

DIVERSIFIED VOCATIONAL COLLEGE

DVC is accredited by the Accrediting Council for Continuing Education & Training (ACCET).

**1670 Wilshire Boulevard
Los Angeles, CA 90017
213-413-6714
Web Site: www.dvcla.edu**

Additional Location:

**11209 S. La Cienega Boulevard
Los Angeles, CA 90045
310-530-3501**

**School Catalog for Calendar Year
January 1, 2017—December 31, 2017**

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DIVERSIFIED VOCATIONAL COLLEGE CATALOG

January 1, 2017 - December 31, 2017

APPROVAL DISCLOSURE STATEMENT

Diversified Vocational College, a private institution, is approved to operate in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009. The Act is administered by the Bureau for Private Postsecondary Education (BPPE), under the Department of Consumers Affairs, P.O. Box 980818, West Sacramento, CA 95798-0818, Tel 888-370-7589.

DVC is accredited by the Accrediting Council for Continuing Education & Training. The following courses are approved:

Business Office Administration
Medical Billing Electronic System
Transportation and Logistics Technology
Vocational English as a Second Language (VESL)

The courses are taught full-time in thirty weeks of 24 Semester hours each. Students taking less than 24 Semester hours a week will take longer to complete. The Courses consist of lecture and practice, plus required outside preparation as noted for individual courses, and carry twenty-four Semester Hour Credits. Class times for full and part-time students will be found elsewhere in this catalog. Instruction is in residence. Approximately 250 students can be accommodated at the main campus and 150 at the LA Branch at one time. Sessions are available in the morning, afternoon and evening.

The School currently has available certain financial aid programs to assist qualified applicants in meeting their tuition expenses. The amount of financial aid for which a student qualifies is based on the Education Budget as determined by the **institution**.

Financial Aid Programs

For Vocational English as a Second Language Program the following budgets are employed.

- ◆ **Independent** students, the budget used is as follows: Tuition and Fees: \$7,525.00; Supplies: \$100.00; Personal Expenses: \$1,550.00; Room and Board: \$9,500.00; Transportation: \$1,240.00; Total budget \$19,915.00
- ◆ **Dependent** students, the budget used is as follows: Tuition and Fees: \$7,525.00; Supplies: \$100.00; Personal Expenses: \$1,550.00; Room and Board: \$4,000.00; Transportation: \$1,240.00. Total budget \$14,415.00.

For the Business Office Administration Program and the Transportation and Logistics Technology Program, the following budgets apply

- ◆ **Independent** students, the budget used is as follows: Tuition and Fees: \$17,000.00; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$9,500.00; Transportation: \$1,440.00. Total budget \$29,790.00.
- ◆ **Dependent** students, the budget used is as follows: Tuition and Fees: \$17,000.00; Supplies: \$100.00; Personal Expenses: \$1,750.00; Room and Board: \$4,200.00; Transportation: \$1,440.00. Total budget \$24,490.00.

This figure is calculated from information provided by you in the (FAFSA) Free Application for Federal Student Aid. To determine the maximum amount of financial aid that may be awarded, the expected family contribution is deducted from the amount of the budget to determine the amount for which the student is eligible. Eligibility may be greater than the amount of funds actually available.

ANNUAL BORROWING LIMITS FOR DIRECT SUBSIDIZED AND UNSUBSIDIZED LOANS

	MAXIMUM SUBSIDIZED	MAXIMUM SUBSIDIZED AND UNSUBSIDIZED LOANS
Dependent Undergraduate	\$3,500.00	\$5,500.00
Independent Undergraduate (and Dependent Undergraduates whose parents are unable to borrow PLUS loans)	\$3,500.00	\$9,500.00

1. FEDERAL PELL GRANT PROGRAM: This program awards money to eligible undergraduate students who qualify. The grant does not have to be repaid. Pell Grants are need-based grants. The amounts are determined by the student's expected family contribution (EFC), the cost of attendance, and whether or not the student is full-time or part-time. Students must file the Federal Student Aid Application (FAFSA) to determine the amount of eligibility. The FAFSA is required for all need-based programs. This program is available to all students.

The following programs are available to Business Office Administration and Transportation and Logistics Technology Programs:

2. FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT PROGRAM (FSEOG). This program provides funds for undergraduate students who demonstrate exceptional financial needs. The institution receives a fixed amount each year from the U.S. Dept. of Education which provides 75% of the grant. The institution matches this grant with 25% of its own funds. This need-based program gives priority to students with the lowest expected family contributions (EFC's) and who are already recipients of the full Federal Pell Grant Program. Funds are awarded throughout the fiscal year and the amount available may vary based on variations in enrollment. Grants usually range from \$200 to \$500 and are distributed in two payments by vouchers credited to the student tuition account. Funds do not need to be repaid. A limited amount of FSEOG funds are made available to the school yearly. Recipients and amounts are determined by the Financial Aid Office. This program is not available for VESL students.

3. FEDERAL DIRECT LOAN PROGRAM. Federal Direct Loan Program for eligible students. Direct Loan Programs consist of low-interest loans for eligible students to help cover the cost of education. Eligible students borrow directly from the U.S. Department of Education. Direct loans include Direct Subsidized, Direct Unsubsidized, and Direct Plus Loans.

◆ Direct Subsidized Loan

Direct Subsidized Loans are available to eligible students with financial need. Students may borrow funds at a fixed interest rate established annually by the U. S. Department of Education. The interest is paid by the federal government while students are in school.

◆ Direct Unsubsidized Loan

Direct Unsubsidized Loans are available for eligible students to borrow for additional education costs. Students may borrow funds at a fixed interest rate established annually by the U. S. Department of Education. With the exception of demonstrating financial need, borrowers must meet all eligibility criteria of the Direct Subsidized Loan Program.

◆ Direct Parent Loan for Undergraduate Students (PLUS)

PLUS loans are federal loans that parents of dependent undergraduate students can use to help pay education expenses. The U.S. Department of Education makes Direct Plus Loans to eligible borrowers through schools participating in the Direct Loan Program.

