



# **STELLAR CAREER COLLEGE**

## **COURSE CATALOG**

### **Modesto Campus**

4300 Sisk Road

Modesto, CA 95356

(209) 545-5200

[modesto.stellarcollege.edu](http://modesto.stellarcollege.edu)

REVISED 4.6.2021



# STELLAR CAREER COLLEGE

## Mission Statement

*The mission of Stellar Career College is to provide consistent high-quality instruction and motivation in a positive learning environment. The welfare and education of students and employees are our primary focus. Together, we work toward building skilled individuals and a successful company to serve the needs of the community.*

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# SCHOOL INFORMATION

## **HISTORY**

Computer Tutor was established in 1986 in Modesto, California by Lenore Hughes to improve children's reading, comprehension and mathematical skills. Computer Tutor began offering computer software training and clerical programs to adults in 1989. Accounting courses were added in 1992. In 1997, R. George Rawe became the Director of Computer Tutor. In 1998, Mr. Rawe became the Director/Owner and medical and computer technical programs were added. Because of the expanded program offerings, the Computer Tutor name was changed to Computer Tutor Business and Technical Institute in July 2002. Computer Tutor first received accreditation from ACCSC in March 2003. In February 2014, the Institution moved to a new location at 4300 Sisk Rd. Modesto, CA. Effective August 1, 2017 Stellar Career College, LLC became the new owner of the school with Zulfiqar Satti designated as President and CEO. In February 2018, Computer Tutor Business and Technical Institute changed its name to Stellar Career College. We are proud to continue providing consistent, high quality, instructor-led training to our community as we have for over 35 years.

## **PHILOSOPHY**

Stellar Career College is dedicated to providing quality professional skill development to the 21<sup>st</sup> century workforce. Our professional and trained faculty will train students in their new careers using a hands-on, instructor-led training environment. Upon successful completion of training, students will be prepared to enter an entry-level position in the career for which they were trained.

## **LICENSE AND ACCREDITATION**

Stellar Career College is a private institution and is approved to operate by the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, telephone 888-370-7589, fax 916-263-1897. In addition, Stellar Career College is accredited by the Accrediting Commission of Career Schools and Colleges, 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201, telephone 703-247-4212.

## **SOFTWARE/SHORT COURSES**

Stellar Career College offers short software training courses as continuing education. These courses are not within the school's scope of accredited programs.

## **CATALOG DISCLOSURE STATEMENTS**

All courses at Stellar Career College are taught at 4300 Sisk Road, Modesto, California 95356. Stellar Career College approval to operate in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. Stellar Career College is approved to operate under the terms of California Education Code (CEC) section 94890 (a)(1). The Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs. The Bureau can be reached at: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, Phone 888-370-7589 Fax 916-263-1897. Stellar Career College has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law. Stellar Career College is also licensed for the training of veterans and eligible persons under the provisions of Title 38, United States Code. Stellar Career College reserves the right to change or modify any information, curriculum, tuition, and regulations in this catalog at any time. Instruction is in residence, with the facility occupancy level accommodating 130 students at one time. California statute requires that a student who successfully completes a program of study be awarded an appropriate diploma or certificate verifying the fact. Prospective enrollees are encouraged to visit the physical facilities of the school and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements. 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:

Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833  
[www.bppe.ca.gov](http://www.bppe.ca.gov) Phone 888-370-7589 Fax 916-263-1897

### **OFFICE HOURS**

Stellar Career College is open from 8:00am to 5:20pm Monday through Thursday, except for posted holidays, and closed on Saturday and Sunday.

### **INSTRUCTIONAL HOURS**

The instructional hours are from 8:00am to 5:20pm and an evening session from 5:30pm to 9:50pm Monday through Thursday, with the exception of certain scheduled classes. Classes are scheduled on the basis of enrollment. Students will be advised of probable starting dates at the time of enrollment. Important scheduling information (operating hours, holidays, vacations, in-service days, class schedules and revisions) will be given to students in advance. The designation of hours per subject listed in each course is an estimate only. The total number of hours per course may be adjusted.

### **CLOCK HOURS & CREDIT HOURS**

Stellar Career College measures its training programs in quarter credit hours. One quarter hour is awarded for a minimum of 20 clock hours of classroom lecture or 20 clock hours of lab. The Private Postsecondary and Vocational Education Reform Act of 1989 states a clock hour is 50 minutes.

### **OUTSIDE WORK CLOCK HOURS**

"Outside Work Clock Hours" is the time allocated exclusively to the learning activities that are outside of the classroom time. Instructors are required to create such activities and/or assignments, assign them to the students, grade them, keep track of this grading, and this grade must be a part of a student's final grade of the corresponding course. Outside Work Clock Hours cannot exceed 25% of the total Clock Hours allocated to a Course. Please see Program Charts for the list of individual courses in a program and corresponding Outside Work Clock Hours for each course within a program. Outside Work Clock Hours are applicable only to new programs i.e. Vet, SPT and MA-PSS.

### **CALENDAR & HOLIDAYS**

Stellar Career College calendar of program start and end dates are provided under separate cover. Stellar Career College will be closed in observation of the following holidays:

President's Day- Feb. 15, 2021  
Labor Day Sept-. 6, 2021

Memorial Day- May 31, 2021  
Thanksgiving Day- Nov 25, 2021  
Winter Break - Dec. 20- Dec. 23, 2021

### **PHYSICAL FEATURES**

Stellar Career College occupies 9714 square feet of a modern office building on Sisk Road. Its facilities include classrooms with computer workstations, a study hall, and a student lounge with modern kitchen facilities. Our campus is within walking distance of many eating establishments at the corner of Pelandale and Sisk Road. Stellar Career College has easy access to the Modesto Area Express (MAX) bus system. The MAX has a bus stop in front of the building.

### **CAMPUS SECURITY**

Stellar Career College compiles an annual security report (Clery Act) which details current security policies, crime prevention information, and crime statistics on campus and in the surrounding area. Prospective students and employees may request a copy of the security report at the front desk.

### **SMALL CLASS SIZE**

Stellar Career College has a maximum of 30 students per class.

## **METHODS OF TRAINING**

**TRAINING BY AN INSTRUCTOR:** Students may be taught lectures led by an Instructor.

**INDIVIDUAL ONE-ON-ONE TRAINING:** Students may be taught individually as needed.

**HANDS-ON TRAINING:** Students may be taught while they are working on a computer.

**MULTIMEDIA TRAINING:** Students have access to a wide variety of multimedia training including: 6-foot projection screen, CD-ROM's, DVD's, Books and Manuals.

**GUEST SPEAKERS:** Professionals from the community may be invited to present specialty skills and information to students to enhance their skills.

**LECTURES AND DEMONSTRATIONS:** Students have access to lectures and demonstrations on curriculum that will enhance their knowledge and skills.

## **RESOURCES AND STUDENT SERVICES**

Stellar Career College does not assume responsibility for student housing, does not have dormitory facilities under its control, nor offers student housing assistance. Stellar Career College provides library resources via hard copies and the internet. Students may access the library resources and internet on campus, Monday through Thursday 8:00 am to 5:20 pm. There is a check-in checkout system for removing resources from the library.

Other resources available include:

- Academic advising (see sections on Advising and Tutoring below)
- Job development resources and leads
- Financial aid information

## **ADVISING**

Stellar Career College has a full-time advisor on staff to help you with your educational plan. In addition, our advisor will help you with job development.

## **TUTORING**

Additional assistance may be arranged through an Instructor or the Director if a student needs additional help learning the program concepts.

## **PLACEMENT ASSISTANCE**

- Job Placement Advising
- Resume Seminar
- Professional Resume, Cover Letter, and Reference Sheet
- Interview Seminar
- Mock (simulated) interview with a professional from the community
- Job Search Skills Seminar
- Portfolio Training
- Access to job leads
- Details of known vacancies in the field will be brought to the attention of qualified graduates. Some companies may contact this institution for candidates for employment. While this institution will provide employment assistance, it can make no guarantee for a position.

## **CLASSROOM EQUIPMENT**

Stellar Career College provides modern computer equipment to ensure that students receive the most relevant technological training:

- Intel Pentium-powered computers
- Large 17-inch monitors
- Microsoft Windows
- Microsoft Office and the relevant software packages on the market
- Wireless connection to the Internet to provide fast connections to the Internet
- Multimedia including USB/ Flash Drive and headphones
- Modern office features including fax and scanning abilities
- Ten key by touch machines

### **ERGONOMIC FEATURES**

Stellar Career College provides training in an ergonomically designed facility. Some of the features incorporated into our design are as follows:

- Adjustable chairs
- Adjustable monitors
- Split keyboards available upon request
- Wrist pads available for your comfort
- Ergonomically designed Microsoft and Dell/ Logitech pointing devices

# ADMINISTRATORS & INSTRUCTORS

## Zulfiqar A. Satti - **President, Campus Director**

- Master's Degree in Computer Science Doctorate Degree in Organizational Leadership—Chicago School of Professional Psychology, Chicago, Illinois
- Over 20 Years of Teaching and Administrative Experience in Five Different Countries

## Vic Lal - **Director of Operations, Admissions**

- Background in Marketing, and Admissions
- 15 Years of Experience in Admissions

## Kristina Pitcher - **Associate Director, Registrar**

- Bachelor's Degree in Health Science with an option in Education—California State University Chico, Chico, CA
- 7 Years of Experience in the Field

## Maria Gomez-Alvarez - **Financial Aid Administrator**

- Associates Degree in Office Technology  
Associates Degree in Medical Office – Humphreys College, Stockton, CA
- 11 Years of Experience in Financial Aid

## INSTRUCTIONAL STAFF

### Trini Johnson - Instructor

- Associates Degree in Culinary Arts - California Culinary Academy, San Francisco, CA
- Certificate in Administrative Healthcare Management—SJVC, Modesto, CA
- Background in Human Resources and Medical Billing
- 10+ Years of Experience in the Field

### John Romero - Instructor

- Associates Degree in Computer Science – Modesto Junior College, Modesto, CA
- CompTIA Strata Certified
- MTA Certified
- 13+ Years of Experience in the Field

### Leslie Pritchett - Instructor

- 13+ Years of Experience in the Field

### Mary Freeman - Instructor

- 10+ Years of Experience in the Medical Field

### Roneel Ramrakha - Instructor

- CBSPD Board Certified
- 6 years of experience in the field
- Bachelor's Degree in Accounting – Stanislaus State University, Turlock, CA.

