

# **INSTITUTOHISPANOAMERICANO**



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***BPPE # 46614831  
[www.institutohispanoamericano.org](http://www.institutohispanoamericano.org)***

***A tradition of Excellence, Learning and Service***

## ***CATALOG***

***January 1 - December 31, 2018***

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## **A Message from Instituto Hispano Americano**

### **WELCOME!**

Instituto Hispano Americano is an institution committed to quality education, to our students, to our community and to our educational values: respect, integrity, learning and service.

The success of our students as individuals is important at IHA. Our mission is to educate the spirit as well as the mind and to help students fulfill their dreams.

As an adult vocational school, IHA reaches to a diverse community, serving as cultural, social and intellectual center for the community and as a resource for business and industry.

We are very pleased to note that the entire IHA management and administration are eager to serve our community.

Our vision and plan will further define Instituto Hispano Americano as premier educational institution committed to values and lifelong learning.

We look forward to serving you, learning with you and always welcoming you.

Sincerely,

Instituto Hispano Americano

## **Curriculum**

**INSTITUTO HISPANO AMERICANO** is dedicated to providing courses and programs that meet the needs of the community and of employers of the Bakersfield area. The instructional programs are bilingual Spanish/English.

**INSTITUTO HISPANO AMERICANO's** most important obligation is to prepare graduates for employment and/or advancement in their chosen field. We offer courses and methods of instruction that will enable each student to achieve his/her full potential. The courses, text materials, and equipment are designed to attain that goal.

The system of scheduling teaching sessions is open entry/open exit. This system allows participants to commence training each week on a space available basis. The teaching and learning methods and materials are competency based. These methods allow an individual to progress as they gain competency in specific subjects. Individualized instructional (tutorial) techniques are employed so that each participant receives the attention required to reach their objective. This combination of methods, techniques, and scheduling assure that diligent participants are able to attain their optimum potential in an efficient manner in the shortest possible time.

The programs are structured on solid educational principles to assure high standards are maintained. The design is flexible enough to provide for the integration of new technologies and techniques as they are developed. This method of registration allows working adults to have more opportunities to adapt their work schedule to the flexible education schedule we offer.

## **HISTORY**

**INSTITUTO HISPANO AMERICANO** was founded in Bakersfield, California in 2007 to provide education services to the greater Kern County area and adjacent communities.

**INSTITUTO HISPANO AMERICANO**, through its technical training courses has collaborated with a number of established institutions to establish job-training programs.

**INSTITUTO HISPANO AMERICANO**, is a firm step for employment by completing the courses with satisfactory grades.

# **INSTITUTO HISPANO AMERICANO**

## **ADMINISTRATION**

Martin Cruz            Director  
Rolando Cruz        Academic Director

Anna Ayala            Admissions Director/Vocational Consultant  
Mary Cruz            Admissions/Student Coordinator  
Cecilia Cruz         Receptionist

## **FACULTY**

Avilio Rubio            Instructor: On-Line Computer Applications, Computer Operation, computer web design training. Mrs. Rubio holds an AA degree in Computer Information System Analyst and extensive experience in JavaScript, PHP SQL, Databases, Java, HTML5, CSS.

Stephanie Espinoza    Instructor: Computer Applications, Computer Operation, Mr. Espinoza has extensive computer web design training, computer and network experience.

Santiago S. Domingo    Instructor: Complete Automotive Mechanic, Transmission Service and Repair, Diesel Technology, Automotive Electricity. Mr. Domingo has training and education on automobile repair.

Juan Garces M.         Instructor: Automotive Electricity instructor  
Mr. Garces has extensive training in the automobile repair field.

## APPROVAL DISCLOSURE STATEMENT

**INSTITUTO HISPANO AMERICANO** Is a private institution and is approved to operate. The Bureau for Private Postsecondary Education has determined that this institution complies with the minimum standards contained in the California Code of Education and the California Code of Regulations. We are approved (approval means with state standards as set forth in this chapter) to offer the following courses:

<b>Complete Automotive Mechanic</b>		<b>260 Hours</b>
<b>General Automotive Mechanic</b>	<b>(Non-Vocational)</b>	<b>100 Hours</b>
<b>Transmission Service &amp; Repair</b>	<b>(Non-Vocational)</b>	<b>100 Hours</b>
<b>Automotive Electricity</b>	<b>(Non-Vocational)</b>	<b>100 Hours</b>
<b>Complete Diesel Technology</b>		<b>260 Hours</b>
<b>Diesel Technology</b>	<b>(Non-Vocational)</b>	<b>100 Hours</b>
<b>Computer Operation</b>	<b>(Non-Vocational)</b>	<b>100 Hours</b>
<b>Computer Operation and Graphic Design</b>		<b>250 Hours</b>
<b>Graphic Design</b>	<b>(Non-Vocational)</b>	<b>100 Hours</b>
<b>On-Line Computer Applications (English/Spanish)</b>		<b>250 Hours</b>
<b>On-Line Computer Applications (English/Spanish) (Non-Vocational)</b>		<b>100 Hours</b>
<b>Automotive Air Conditioning ( Non- Vocational)</b>		<b>80 Hours</b>
<b>Automotive Scanner</b>		<b>100 Hours</b>

**Instituto Hispano Americano can be found in the California Eligible Training Provider**

**List. Instituto Hispano Americano does not offer English as Second Language classes**

Instruction is offered at the campus located at 3600 Chester Ave., Bakersfield, CA 93301 for almost all courses. Online courses are offered for Computer Applications programs utilizing the program Moodle LMS. The Main Campus will accommodate 60 students at any one time. A second group can meet in facilities by alternating lab/class-room lecture. Normal class size is 16-20 students. Classes are offered bilingual Spanish/English.