4. EXTENDED PAYMENT PLAN. Some students may qualify to participate in the School's Extended Payment Plan programs Retail Installment Contract (RIC). Based on the amount of balance owed, student may be scheduled to pay off the balance prior to graduation in a monthly payment schedule or will be granted extended payment plan post-graduation. These payment are without interest, however, the School reserves the right to charge up to 5% of the past due amount if payment is not made within 10 days of the due date, not to exceed a total of \$5.00 per defaulted payment. In case of withdrawal, the refund policy will apply and the amount due will be reduced according to the refund calculation, any balance due to be paid at the rate of \$50.00 per month until paid beginning one month from the date of withdrawal. Monthly payments begin after the student is graduated or withdraws. Your financial aid officer will explain the program to you. Payments are recorded on the student's ledger as they are made.

5. Diversified Education Company provides Diversified Vocational College with up to ten tuition institutional scholarships to Veterans who are accepted into any of our programs.

6. Diversified Vocational College is approved by the South Bay Workforce Investment Board, Inc., which will pay the cost of tuition for students they refer and approve.

Method and Frequency by which financial aid is disbursed

ALL FEDERAL RELATED STUDENT AID is disbursed by crediting the student's tuition account once per semester.

Cancelling All or Part of your Direct Loan

You may cancel all or part of your loan before it is disbursed. After the loan is disbursed within 14 days after the school notifies you that it has credited loan money to your account you may cancel all or part of your loan that was credited to your account. The school will return the cancelled loan amount to the lender. You do not have to pay interest or a cancellation fee if you cancel within the time frame. Obtain the form for making this request from your financial aid office. The school may refund the loan beyond the 14-day period if it decides that the exception is warranted.

You have 120 days from the date the school credited your account by paying the amount directly to the lender. Contact the Direct Loan Servicing Center for guidance on how and where to cancel your loan. You do not have to pay interest on the loan fee on the amount returned. Your financial aid officer will assist you in returning the money, if requested.

Campus Security and Drug and Alcohol Policy

Jeanne Clery Disclosure of Campus Security Policy, Campus Crime Statistics and the school's Drug and Alcohol Policy booklets are distributed during Financial Aid Clearance or may be obtained on request during regular office hours from any Financial Aid Officer.

Full consumer information may be obtained on www.dvcla.edu

GENERAL INFORMATION

Federal student loans are required by law to provide a range of flexible repayment options, including, but not limited to, income-based repayment and income –contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide; and (2) federal direct loans are available to students regardless of income. Prospective students should ask the admissions representative for the current availability of these programs.

Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the School Director. Please consult the Staff pages for the name of the Director at your school. For further information, see 'COMPLAINT PROCEDURES.'

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll free 888-370-7589 or by completing a complaint form which can be obtained on the Bureau's Internet Web Site at <http://bppe.ca.gov>.

Diversified Vocational College is owned and operated by Diversified Education Company, 1670 Wilshire Boulevard, Los Angeles, CA 90017 – A California Corporation. Samuel Romano, President; Mercedes Bombino, Vice President; Lena Romano, Board Member. All classes are held at the Los Angeles campus 1670 Wilshire Boulevard, Los Angeles, CA 90017 and the LA Branch location 11209 S. La Cienega Blvd., Los Angeles, CA 90045.

(Signed)

Samuel Romano

SCHOOL HISTORY

Diversified Vocational College was originally founded as Speak Easy Language Center in 1970, to meet the needs of the international community in Los Angeles for English language instruction. Since that time, students from all parts of the world have chosen Diversified Vocational College for their English studies. The name was changed to Diversified Language Institute in 1986. The name was changed again to Diversified Vocational College on November 22, 2013. The College has a branch on S. La Cienega Boulevard in Los Angeles.

Diversified Education Company, dba Diversified Vocational College does not have a pending petition in bankruptcy, is not operating as a debtor in possession, nor has it filed a petition within the past five years or had a petition, in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

INSTITUTIONAL MISSION

Diversified Vocational College's Mission is to teach accessible and affordable programs to enable students to gain the quality job skills needed for success in career areas offering long-range opportunities. Our programs are designed to place our graduates in jobs as quickly as possible consistent with the amount of training needed to gain employment.

To this end, Diversified Vocational College teaches Business Office Administration, Medical Billing Electronic System, Transportation and Logistics Technology principles, and the computer skills necessary to become gainfully employed in those fields. In addition, DVC teaches English to speakers of other languages thereby facilitating becoming gainfully employed, continuing their education or advancing within their professions.

PHYSICAL FACILITIES

Diversified Vocational College occupies its own building on Wilshire Boulevard just a few blocks from the heart of Los Angeles. The LA branch is in a modern office building on a major boulevard. Classrooms are small, accommodating a maximum of 20 students. Audio CD players and projectors are used as instructional aids. A small reference library of ESL and business books is available. VESL students also have access to the internet. BOA and TLT students have workstations with computers and access the internet and to other office machines.

LIBRARY RESOURCES

DEC subscribes to the Library and Information Resource Network (LIRN) reached on the web at **www.lirn.net**. The log in information to access this library will be made available to all enrolled students by their teachers. There is also a small physical library available for student and faculty use.

NON-DISCRIMINATION POLICY

Diversified Vocational College, in compliance with civil rights legislation, hereby asserts that it does not discriminate on the basis of race, color, ethnicity, national origin, religion, creed, sex, sexual orientation, gender identity or failure to conform to stereotypical notions of masculinity or femininity, part or full-time status, age or handicap in its employment, admissions or educational programs. Access is provided to the physically handicapped or disabled to attend classes. Access is provided to restrooms and classrooms. A waiver is required to release the School from providing placement in positions where the student is physically unable to perform required duties.

ACCESS FOR STUDENTS WITH DISABILITIES

Facilities are accessible to students with disabilities.

ADMISSION REQUIREMENTS

Diversified Vocational College does not have any articulation agreements with other institutions.

DVC teaches Vocational English as a Second Language, for which applicants must pass a Placement test, and be placed in at least Level 1. Business Office Administration, Medical Billing Electronic System, and Transportation and Logistics Technology applicants must be High School graduates or hold a GED certificate. The cut-off score for the CELSA ATB test (for VESL) is a minimum scaled score of 97.