### Jennifer Reed, RVT - Instructor

- Bachelor's Degree in City & Regional Planning – Cal Poly State University, San Luis Obispo, CA
- Associate of Science, Veterinary Technology - Carrington College, Stockton, CA
- 10+ Years of Experience in the Field

### Nicole Harris- Instructor

- Associates Degree in Medical Assisting – San Joaquin Valley College, Modesto, CA
- 4+ years of experience as an instructor
- NCMA certified
- BLS Instructor

### Sabrina Mendoza- Instructor

- Associates Degree in Medical Assisting – San Joaquin Valley College, Modesto, CA
- 7 years of experience in the field
- Registered Medical Assistant

# ADMISSIONS

## ADMISSIONS REQUIREMENTS

Applicants may enroll on any school day. At the time of enrollment, the applicant will be informed of the next start date. Applicants are accepted on the basis of personal interview, testing, and suitability for the required training program. A high school diploma, General Education Diploma, or High School Proficiency are not required for entrance into a program; however, obtaining one is strongly encouraged. Title IV recipients must have a high school diploma, GED, or equivalent (as defined by US Department of Education). An applicant must be beyond the age of compulsory school attendance in California. If a student is from another country, no Visa services are provided. The institution will not vouch for student status or any associated charges. The student shall demonstrate English proficiency by providing a United States High School Diploma or by achieving a score of 200 Verbal on the “Wonderlic Basic Skills” assessment. Stellar Career College has the sole discretion and right to accept and enroll students into a program.

## REGISTRATION

- Applicants must complete an application for admission.
- Applicants must demonstrate a strong desire to work in field of study.
- Applicants must complete a nationally recognized basic skills assessment or have a High School diploma.
- Applicants must complete and sign an enrollment agreement.

## ENTRANCE ASSESSMENT

Applicants who do not have a high school diploma or GED must take a nationally recognized entrance assessment, which may include the following: ‘Wonderlic Quantitative Skills’, ‘Wonderlic Basic Skills’, and ‘Wonderlic Personnel’. A minimum score of 200 Verbal and 210 Quantitative must be achieved to enroll in any program. An applicant should consult with a school advisor to be appropriately placed in a program. Title IV recipients must have a high school diploma or GED. Applicants who can provide a high school diploma or GED are only required to take Stellar Career College entrance assessment.

## ACADEMIC CREDIT

Students who have completed similar training courses at other institutions may apply for transfer of credit according to the following policies and procedures:

- Complete and submit a Transfer of Credit Application to the Campus Director.
- Provide an official transcript and catalog with course descriptions of the prior postsecondary training. Official transcripts are required to post transfer credits. Unofficial transcripts can be used to evaluate credit. Photocopies will not be accepted.
- Courses from accredited post-secondary training programs that correspond directly in content, scope and length to Stellar Career College courses will be considered for credit.
- Technical coursework completed within the last three (3) years and general education coursework within the last seven (7) years is eligible for transfer credit review provided all other policy requirements are met.
- Only training courses with a grade of C or 2.0 or above will be considered for credit.
- To be awarded experiential academic credit a student must demonstrate proficiency in the content area by passing challenge examinations in the content area at 90% or higher. The exam is allowed to be taken one time for experiential academic credit.
- A maximum of 25% of the total program academic credit may be awarded.
- All decisions made by the Campus Director regarding Transfer of Credit are based wholly on the criteria as stated in these policies and procedures.

- Stellar Career College does not charge any fee for evaluating or accepting transfer credits. The approval of transfer credits will reduce one's tuition charge and may affect financial aid eligibility and the length of one's program.
- All Transfer of Credit must be requested, reviewed, and approved prior to the start of a student's program using an unofficial or official transcript. Credit will only be awarded after official transcripts have been received.
- Students who do not agree with the evaluation of transfer credit awarded by the school may file an appeal within three (3) calendar days after receiving the completed Transfer of Credit Application.

**VETERAN'S CREDIT FOR PREVIOUS EDUCATION OR TRAINING**

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

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

The transferability of credits you earn at Stellar Career College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are 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 Stellar Career College to determine if your credits or certificate will transfer.

**TRANSFER OR ARTICULATION AGREEMENTS**

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

**TUITION AND FEES AS OF FEBRUARY 8, 2021**

<b>Program</b>	<b>Registration Fee</b>	<b>STRF</b>	<b>Lab Fee</b>	<b>Books &amp; Materials</b>	<b>Tuition</b>	<b><sup>1</sup>Total Cost</b>
Office Clerk I	\$100	\$2.50	\$0	\$350	\$4,120	\$4572.50
Administrative Assistant I	\$100	\$3	\$0	\$375	\$5,500	\$5,978
Administrative Assistant II	\$100	\$5	\$0	\$595	\$8,880	\$9,580
Administrative Medical Clerk	\$100	\$5	\$0	\$595	\$8,880	\$9,580
Administrative Accounting Clerk I	\$100	\$3.50	\$0	\$595	\$6,280	\$6,978.50
Administrative Accounting Clerk II	\$100	\$5	\$0	\$595	\$8,880	\$9,580
Sterile Processing Technician	\$100	\$5	\$725	\$350	\$8,800	\$9,980
Veterinary Assistant	\$100	\$5	\$725	\$350	\$8,800	\$9,980
Medical Assistant/PSS	\$100	\$5	\$725	\$350	\$8,800	\$9,980

<sup>1</sup>Total Cost of Program = Charges for the period of attendance and the entire program. Total cost includes all required text books but doesn't include uniforms etc. \*Not eligible for Pell Grants or Direct Loans

# FINANCIAL INFORMATION

## **Interest-free Payment Plans:**

Payment plans will be offered on a case to case basis

**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. 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. . 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 non-collection 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.

## **TUITION FUNDING**

Stellar Career College accepts tuition funding from the following sources:

- Personal Payment – Cash, Check, Visa, MasterCard, and American Express
- Rehabilitation
- Worker’s Compensation
- Pell Grants and Direct Student Loans
- Department of Workforce Development—Alliance Worknet (WIOA)
- Third Party Lenders

### **FINANCIAL AID**

Stellar Career College participates in federal and state financial aid programs. Students who are interested in obtaining financial aid will be advised of their options in the initial interview. Students who wish to apply for Direct Loans or Pell grants should make an appointment with Stellar Career College's Financial Aid Officer. The Financial Aid Officer will assist the student in completing a Free Application for Federal Student Aid (FAFSA), which will be submitted to the United States Department of Education. Eligibility for federal student aid will be based on current federal guidelines and determined solely by the Department of Education. 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. 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. Students who participate in the Direct Loan program are required to receive advisement prior to the beginning of training and again prior to completion of their program of study. This advisement will be scheduled through and provided by the Stellar Career College Financial Aid Officer

### **PROVISIONAL ENROLLMENT**

Students who have submitted all required documentation in a timely manner that is necessary to secure the method of payment for their tuition cost and fees will be officially accepted into their program and will only then become eligible for Title IV federal financial aid and receive credit for their course(s). The Institution will withdraw any student not meeting the criteria, and such a student will not owe any financial obligation. All new students entering the College for the first time will be enrolled on a provisional basis for the first seven (7) calendar days of their first term (all students who have graduated from one of the College's programs are ineligible). Provisional students are not charged tuition and are not eligible to receive federal or state student aid until they become regular active students. Those provisional students who are earning satisfactory grades and posting satisfactory attendance as determined by the College will be transitioned to regular student status on their first day of attendance on or after the 15th day of enrollment. At this point, regular students will be charged tuition and may receive any student aid for which they are eligible, retroactive to the beginning of the term. A provisional student may cancel his/her enrollment at any time and for any reason during the 7-day provisional enrollment period. The College also may cancel the enrollment of provisional students who are not earning satisfactory grades and/or posting satisfactory attendance as determined by the College as of the end of the provisional enrollment period. Students who fail to post attendance in accordance with the Institution's attendance policy, after the 7th day will be considered to have cancelled while in provisional period. Students who cancel their enrollment or who do not move to regular active student status, for any reason, will be withdrawn from all classes and will not be charged any tuition for their time in school, and will receive no academic penalty. A student may be provisionally enrolled a maximum of 2 times. This applies only to students who have been provisionally cancelled by the College during their initial enrollment. A student wanting to provisionally enroll for a second time must have approval of the Campus Director, and the second provisional enrollment must be recorded in the student database.

### **REFUND POLICY AND STUDENT'S RIGHT TO CANCEL**

1. You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh (7) calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to 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.
2. Cancellation may occur when the student provides a written notice of cancellation at the following address: Stellar Career College, 4300 Sisk Road, Modesto, CA 95356. This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.
5. If the Enrollment Agreement is cancelled the school will refund the student any money he/she paid, less a

registration or administration fee not to exceed \$100.00, and less any deduction for books/supplies not returned in good condition, within 7 days after the notice of cancellation is received.

### **WITHDRAWAL FROM THE PROGRAM**

You may withdraw from the school at any time after the cancellation period (described above) 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 \$100.00 and less any deduction for books/supplies not returned in good condition, within 7 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.
- The student has failed to attend class for fourteen (14) consecutive calendar days excluding posted holidays without school approval.
- The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. 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. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of the fourteen (14) consecutive calendar days, excluding posted holidays and the refund will be paid 45 days from that date. 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 programs beyond the current "payment period," if you withdraw prior to the next payment period, all charges collected for the next period will be refunded. 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. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. The Institution follows federal regulations with respect to returning Title IV funds. The regulations are available upon student request.

### **TITLE IV CREDIT BALANCE POLICY**

If a credit balance occurs, the school has up to 14 calendar days from the date the credit balance was created that the refund will be sent to the student/parent.