Prospective enrollees are encouraged to visit the school facilities and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements. Per California statute, a student, who successfully completes a course of study, will be awarded an appropriate Certificate of Completion or Diploma verifying the fact.

### Personal Development Division

**INSTITUTO HISPANO AMERICANO** offers a variety of courses. Courses may vary from time to time to meet the needs of the community in the Bakersfield area.

## **FACILITIES**

**INSTITUTO HISPANO AMERICANO** is located in Bakersfield California, has premises designed to create a learning environment within walking distance of the bus and Metro train stops for Bakersfield Transit, business, stores and a variety of places to eat. All classes are offered at our only campus at 3600 Chester Ave. Suite F, Bakersfield, CA 93301.

**INSTITUTO HISPANO AMERICANO** provides parking for its students. Our campus has 3 classrooms/computer laboratory, 3 administrative offices, resource and reception area. Offices are conveniently located with classrooms very suitable for up to 16 students each. The classroom for computer Applications and Computer Operation are designed and equipped for 12 students. The classrooms are combination facilities for theory discussions and supervised practice. In addition, practice space is available by arrangement with our Operations Coordinator. This institution, complies with federal, state and local ordinances and regulations, including those requirements as to fire safety, building safety and health.

## **INSTRUCTIONAL EQUIPMENT**

The School has all the necessary equipment for lecture and laboratory practice. Examples of classroom equipment include: audio/video and overhead projectors. Laboratory equipment consists of Windows compatible computers and printers. Mechanics shop equipment includes: testing equipment, hands-on parts and accessories, analyzers and computer diagnostic equipment.

## **IN-HOUSE COMPLAINT POLICY**

Students are encouraged to discuss any concerns first with the Instructor. The student may direct a concern/complaint to the Registration office, which will attempt to resolve or refer the complaint to the appropriate party. Students may discuss any concerns with the Director for resolution.

## **ADMINISTRATIVE POLICIES**

### **MISSION AND PURPOSE**

**INSTITUTO HISPANO AMERICANO** is a private educational institute offering comprehensive programs of career-oriented vocational education. The Institute seeks to develop professional level skills in individuals for obtaining maximum employment opportunities. Personal growth is enhanced by the close interaction of the instructors, students, administration & staff.

It is **INSTITUTO HISPANO AMERICANO's** objective to train individuals in the field of Computer Applications, Vocational Services, and Automotive Repair. Faculty and Administration are committed to:

- 1) Educate students with updated equipment in the field of Computer Applications, Office Administration and Operations and Automotive Service & Repair Fields.
- 2) Professional and personal development of every student.
- 3) Continuously develop & update all curriculums according to current business needs & demands.
- 4) Maintain close contact with business community and associated organizations assuring feedback and input as to labor market and skill shortages.
- 5) Continuing instructional development of faculty

### **ADMISSION REQUIREMENTS and PROCEDURES**

The programs offered by the **INSTITUTO HISPANO AMERICANO** are open the community with a desire to become skilled in their chosen field. Applicants must be over the age of 18 and benefit from the training offered. Candidates are counseled/advised to determine their aptitude for the desired occupation.

Students who do not have a high school diploma or GED but are 18 years old or later, may be admitted After taking and passing the CELSA (Combined English Language Skills Assessment) that determines the student ability to benefit from his/her program of instruction. The classes are bilingual Spanish/English, depending on the needs of the course.

This institution does not have an International student program and do not provide visa services.

### **NON-DISCRIMINATION POLICY**

**INSTITUTO HISPANO AMERICANO** does not discriminate on the basis of citizenship status, sex, age, race, national origin, creed, religion or disability that would not preclude employment within their selected program area in Admissions, Counseling, Training, Placement Employment, or any other activities.

### **SCHEDULE AND CALENDAR**

Class scheduling is open-entry/exit. This allows students to begin classes on Monday of each week on a space-available basis, and graduate upon completion of all graduation requirements. Classes are scheduled Monday through Thursday between the hours of 9:00 a.m. and 2:00 p.m. Evening classes are between 6:00 p.m. and 8:30 p.m. Weekend hours are scheduled on an as needed basis. Graduation

occurs following completion of course requirements as described in the curriculum section of this catalog. Classes are not scheduled on the following holidays: Memorial Day, Good Friday, Independence Day, Labor Day, 1 day for Thanksgiving, Christmas Day through New Year's Day, A special holiday may be declared for emergency or extraordinary purposes.

## **ACADEMIC POLICIES**

### **STUDENT CONDUCT**

All students are expected to behave in a professional business manner. Unsatisfactory behavior as outlined in The Dismissal Policy will not be tolerated.

The lengths of INSTITUTO HISPANO AMERICANO's subjects of study are computed on a class hour basis denoting that regular hours spent in classroom or equipment usage. Class periods of 50 minutes are regarded as a regular class hour.

### **DRUG ABUSE POLICY**

Possession and/or use of drugs or alcohol inside school premises, is not tolerated. Creation of safety hazards or any form of misconduct will be grounds for termination.

### **PROBATION/DISMISSAL POLICY**

A student may be terminated from school for any incident of intoxication or drug abuse.

### **ATTENDANCE POLICY**

Students are expected to attend scheduled classes at scheduled starting time and to continue as scheduled throughout the day. All absence and attendance is recorded. It is the students' responsibility to notify in advance to advice of an absence or tardy.

#### **A. Absence**

Satisfactory attendance must be maintained. All coursework missed due to absences must be made up. Three absences during in one month it is considered excessive, unless health or emergency situations arise. On the fourth absence will be placed on probation and the instructor will conduct an informal conference. After the fifth absence the student will be considered for dismissal. Students under Worker's Compensation should provide a copy of doctor, counselor or attorney's appointments.

#### **B. Tardiness**

Tardiness is a disruption of a good learning environment and it is discouraged. Tardiness is defined as arriving more than 10 minutes after scheduled class start, without legitimate reason. Three occasions within one month will be considered as one absence.