For the Vocational English as a Second Language Program

Diversified Vocational College admits students who show ability to benefit from our programs. The entry level is determined through a test. High school graduates must produce a copy of their high school diploma or transcript showing completion.

Business Administration Program, Medical Billing Electronic System and Transportation and Logistics Technology

Applicants seeking admission to the Program must be high school graduates or hold a GED certificate and be beyond the age of compulsory high school attendance (18 or over).

An interview with an admissions representative is also required. Students entering under Immigration I-20 (non-resident student) status should refer to the information on pages 10 and 11 of this Catalog.

ADMISSION PROCEDURE

Resident applicants: A visit to the school is required. You may be given an ability to benefit (ATB) test and interviewed by an Admissions Representative. You must complete an application form and arrange for your tuition payments. You will also be given a tour of the facilities. Your application will be submitted to a school representative. If it is not accepted, any tuition and fees paid will be refunded within ten (10) days.

Foreign (non-resident) applicants: Submit a completed and signed application form with all supporting documentation required for your category and an international money order or cashier's check for the application fee and the tuition. Tuition and fees are detailed in this catalog and on the application. If the application is rejected, all tuition and fees (except for the **non-refundable** application fee) will be returned to the applicant. The application may be mailed or delivered in person to a Diversified Vocational College representative at the address shown on the application form.

Applicants who apply for Federal financial aid for the VESL program must possess saleable job skills and be able to work except for an English language deficiency.

OFFICE HOURS

Business offices are open Monday through Friday from 8:00 AM. To 6:00 PM, or until 9 PM. by appointment. For additional information about this institution and its financial aid programs, contact the School Director at the address and telephone number listed on the front cover. The School Director's office is located at the school and the Director is available to meet with you during regular business hours and by appointment after 6 PM.

CALENDAR

New VESL classes begin every Monday. Morning, afternoon and evening classes are available. The School will observe the following holidays in 2016. New Business Office Administration, Medical Billing, and TLT students will be admitted whenever a new, appropriate module begins.

SCHOOL HOLIDAYS OBSERVED

New Year's Day - Martin Luther King Day - Memorial Day - Independence Day
Labor Day - Thanksgiving - Thursday and Friday - Christmas Day

This list is subject to change without notice.

The School reserves the right to modify the schedule, curriculum or course content consistent with and in response to changes in the needs of the students and/or their area of specialization.

ACCESS TO FILES

Federal law guarantees students, or their parents, the right to examine student records and files maintained by the Institution. Except for this provision, access to student files is limited to those employees who have a legitimate reason for

access and to outside agencies or individuals who have a legal right to access. Requests for examining files must be made through the School Director. No information will be released to third parties, except those with a legal right to access, without written permission from the student. The parents' right to access their children's files transfers to the student when he or she reaches the age of 18 or attends a post-secondary education.

CLASS SIZE

Classes are small, with a maximum size of twenty students per instructor in the VESL program. There is a maximum of twenty-five students in the BOA and TLT programs.

SATISFACTORY ACADEMIC PROGRESS POLICY

All students are expected to maintain satisfactory academic progress throughout their entire course. Satisfactory Academic Progress is defined, in part, as maintaining a grade point average (GPA) of 65% or better during the first seven (7) weeks of your course (the first 10 weeks for part-time VESL) AND 70% or better through week fifteen (week 20 for part-time VESL) thereafter until the completion of the course. An overall GPA of 70% or better is required for successful completion. You must also maintain an attendance level of 80%. Student progress is measured at the end of weeks 7, 15, 22, and 30 (10, 21, 30, and 40 for part-time VESL).

Timely completion of your program is an additional factor in determining Satisfactory Academic Progress. You must complete your entire program within 1.5 times the normal completion rate, or within a total of 45 weeks, exclusive of any periods of withdrawal. (Part time VESL students must complete within a total of 60 weeks.) Quantitative progress will be evaluated at the end of the 15th week (20th week for part-time VESL) by which time you must have completed at least 1/3 of your program. You must complete one-half of your program by the end of week 22 (week 33 for VESL).

Students who fail to meet the above-stated standards at the end of week 7 (10 for VESL) will be issued a financial aid warning. Students who fail to meet the above-stated standards at the end of week 15 (21 for VESL) will be placed on probation. Students in good standing at week 15 (21 for VESL), but who fail to meet the above-stated standards at the end of week 22 (33 for VESL) will be issued a financial aid warning. Students who receive a financial aid warning are considered to be maintaining satisfactory progress; however, students placed on probation will be provided with appropriate counseling and lose eligibility for financial aid until the probationary period is satisfactorily concluded, as explained in the probation policy. A student who does not meet the terms of his or her probation within the probationary period may be dismissed. A student who has been dismissed may appeal the probation using a form available from the School Director or the Education and Records Office. The appeal will be reviewed by the director and instructor.

Students who complete the program with a GPA of less than 70% and an attendance of less than 80% or students who fall too far behind to continue with their class, may 'recycle' or retake portions of the course. Bear in mind, however, that the total time to complete must not exceed 1 ½ times the normal length of the course.

Prior to disbursement, the Financial Aid Supervisor or Financial Aid Officer must check the file containing the evaluation reports to ensure that the student is maintaining Satisfactory Progress. The Financial Aid Officer may note on the Audit checklist or other like form whether or not the student's GPA is satisfactory. A copy of the report may be placed in the student's file.

ATTENDANCE:

You are expected to attend all scheduled classes. It is essential that you notify the School whenever an absence is unavoidable. Notice should be given in advance if you know of a pending absence. If not, you should call the School office and complete an absence form on your return. Excessive absences may be cause for dismissal, or recycling, as determined by the School Director. When necessary, make-up work will be scheduled following an absence. An overall attendance of 80% is required for graduation.

Instructors will advise you if your attendance is becoming a problem and assist you, where possible, in working out solutions. Poor attendance may cause your grade point average to fall below the acceptable level which could cause you to be placed on probation and eventual termination if improvement is not made. (See 'Satisfactory Progress' for more information.)

You may not have more than fourteen (14) consecutive absences. After fourteen consecutive absences, you may be terminated automatically. An automatic termination does not necessarily bar you from re-entering at a later date; however, a long absence may make it necessary for you to repeat portions of the course you have previously taken.