# STUDENT INFORMATION

## **ATTENDANCE REQUIREMENTS**

### **Attendance/Tardiness Policy**

The Institution emphasizes the need for all students to attend classes on a regular and consistent basis in order to develop the skills and attitudes necessary to compete in the highly competitive labor market. Because much of each program is conducted in a hands-on environment, attendance is critical to proper skill building. Tardiness disrupts the learning environment and is discouraged. Student attendance is posted based upon the time present in class. Students who arrive late or leave class early will have those minutes deducted from their attendance. Tardiness or absences in any class are counted toward the 80% attendance requirement. Failure to meet the attendance requirement could lead to dismissal from the institution if the absences exceed 20% of the total program hours.

### **Student Attendance Monitoring**

Students will be informed, on a regular and timely basis, of their progress in meeting the standards of attendance. Student attendance will be monitored on a daily basis and students must be informed of their attendance on a weekly basis. Students must be advised within the first opportunity after a missed class to discuss and implement actions and options to remedy absenteeism. Student attendance will also be monitored each month. At the end of a student's month, a progress report will be automatically generated by the registrar office and reviewed with the student. The progress report will include the student's current cumulative attendance rate. Students whose attendance falls below 80% will be advised. Advisements must clearly outline consequences of failing to meet minimum cumulative attendance requirements, including making up hours and/or delaying graduation. All advisements will include an action plan and timeline for attendance remediation.

### **14 Days of Absences**

If a student is absent from school for fourteen (14) consecutive calendar days, including any weekends, the student will be withdrawn from school. The 14 consecutive calendar days will not include school-scheduled breaks (winter break only) and any school scheduled holidays published in the academic calendar in the catalog.

## **LEAVES OF ABSENCE**

- A request for a leave of absence must be submitted in writing to the Director.
- The Director must approve all leaves of absence.
- A leave of absence should be brief and should not exceed 6 weeks.
- A maximum of two leaves of absence may be granted per student.
- Stellar Career College has the sole discretion to approve or deny a leave of absence.
- Due to Covid-19, the director may approve an extension to a student leave of absence.

## **MAKE UP WORK**

- All make-up or incomplete work must be completed prior to the program graduation date. The maximum time frame for any program is 1.5 times the length of the program. Any incomplete work beyond the maximum program length will result in termination.

## **EXAM RE-TAKE POLICY**

- If a student scores less than 70% on an exam, the student has failed the exam. Students may not retake an exam if they score a 70% or better. If a student retakes the exam and scores 70% or better, the student passes the exam. A score of 70% will be awarded to the student. (Example- If a student scores 100% on any retake, 70% is the grade.)

## **GRADING POLICY**

The school's grading system for each class is as follows:

<b>Letter Grade</b>	<b>%</b>	<b>Quality</b>	<b>Quality Points</b>	<b>Effect on Credits Earned</b>	<b>Effect on Credits Attempted</b>	<b>Effect on CGPA</b>	<b>Effect on SAP (Rate of Progress)</b>
A	94%-100%	Superior	4.0	Y	Y	Y	Y
A-	90%-93%		3.7	Y	Y	Y	Y
B+	87%-89%	Excellent	3.3	Y	Y	Y	Y
B	84%-86%		3.0	Y	Y	Y	Y
B-	80%-83%		2.7	Y	Y	Y	Y
C+	77%-79%	Satisfactory	2.3	Y	Y	Y	Y
C	74%-76%		2.0	Y	Y	Y	Y
C-	70%-73%		1.7	Y	Y	Y	Y
D+	67%-69%	Unsatisfactory	1.3	Y	Y	Y	Y
D	64%-66%		1.0	Y	Y	Y	Y
D-	60%-63%		0.7	Y	Y	Y	Y
F	0%-59%	Fail	0.0	Y	Y	Y	Y
I	N/A	Incomplete	0.0	N/A	N/A	N/A	N/A
TC	N/A	Transfer Credit	0.0	Y	Y	N	Y
PC	N/A	Proficiency Credit	0.0	Y	Y	N	Y
W	N/A	Withdrawal	0.0	Y	Y	N	Y

### **FAILURE**

Any course in a program of study that is failed must be repeated and passed.

### **WITHDRAWAL/COURSE DROP**

A course is assigned a withdrawal grade of "W" when a student officially withdraws or is withdrawn by the College. A course withdrawal is not included in the calculation of a grade point average; however, it does negatively impact the rate of progress by increasing the number of credit hours attempted.

### **TRANSFER CREDIT**

When a student receives advanced academic standing a grade of "TC" is assigned for the course. Advanced academic standing counts toward meeting graduation requirements and the credits count toward satisfactory academic progress.

### **GRADE POINT AVERAGE**

To calculate a grade point average, multiply the quality points associated with each grade times the number of credit hours for each course. Add these quality points and divide by the total number of credit hours.

### **SATISFACTORY PROGRESS**

Required SAP minimums are outlined in the table below:

<b>Percent of Program Attended</b>	<b>Minimum CGPA</b>	<b>Minimum Pace of Completion</b>
0-24.9%	1.00	50%
25-49.9%	1.50	60%
50-150%	2.00	67%

Satisfactory academic progress (SAP) standards apply to all students at the Institution.

### **ACADEMIC ADVISEMENT**

Students in modular programs are provided with their progress report at the end of each module. If students fail a module, they are placed on academic advisement. Academic advisement should clearly outline the consequences of failing a module and potential risks of not meeting Satisfactory Academic Progress. The formal advisement should also outline a specific action plan to improve a student's academic progress including, but not limited to, additional coaching and tutoring.

### **MAXIMUM TIME FRAME**

All students must complete their program of study in a period not exceeding 1.5 times (150%) the normal duration of the program as measured in credit hours attempted. For example, if a program requires successful completion of 36 credit hours, the student may not attempt more than 54 credit hours ( $1.5 \times 36$ ) in the completion of his or her program. In order to graduate, a student must successfully complete 100% of the required courses and attain a minimum cumulative grade point average (CGPA) of 2.0 within the maximum time frame.

### **REQUIRED EVALUATION SCHEDULE – FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS**

The evaluation period for determining satisfactory academic progress for all students will be each payment period (each academic term/module). The evaluation will occur at the end of each payment period (each academic term/module) and be based on all credit hours attempted and earned. Proficiency Credit (PC), Transfer Credit (TC), Repeated courses (\*\*), including previously passed courses, and Withdrawals (W) grades count as credits attempted but not earned, and count towards maximum timeframe and pace of completion, but do not count towards CGPA. The final grade received on the last repeat of a course is used in the CGPA calculation. Incomplete grades (I) will count as credits attempted but not earned, and will not count towards the CGPA until the final grade has been posted.

If a student fails to maintain satisfactory progress then the student will be warned of any unsatisfactory progress. If unsatisfactory progress continues then a student may be placed on probation. If unsatisfactory progress continues during probation then a student may be dismissed from the program.

Students not meeting these benchmarks are not making Satisfactory Academic Progress. The first time a student is not making SAP, the student is placed on academic warning. If the student receives financial aid, the student may be placed on financial aid warning. Students on academic warning/financial aid warning will be notified via the Financial Aid Advisor and/or Campus Director. At the next evaluation point if a student on financial aid warning meets or exceeds the benchmark, the student is taken off financial aid warning. If, however, a student does not make SAP, the student is placed on financial aid probation. Students on financial aid probation will be notified by the Campus Director. *Students placed on financial aid probation must appeal in order to continue receiving financial aid.*

### **APPEALING FINANCIAL AID/ACADEMIC PROBATION**

To appeal financial aid probation a student must write a letter to the Campus Director stating what circumstances lead to poor academic performance. Acceptable circumstances are generally outside of the student's control and are unavoidable. Examples include: Death of a family member, an illness or injury suffered by the student, documented medical condition or serious illness, Documented learning disability, Domestic violence, Involuntary call to active military duty, Documented change in conditions or employment or Special circumstances of an unusual nature which are not likely to recur. Documentation to support the appeal must be submitted with the appeal letter. In addition, the appeal letter must state what steps have been taken to correct the situation. The student should submit the appeal letter to the Campus Director.

### **GRADUATION**

To be eligible for graduation, students must:

- Complete all required courses with a Cumulative Grade Point Average of at least 2.0;
- Meet the specific grade and other program requirements (if applicable);
- Successfully complete the externship or clinical requirement (if applicable);
- Achieve Satisfactory Academic Progress;
- Complete all required certifications (if applicable).
- Complete all courses for the program within 1.5 times the normal program length; and
- Satisfy all financial requirements to the College and/or make agreeable payment arrangements.
- The document to be issued upon satisfactory completion of a program is a Certificate.

### **PROBATION**

Students may be placed on probation for any of the following:

- Absenteeism: Students whose attendance drops below 80%, or have four unexcused absences during their program, may be placed on probation for one month. Additional absences during such a probationary period may be considered unsatisfactory attendance and grounds for termination.
- Conduct: Students who do not follow the rules of conduct as outlined in this catalog and in the Stellar Career College Policies and Procedures may be placed on probation for a period to be determined by the school. During the probationary period, additional infractions may be grounds for termination.
- Unsatisfactory Progress: Students who do not maintain satisfactory progress may be placed on probation and given a progress plan. Failure to maintain the schedule outlined in the progress plan may be grounds for termination.

### **TERMINATION OF SUSPENSION**

At the discretion of the school administration, a student may be dismissed from school for a serious incident or repeated incidents of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons upon school premises, behavior creating a safety hazard to other persons at school, disobedient or disrespectful behavior toward any student or faculty member, or any other stated or determined infraction of conduct as outlined in the Stellar Career College Policies and Procedures received during student orientation. A student may also be dismissed for unsatisfactory progress, unsatisfactory attendance, or for unsatisfied financial obligations.

### **REINSTATEMENT**

When a student has been dismissed from Stellar Career College, the student may be reinstated only after evidence has been provided, to the satisfaction of the Administration, that the conditions, which led to dismissal, have been rectified. All requests for reinstatement must be submitted in writing.

### **RECORDS**

Enrollees are advised and cautioned that state law requires the educational institution to maintain school and student records for a period of not less than five years at its principal place of business. Transcripts are kept permanently.