#### **C. Interruption for Unsatisfactory Attendance**

Students with three absences in one month will receive written notification of probation for a period

of one month. Un-excused absences during probation may be cause for interruption of the student's training program.

**D. Leave of Absence**

One written requests for a leave of absence will be considered and such leave may be granted to a student at the discretion of the School Administration. A leave of absence for over 30 days will only be granted for verified medical reasons or emergencies for a period of up to 90 days.

**E. Make-up Work**

Students must arrange make-up time for coursework missed with the instructor; however, absences will remain on record. Failure to maintain satisfactory academic progress may result in probation or withdrawal.

**F. Suspension/Re-admittance**

Students, who have had their training suspended for cause, may be re-admitted to classes upon written request and evaluation.

**GRADING AND PROGRESS SYSTEM**

Student progress is evaluated using oral, written, and practical tests each module. The oral and written tests account for approximately 25% of the grade, practical application tests account for approximately 75% of the grade. A test grade of 60% or less will require a retake of the specific test.

**School's grading system**

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

When the grade point average for a student is under 2.0 for a month, the student will be placed on probation. If the grade average for the next month is fewer than 2.0 or below the student's training may be interrupted.

Re-enrollment may only be approved after evidence is submitted that conditions, which caused the interruption, have been rectified.

## **STATEMENT OF SATISFACTORY ACADEMIC PROGRESS**

### **The elements of Satisfactory Academic Progress are:**

1. Students are graded as they complete modules of the curriculum. Grades are determined as a compilation of examination scores (written and practical) and such other criteria and observations as the school deems appropriate in the training of technical personnel.
2. All students will be evaluated upon completion of each module of the course to determine if a student has made sufficient progress towards the course objectives, the obtaining of a certificate and the completion of the entire curriculum.

**For on-line courses**, the students will receive response or evaluation approximately 10 business days after receipt of student's lessons, projects or tests.

3. To maintain Satisfactory Academic Progress, a student may have absences of up to 25% of the total course length. Lost attendance time, while a student is on an approved leave of absence, will not be counted as absent time.

### **Incomplete Subjects and Remediation**

Students will be given an opportunity, at the discretion of the School Director and subject to space availability, to repeat, remediate or make-up lost work within 30 days of grade assignment and be credited the higher of any grade(s) earned, or a final, failing grade of "F" will be rendered. Any make-up/repeat work grades, will be given full standing and credit with respect to the final evaluation of the student's maintaining of satisfactory progress. Failure to maintain satisfactory academic progress may result in probation or withdrawal.

### **Withdrawal and Reinstatement**

A student not maintaining Satisfactory Academic Progress, during the first 25% of the stated course period, must discuss with the teacher to improve his/her grades.

### **Academic Review and Appeal Process**

1. Challenging the record for purposes of changing any of its contents must be requested in writing, stating fully the reason for challenge.
2. All requests will be reviewed by the Director, in consultation with the instructor; and a determination, made to either retain the records intact or change them.
3. Student may meet with the Director or anyone designated to review conclusions.

4. Should further review be requested by the student, a disinterested third party with competence in the program will be asked to review the student's records and findings, and make a recommendation to the Director for final action.

5. Parental access to records is not permitted unless the student is a dependent.

## **STUDENT RECORDS/RIGHT OF PRIVACY**

The Federal Right of Privacy Act of 1964 enables all students to review their academic records, including grades, attendance, and counseling reports. Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student. Transcripts are kept permanently and files are kept for five years. Students may request a review of their records by writing to the Director of the School. All such reviews will be scheduled during regular school hours under appropriate supervision.

The institution maintains records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program.

The institution maintains for each student granted a certificate permanent records of all of the following:

(1) The certificate granted and the date on which that certificate was granted.

(2) The courses on which the certificate was based.

(3) The grades earned by the student in each of those courses.

The institution maintains for a period of not less than five years, complete and accurate records of all of the following information:

(a) The educational programs offered by the institution and the curriculum for each.

(b) The names and addresses of the members of the institution's faculty and records of the educational qualifications of each member of the faculty.

## **GRADUATION REQUIREMENTS**

Upon completion of all classroom and practical/laboratory education and training with a grade average of no less than 70%, the student will be issued a Certificate/ Diploma attesting to his/her successful completion.

## **COURSE DURATION**

The course duration varies depending on the chosen program. The required projects for each course must be completed unless the student has been given credit for prior training or experience or demonstrates through practical and written tests the level of competency required for employment.

## **DESCRIPTION OF CLOCK HOUR**

For the purposes of attendance, a class hour is defined as 50 minutes. All students have a maximum of one and one-half times their scheduled program length to successfully complete the training program.

## **CHANGE OF PROGRAM**

Program changes must be initiated with the Director. A student must attend all classes in which originally enrolled until the requested change is officially authorized. The school reserves the right to make program changes and/or adjustments from time to time as necessary to remain current with industry standards and technology. Any changes in tuition will not affect those students already enrolled.

## **STUDENT SERVICES ADVISING / COUNSELING**

1. Advising is available to all students. Instructors or administrators will meet with each student to discuss any personal, classroom, or financial problem when needed.
2. Support services: information about emergency support services, housing, child care, transportation, etc., are available to students who qualify through various agencies under contact with **INSTITUTO HISPANO AMERICANO**, which provide these services within a 10 mile radius.
3. Each student will have a review of their progress each month. Those students experiencing academic or other problems will be advised by an instructor and/or the Director to help overcome challenges being experienced. Counseling on other problems may be referred to various qualified agencies, which provide services (for those who qualify) as needed.

## **JOB PLACEMENT ASSISTANCE**

Placement assistance is not provided. The School does not and cannot promise or guarantee neither employment nor level of income or wage rate to any Student or Graduate. The school assist graduates with information for employment, upon request.