TARDINESS

Students who are 21 to 60 minutes late for class are reported as tardy. Students who miss 61 minutes or more of a class session are counted absent for that session. Any combination of three times tardy or leaving early will be counted as one absence.

Appeal Process: A student who is dismissed for any reason may appeal the dismissal by addressing the appeal in writing to the Director. The appeal should contain any special circumstances which may have contributed to the reason for Termination and an explanation of how the student plans to deal with those circumstances if re-admitted. The Director will review the appeal with an officer of Diversified Education Company within ten days and notify the student of the results in writing. If a student is reinstated following an appeal, DVC will provide the student with an academic plan to ensure the successful completion of the program.

Transfer Students: Students transferring from another institution in the VESL program will be tested to determine their placement in the program. GPA earned at another institution will not be used when calculating progress at this institution. Transfer students may not be eligible for financial aid if they do not enroll for a full program.

Students who are re-admitted after withdrawing must still complete the program within 150% of the stated time for the overall program.

LEAVE OF ABSENCE (TITLE IV and VETERANS)

Although we do not recommend that a student interrupt his or her training, we do permit students to take a Leave of Absence for specific reasons. You may take more than one LOA not to exceed a total of 75 days for full-time students, or 100 days for part-time VESL students in the Evening Session. You must request the LOA in writing before you begin your leave. You must give a valid reason for the leave and sign your request.

Upon your return from an LOA you will be placed in a class that will allow you to make up the work that you missed.

If a Leave of Absence total exceeds 75 (AM) or 100 (EVE) days you will be terminated. This termination does not bar you from returning at a later date but you may be required to recycle a part of your course when you return. Keep in mind that our regulatory agencies require that a course of study be completed in no more than 150% of the originally scheduled length of time.

LEAVE OF ABSENCE (INTERNATIONAL STUDENTS)

International, non-immigrant students may take up to two weeks of leave after continuous attendance of three months.

MAKE UP WORK

Because our classes require class participation, missed classes cannot be made up. Missed tests may be made up within one week.

RIGHT TO APPEAL FROM TERMINATION

A termination for failure to meet the requirements of satisfactory progress may be made. Follow the procedure described under 'Complaint Procedures' elsewhere in this catalog.

CONDUCT

Students are expected to conduct themselves in a manner conducive to learning. Students who engage in disruptive behavior will receive one warning from the Director. A repeat offense will be grounds for dismissal.

Students who engage in behavior judged to be dangerous or life-threatening will be dismissed immediately.

Any student who has been dismissed because of conduct may appeal his or her dismissal, in writing, to the school's owner. The appeal should be addressed to the school at the address on the cover.

GRADING POLICY

The following grading policy is in effect:

90-100%	=	Excellent	80-84%	=	Good
85-89%	=	Very Good	70-79%	=	Average

Below 70% is considered Failing.

COURSE LENGTH;

Full time students attend supervised class for 24 hours per week and are expected to complete at least six hours in outside preparation for a total of 30 hours per week. One semester hour credit hours is awarded for each 30 hours completed. The hour used is defined as at least fifty minutes within a sixty minute hour.

OUTSIDE PREPARATION

The Vocational English as a Second Language (VESL), the Business Office Administration, Medical Billing and the Transportation and Logistics Technology programs are 30 weeks in length worth 24 Semester Units. Students in the VESL Program receive six (6) Semester Units for each full level completed. Students who complete only a portion of a Level are awarded a fraction of the six Units in proportion to the amount of time attended. A grade point average (GPA) of at least 70% is required to earn Semester Units of credit.

Students may also enroll for half or three-quarter time. Half time will take the student 60 weeks to complete; three quarter time will take 40 weeks.

To maintain satisfactory academic progress, students enrolled in all programs generally spend at least 180 clock hours of preparation outside of class. This preparation is in the form of homework assigned in class by the teacher. The assigned homework is in the form of reading and study assigned in preparation for weekly tests. Writing assignments are from the workbooks and/or materials from our Teacher Resource Center.

RECORDS RETENTION

The institution maintains current records for a period of not less than five years at its principal place of business within the State of California. Grade and attendance records are retained indefinitely.

COURSES AND OBJECTIVES

Diversified Vocational College's VESL program is divided into nine Levels - Beginning through Advanced. Students are placed in the Level best suited to their present English skills based on entrance test results and personal interviews. In this way, students progress at their fastest pace. The Business Office Administration program is comprised of three main modules: Front and Back Office Operations, Computer Applications and Business English, and Bookkeeping. The Transportation and Logistics Technology program consists of five parts: Dispatching; Shipping/receiving; Importing/Exporting; Freight Forwarding; and Computer Applications.

NON-DIPLOMA STUDENTS

The full VESL Course leads to a proficiency in English suitable for employment. However, DVC recognizes that not all individuals wish or need to obtain that degree of proficiency. For foreign visitors or individuals who wish to study VESL for personal enrichment we offer portions of the full course in one-month segments. Such students will be placed in the program at the same level they would enter if they were full-course students. Additional segments may be added, as desired. Those who eventually take the full program in individual segments, and who meet the proficiency requirements of the full course may be eligible for a certificate of completion.

INTERNATIONAL STUDENTS

This school is authorized under federal law to enroll non-immigrant alien students.

ELIGIBILITY

Diversified Vocational College admits all students who show ability to benefit from our programs. Applicants for an I-20 from this school must be at least 18 years of age.

ADMISSIONS PROCEDURE

Submit the completed and signed application form with all supporting documents listed for your category and an International money order or cashier's check for the registration fee and the tuition. Tuition and fee amounts are listed elsewhere in this catalog.

The application form may be presented to a Diversified Vocational College representative or sent directly to the Admissions Office at the address shown on the application form.

If you are accepted, you will receive the Certificate of Eligibility Form I-20 within 1-2 weeks. Present the I-20 form, proof of financial support, two photographs and a Visa Application Form to a U.S. Embassy or U.S. Consulate when you apply for an F-1 Student Visa.