Copies of on-site certificates or transcripts may be made for a fee of \$20.00. Thereafter, records are maintained in a secure, fireproof off-site location. Copies of certificates or transcripts being stored off-site require 48 hours' notice and a \$60.00 fee.

### **FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT**

The Family Educational Rights and Privacy Act defines the procedures for maintaining the confidentiality of student records. It describes the process by which a student may review his or her own education records, request corrections to those records, and release other parties to examine the records. For more information, please seek information from the front desk.

### **LANGUAGE**

Stellar Career College does not offer English as a Second Language instruction. All program materials and curricula are presented in English.

### **GRIEVANCE PROCEDURE**

Any student who has a grievance with a school policy, procedure, or employee must submit the written grievance to the President. A response to the written grievance will be issued to the complainant within 6 business days. The school will maintain a copy of all grievance communications. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education, at any point in time during their enrollment, by calling 888.370.7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

**Accrediting Commission of Career Schools & Colleges**  
**2101 Wilson Boulevard, Suite 302**  
**Arlington, VA 22201**  
**(703) 247-4212**  
**[www.accsc.org](http://www.accsc.org)**

### **NOTICE OF NON-DISCRIMINATION**

Stellar Career College complies with all pertinent titles and sections of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, the Rehabilitation Act of 1973 and all other applicable federal, state and local laws. Stellar Career College does not discriminate on the basis of any characteristic protected by federal, state, or local law, ordinance, or regulation. Any discriminatory action should be reported to the Campus President, Zulfiqar Satti. If a student believes they have been subjected to discrimination under a WIOA Title I financially assisted program or activity, they may file a complaint in writing to the to their referring county department of workforce development.

# STUDENT INFORMATION

## **STUDENTS WITH DISABILITIES**

In conformity with the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Stellar Career College shall not discriminate, on the basis of disability, against any student in its academic programs, services, and activities. Individual students will be given reasonable and necessary accommodation based on specific information and assessment data documented by qualified medical professionals. Students who have special needs related to a permanent or temporary disability may request an accommodation from the president of Stellar Career College at any phase of their educational experience. The student is responsible for initiating the interactive process. An accommodation may be requested for an unlimited or a specified period of time. Each request for accommodation will be evaluated on a case-by-case basis. Consideration for an accommodation, however, cannot be retroactive. Once documentation has been provided and accommodations are agreed upon between the College and the student, faculty and staff will implement the accommodations. Stellar Career College facilities are essentially barrier-free and accessible to the disabled.

## **CONTINUING EDUCATION**

Stellar Career College offers the following continuing education courses. These continuing education courses are:

- Not vocational in nature and does not lead to initial employment,
- Placement assistance is not provided for these courses,
- These courses are not prerequisite to or provide any credit towards vocational program offered at this institution,
- A certificate of completion will be provided by the school upon completion,
- Refund policy and the complaint policy that are applicable to our vocational programs also apply to these continuing education courses.

# **VOCATIONAL PROGRAMS**

**OFFICE CLERK I**

**ADMINISTRATIVE ASSISTANT I**

**ADMINISTRATIVE ASSISTANT II**

**ADMINISTRATIVE MEDICAL CLERK**

**ADMINISTRATIVE ACCOUNTING CLERK I**

**ADMINISTRATIVE ACCOUNTING CLERK II**

**STERILE PROCESSING TECHNICIAN**

**VETERINARY ASSISTANT**

**MEDICAL ASSISTING/PATIENT SERVICES TECHNICIAN**

# OFFICE CLERK I

## PROGRAM OBJECTIVE

The need for improved computer skills increases every day. The objective of this program is to provide students with the skills and knowledge to work in an entry-level position in a business service environment. The program focus is primarily on core computer applications, office skills, and customer service skills. This program begins with instruction in Microsoft Windows, the leading computer operating system. Later in the course, students will learn Microsoft Word, the leading word processor, and learn the basics of computerized spreadsheets in Microsoft Excel. Computer skills are taught with a hands-on approach in small groups. This small group size enables students to focus on the task at hand and get individual help if needed to fully accomplish lessons. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program, a certificate of achievement is awarded.

## PROGRAM LENGTH

7 Weeks, 280 Hours, 14 Credits

## PROGRAM SCHEDULE

Monday through Thursday

8:00 a.m. to 5:20 p.m.

## PROGRAM DESCRIPTION

Introduction to Personal Computers  
Windows  
Word Processing – Microsoft Word  
Spreadsheet Basics – Microsoft Excel

Keyboarding I  
Customer Service & Modern Office Skills  
Ten Key by Touch  
Placement Preparation & Assistance

## OCCUPATIONAL OUTCOMES

Office Clerk (43-9061.00)	Receptionist (43-4171.00)
Customer Service (43-4051.00)	Secretary (43-6014.00)
General Clerical (43-4121.00)	Information Clerk (43-4199.00)

### **Introduction to Personal Computers & Windows (1 Credit)**

Computer features, such as formatting, copying and deleting files, moving through the directory structure, obtaining file lists, and rules for naming files are taught and practiced. Students will also be introduced to computer hardware. Students will learn all of the important features of the Windows program.

### **Spreadsheet Basics - Microsoft Excel (2 Credits)**

All of the basic features are taught in this class. All spreadsheet fundamentals, including proper layout and working with numbers and formulas to create a management tool are covered.

### **Word Processing - Microsoft Word (5 Credits)**

Students are taught the essential elements of word processing as they relate to the business environment. Specific features taught include: creating, printing and editing documents, formatting and enhancing text, proofreading projects using the spelling and thesaurus features, printing documents and creating customized form letters with merging. Shortcuts, the table feature, formatting long documents and using headers and footers will also be taught. Students will be able to produce complex documents and reports.

**Keyboarding I (2 Credits)**

This class teaches more than typing speed. Accuracy is strongly encouraged. This will give the students a competitive edge in the clerical field as well as making them feel more confident in their own abilities.

**Customer Service & Modern Office Skills (2 Credits)**

The skills to be covered include the following: Customer Service Techniques, Photocopiers/Fax Machines, Telephone Answering Techniques, Business Correspondence, Filing Systems, and Reception Techniques.

**10 Key by Touch (2 Credits)**

Participants are taught to use the 10 key number pad without looking. They will also be taught the use and importance of timesaving features, the operational keys, and the options and settings available.

**Placement Services & Assistance**

- Job Placement Advising
- Resume Seminar
- Professional Resume, Cover Letter, and Reference Sheet
- Interview Seminar
- Mock (simulated) interview with a professional from the community
- Job Search Skills Seminar
- Portfolio Training
- Access to Job Leads

# ADMINISTRATIVE ASSISTANT I

## **PROGRAM OBJECTIVE**

The need for improved computer skills increases every day. The objective of this program is to provide students with the skills and knowledge to work in an entry-level position in a business service environment. The program focus is primarily on core computer applications, office skills, and customer service skills. This program begins with instruction in Microsoft Windows, the leading computer operating system. Later in the course, students will learn Microsoft Word, the leading word processor, and learn many features of computerized spreadsheets in Microsoft Excel. Computer skills are taught with a hands-on approach in small groups. This small group size enables students to focus on the task at hand and get individual help if needed to fully accomplish lessons. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program a certificate of achievement is awarded.

## **PROGRAM LENGTH**

10 Weeks, 400 Hours, 20 Credits

## **PROGRAM SCHEDULE**

Monday through Thursday  
8:00 a.m. to 5:20 p.m.

## **PROGRAM DESCRIPTION**

Introduction to Personal Computers  
Windows  
Word Processing - Microsoft Word  
Spreadsheets - Microsoft Excel  
Keyboarding II

Customer Service & Modern Office Skills  
Ten Key by Touch  
Business Education & Communication Skills I  
Placement Preparation & Assistance

## **OCCUPATIONAL OUTCOMES**

Administrative Assistant (43-6011.00)  
Customer Service (43-4051.00)  
Receptionist (43-4171.00)  
Office Assistant (43-9061.00)  
General Clerical (43-4121.00)

Office Clerk (43-9061.00)  
Secretary (43-6011.00)  
Clerk Typist (43-9061.00)  
Data Entry Specialist (43-9021.00)  
Data Processing Clerks (43-4151.00)

### **Introduction to Personal Computers & Windows (1 Credit)**

Computer features, such as formatting, copying and deleting files, moving through the directory structure, obtaining file lists, and rules for naming files are taught and practiced. Students will also be introduced to computer hardware. Students will learn all of the important features of the Windows program.

### **Word Processing - Microsoft Word (5 Credits)**

Students are taught the essential elements of word processing as they relate to the business environment. Specific features taught include: creating, printing and editing documents, formatting and enhancing text, proofreading projects using the spelling and thesaurus features, printing documents and creating customized form letters with merging. Shortcuts, the table feature, formatting long documents and using headers and footers will also be taught. Students will be able to produce complex documents and reports.

### **Spreadsheets - Microsoft Excel (5 Credits)**

Basic, intermediate and advanced features are taught in this class. All spreadsheet fundamentals, including proper layout and working with numbers and formulas to create a management tool are covered. This class also covers advanced functions such as linking, sorting and charting. In addition to providing students with good fundamentals in this popular computer spreadsheet program, this course will present mathematical concepts as they relate to business, including percentage increases, projections and budgets.

**Customer Service & Modern Office & Skills (2 Credits)**

The skills to be covered include the following: Customer Service Techniques, Photocopiers/Fax Machines, Telephone Answering Techniques, Business Correspondence, Filing Systems, and Reception Techniques.

**Keyboarding II (4 Credits)**

This class teaches more than typing speed. Accuracy is strongly encouraged. This will give the students a competitive edge in the workforce as well as making them feel more confident in their own abilities.

**10 Key by Touch (2 Credits)**

Participants are taught to use the 10 key number pad without looking at it. They will also be taught the use and importance of timesaving features, the operational keys, and the options and settings available.

**Business Education & Communication Skills I (1 Credit)**

This curriculum is individually tailored to the requirements of each participant. Areas covered include: following instructions, good study habits, business math, grammar, punctuation, business letter writing and spelling. The computer identifies students' specific areas of weakness and special emphasis is placed on these areas. Lessons are generated by the computer with supervision from the instructor.