## **EMPLOYMENT PREPARATION**

Our trainings will prepare the student to meet the employer's demands. Some of the skills emphasized are: Applications and resumes, interview techniques, placement orientation, etc.

## **PERSONAL DEVELOPMENT**

Our trainings will help the student to achieve personal goals, develop self-motivation and improve the desire to enhance their skills. The result of this is to show the student how to turn goals into reality.

## **HOUSING**

Housing is not available on campus; we do not have dormitory facilities. The approximate range of housing cost in Bakersfield is \$ 600 to \$ 1200.00 per month, depending on the area. As a service to our students, a listing of apartments and rooms for rent near the school (5 to 15 miles range) is available upon request or at the time of registration. The listing describes the facilities being offered and other pertinent information. Our institution does not endorse any listings, this list is provided as an informational resource; however, both landlords and students are expected to live up to their respective obligations.

Our institution has no responsibility to find or assist a student finding housing.

## **LIBRARY**

As a service to the students, our institution provides access to books and on-line resources related to their study field. Computers are also available for research. Available resources include:

- Books
- Manuals
- Internet and computer access for researching
- Photocopying and computer printing
- Community Library information

## **TUITION POLICIES** **TUITION PAYMENT POLICY**

All tuition and fees are payable in advance unless other arrangements are made with the school prior to commencing classes.

## **FINANCIAL AID ASSISTANCE**

Private and public agencies may be willing to provide tuition assistance for those individuals who meet the particular agency's requirements. For further information, inquire at the Admissions Office.

INSTITUTO HISPANO AMERICANO does not participate in State or Federal financial aid programs.

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

If the student is eligible for a loan guaranteed by the Federal or State government and the student default on the loan, both of the following may occur: the agency may take action against the

student or the student may not be eligible for any other federal financial aid or other government assistance until the loan is repaid.

This institution does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec.1101 et seq.).

## **STUDENT PROTECTION POLICY STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND**

### **Student Tuition Recovery Fund Disclosures:**

“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.

### **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at INSTITUTO HISPANO AMERICANO is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn in the course you attend is at the complete discretion of the institution to which you may seek to transfer. If the diploma or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending INSTITUTO HISPANO AMERICANO to determine if your diploma or certificate will transfer.

This institution does not have any agreements with any institution regarding transferability of credits.

Our courses do not lead to an occupation that requires a license or certification. Therefore, we do not award credits for prior experiential learning.

### **CANCELLATION, WITHDRAWAL AND REFUND RIGHTS**

**CANCELLATION OF AGREEMENT:** Per the State of California, You have the right to cancel this agreement for a course of instruction including any equipment such as books, materials and supplies or any other goods related to the instruction offered in this Agreement, **if** notice of cancellation is made through attendance at the first class session, or the **seventh class day** after enrollment, whichever is later. Business day means, except for home study or correspondence, a day on which you were scheduled to attend a class session.

A notice of cancellation shall be in writing, and a withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. You can do this by mail, hand delivery, or e-mail. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. Mail notices to the school's address, attention School Director.

The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement. You will be given two notice of cancellation forms to use at/or before the first day of class, but you can use any form that



you wish. If the School has given you any equipment, including books or other materials, you shall return it to the School within 10 days following the date of your notice of cancellation.

If you fail to return this equipment, including books, or other materials, in good condition within the 10-day period, the School may deduct its documented cost for the equipment from any refund that maybe due to you. Once you pay for the equipment, it is yours to keep without further obligation. If you cancel this agreement, the school will refund any money that you paid, less any deduction for equipment not timely returned in good condition, within 45 days after your notice of cancellation is received or determined last date or attendance.

### **WITHDRAWAL FROM COURSE:**

You may withdraw from the school at any time after the cancellation period and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$250.00, and less any deduction for equipment not returned in good condition, within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

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

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

#### **Specialized Training**

**INSTITUTO HISPANO AMERICANO** offers special courses and subject area training to meet specific needs of individuals or employers. For further information on this service contact the Admissions Office. The educational of total charges for a period of attendance and an estimated

schedule of total charges for the entire educational program are the same

**COURSES OF STUDY AND FEES**

<b>COURSE</b>	<b>HOURS</b>	<b>TUITION FEE</b>	<b>REGISTRATION</b>	<b>STUDY MANUALS</b>	<b>EQUIPMENT /TOOLS</b>	<b>Miscellaneous Expenses</b>	<b>TOTAL</b>
Complete Automotive Mechanic	260	\$ 4400 .00	\$100.00	\$180.00	\$820.00	\$500.00	\$6000.00
Complete Diesel Technology	260	\$4400.00	\$100.00	\$180.00	\$820.00	\$500.00	\$6000.00
Computer Operation & Graphic Design	250	\$4500.00	\$100.00	N/A	\$900.00	\$500.00	\$6000.00
On-Line Computer Applications	250	\$4500.00	\$100.00	N/A	\$900.00	\$500.00	\$6000.00
General Automotive Mechanic	100	\$1,200.00	\$100.00	\$50.00	N/A	N/A	\$1350.00
Transmission Service & Repair	100	\$1,200.00	\$100.00	\$50.00	N/A	N/A	\$1350.00
Automotive Electricity	100	\$1,200.00	\$100.00	\$50.00	N/A	N/A	\$1350.00
Automotive Air Conditioning	80	\$ 1200.00	\$ 100.00	\$ 50.00	N/A	N/A	\$1350.00
Diesel Technology	100	\$1,500.00	\$100.00	\$50.00	N/A	N/A	\$1,650.00
Computer Operation	100	\$1,500.00	\$100.00	\$ 50.00	N/A	N/A	\$1650.00
Graphic Design	100	\$1,500.00	\$100.00	\$ 50.00	N/A	N/A	\$1650.00
On-Line Computer Applications	100	\$1,500.00	\$100.00	N/A	N/A	N/A	\$1650.00
Automotive Scanner	100	\$1,200.00	\$ 100.00	\$ 35.00	N/A	N/A	\$1350.00

## ADDITIONAL INFORMATION

**INSTITUTO HISPANO AMERICANO**, will provide additional information or (upon request) Available data can include, but not limited to: Course outlines for any or all programs, Job analysis for vocational programs, detailed tool lists for optional supplies, labor market data, etc.