STUDENTS WHO NEED AN F-1 STUDENT VISA

All applicants in this category must submit a completely filled out application form along with the following documents:

1. A school transcript or diploma from the last school you attended, if available.
2. Proof of sufficient financial resources to cover tuition, living and transportation expenses.
3. A statement of your educational goals in the United States.
4. A photograph of the applicant.

STUDENTS ALREADY IN THE UNITED STATES WITH AN F-1 STUDENT VISA

All students in this category must fill out an application form. In most cases, there will be a personal interview when the application is submitted. The following documents must also be presented.

1. A school transcript or diploma from the last school you attended, whether in this country or your home country, if available.
2. Proof of sufficient financial resources to cover educational and living expenses for at least one quarter (3 months).
3. A statement of your educational goals in the United States.
4. A photograph or presentation of passport as identification.

HOUSING

Diversified Vocational College is not responsible for securing housing for its students but will assist you in arranging housing in the Los Angeles area. Students may live in dormitories not owned by the Institute or apartments (either singly or with a roommate). There are housing facilities available within a ten mile radius of the school with varying range of \$500 -\$800 per month.

CONTINUING EDUCATION

For students wishing to continue their education, Diversified Vocational College's University Placement Service will help you choose an American college or university which best meets your qualifications, and will advise you on all application procedures.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

TRANSFER OUT

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Diversified Vocational College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (diploma or certificate) you earn in the VESL, BOA, MBES or TLT program is also at the complete discretion of the institution to which you may seek to transfer. If the credits, diploma, 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 DVC to determine if your credits, diploma or certificate will transfer.

Your goal here should be to obtain skills to make yourself employable in the field of training you have chosen.

DVC will assist students who wish to transfer to another institution by providing guidance on the process, official transcripts, copies of syllabi and/or course outlines. Students who wish to transfer should visit the Records Office to request copies of the documents.

Transfer in – Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology

BOA, MBES and TLT students will be awarded credits for comparable work completed at other accredited colleges and postsecondary vocational institutions, subject to submission of a valid transcript showing work completed.

This institution does not grant credit for prior experiential learning.

Transfer of Credits (VESL)

Although DVC does not award official credit hours for work done at other ESL schools, students are given credit for what they've learned elsewhere through the use of our Placement Test. Students are placed in our program according to the results of the placement test. If a student places at a high level and cannot complete the entire program, tuition is adjusted to reflect the difference.

ENROLLMENT OF STUDENTS WITH SPECIAL NEEDS

Admission to DVC's VESL program is based on the applicant's ability to benefit from our program as determined by the CELSA Placement Test. An evaluation by an Admissions Representative for the Business Office Administration program, Medical Billing Electronic System and Transportation and Logistics must be passed by applicants. Applicants, who do not pass this test or evaluation, as determined by its publisher or the school, cannot be enrolled in our program. Students with physical or mental handicaps or learning disabilities who pass the CELSA or the Wonderlic test may be admitted. The School Director is responsible for determining whether an individual with such disabilities will be admitted to the school.

ENGLISH AS A SECOND LANGUAGE

DVC offers English as a Second Language course at its main branch. Proficiency in Reading and Writing in English is required to be able to participate and benefit from the training programs offered since all vocational classes are conducted in the English language. The School establishes this proficiency via multiple in-person interviews, ability to read and complete enrollment forms and the evidence of completing high school or obtaining a GED Certificate from the United

States. As part of the admissions process, applicants are required to take a reading and mathematics assessment to determine ability to benefit from the program.

GENERAL INFORMATION

EMPLOYMENT ASSISTANCE SERVICES (Placement)

The School provides placement assistance to all of our graduates who qualify to work in this country. Although we cannot make job promises or guarantees, the graduate will be given assistance in writing a resume and preparing for and setting up job interviews. Our Placement Office maintains contact with a variety of companies. Job openings are posted and the Placement Officer will assist you in applying for jobs that fit the field you specified when you applied to DVC. You should contact the Placement Office at least a month before your graduation to begin the placement assistance process.

GRADUATION REQUIREMENTS

A Certificate of Completion will be awarded upon completion of the VESL program, and a Diploma for the Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology programs. To receive either, the student must have an overall Grade Point Average (GPA) of 70%, overall attendance of 80%, and finish at least 24 semester credit hours.

Other documents that may be issued include:

- A Certificate of Attendance which states the length of time the student attended.
- An Academic Record, which is issued to all students who finish at least one Level. It includes a record of all grades received at Diversified Vocational College.
- A transcript of all work completed in the Business Office Administration and the Transportation and Logistics Technology programs.

FINANCIAL STABILTY STATEMENT

Diversified Education Company, parent company of Diversified Vocational College, has never filed a petition in bankruptcy and is not operating as a debtor in possession.

TUITION

Tuition for the VESL course covering 30 weeks of instruction is \$3725 for each 15 weeks; \$7450 total. There is a one-time registration fee of \$75.00 payable at the time of registration. The cost of books is included in the cost of tuition.

Students who pay on a month-to-month basis pay a registration fee of \$75 and \$993.333 per each 4 week session. For a total of \$7450 for the 720 Hour program.

Tuition for the Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology programs:

Registration Fee (Non-refundable)	\$ 75.00
1 st half -	\$ 8,462.50
2 nd half -	\$ 8,462.50
STRF Fee (Non-refundable)	\$ 0.00
Total tuition and registration fee	\$17,000.00

Budgets used to determine the amount of financial aid available to the student are found on Page 2.

NOTICE: DVC does not accept advance payments for periods of enrollment that exceed *one academic year*.

STUDENT TUITION RECOVERY FUND

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

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

The school closed before the course of instruction was completed.

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

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

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

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

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

1. You are a student in an educational program who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party

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

The STRF fee was suspended for 2016. If it has been re-instated, your Admissions Representative will inform you.

REQUIREMENT TO REPAY LOANS

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

BOOKS, SUPPLIES AND EQUIPMENT

Students are responsible for disposable items such as pencils and papers. These are not sold by the school. All materials and equipment required for classroom instruction are maintained by the School. Textbooks are handed out at the beginning of each subject matter.

Students may expect to pay approximately \$500.00 a month for shared housing. Transportation costs, depending on mode of transportation and distance can run \$20.00 per week, or more. No food service is provided.