**Placement Preparation & Assistance**

See page 4 in this catalog for complete description.

# ADMINISTRATIVE ASSISTANT II

## PROGRAM OBJECTIVE

The need for improved computer skills increases every day. The objective of this program is to provide students with the skills and knowledge to work in an entry-level position in a business service environment. The program focus is primarily on core computer applications, office, and customer service skills. This program covers more subject matter than the Administrative Assistant I program, including additional reinforcement in Keyboarding for increased typing speed and accuracy, Desktop Publishing, Presentations using Microsoft PowerPoint, World Wide Web, and Business Simulations. This program begins with instruction in Microsoft Windows. Students will learn Microsoft Word and Microsoft Excel. Computer skills are taught with a hands-on approach in small groups. This small group size enables students to focus on the task at hand and get individual help if needed to fully accomplish lessons. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program a certificate of achievement is awarded.

## PROGRAM LENGTH

18 or 36 Weeks, 720 Hours, 36 Credits

## PROGRAM SCHEDULE

18 Week Course	36 Week Course Morning
Monday through Thursday 8:00 a.m. to 5:20 p.m.	Monday through Thursday 8:00 a.m. to 12:20 p.m.

## PROGRAM DESCRIPTION

Introduction to PC's & Windows	Customer Service & Modern Office Skills
Word Processing - Microsoft Word	Ten Key by Touch
Spreadsheets - Microsoft Excel	Internet – World Wide Web
Keyboarding III	Simulation I & II
Desktop Publishing - Microsoft Publisher	Business Education & Communication Skills II
Presentation - Microsoft PowerPoint	Placement Preparation & Assistance

## OCCUPATIONAL OUTCOMES

Administrative Assistant (43-6011.00)	Office Clerk/Assistant (43-9061.00)	Receptionist (43-4171.00)
Customer Service (43-4051.00)	Secretary (43-6011.00)	Clerk Typist (43-9061.00)
General Clerical (43-4121.00)	Data Entry Specialist (43-9021.00)	Data Processing Clerks (43-4151.00)

### **Introduction to Personal Computers & Windows (1 Credit)**

Computer features, such as formatting, copying and deleting files, moving through the directory structure, obtaining file lists, and rules for naming files are taught and practiced. Students will also be introduced to computer hardware. Students will learn the important features of the Windows program.

### **Word Processing - Microsoft Word (5 Credits)**

Students are taught the essential elements of word processing as they relate to the business environment. Specific features taught include: creating, printing and editing documents, formatting and enhancing text, proofreading projects using the spelling and thesaurus features, printing documents and creating customized form letters with merging. Shortcuts, the table feature, formatting long documents and using headers and footers will also be taught. Students will be able to produce complex documents and reports.

### **Spreadsheets - Microsoft Excel (5 Credits)**

Basic, intermediate and advanced features are taught in this class. All spreadsheet fundamentals, including proper layout and working with numbers and formulas to create a management tool are covered. This class also covers

advanced functions such as linking, sorting and charting. In addition to providing students with good fundamentals in this popular computer spreadsheet program, this course will present mathematical concepts as they relate to business, including percentage increases, projections and budgets.

#### **Customer Service & Modern Office Skills (2 Credits)**

The skills to be covered include the following: Customer Service Techniques, Photocopiers/Fax Machines, Telephone Answering Techniques, Business Correspondence, Filing Systems, and Reception Techniques.

#### **10 Key by Touch (2 Credits)**

Participants are taught to use the 10 key number pad without looking at it. They are also taught the use and importance of timesaving features, the operational keys, and the options and settings available.

#### **Keyboarding III (6 Credits)**

This class teaches more than typing speed. Accuracy is strongly encouraged. This will give the students a competitive edge in the clerical field as well as making them feel more confident in their own abilities.

#### **Desktop Publishing - Microsoft Publisher (2 Credits)**

Upon completion of this course, students will be able to create effective publications. Formatting and editing a variety of document types, using columns, and adding graphics to their documents by importing them from other applications such as Clipart, will be covered.

#### **Presentation - Microsoft PowerPoint (3 Credits)**

Students are taught to create dynamic multimedia presentations that are appropriate for business purposes. Subjects include; creating slides, inserting graphics, inserting sound and animation, multimedia slide shows, printing of presentations in handout form.

#### **Internet - World Wide Web (2 Credits)**

The World Wide Web has become a prevalent part of business life in today's society. Students will be introduced to the web and learn how to browse websites, perform searches, create bookmarks and download software. Students will also create e-mail accounts and learn to send and receive messages.

#### **Business Simulations I & II (2 Credits each, 4 Credits total)**

Students are guided through two simulations that put into practice and apply the skills and knowledge they have acquired to become Administrative Assistants: Handwriting, Keyboarding, Filing, Calculating, Communicating, Telephoning, Decision-Making, Proofreading, and Managing Time.

#### **Business Education & Communication Skills II (4 Credits)**

This curriculum is individually tailored to the requirements of each participant. Areas covered include: following instructions, good study habits, business math, grammar, punctuation, business letter writing and spelling. The computer identifies students' specific areas of weakness and special emphasis is placed on these areas. Lessons are generated by the computer with supervision from the instructor.

#### **Placement Preparation & Assistance**

# ADMINISTRATIVE MEDICAL CLERK

## PROGRAM OBJECTIVE

The objective of this program is to provide students with the skills and knowledge to work in an entry-level position in a medical front office environment. Additionally, you are qualified to work in customer service or a general office environment. The program focus is primarily on medical front office procedures and computer applications. Word processing and electronic spreadsheets are two of the main computer applications used in the business environment. Microsoft Windows, the leading operating environment, will also be covered. The need to know these programs is vital for every office. Computer skills are taught with a hands-on approach in small groups. This small group size enables students to focus on the task at hand and get individual help if needed to fully accomplish lessons. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program, a certificate of achievement is awarded.

## PROGRAM LENGTH

18 or 36 Weeks, 720 Hours, 36 Credits

## PROGRAM SCHEDULE

18 Week Course	36 Week Course Morning
Monday through Thursday 8:00 a.m. to 5:20 p.m.	Monday through Thursday 8:00 a.m. to 12:20 p.m.

## PROGRAM DESCRIPTION

Medical Front Office Procedures  
Medical Billing & Terminology  
Introduction to Personal Computers  
Windows  
Word Processing - Microsoft Word  
Spreadsheets - Microsoft Excel  
Keyboarding III

Customer Service & Modern Office Skills  
Ten Key by Touch  
Internet - World Wide Web  
Business Education & Communication Skill I  
Simulation  
Placement Preparation & Assistance

## OCCUPATIONAL OUTCOMES

Medical Office Clerk (29-2071.00)	Medical Front Office (43-9061.00)	Office Clerk/Assistant (43-9061.00)
Medical Office Receptionist (43-6013.00)	Medical Billing (43-3021.02)	Customer Service Rep (43-4051.00)

### **Medical Front Office Procedures, Medical Billing & Terminology (10 Credits)**

Students are taught medical front office procedures including: medical ethics and law, patient relations, telephone skills, scheduling appointments, travel arrangements, medical forms and reports, medical correspondence, medical filing, health insurance claims, medical pegboard and computerized accounting procedures, medical billing and collections, and basic medical terminology and abbreviations.

### **Introduction to Personal Computers & Windows (1 Credit)**

Computer features, such as formatting, copying and deleting files, moving through the directory structure, obtaining file lists, and rules for naming files are taught and practiced. Students will also be introduced to computer hardware. Students will learn all of the important features of the Windows program.

### **Word Processing -Microsoft Word (5 Credits)**

Students are taught the essential elements of word processing as they relate to the business environment. Specific features taught include: creating, printing and editing documents, formatting and enhancing text, proofreading projects using the spelling and thesaurus features, printing documents and creating customized form letters with merging. Shortcuts, the table feature, formatting long documents and using headers and footers will also be taught. Students will be able to produce complex documents and reports.

**Spreadsheets - Microsoft Excel (5 Credits)**

Basic, intermediate and advanced features are taught in this class. All spreadsheet fundamentals, including proper layout and working with numbers and formulas to create a management tool are covered. This class also covers advanced functions such as linking, sorting and charting. In addition to providing students with good fundamentals in this popular computer spreadsheet program, this course will present mathematical concepts as they relate to business, including percentage increases, projections and budgets.

**Keyboarding III (6 Credits)**

This class teaches more than typing speed. Accuracy is strongly encouraged. This will give the students a competitive edge in the clerical field as well as making them feel more confident in their own abilities.

**Customer Service & Modern Office Skills (2 Credits)**

The skills to be covered include the following: Customer Service Techniques, Photocopiers/Fax Machines, Telephone Answering Techniques, Business Correspondence, Filing Systems, and Reception Techniques.

**10 Key by Touch (2 Credits)**

Participants are taught to use the 10 key number pad without looking at it. They are also taught the use and importance of timesaving features, the operational keys, and the options and settings available.

**Internet - World Wide Web (2 Credits)**

The World Wide Web has become a prevalent part of business life in today's society. Students will be introduced to the web and learn how to browse websites, perform searches, create bookmarks and download software. Students will also create e-mail accounts and learn to send and receive messages.

**Business Simulations II (2 Credits)**

Students are guided through two simulations that put into practice and apply the skills and knowledge they have acquired to become Administrative Assistants: Handwriting, Keyboarding, Filing, Calculating, Communicating, Telephoning, Decision-Making, Proofreading, and Managing Time.

**Business Education & Communication Skills I (1 Credit)**

This curriculum is individually tailored to the requirements of each participant. Areas covered include: following instructions, good study habits, business math, grammar, punctuation, business letter writing and spelling. The computer identifies students' specific areas of weakness and special emphasis is placed on these areas. Lessons are generated by the computer with supervision from the instructor.

**Placement Preparation & Assistance**

See page 4 in this catalog for complete description.