## COURSES OUTLINES

### COMPLETE AUTOMOTIVE MECHANIC

TOTAL TIME: 260 HOURS

Students enrolled in the Complete Mechanic Technology program will become proficient in the Automotive Engine Service and performance/Maintenance fields ( Tune-Up Technician, Fuel Injection Service, etc.), as well as be familiar with the emission standards and testing for automobiles. This Program is geared to Entry Level Employment. Tuition and fees for the complete program as well as options are listed in the Tuition section of this catalog. SOC: 49.3023.00 Automotive Service Technician and Mechanic, 49.3023.01 Automotive Master Mechanic

#### OUTLINE

#### HOURS

#### THE BASIC OF ENGINE OPERATION

80

The theory of engine design, the four stroke cycle, the overhead engine  
Sparkplug wires, Distributor, battery, filters, tune-up procedures.  
The practical of engine design, inspect secondary ignition circuits,  
compression tests, Troubleshooting, cables, Breaker  
points condensers, timing, lightning and ignition circuits  
Carburetor, adjustments, valve adjustments

#### SETTING ENGINE TIMING

20

Light and ignition timing, fuel mixture, master tune-up theory

#### BRAKE THEORY AND PRACTICE

40

Theory and practice of learning about automotive brakes

#### SUSPENSION AND ALIGNMENT

40

Suspension and alignment theory and practice  
Basic service and care

#### TRANSMISSIONS AUTOMATIC AND STANDARD

80

Automatic Transmissions theory and practice  
Standard Transmission theory and practice

Training materials :

Prepared text manuals IN SPANISH for Automotive Electricity and Automotive Mechanic

A ruled notebook, pen and pencil.

Equipment for all Vocational Mechanic Programs :  
Craftsman Mechanic Tool Set  
Craftsman Mechanic Tool Box

<b>AUTOMOTIVE ELECTRICITY</b>
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**TOTAL TIME: 100 HOURS**

<b><u>OUTLINE</u></b>	<b><u>HOURS</u></b>
<b><u>THE BASIC OF ENGINE</u></b>	<b>10</b>
Engine design	
Tune-up procedures	
Cables, battery and filters	
<b><u>ELECTRICITY</u></b>	<b>30</b>
Automotive electrical system	
Conductors and resistors, electrical circuits	
Wiring diagrams, connectors, color codes	
Voltage regulators and general troubleshooting	
Circuit breakers, testing voltage regulators	
Removal and installation	
<b><u>LIGHTING SYSTEMS</u></b>	<b>20</b>
Light bulbs, sidelights, headlights, auxiliary lights	
flashers, brake lights, wiring, indicator lights, installing accessories	
<b><u>ACCESSORIES</u></b>	<b>20</b>
Power antennas, windows defogger, windshields	
Stereo and amplifier systems	
Alarms installations	
<b><u>STARTING SYSTEMS</u></b>	<b>20</b>
Battery testing, cables, boosters	
Overhauling, solenoids,	
troubleshooting the starting system	

Training materials :

Prepared text manuals IN SPANISH for Automotive Mechanic and  
Electricity A ruled notebook, pen and pencil.

## AUTOMOTIVE SCANNER

Total Time: 100 Hours

The objective of this course is to teach students to learn about automotive scanner tools and diagnosis for car problems, code readings, inputs and outputs and code interpretation.

<b>COURSE MODULES</b>	<b>HOURS</b>
Diagnostic Procedure OBDI Norms Vehicle Identification number VIN and Pulse code modulation (PCM) Electronic Diagrams	20 hours
Diagnostic Connectors Definition of DTC Code interpretation Connector FORD Connector CHEVROLET Connector CHRISLER Connector NISSAN Connector TOYOTA Connector Honda	30 hours
Diagnostic procedure OBDII Code structure Code classification Signals Scanner menu and interpretation	30 hours
Lab scoop Division interpretation Types of signals Component testing	20 hours

Training materials :  
Prepared text manuals IN SPANISH for Scanner  
A ruled notebook, pen and pencil.

# **COMPLETE DIESEL TECHNOLOGY**

**TOTAL TIME: 260 HOURS**

**14 weeks**

**Objective:** This course is designed for Complete Diesel Technology students. It's meant to give the student an introduction to Diesel operated vehicles. At the end of the course the student will have the skills necessary to work daily with diesel operated vehicles. SOC: 49.3031.00 Bus and Truck Mechanic and Diesel Engine Specialist, 49.3023.00 Automotive Service Technician and Mechanic

	<b>HOURS</b>
<b><u>OUTLINE</u></b>	
<b><u>THE BASICS OF DIESEL ENGINES</u></b>	40
Basic service and maintenance	
Tune-Up procedures, sparkplugs, cables, battery, filters	
Inspection and repair, safety and hazards	
	20
<b><u>SUSPENSION AND STEERING</u></b>	
Suspension and steering maintenance	
Brakes, steering systems	
	25
<b><u>BRAKES</u></b>	
Components of brake maintenance and repair	
	25
<b><u>ELECTRICAL SYSTEM</u></b>	
Charging systems	
Electrical diagnosis and procedures	
Horns and buzzer warning systems	
Instrument panel gauges and indicator lights	
Electric windshield wipers and washers	
General electrical system diagnosis	
Electrical and electronic basics review	
	20
<b><u>PREVENTIVE MAINTENANCE</u></b>	
Fundamentals of diesel systems	
Combustion systems, wear and tear	
	25
<b><u>DRIVE TRAIN</u></b>	
Inspection, rebuilding, overhaul	
Replacement of drive shafts	
	25
<b><u>HEATING AND VENTILATION</u></b>	
Truck heating and ventilation	
Emissions	
Troubleshooting	