FEES AND OTHER COSTS

The Registration (Application) Fee is \$75.00. The fee is refunded if the student cancels enrollment.

METHODS OF PAYMENT:

FINANCIAL AID

VESL: Students enrolled for the full course may apply for the Federal Pell Grant. A privately funded payment plan may be used to cover the balance not paid by grant. It is available only to U.S. Citizens and permanent residents. Ask your Financial Aid Officer for details. Any portion of tuition not covered by the Grant and plan is payable in monthly installments.

BOA and TLT: Diversified Vocational College is eligible to provide financial assistance to those who qualify under the Federal Pell Grant Program and the federal student loans. Applications for assistance under these programs may be obtained from the Financial Aid Office. Eligibility for all Federal programs is based on financial need computed on the basis of a federally provided needs analysis.

DELINQUENT TUITION

Full tuition is payable by the date of graduation or last day in school unless other arrangements are made in advance. If a student is on monthly payments and is in arrears more than one month the student will be dismissed. The student may be reinstated when the student's account is brought up to date. Exceptions may be made in cases of hardship at the discretion of the Director.

DVC ACCEPTS PAYMENTS IN CASH, CHECK, MONEY ORDER, DEBIT CARD OR CREDIT CARD.

COMPLAINT PROCEDURES

If you have complaints about any matters relating to the Institute you should follow this procedure. First, discuss the complaint with your Instructor.

If you do not receive satisfaction, discuss the matter with the School Director.

If you still do not receive satisfaction, put your complaint in writing and address it to the President, Diversified Education Company, 1670 Wilshire Boulevard, Los Angeles, California 90017. Your complaint will be addressed within ten (10) working days of receipt.

You may also complain in writing to:

The Accrediting Council for Continuing Education & Training (ACCET), 1722 N. Street N.W., Washington D.C. 20036. Telephone (202) 955-1113. The procedures for forwarding complaints to ACCET are posted at the School.

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

Student's Right to Cancel Procedures

You have the right to cancel your enrollment agreement including any equipment such as books, materials, and supplies, or any other goods related to the instruction offered in the Agreement, and obtain a refund of charges paid through attendance at the first class session, or seven (7) days after enrollment, whichever is later. Cancellation shall occur when you give notice of cancellation at the address of the school shown on top of the front page of your enrollment agreement. You can also do this by mail, hand delivery, or e-mail. The notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement. If you cancel this agreement, the school will not charge institutional charges; however, the school will retain the non-refundable \$75.00 registration fee and you may keep any uniform that you have received.

ALCOHOL AND DRUGS

We are deeply concerned about the dangers associated with drug and alcohol abuse. As an institution of learning our principle role is to encourage an education which leads toward high standards and respectful conduct in our students. While we seek to educate and encourage, we also have a responsibility to restrict any behavior that adversely affects members of this campus. We feel we have a compelling obligation to eliminate drugs and alcohol from our campuses.

Jeanne Clery Disclosure of Campus Security Policy, Campus Crime Statistics and the school's Drug and Alcohol Policy booklets are distributed during Financial Aid Clearance or may be obtained on request during regular office hours from any Financial Aid Officer.

A student who is convicted of any offense under any Federal or State law involving the possession or sale of a controlled substance for conduct that occurred during a period of enrollment for which the student was receiving any grant, loan, or work assistance under Title IV shall not be eligible to receive any grant, loan or work assistance under this title from the date of that conviction for possession 1 year to an indefinite period; from sale of a controlled substance from 2 years to indefinite.

SETTLEMENT OF OTHER CHARGES

If a student withdraws from DVC, DVC will settle reasonably any other DVC charges that the student may have incurred.

PROFICIENCY REQUIREMENT

Upon completion of the VESL course, a proficiency test will be given. Students who complete the 30 week course but who have not achieved satisfactory proficiency may choose to take additional instruction without charge until the student has attained the required proficiency, or to receive a full refund of the total charges for VESL instruction. However, there is no proficiency requirement to graduate, as long as the student completes the program with a GPA of 70% and attendance of 80%.

Business Office Administration students and Transportation and Logistics students are required to take a weekly test to determine their proficiency in each module.

WITHDRAWING FROM CLASS

You may withdraw from a course by not attending class for fourteen consecutive calendar days or by informing the Records Office or School Director that you wish to withdraw. We prefer that you complete a withdrawal form at the Records Office; however, a signed letter will suffice. When you withdraw, you withdraw from the entire program.

CANCELLATION PROCEDURES

If your application for enrollment is rejected by the school you will receive a full refund of any money paid.

You may cancel your enrollment at any time up to and including the first scheduled class day, or the seventh day after enrollment, whichever is later, and receive a full refund of any money paid, including the registration fee. Cancellation may be in any form, but preferably should be in writing.

Should the program for which you enrolled be canceled prior to your starting class a full refund will be made of any money paid.

If you fail to appear for class on the date scheduled for class start you will be classified as a 'no start'. Your enrollment will be cancelled and any money paid will be refunded. Such a cancellation will not prevent you from starting at a later date should you wish to do so. A new enrollment agreement may be necessary.

All refunds due to cancellations will be made within forty-five days of the date of cancellation. After you begin classes, the following refund policy will apply.

REFUND POLICY

A student has the right to withdraw from a program of instruction at any time. Notification of intent to withdraw must be made to the Director of Education. Tuition is charged by semester and the policy applies to each semester separately. The withdrawal date is the last day of recorded attendance. Upon withdrawal, the tuition refund is calculated in the following manner:

1. The total tuition cost for the semester is divided by the number of days in the semester to obtain a daily tuition charge for the program.
2. The total number of days from the start of the semester to the date of withdrawal are multiplied by the daily tuition charge as calculated in step 1, to determine the amount of tuition owed to the school.
3. The amount of tuition paid by the student is determined.
4. If the amount of the tuition paid by the student is more than the amount owed to the school in step 2, the difference is the amount to be refunded. Refunds are made within 45 days. Note that if the student has completed more than 60% of the semester, no refund is made. Refunds are made within 45 days from the last day of attendance. For academic purposes only, holidays and weekends are not counted in determining completion of the course.