# ADMINISTRATIVE ACCOUNTING CLERK I

## **PROGRAM OBJECTIVE**

The objective of this program is to provide students with the skills and knowledge to work in an entry-level position in an office environment as an Accounting Clerk. Additionally, you are qualified to work in customer service or a general office environment. The program focus is primarily on accounting and computer applications. Word processing and electronic spreadsheets are the two main computer applications used in the business environment. Microsoft Windows, the leading operating environment, will be covered. The need to know these programs is vital for every accounting position. An instructor teaches accounting in small groups. An instructor teaches computer skills with a hands-on approach in small groups. This small group size enables students to focus on the task at hand and get individual help if needed to fully accomplish lessons. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program a certificate of achievement is awarded.

## **PROGRAM LENGTH**

12 Weeks, 480 Hours, 24 Credits

## **PROGRAM SCHEDULE**

Monday through Thursday 8:00 a.m. to 5:20 p.m.

## **PROGRAM DESCRIPTION**

Manual & Computerized Accounting  
Introduction to Personal Computers  
Windows  
Word Processing - Microsoft Word  
Spreadsheets - Microsoft Excel

Keyboarding I  
Ten Key by Touch  
Business Education & Communication Skill I  
Placement Preparation & Assistance

## **OCCUPATIONAL OUTCOMES**

Accounting Clerk (43-3031.00)  
Accounts Receivable Clerk (43-3031.00)  
Accounts Payable Clerk (43-3031.00)  
Office Clerk (43-9061.00)

Full Charge Bookkeeper (43-3031.00)  
Audit Clerks (43-3031.00)  
Production Clerk (43-5061.00)  
Shipping / Receiving Clerks (43-5071.00)

### **Manual & Computerized Accounting (8 Credits)**

Students are taught the basics of accounting from Journal Entries through Trial Balance and the preparation of Income Statements and Balance Sheets. The course includes the elements of accrual accounting, accounts payable and accounts receivable, balancing checkbooks, preparing depreciation schedules and the correct preparation and reporting of payroll. Students will have learned the principles of computerized accounting by the time they graduate. Skills learned during this phase of their training will be easily transferred to many accounting programs, since concepts are similar between computer programs. The majority of chapters in the accounting book will be covered.

### **Introduction to Personal Computers & Windows (1 Credit)**

Computer features, such as formatting, copying and deleting files, moving through the directory structure, obtaining file lists, and rules for naming files are taught and practiced. Students will also be introduced to computer hardware. Students will learn all of the important features of the Windows program.

### **Word Processing - Microsoft Word (5 Credits)**

Students are taught the essential elements of word processing as they relate to the business environment. Specific features taught include: creating, printing and editing documents, formatting and enhancing text, proofreading projects using the spelling and thesaurus features, printing documents and creating customized form letters with merging. Shortcuts, the table's feature, formatting long documents and using headers and footers will also be taught. Students will be able to produce complex documents and reports.

**Spreadsheets – Microsoft Excel (5 Credits)**

Basic, intermediate and advanced features are taught in this class. All spreadsheet fundamentals, including proper layout and working with numbers and formulas to create a management tool are covered. This class also covers advanced functions such as linking, sorting and charting. In addition to providing students with good fundamentals in this popular computer spreadsheet program, this course will present mathematical concepts as they relate to business, including percentage increases, projections and budgets.

**Keyboarding I (2 Credits)**

This class teaches more than typing speed. Accuracy is strongly encouraged. This will give the students a competitive edge in the clerical field as well as making them feel more confident in their own abilities.

**10 Key by Touch (2 Credits)**

Participants are taught to use the 10 key number pad without looking at it. They are also taught the use and importance of timesaving features, the operational keys, and the options and settings available.

**Business Education & Communication Skills I (1 Credit)**

This curriculum is individually tailored to the requirements of each participant. Areas covered include: following instructions, good study habits, business math, grammar, punctuation, business letter writing and spelling. The computer identifies students' specific areas of weakness and special emphasis is placed on these areas. Lessons are generated by the computer with supervision from the instructor.

**Placement Preparation & Assistance**

See page 4 in this catalog for complete description.

# ADMINISTRATIVE ACCOUNTING CLERK II

## PROGRAM OBJECTIVE

The objective of this program is to provide students with the skills and knowledge to work in an entry-level position in an office environment as an Accounting Clerk. Additionally, you are qualified to work in customer service or a general office environment. The program focus is primarily on accounting and computer applications. This program goes into more depth than the Administrative Accounting Clerk I program. Word processing and electronic spreadsheets are the two main computer applications used in the business environment. Microsoft Windows, the leading operating environment, will be covered. The need to know these programs is vital for every accounting position. Accounting is taught in small groups by an instructor. An instructor teaches computer skills with a hands-on approach in small groups. This small group size enables students to focus on the task at hand and get individual help if needed to fully accomplish lessons. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program a certificate of achievement is awarded.

## PROGRAM LENGTH

18 or 36 Weeks, 720 Hours, 36 Credits

## PROGRAM SCHEDULE

18 Week Course	36 Week Course Morning
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Monday through Thursday	Monday through Thursday
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8:00 a.m. to 5:20 p.m.	8:00 a.m. to 12:20 p.m.
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## PROGRAM DESCRIPTION

Manual & Computerized Accounting with Payroll

Introduction to Personal Computers

Windows

Word Processing - Microsoft Word

Spreadsheets - Microsoft Excel

Internet - World Wide Web

Keyboarding III

Ten Key by Touch

Customer Service & Modern Office Skills

Simulation I

Business Education & Communication Skill I

Placement Preparation & Assistance

## OCCUPATIONAL OUTCOMES

Accounting Clerk (43-3031.00)

Accounts Receivable Clerk (43-3031.00)

Accounts Payable Clerk (43-3031.00)

Office Clerk (43-9061.00)

Full Charge Bookkeeper (43-3031.00)

Audit Clerks (43-3031.00)

Production Clerk (43-5061.00)

Shipping / Receiving Clerks (43-5071.00)

### **Manual & Computerized Accounting with Payroll (10 Credits)**

Students are taught the basics of accounting from Journal Entries through Trial Balance and the preparation of Income Statements and Balance Sheets. The course includes the elements of accrual accounting, accounts payable and accounts receivable, balancing checkbooks, preparing depreciation schedules and the correct preparation and reporting of payroll. Students will have learned the principles of computerized accounting by the time they graduate. Skills learned during this phase of their training will be easily transferred to many accounting programs, since concepts are similar between computer programs. The majority of chapters in the accounting book will be covered.

### **Introduction to Personal Computers & Windows (1 Credits)**

Computer features, such as formatting, copying and deleting files, moving through the directory structure, obtaining file lists, and rules for naming files are taught and practiced. Students will also be introduced to computer hardware. Students will learn all of the important features of the Windows program.

### **Word Processing - Microsoft Word (5 Credits)**

Students are taught the essential elements of word processing as they relate to the business environment. Specific features taught include: creating, printing and editing documents, formatting and enhancing text, proofreading projects using the spelling and thesaurus features, printing documents and creating customized form letters with

merging. Shortcuts, the table's feature, formatting long documents and using headers and footers will also be taught. Students will be able to produce complex documents and reports.

**Spreadsheets - Microsoft Excel (5 Credits)**

Basic, intermediate and advanced features are taught in this class. All spreadsheet fundamentals, including proper layout and working with numbers and formulas to create a management tool are covered. This class also covers advanced functions such as linking, sorting and charting. In addition to providing students with good fundamentals in this popular computer spreadsheet program, this course will present mathematical concepts as they relate to business, including percentage increases, projections and budgets.

**Keyboarding III (6 Credits)**

This class teaches more than typing speed. Accuracy is strongly encouraged. This will give the students a competitive edge in the clerical field as well as making them feel more confident in their own abilities.

**Customer Service & Modern Office Skills (2 Credits)**

The skills to be covered include the following: Customer Service Techniques, Photocopiers/Fax Machines, Telephone Techniques, Business Correspondence, Filing, and Reception Techniques.

**10 Key by Touch (2 Credits)**

Participants are taught to use the 10 key number pad without looking at it. They will also learn the use and importance of timesaving features, the operational keys, and using the options and settings available.

**Internet - World Wide Web (2 Credits)**

The World Wide Web has become a prevalent part of business life in today's society. Students will be introduced to the web and learn how to browse websites, perform searches, create bookmarks and download software. Students will also create e-mail accounts and learn to send and receive messages.

**Business Simulation I (2 Credits)**

Students are guided through one simulation that put into practice and apply the skills and knowledge they have acquired to become Administrative Accounting Clerks: Handwriting, Keyboarding, Filing, Calculating, Communicating, Telephoning, Decision-Making, Proofreading, and Managing Time.

**Business Education & Communication Skills I (1 Credit)**

This curriculum is individually tailored to the requirements of each participant. Areas covered include: following instructions, good study habits, business math, grammar, punctuation, business letter writing and spelling. The computer identifies students' specific areas of weakness and special emphasis is placed on these areas. Lessons are generated by the computer with supervision from the instructor.

**Placement Preparation & Assistance**

See page 4 in this catalog for complete description.

# STERILE PROCESSING TECHNICIAN

## PROGRAM OBJECTIVE

This certificate program trains you to become a Sterile Processing Technician, where you will play an important role in patient care by preventing infections. In this program, you will learn how to sterilize medical instruments, learn basic surgical instrumentation and medical terminology as well as decontamination and sterilization processes.

Our sterile processing technician courses include training in the following areas:

- This program teaches you the fundamentals of surgical instrument decontamination, including preparation, packing, sterilization, instrumentation, sterile storage and materials management.
- Foundational anatomy and physiology, medical terminology, and basic principles of microbiology and infection control will be presented.

Sterile processing technicians play a critical role in keeping patients healthy by ensuring medical instrumentation and equipment is sterile. Their work helps patients avoid infections while receiving treatment. They also maintain the functionality and inventory of health care and surgical equipment. The SPT can work in a sterile processing department and central service department in a variety of health care facilities, including hospitals, dental or eye care practices, plastic surgery offices, surgery centers and laboratories. You will contribute to a team of sterile processing technicians who are all working together to maintain sterilization and storage. This program is designed to prepare graduates to pursue entry-level employment in the field or jobs in related fields. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program, graduates will receive a certificate of achievement.