## **REPAIRS**

80

Repairs, safety precautions practices

Training materials:

Prepared text manuals for DIESEL TECHNOLOGY

Equipment for all Vocational Mechanic Programs

Craftsman Mechanic Tool Set

Craftsman Mechanic Tool Box

## **TRANSMISSION SERVICE & REPAIR (NON-VOCATIONAL)**

### **TOTAL TIME: 100 HOURS -20 WEEKS**

The Transmission Service & Repair course is designed to provide training in automotive transmissions and power train. Training is provided in theory and practical skills This Program is Non-Vocational for self improvement purposes.

### **OUTLINE**

### **HOURS**

20

### **SUSPENSION & ALIGNMENT**

Types of suspension systems and service

Steering systems and service

Basic alignment angles and alignment procedures

Alignment specialty tools

Ride Height measurement and adjustment

### **DIFFERENTIALS**

20

Principles and operation of drive lines and differentials Measuring and correcting drive line angles

Diagnosis and repair of differentials

Preventive maintenance

60

### **AUTOMATIC TRANSMISSIONS**

Transaxles and transmission services, transmission theory

Maintenance of a vehicle's transmissions and transaxles.

Transmission repairs

Automatic transmission removal and installation

Hydraulic system operations and diagnosis, reaction units

Oil pumps, gear trains and shafts.

Training materials :  
Prepared text manuals IN SPANISH for Automotive Transmissions

**GENERAL AUTOMOTIVE MECHANIC (NON-VOCATIONAL)**

**TOTAL TIME: 100 HOURS - 20 WEEKS**

A student enrolled in the Automotive Mechanic will become proficient in personal Automotive Service and Maintenance fields for personal self improvement, tuition and fees for the complete program as well as options are listed in the Tuition section of this catalog. This Program is Non-Vocational for self-improvement purposes

<u>OUTLINE</u>	<u>HOURS</u>
<b><u>THE BASIC OF ENGINE OPERATION &amp; TUNE-UP FOR ENGINE PERFORMANCE</u></b>	50

The theory of engine design, the four stroke cycle, the overhead engine  
Sparkplug wires, Distributor, battery, filters, tune-up procedures

<b><u>THE BASICS OF ENGINES FOR ENGINE PERFORMANCE</u></b>	30
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The practical of engine design, inspect secondary ignition circuits, condensers, compression tests, Troubleshooting, cables, Breaker points, condensers, timing, lightning and ignition circuits, Carburetor adjustments, Valve adjustments, carburetion.

<b><u>SETTING ENGINE TIMING</u></b>	20
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Light and ignition timing, fuel mixture, master tune-up theory

Training materials:  
Prepared text manuals IN SPANISH for Automotive Mechanic

**AUTOMOTIVE AIR CONDITIONING**

**TOTAL HOURS = 80 HOURS**

**16 Weeks**

In this course students study the theory and principles of operation within automotive Heating, Ventilation and Air Conditioning (HVAC) systems, as well as engine cooling system operation and repair. SOC 49.9071.00 Maintenance Repair Workers Gral., 49.3023.00 Automotive Service Technician

<b>OUTLINE</b>	<b>HOURS</b>
Principles and theory of heating and air conditioning operation. The operating principles and all individual parts of HVAC systems	15
Diagnosis and repair of the automotive HVAC system including, refrigeration, heating and ventilation components. Perform operations using A/C line crimping tools, recovery machines, leak detectors, coolant and refrigerant pressure testers.	30
Refrigerant recovery, recycling, and handling and procedures	15
Replacement and repair of heating and air conditioning components, such as compressor clutches, pressure valves and electrical vacuum controls and systems	20

Training materials :

Prepared text manuals IN SPANISH for Automotive Air Conditioning A ruled notebook, pen and pencil.

**DIESEL TECHNOLOGY 100 HOURS- NON-VOCACIONAL**

**TOTAL HOURS=100**

**20 WEEKS**

A student enrolled on the Diesel Technology program will become familiar with general information about diesel operated vehicles. This program is Non-Vocational for self-improvement purposes.

This course will be provided on campus. The course includes oral education and practices at our workshop. A tour of the school will be provided to each new student enrolled on this course. A test will be completed in each module to verify the student progress.

**Descriptions of tasks:** occupations and employment opportunities for which students will attain

entry level employment skills, including: Diesel mechanic or workshop assistant.

<b>OUTLINE</b>	<b>HOURS</b>
<b><u>THE BASICS OF DIESEL ENGINES</u></b>	50
Basic service and maintenance	
Tune-Up procedures, sparkplugs, cables, battery, filters	
Inspection and repair, safety and hazards	
<b><u>SUSPENSION AND STEERING</u></b>	25
Suspension and steering maintenance	
Brakes, steering systems	
<b><u>BRAKES</u></b>	25
Components of brake maintenance and repair	

Training materials :

Prepared text manuals IN SPANISH for Diesel  
Technology A ruled notebook, pen and pencil.

