund (STRF)	Tuition 1st Payment Period*	Tuition 2nd Payment Period*	TOTAL COST**
Administrative Medical Assistant	11/1/2018	$0.00	$7,225.00	$7,225.00	**$14,450.00**

Program	Effective Date	Student Tuition Recovery Fund (STRF)	Tuition 1st Payment Period*	Tuition 2nd Payment Period*	TOTAL COST**
Medical Assisting	11/1/2018	$0.00	$7,125.00	$7,125.00	**$14,250.00**

Program	Effective Date	Student Tuition Recovery Fund (STRF)	Tuition 1st Payment Period*	Tuition 2nd Payment Period*	TOTAL COST**
Registered Dental Assistant	11/1/2018	$0.00	$8,250.00	$8,250.00	**$16,500.00**
	11/1/2018				

Program	Effective Date	Student Tuition Recovery Fund (STRF)	Tuition 1st Payment Period*	Tuition 2nd Payment Period*	TOTAL COST**
Massage Therapy	11/1/2018	$0.00	$7,000.00	$7,000.00	**$14,000.00**

**** Total charges for a period of attendance ** Total charges for the entire educational program***

Additional Cost Disclosures:

Massage Therapy Students will be responsible for upkeep and maintenance of their tables and sheets for class use. Massage Therapy Students will receive sample oils upon enrollment, but will be respnsible for obtaining additional oils and lotions as needed.
Externship Students will be responsible for their own transportation to and from the externship sites. Student cost may vary due to location of externship site and student's choice of transportation.
Book Costs - Books, materials and supplies are provided to students and are included in the program cost.

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.
However, no claim can be paid to any student without a social security number or a taxpayer identification number.

CATALOG INSERT III - CLASS START CALENDAR AND STUDENT HOLIDAYS

Amarillo College of Hairdressing d/b/a Milan Institute

MILAN INSTITUTE

6500 S. Mooney

Visalia, CA 93277

P: (559) 684-3900 **F: (559) 684-3990**

www.milaninstitute.edu

Effective: January 2018

Business Hours

Monday-Friday 8:00am-6:00pm

CLASS START CALENDAR

	Day Programs	Evening Programs	Day	Evening	Day
2018	**Accounting, Administrative Medical Assisting, Administrative Specialist, Massage Therapy, Medical Assisting, Registered Dental Assistant (day &**	**Accounting, Administrative Medical Assisting, Massage Therapy, Medical Assisting, Registered Dental Assistant**	**Computer and Network Technician Program and Stand-alone Courses**	**Computer and Network Technician Program and Stand-alone Courses**	**Nurse Assistant**
January	1/9/2018	1/30/2018	1/9/2018	1/30/2018	1/8/2018
February	2/7/2018	2/28/2018	2/7/2018	2/28/2018	2/12/2018
March	3/8/2018	3/28/2018	3/8/2018	3/28/2018	3/19/2018
April	4/5/2018	4/25/2018	4/5/2018	4/25/2018	4/23/2018
May	5/3/2018	5/23/2018	5/3/2018	5/23/2018	5/29/2018
June	6/4/2018	6/21/2018	6/4/2018	6/21/2018	No Starts
July	7/9/2018	7/26/2018	7/9/2018	7/26/2018	7/9/2018
August	8/6/2018	8/23/2018	8/6/2018	8/23/2018	8/13/2018
September	9/4/2018	9/24/2018	9/4/2018	9/24/2018	9/17/2018
October	10/2/2018	10/22/2018	10/2/2018	10/22/2018	10/22/2018
November	11/28/2018	11/19/2018	11/28/2018	11/19/2018	11/26/2018
December	No Starts	12/18/2018	No Starts	12/18/2018	No Starts

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

STUDENT HOLIDAY CALENDAR

2018 STUDENT HOLIDAY CALENDAR	
New Year's Day - CLOSED	1/1/2018
Martin Luther King, Jr. Day - CLOSED	1/15/2018
President's Day - CLOSED	2/19/2018
Memorial Day - CLOSED	5/28/2018
Summer Break (Student unscheduled)	7/02/2018-7/07/2018
Independence Day - CLOSED	7/4/2018
Labor Day - CLOSED	9/3/2018
Thanksgiving - CLOSED	11/22/2018-11/25/2018
Winter Break - (students unscheduled)	12/24/2018-12/31/2018
Christmas Day - CLOSED	12/25/2018