## PROGRAM LENGTH

34 Weeks, 670 Hours, 160 Outside Prep Hours, 32 Credits

Dept. of Education Clock Hours: 710 and FSA Quarter Credits: 28

## PROGRAM SCHEDULE

34 Week Course - Morning

Monday through Thursday

8:00 a.m. to 12:35 p.m.

## PROGRAM DESCRIPTION

S101 Fundamentals of Sterile Processing

AH102 Computer Operations

S103 Sterile Processing Technology

S104 Sterilization Practices

S105 Quality Assurance, Inventory Management, and Recordkeeping

S106 Principles of Aseptic Techniques

AH107 Career Strategies

AH 108 Fundamentals of Health Care

Placement Preparation & Assistance

## OCCUPATIONAL OUTCOMES

Central Processing & Distribution Technician (CPD Tech) (31-9093.00)

Central Processing Technician (CPT) (31-9093.00)

Central Sterile Processing Technician (31-9093.00)

Central Sterile Supply Technician

(CSS Tech) (31-9093.00)

Instrument Technician (31-9093.00)

Sterile Processing & Distribution Technician (SPD Tech) (31-9093.00)

## STUDENT LEARNING OUTCOMES:

Upon completion of the Sterile Processing Technician program, graduates will be able to:

- Demonstrate basic technical skills in managing the process for surgical instrumentation sterilization, inventory control and supply chain management, and information technology as it relates to the sterile processing environment.
- Demonstrate professional behaviors of caring, accountability, responsibility, respect for the quality care of patients, acceptable attitude and attire, and organization and time management skills.

- Work independently in a team of central sterile processing technicians who are collaborating to maintain sterilization and storage.
- Utilize critical thinking skills as a basis for clinical judgment and anticipatory decision making when managing all tasks related to sterile processing.
- Effectively apply verbal, nonverbal, and written communication principles and skills in the workplace.
- Maintain industry standards of quality control and safety principles in the workplace.
- Uphold legal and ethical standards and adhere to principles of patient confidentiality within the health care community environment as defined by HIPAA.

This program is designed to prepare graduates to pursue entry-level employment in the field, or jobs in related fields, the specific job titles of which may not be represented in the program title or described above. Although the School will assist students with job placement, finding a job is the individual responsibility of the student. Graduates of the program are qualified and encouraged to take the Certification Board for Sterile Processing and Distribution's (CBSPD) Sterile Processing Distribution (SPD) certification exam. Tuition includes one exam attempt fee.

### **COURSE DESCRIPTION**

#### **S101 Fundamentals of Sterile Processing (4 Credits)**

This course is designed for students interested in pursuing a career in the Sterile Processing arena. Foundational Anatomy and Physiology and basic principles of microbiology will be presented. The course will introduce students to the fundamentals of decontamination, preparation and packaging for sterilization, sterilization process, and sterile storage. Basic surgical instrumentation and medical terminology that is necessary for this area of employment in the medical setting will also be presented.

#### **AH102 Computer Operations (4 Credits)**

Students are introduced to health-care office management software. Classroom activities familiarize them with computers and word processing applications through Microsoft Office Suite such as; Word, Excel, and PowerPoint applications. Students are also allowed time to build proficiency in key boarding to improve speed and accuracy based on industry standards common treatments, and prognosis. Topics include the related medical terminology, and pathophysiology.

#### **S103 Sterile Processing Technology (4 Credits)**

This course is designed to introduce students to industry regulations and established practices used for central sterile processing; federal agencies and professional organizations; principles of asepsis; personal hygiene and attire; managing the spread of bacteria; elements of transmission and the chain of infection. Additional topics covered include; decontamination practices for point-of-use preparation and equipment transport; cleaning, decontamination, and disinfection practices for common instrumentation and equipment; equipment and tools used for the decontamination process; identification of standard and complex surgical instruments. Medical terminology and lab competencies required for this field will also be presented.

#### **S104 Sterilization Practices (4 Credits)**

This course is designed to introduce students to assembly and packaging guidelines and procedures; point-of-use processing standards and recommended practices; high-temperature sterilization procedures; types of steam sterilizers used; low-temperature sterilization requirements; sterile storage and transportation guidelines. Additional topics include; review of standard calculations and solving simple equations encountered in entry-level technical positions. Basic surgical instrumentation and medical terminology that is necessary for this area of employment in the medical setting will also be presented.

#### **S105 Quality Assurance, Inventory Management, and Recordkeeping (4 Credits)**

This course is designed to introduce students to monitoring and recordkeeping practices; established quality assurance practices for sterile processing operations; importance of inventory management; common inventory replenishment systems; the role of the central service department in supporting ancillary departments; management of patient care equipment; the use of information management systems in central service departments. This course also includes medical terminology, basic anatomy and physiology, and communication methods for enhanced team

collaboration within the health care setting. Designated lab hours are provided for skills practice and to develop proficiency in the lab competencies required for the field.

**S106 Principles of Aseptic Technique (4 Credits)**

This course is designed to introduce the details of aseptic technique; including the specific subject of microbial inactivation in the sterilization process. The course will explain and expand on the various sterilization systems and the appropriate use of each within the medical setting. This course also includes medical terminology, basic anatomy and physiology, and communication methods to enhance team collaboration within any health care organization. Designated lab hours are provided for skills practice and to develop proficiency in the lab competencies required for the field.

**AH107 Career Strategies (4 Credits)**

This course is designed to introduce students to the fundamentals of planning and organizing job search strategies. Emphasis is placed on identification of individual goals, assessment of talents, exploration of career options, and analysis of the job market. This course will also assist the student with resume writing, along with interview and networking skills for Allied Health. Within this course the student will be given tools for review in preparation for certification testing. Dependent on available surgical sites in the community, this course will allow students to complete designated off campus hours in their career field for hands on training.

**AH108 Fundamentals of Health Care (4 Credits)**

This course introduces the student to the roles and responsibilities of the Allied Health Professional with specific focus on the Sterile Processing Technician and their role within the health care team. Students will be introduced to the subject of medical ethics, OSHA, HIPAA, safety practices, and general documentation within a medical organization. This course also includes medical terminology, basic anatomy and physiology, and communication methods to enhance team collaboration within any health care organization. Designated lab hours are provided for skills practice and to develop proficiency in the lab competencies required for the field.

**Placement Preparation & Assistance**

See page 4 in this catalog for complete description

# VETERINARY ASSISTANT

## PROGRAM OBJECTIVE

The Veterinary Assisting program is designed to provide the student with the knowledge and skills required for entry-level work performing the administrative and clinical functions of a veterinary assistant. Program topics include animal behavior and restraint, small-animal nursing, office and hospital procedures, client relations, medication dosage and administration, surgical preparation, and laboratory procedures.

In addition to office procedures, you'll learn how to:

- Administer common medications.
- Handle animals.
- Assist in filling prescriptions.
- Set up lab work.
- Assist with nursing care and surgical preparation.

Veterinary assistants are the 'jack of all trades' in the veterinary profession. Their job touches every different part of a busy veterinary hospital or clinic. A veterinary assistant perform reception functions, fill prescriptions, keep exam rooms and kennels cleaned and prepped, set up lab work, assist with inventory, update medical records, assist with nursing care, assist with surgical preparation and procedure, and perform radiographic procedures. Their assistance provides invaluable help to veterinarians and licensed veterinary technicians. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program, graduates will receive a certificate of achievement.

## PROGRAM LENGTH

36 Weeks, 670 Hours, 120 Outside Prep Hours, 32.5 Credits  
Dept. of Education Clock Hours: 700 and FSA Quarter Credits: 28

## PROGRAM SCHEDULE

36 Week Course - Morning  
Monday through Thursday  
8:00 a.m. to 12:35 p.m.

## PROGRAM DESCRIPTION

VA101 Fundamentals of Veterinary Assisting  
VA102 Pharmacology and Emergency Practices  
VA103 Microbiology, Parasitological and Laboratory Procedures  
VA104 Radiology and Outpatient Practices

VA105 Surgery, Dentistry, and Anesthesia  
VA106 Nursing and Animal Behavior  
VA107 Veterinary Assistant Externship  
Placement Preparation & Assistance

## OCCUPATIONAL OUTCOMES

Veterinary Assistant (31-9096.00)

## **STUDENT LEARNING OUTCOMES:**

After completing the Veterinary Assisting program, students will be able to:

- Describe the interpersonal skills and professional characteristics of an effective veterinary assistant, explain where employment opportunities can be found for those with training in animal care, and outline typical daily responsibilities.
- Use appropriate veterinary terminology to describe basic concepts of anatomy and physiology, pathology and disease, pharmacology, dentistry, and nutrition, as they apply to animals.
- Describe how to determine the difference between emergency medical conditions and less critical medical ailments by identifying symptoms, signs, and clinical signs, and by reading animal body language.

- Explain the fundamental quality control processes used to safely handle and treat both healthy and sick/injured animals, such as when conducting physical examinations, collecting samples, conducting tests, performing procedures, and making observations.
- Identify standard procedures used in the animal care laboratory and surgical center and describe the functions, use, and maintenance of the specialized equipment and instruments found there.
- Interact with veterinarians, veterinary technicians, clients, and animals, displaying professional skills, appearance, and ethics in a work-experience setting.

This program is designed to prepare graduates to pursue entry-level employment in the field, or jobs in related fields, the specific job titles of which may not be represented in the program title or described above. Although the School will assist students with job placement, finding a job is the individual responsibility of the student.

### **COURSE DESCRIPTION**

#### **VA101 Fundamentals of Veterinary Assisting (4 Credits)**

In this course, students get an introduction to veterinary terminology. You'll learn to recognize, understand, and pronounce anatomical and veterinary procedure terminology. You'll also learn about metric terms and abbreviations. You'll study the anatomical terms to correctly indicate the orientation and location of animal body parts, and you'll recognize cells, tissues, organs, and organ systems, both structurally and functionally.