If any portion of the student's tuition with Title IV funds, previously described, remains owing, the school will calculate the amount of financial aid earned up to the last date of recorded attendance using a formula mandated by the U.S. Department of Education. This requirement is a pro-rata calculation performed on the amount of Title IV aid received only, taking the number of days attended divided by the number of days in the period, up to 60% completion. If the amount of Federal Financial Aid Funds received is more than the amount of the aid earned, the difference must be returned to the appropriate Title IV program in the following order:

1. Direct Unsubsidized Loan
2. Direct Subsidized Loan
3. Direct Plus Loan
4. Federal Pell Grant
5. Federal SEOG Grant

The following illustrates the application of the refund policy, per semester, assuming that the full tuition has been paid in advance. This example uses tuition of \$17,000.00.

Percentage of Program Completed:	10%	25%	50%	60%	Over 60%
Tuition Paid	\$8500	\$8500	\$8500	\$8500	\$8500
Tuition owed by the student	\$850	\$2125	\$4250	\$4355	No refund

If the amount calculated as earned by the school is more than the amount that has been paid, the student is responsible for the balance. Please check with your Financial Aid Officer to determine the amount you may owe.

Refunds are paid within 45 days of the last date of recorded attendance.

The \$75.00 registration fee is not refunded after the student starts school. If payment received is less than the amount of refund, the student will owe the difference.

Notification of Return of Title IV Refund Requirements

The Federal Government requires that a separate refund calculation be made for students receiving Federal Financial Aid (Title IV). This requirement is a pro-rata calculation performed on the amount of Title IV aid received, taking the number of days attended divided by the number of days in the period, up to 60% completion. If the student has not attended long enough to 'earn' the amount of financial aid applied to his/her tuition, the difference must be refunded to the Department of Education. If a refund is paid to the Department of Education under this calculation it will be the responsibility of the student to pay this amount to the school. Payment is due within 10 days of withdrawal.

For example, if the amount of refund calculated is greater than the amount paid, you would own the balance to the school.

CONSUMER INFORMATION SECURITY AND PROTECTION

1. Policies and procedures for protecting consumer information shall be the responsibility of the DEC Corporate Staff and their designated assistants.
2. Consumer information shall be safeguarded against access except by designated employees and others who have a legal right to inspect such records including police departments and oversight agencies, or by other legal authority. Any breach of this policy must be reported promptly to Corporate.
3. Electronic records shall be protected by secure passwords.
4. Social Security numbers shall list the last four digits only in printouts and searches except for those individuals who have legitimate need for the full number.
5. Areas where student records are kept shall be securely locked when not occupied by appropriate personnel.
6. Personal information about students and employees shall not be released to the public without student permission, with the exception of parents or guardians of minor children, or agencies who have the authority to request such information without obtaining permission from the individual.
7. Personal information may not be released over the telephone even if the caller identified himself or herself as the individual involved. Information requested by current or former students may be released in person or by mail addressed to that individual.
8. Personal information about students or employees shall not be mailed to anyone other than the student or employee or with their written and signed request.
9. Credit cards used to make payments to the school will be identified by the last four digits only.
10. All discarded documents containing personal information is shredded either at the company or by a company employed to do so by DEC.
11. Security programs will be evaluated at least once a year by the school director, his designated representative or by Corporate staff.

TITLE IX NON DISCRIMINATION POLICY

Title IX originated in 1972 as part of the educational amendments of the US Department of Education, since updated, to now include barring discrimination on the basis sex, gender, identity, or failure to conform to stereotypical notions of masculinity or femininity, race, disability, full or part-time status, or national origin in all activities. The non-discriminatory policy applies to both students and employees in education and all other activities that take place on campus. Also barred are all forms of sexual harassment, abuse or assault. Discrimination is also barred because of parental status, nor can parental status be required as a requirement for enrollment.

Any student or employee who feels that he/she has been subjected to discrimination, harassment or assault at the Wilshire Blvd. campus should report the incident(s) to Lorraine Bauchiero, Title IX Coordinator, located in the library on the first floor of the ATC LA campus. Telephone: 213-235-9046; email: titleIXcoordinator@atcla.edu. Students at the La Cienega branch should report to Victor Ponce, Title IX Coordinator, telephone 414-203-1725; email: victor.ponce@dvcla.edu. The

Coordinator recommends appropriate action to the school administration and records the outcome of any action taken, or reasons for rejecting the complaint, and maintains a record of complaints, action recommended, and resolution of the conflict. All information given is confidential and can only be accessed by persons with a need to know, or by government order.

Diversified Education Company vocational schools have no athletic programs, nor do they provide school owned residential facilities.

ADMINISTRATIVE STAFF OF DIVERSIFIED VOCATIONAL COLLEGE

SAMUEL ROMANO, President of DEC, Supervising Director, 213-353-1838; decatc@earthlink.net
GUIDO CANNONE, Regional Director, 213-413-6714; guido.cannone@dvcla.edu
JACQUELINE VENTURA, Financial Aid Administrator, 213-353-1815; jackieventura@deccs.org
OLIVER RAMILLETE, Supervisor, Academic Records, 213-353-1845; oliver.ramillete@atcla.edu
CHRISTINE PRECIADO, Placement Supervisor, 213-353-1836; christine.preciado@atcla.edu
MICHAEL LAMB, Placement Officer, 213-353-1947; michael.lamb@dvcla.edu
LORRAINE BAUCHIERO, Title IX Coordinator, 213-353-9046; email: titleIXcoordinator@atcla.edu

The list of faculty and additional staff appears on pages 18-19.