## COMPUTER OPERATION AND GRAPHIC DESIGN

This program is geared towards an entry-level position in Computer Graphic Designer, Desktop Publishing, Web Page Administrator. Tuition and fees for the complete program are listed in the Tuition section of this catalog. SOC: 43.9011.00 Computer Operation, 27.1024.00 Graphic Design

**TOTAL TIME: 250 HOURS-13 WEEKS**

<b>OUTLINE</b>	<b>HOURS</b>
<b>Module 1: Internet, E-mail and Instant Moodle</b> Web browser, e-mail, Web search, most used websites, professional development, Microsoft Outlook	20
<b>Module 2: Learning the Keyboard</b> Keyboard structure, basic functions	20
<b>Module 3: Hardware</b> External and internal hardware Hardware identification	20
<b>Module 4: Software</b> Software identification Software installation and removal, games	20
<b>Module 5: Word</b> Introduction to Microsoft Word, Basic command functions, formats Proper lettering and presentation etiquette Clerical skills, reinforcement of office vocabulary * weekly speed and accuracy test	50
<b>Module 6: Excel</b> Basics of Excel commands and functions Formats, spreadsheets, accounting maintenance, office billing Data reporting procedures, graphics, charts	50
<b>Module 7: PowerPoint</b> Commands and functions Office vocabulary	50
<b>Module 8: Job Placement and Resume Writing</b> Resume development, interview preparation Dress code, job search and networking	20

### **Equipment for all Vocational Computer Programs**

- Laptop/or Desktop Computer
- All in One Printer
- USB Cord
- Headset
- Paper

**ONLINE COMPUTER APPLICATIONS English/Spanish**

**TOTAL TIME: 250 HOURS- 13 Weeks**

**Objective:** This course is designed for online computer students. It's meant to give the student an introduction to computer equipment and their functions. At the end of the course the student will have the skills necessary to work daily with computer systems.

SOC 43.9011.00 Computer Operation, 27.1024.00 Graphic Design

<b>OUTLINE</b>	<b>HOURS</b>
<b>Module 1: Internet, E-mail and Instant Moodle</b> Web browser, e-mail, Web search, most used websites, professional development, Microsoft Outlook	20
<b>Module 2: Learning the Keyboard</b> Keyboard structure, basic functions	20
<b>Module 3: Hardware</b> External and internal hardware Hardware identification	20
<b>Module 4: Software</b> Software identification Software installation and removal, games	20
<b>Module 5: Word</b> Introduction to Microsoft Word, Basic command functions, formats Proper lettering and presentation etiquette Clerical skills, reinforcement of office vocabulary * weekly speed and accuracy test	50
<b>Module 6: Excel</b> Basics of Excel commands and functions Formats, spreadsheets, accounting maintenance, office billing Data reporting procedures, graphics, charts	50
<b>Module 7: PowerPoint</b> Commands and functions Office vocabulary	50
<b>Module 8: Job Placement and Resume Writing</b> Resume development, interview preparation Dress code, job search and networking	20

**Equipment for all Vocational Computer Programs**

- Laptop/or Desktop Computer
- All in One Printer, paper
- USB Cord
- Headset

**ONLINE COMPUTER APPLICATIONS 250 HOURS:**

A 2 hours orientation will be provided to each new student enrolled on this course. Daily, the student will receive 2 hours of On-line class in direct communication with the instructor, using the

Moodle LMS PROGRAM and 3 hours of structured practices that will be supervised by the instructor. A test will be completed in each module to verify the student progress. The instructor will provide his e-mail and phone number for any consultation the student has regarding the modules.

**Equipment for all Vocational Computer Programs**

- Laptop/or Desktop Computer
- All in One Printer, paper
- USB Cord
- Headset

**COMPUTER OPERATION (NON-VOCATIONAL)**

**COURSE OUTLINE**

(This course is also offered on-Line)

**TOTAL TIME: 100 HOURS**

**20 WEEKS**

A student enrolled in the Computer Operation program will become familiar with general computer operation. This Program is Non-Vocational for self improvement purposes

**OUTLINE** **HOURS**

**INTRODUCTION to WINDOWS** 10

Introduction to Windows  
 Computer commands and function, computer and office vocabulary,  
 keyboarding and ten key skills

**MS-ACCESS** 25

Introduction to Microsoft Access 2013  
 Basic commands, formats and functions, data base design protocol  
 Reinforcement of ten key and keyboarding  
 Computer, office and Access vocabulary and etiquette

**EXCEL for WINDOWS** 30

Basics of Excel commands and functions  
 Formats, spreadsheets, accounting maintenance, office billing  
 Data reporting procedures, graphics, charts

**INTRODUCTION TO THE INTERNET** 10

Web browser, e-mail, Web search, most used websites, Professional  
 development, Microsoft Outlook 2013

**MICROSOFT WORD for OFFICE** 25

Introduction to Microsoft Word 2013  
 Basic command functions, formats  
 Proper lettering and presentation etiquette  
 Clerical skills, reinforcement of office vocabulary  
 \* weekly speed and accuracy test

**Equipment for all Vocational Computer Programs**

- Laptop/or Desktop Computer
- All in One Printer, paper
- USB Cord
- Headset

## **GRAPHIC DESIGN (NON-VOCATIONAL)**

**TOTAL TIME: 100 HOURS**

**20 WEEKS**

A student enrolled in the Computer Graphic Design will become a familiar in the fields of general Graphic Art Services. This Program is Non-Vocational for self- improvement purposes.

<b>OUTLINE</b>	<b>HOURS</b>
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<b><u>INTRODUCTION TO COREL DRAW</u></b>	<b>25</b>
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Introduction to graphic art programs, drawing skills, Computer commands and function, computer and office vocabulary, keyboarding and ten key skills .