#### **VA102 Pharmacology and Emergency Practices (4 Credits)**

In this course, students will learn medical terminology and commonly used basic medications. Additionally, students will be introduced how to assess emergency situations, actions to take, and basic drug calculations. Finally, the student will study veterinary drugs, where they come from, and who regulates them. The student will learn how drugs enter the body and how to ensure that the right amount enters, and the student will be able identify drugs used for infection, inflammation, vital organs, body systems, disease prevention, and hormone regulation.

#### **VA103 Microbiology, Parasitological and Laboratory Procedures (4 Credits)**

This course is designed to teach a broad spectrum of laboratory procedures that veterinary technicians need to perform effectively in the practice setting. Comprehensive content presents the fundamentals of microbiology, hematology, urinalysis, immunology, cytology, along with the laboratory procedures used to perform them. In this course, students will also learn about parasites and parasitology, the different types of animal parasites, and how to diagnose, treat, and prevent parasites. Students will also learn to recognize various surgical instruments and how to clean, sterilize (eliminate all bacteria, fungi, and viruses), and maintain the instruments.

#### **VA104 Radiology & Outpatient Practices (4 Credits)**

Students will study the principles of radiology and the veterinary assistant's role in radiology. Students will learn how to prepare patients for radiographic and ultrasound examination and the safety measures and guidelines for radiographic procedures. In this course, students will learn how to order and maintain office inventory and supplies and how to admit and discharge patients and prepare appropriate release forms and certificates. Students will study the role of the veterinary assistant within a typical veterinary practice, including how successful interpersonal communication skills can help you deal with clients and coworkers. Students will also study some of the basic accounting principles they will need to keep accurate records of office financial transaction.

#### **VA105 Surgery, Dentistry, and Anesthesia (4 Credits)**

In this course, students will learn the requirements, routes, procedures, and concerns of fluid administration. Students will also study the principles and procedures of dog and cat dental prophylaxis, as well as the concerns and procedures of pediatric, geriatric, and routine animal health care. Students will learn to recognize anesthetic drugs, how they're used, the anesthetic process, and how an animal is monitored and maintained under anesthesia.

#### **VA106 Nursing and Animal Behavior (4 Credits)**

In this course, you'll learn to recognize types of animal behavior and understand the role of the veterinary assistant in behavior counseling. You'll also learn to handle, restrain, and transport dogs, cats, birds, horses, and other animals. Students will study the most common procedures used in veterinary sample collection and diagnosis, the

treatment procedures involved in veterinary nursing, and the physical therapy concerns and methods most relevant to the duties of a veterinary assistant.

**VA107 Veterinary Assistant Externship (4.5 Credits)**

This course allows the student the chance to observe the actual conditions of a real veterinary hospital or clinic and to see firsthand some of the concepts they learn about in the Veterinary Assistant Program. The Externship consists of a minimum of 166 hours of unpaid work experience, which can be anything from job shadowing to assisting the veterinarian and other veterinary personnel. The actual experience you may have during the externship will vary from hospital to hospital or clinic to clinic. During the Externship, the student will be evaluated on their aptitude for performing the tasks expected of a Veterinary Assistant.

**Placement Preparation & Assistance**

See page 4 in this catalog for complete description.

# MEDICAL ASSISTANT/PATIENT SERVICES TECHNICIAN

## PROGRAM OBJECTIVE

Medical Assistants assist the physicians and nurses with examining and treating patients. The objective of this program is to provide students with the knowledge and skills to work at an entry-level position at a medical facility. The program provides the knowledge and skills in the structure and systems of the human body, procedures to assist the nurses and physicians, injections, venipunctures, and emergency procedures, including EKG rhythm recognition. In addition to clinical skills, the program also trains medical assistants to be able to perform the administrative as well as patient support services functions that keep a medical practice operating, including such skills as telephone techniques, written communications, scheduling, referrals, ordering supplies, controlling inventory, and maintaining records. A student must have a 2.0 grade point average, met 80% of total clock hours, and have satisfied all financial obligations. Upon successful completion of the program a diploma is awarded.

Graduates of the program are qualified and encouraged to take the national certification examination offered by the National Center for Competency Testing (NCCT) to become certified Medical Assistants. Tuition includes one exam attempt fee for the Medical Assisting certification examination offered by the National Center for Competency Testing. For more information, please visit the National Center for Competency Testing at [www.ncctinc.com/certifications](http://www.ncctinc.com/certifications).

## PROGRAM LENGTH

36 Weeks, 720 Hours, 130 Outside Prep Hours 37 Credits  
Dept. of Education Clock Hours: 752 and FSA Quarter Credits: 30

## PROGRAM SCHEDULE

36 Week Course

AM Schedule: 8:00 a.m. – 12:35 p.m.  
Monday - Thursday

## PROGRAM DESCRIPTION

MA101 Medical Term, Anatomy, Physiology  
MA102 Medical Assisting I  
MA103 Medical Assisting I Lab  
MA104 Patient Services & Principles of Success

MA105 Medical Assisting II  
MA106 Medical Assisting II Lab  
MA107 & MA 108 Medical Assisting Practicum I & II  
Placement Preparation & Assistance

## OCCUPATIONAL OUTCOMES

Medical Assistant/Patient Services Specialist (31-9092.00)  
Medical Administrative Assistant (31-9092.00)  
Medical Clerk (29-2071.00)  
Clinical Assistant (31-9092.00)

EKG Tech/EKG Telemetry Tech  
Medical Office Receptionist (43-6013.00)  
Admission's Clerk (43-4051.03)  
Unit Clerk (43-9061.00)

**STUDENT LEARNING OUTCOMES:** After completing the Medical Assisting/Patient Services Technician program, students will be able to:

- List professional qualities of a medical assistant and their scope of practice
- Describe components of the Health Insurance Portability and Accountability Act (HIPAA)
- Identify the components that create the structure of medical terms.
- Explain the process of screening patients to their level of care.
- List average vital sign ranges and recognize abnormalities related to all vital signs.
- List CLIA-waived tests that are associated with common diseases.
- Describe the process of capillary puncture.
- Identify common sites and different methods for venipuncture.  
Explain the proper order of draw using blood collection tubes.
- Explain what wave patterns are on the ECG and recognize basic rhythms.

- Describe how a normal vs. an abnormal ECG would appear.
- Describe equations and conversions used to calculate medication dosages.
- Identify symbols and abbreviations used in the medical profession.
- Compare prescription and nonprescription drugs.
- Identify common routes and methods of drug administration and related safety precautions.
- Identify and explain professional skills related to the workplace.
- Describe why critical thinking skills are important for patient care.
- Explain why teamwork is important in a workplace setting.
- Explain how lifelong learning is a component of professionalism.

This program is designed to prepare graduates to pursue entry-level employment in the field, or jobs in related fields, the specific job titles of which may not be represented in the program title or described above. Although the School will assist students with job placement, finding a job is the individual responsibility of the student.

### **COURSE DESCRIPTIONS**

#### **MA101 Medical Term, Anatomy, Physiology (5 Credits)**

Students are introduced to the language used in a healthcare setting. Students learn medical terminology, concentrating on prefixes, suffixes, and roots common to diseases and the medical field. Pronunciation, identification, and spelling are stressed. Students are introduced to the structure and function of the human organ systems. The course is designed to provide a basic understanding of the human body and associated terminology.

#### **MA102 Medical Assisting I (5.5 Credits)**

This course introduces the basic clinical care skills and procedures necessary to perform routine patient care in a clinic or office situation, including patient assessment, education, and positioning, aseptic technique; the fundamentals of OSHA regulations for health care workers and patient safety, and front office procedures. Topics include skill development in beginning procedures, including vital signs, common injection techniques, bandaging, and medication administration.

#### **MA103 Medical Assisting Lab I (5.5 Credits)**

This is a laboratory course that will provide hands-on training opportunities to the students to develop lab skills to perform the basic clinical care skills and procedures necessary to perform routine patient care in a clinic or office situation, including patient assessment, education, and positioning, aseptic technique; the fundamentals of OSHA regulations for health care workers and patient safety, and front office procedures. Students will also be trained in beginning procedures, including vital signs, common injection techniques, bandaging, and medication administration.

#### **MA104 Patient Services & Principles of Success (5.5 Credits)**

This course introduces students to the basic ideas, skills, and strategies necessary for academic achievement and success within the spectrum of the health care profession. Emphasis is placed on developing an understanding of the careers associated with patient services; effective listening and communication skills; critical thinking and problem solving; setting priorities and goal setting; and setting academic, career, and personal goals. This course will also emphasize the additional career strategies focused on patient services and expansion of careers in the medical community.

#### **MA105 Medical Assisting II (5 Credits)**

This course introduces advanced laboratory techniques, including the collection of routine specimens, the preparation and examination of samples for diagnostic purposes, and the recognition of normal laboratory values, and abnormal levels. Topics include Universal Precautions, quality assurance, and microscope usage. Emphasis is placed on developing skills in venipuncture, and other methods of blood collection, EKG with interpretation, and spirometry. Emphasis is placed on emergency preparedness and response through the study of the principles of First Aid and CPR; rhythm recognition and interpretation based on the guidelines of the American Heart Association.

**MA106 Medical Assisting II Lab (4.5 Credits)**

This is a laboratory course that will provide hands-on training opportunities to the students to develop advanced laboratory techniques, including the collection of routine specimens, the preparation and examination of samples for diagnostic purposes, and the recognition of normal laboratory values, and abnormal levels. Students will also be trained in advance procedures including Universal Precautions, quality assurance, and microscope usage. Emphasis is place on developing skills in venipuncture, and other methods of blood collection, EKG with interpretation, and spirometry. Emphasis is placed on emergency preparedness and response through the study of the principles of First Aid and CPR; rhythm recognition and interpretation based on the guidelines of the American Heart Association.

**MA107 & MA 108 Medical Assisting Practicum I & II (6 Credits)**

Students gain practical work experience with the opportunity to perform various clinical and administrative procedures in a supervised program for a minimum of 200 hours in a medical facility. This required externship is to correlate patient care principles and concepts with the hands-on experience of patient care situations as presented in the externship. Externships are taken in the final quarter of the program.

Upon successful completion of the program, graduates will receive a diploma.

**Placement Preparation & Assistance**