<b><u>INTRODUCTION TO PHOTOSHOP</u></b>	<b>25</b>
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Computer commands and function, computer and office vocabulary, keyboarding and ten key skills

<b><u>INTRODUCTION TO PUBLISHER</u></b>	<b>25</b>
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Basic commands and functions  
Program vocabulary, office format

<b><u>INTRODUCTION TO THEINTERNET</u></b>	<b>25</b>
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Web browser, e-mail, Web search, most used websites, professional development, Microsoft Outlook 2013

### **Equipment for all Vocational Computer Programs**

- Laptop/or Desktop Computer
- All in One Printer, paper
- USB Cord
- Headset

## **ONLINE COMPUTER APPLICATIONS English-Spanish(NON-VOCATIONAL)**

**TOTAL HOURS= 100**

**20 WEEKS**

A student enrolled on the On-line computer applications program will become familiar with general computer operation. This program is Non-Vocational for self-improvement purposes. This course will be provided Online. A 2 hours orientation will be provided to each new student enrolled on this course. Daily, the student will receive 2 hours of On-line class in direct communication with the instructor, using the Moodle LMS PROGRAM and 2 hours of structured

practices that will be supervised by the instructor. A test will be completed in each module to verify the student progress. The instructor will provide his e-mail and phone number for any consultation the student has regarding the modules.

**Descriptions of tasks:** occupations and employment opportunities for which students will attain entry level employment skills, including: clerical and secretarial positions, word processing technicians, data entry technicians, independent self-employed provider.

<b>OUTLINE</b>	<b>HOURS</b>
<b><u>INTRODUCTION TO MICROSOFT WINDOWS</u></b>	<b>10</b>
Introduction to Windows Computer commands and function, computer and office vocabulary, keyboarding and ten key skills	
<b><u>INTRODUCTION TO THE INTERNET</u></b>	<b>10</b>
Web browser, e-mail, Web search, most used websites Professional development, Microsoft Outlook 2013	
<b><u>MICROSOFT WORD for OFFICE</u></b>	<b>25</b>
Introduction to Microsoft Word 2013 Basic command functions, formats Proper lettering and presentation etiquette Clerical skills, reinforcement of office vocabulary * weekly speed and accuracy test	
<b><u>EXCEL</u></b>	<b>30</b>
Basics of Excel commands and functions Formats, spreadsheets, accounting maintenance, office billing Data reporting procedures, graphics, charts	
<b><u>MS-ACCESS</u></b>	<b>25</b>
Introduction to Microsoft Access 2013 Basic commands, formats and functions, data base design protocol Reinforcement of ten key and keyboarding Computer, office and Access vocabulary and etiquette	

**Equipment for all Vocational Computer Programs**

- Laptop/or Desktop Computer
- All in One Printer, paper
- USB Cord
- Headset

**NOTICE OF STUDENTS RIGHTS  
CANCELLATION, WITHDRAWAL AND REFUND POLICIES:**

1. You may cancel your contract for school, without any penalty or obligation as described in the Notice of Cancellation form that will be given to you at the first day of class (insert 'the first class you go to' or "with the first lesson in a home study or correspondence course, whichever is applicable). Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask the school for a sample copy.
2. You have the right to stop school at any time and receive a refund for the part of the course not taken. Your refund rights are described in the enrollment agreement. If you have lost your enrollment agreement, ask the school for a description of the refund policy.
3. If the school closes before you graduate, you may be entitled to a refund. Contact the Bureau for Private Postsecondary Education at the address and telephone number printed below the information.
4. If you have any complaints, questions, or problems which you cannot resolve with the school, call or write to: The Bureau for Private Postsecondary Education, P.O. Box 980818, West Sacramento, Ca 95798-0818 or [www.bppe.ca.gov](http://www.bppe.ca.gov)  
Telephone # (916) 431- 6959 or Toll free number 1-888-370 7589

To cancel the contract for school, mail or deliver a signed and dated copy of this cancellation notice, or any other written notice, or send an e-mail to: Instituto Hispano Americano (661) 322-7042 3600 Chester Ave., Suite F, Bakersfield, CA 93301. [Institutohispanoamericano@yahoo.com](mailto:Institutohispanoamericano@yahoo.com)  
Attention School Director.

**CANCELLATION OF AGREEMENT:** Per the State of California, You have the right to cancel this agreement for a course of instruction including any equipment such as books, materials and supplies or any other goods related to the instruction offered in this Agreement, **if** notice of cancellation is made through attendance at the first class session, or the seventh class day after enrollment, whichever is later. Business day means, except for home study or correspondence, a day on which you were scheduled to attend a class session. A notice of cancellation shall be in writing, and a withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. You can do this by mail, hand delivery, or e-mail. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. Mail notices to the school's address, attention School Director.

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 P.O. Box 980818, West Sacramento, CA 95798-0818 or [www.bppe.ca.gov](http://www.bppe.ca.gov), telephone # (916) 431-6959 or Toll free number 1-888-370 7589, fax (916) 263-1897.

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.”

“A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling, telephone # (916) 431- 6959 or Toll free number 1-888-370 7589 or by completing a complaint form, which can be obtained on the bureau’s Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov). Persons seeking to resolve problems or complaints should first contact the classroom instructor.

### **COMPLAINTS/GRIEVANCE POLICY**

A grievance procedure defines an administrative process through which students may seek resolution of complaints.

A student who has a complaint or request is expected first to resolve the complaint with the specific instructor, or staff member involved.

If all reasonable efforts to resolve the complaint fail, a student may formalize it as a grievance, the student does not need a specific form. A formal grievance must be filed within 15 days from the time the student believes, or reasonably should have known, that an occurrence has affected his/her status. The student must submit the grievance in writing to the Director or Academic Director. The Director or Academic Director will conduct an investigation of the grievance and may interview the parties involved. After the investigation, the Director or Academic Director will make a decision and provide an answer to the student within 15 days following receipt of the written grievance. The student will be further advised that any unresolved grievances may be directed to the Bureau for Private Postsecondary Education.

**Unresolved complaints** may be directed to The Bureau for Private Postsecondary Education: P.O. Box 980818, West Sacramento, Ca 95798-0818 or [www.bppe.ca.gov](http://www.bppe.ca.gov), telephone # (916) 431- 9659 or Toll free number 1-888-370 7589.