AFFILIATED SCHOOLS

The following schools are owned and operated by Diversified Education Company:

The following are accredited by The Accrediting Council for Continuing Education & Training (ACCET):

Diversified Vocational College
1670 Wilshire Boulevard
Los Angeles, California 90017
Main campus of DVC
(213) 413-6714

Diversified Vocational College
11209 S. La Cienega Boulevard
Los Angeles, CA 90045
A Branch of DVC, Los Angeles
(310) 530-3501

The following schools are accredited by The Accrediting Commission for Career Schools and Colleges of Technology (ACCST):

Associated Technical College
1670 Wilshire Boulevard
Los Angeles, CA 90017
(213) 413-6808

Associated Technical College
707 Broadway, Suite 300
San Diego, CA 92101
(619) 234-2181

THE FACULTY OF DIVERSIFIED VOCATIONAL COLLEGE AND ITS BRANCH

(Los Angeles Main Campus - VESL)

Jim Lentz, Instructor
BA, UC Irvine

Levi Madrid, Instructor
BA, University of Denver

Mark McMurdock, Instructor
JD, Howard University School of Law

Manuel Monteiro, Instructor
BA, CSU San Bernardino

David Rico, Instructor
Fourteen years of ESL Teaching Experience (1996-1997, and 2000 to 2013)

Justo Rodriguez, Instructor
BA, CSU Los Angeles

Quy Tran, Instructor
MA in TESOL, CSU Los Angeles

(Business Office Administration)

Vladimir Rivera – Program Coordinator, Instructor
BS in Business Administration, CSULA

Manuel Cuadros, Instructor
BA, CSULA

Vaughn Grigsby - Instructor

Nancy Villareal
BS, Ball State University

(Medical Billing Electronic System)

Guido Cannone, Regional Director, 213-413-6714; guido.cannone@dvcla.edu

(Transportation and Logistics Technology)

Terry Silverstein – Program Coordinator; 25 years' experience in field terry.silverstein@dvcla.edu

Richard Schwanbeck – Instructor, 30 years' experience in the field

Staff:

Jennelynn Martinez, Placement Officer; Phone: 213-353-1945; jennelynn.martinez@dvcla.edu

Joena Quintana, Financial Aid Officer; Phone: 213-353-1845; joena.quintana@atcla.edu

Los Angeles Branch Campus Administrative Staff

Roberta Ross, Branch Director; Phone: 310-530-3501; roberta.ross@dvcla.edu

Certificate in Marketing Management, University of Calgary
Certified in Management, Canadian Institute of Management

Marcella Garcia – Placement; Phone: 424-203-1724

Victor Ponce-Records Administrator and Title IX Coordinator; Phone: 424-203-1725; victor.ponce@dvcla.edu

Business Office Administration

Svetlana Khachaturov, Instructor, B.S, University of Wisconsin; M.B.A., Southern University

Timothy Zembek, Instructor, 10 years teaching experience

Medical Billing Electronic System

Roberta Ross, Branch Director; Phone: 310-530-3501; roberta.ross@dvcla.edu

Transportation and Logistics Technology

William Flores
BS in Business Administration, CSULA

Pierre Tijerino
AA, Business Administration
L.A. Harbor College

Darryl Weaver – Instructor
BS – Central Missouri State University

John Behl – Instructor, Industrial Engineering, Golden West College, Huntington Beach
20 years experience in field

Anthony Bourne, Instructor, B.S., USC

ADVISORY BOARDS AT DVC

Business Office Administration

Leticia Castillo
Select Staffing
Paramount, CA

Janice Millare
Apple One
Los Angeles, CA

Melody Natal
Robert Half
Los Angeles, CA

Transportation and Logistics Technology

Antonio Arista
Warehouse and Logistics Manager
Oblong Industries
Los Angeles, CA

Steve Horowitz

Compliance Officer/Licensed Customs broker
Hahn International Inc.
Los Angeles, CA

Brian Estrada

LAX Air Export Supervisor
MAPCARGO Global Logistics. Redondo Beach, CA

DISCLOSURES

The following information is provided in compliance with various state and federal regulations.

Family Educational Rights and Privacy Act (FERPA)

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond high school level. Students to whom the rights have transferred are "eligible students".

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student has the right to a formal hearing. After the hearing, if the school still decides not to amend the records, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information. Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose these records, without consent, to the following parties or under the following conditions: a) School officials with legitimate educational interest; b) Other schools to which a student is transferring; c) Specified officials for audit or evaluation purposes; d) Appropriate parties in connection with financial aid to a student; e) Organizations conducting certain studies for or on behalf of the school; f) Accrediting organizations; g) to comply with a judicial order or lawfully issued subpoena; h) Appropriate officials in cases of health and safety emergencies; and i) State and local authorities within a juvenile justice system, pursuant to specific State law. DVC follows the above procedures.

Students may request to review records in person at the DVC Records Office. Giving a 2-4 day advanced notice is desirable to avoid having to wait while files are retrieved from storage.

Diversified Vocational College does not maintain a student directory. Further information or complaints on adherence to this policy may be obtained by calling the Family Policy Compliance Office of the U.S. Department of Education at (202) 260-3887.

Review of the School's Accreditation, Approval and/or Licensing

Examination of the school's accreditation documents and state approval may be had by making an appointment with the School Director during regular daytime business hours Monday-Friday, except holidays.

Unlawful copying or sharing of copyright material

The downloading or copying of copyright material, including computer programs for personal use or distribution is prohibited both by DVC and by federal law. Persons found to be violating this prohibition are subject to dismissal as well as criminal penalties. A person who violates federal copyright law under Chapter 12 shall be fined not more than \$500,000 or be imprisoned for not more than five years, or both for a first time offense and not more than \$1,000,000 or be imprisoned for not more than 10 years, or both for each subsequent offense.

Vaccinations

Diversified Vocational College does not have a policy requiring vaccinations of any kind. However, we advise students in attendance during fall and winter months to obtain the current flu vaccine.

ARBITRATION AGREEMENT

Any and all disputes, losses, and/or claims arising out of and/or relating to this Agreement including, without limitation, those as to the performance of the parties, the terms of this Agreement, its interpretation, its negotiation, or a party's breach of this Agreement shall be resolved by way of binding arbitration by a single neutral arbitrator by and pursuant to the rules of the American Arbitration Association (or any successor entity thereto) in the City of Los Angeles, County of Los Angeles. In rendering its decision and award, the arbitrator shall follow California law, rules and procedures and shall not modify the provisions of this Enrollment Agreement/Contract. The award entered in such a proceeding shall be fully binding, final and not subject to appeal and may be entered and enforced as a final judgment by any Court of competent jurisdiction. In the event of any arbitration or other proceeding between the parties hereto arising out of or in any manner relating to this Agreement including, without limitation, its negotiation, terms, interpretation, performance and/or breach and in addition to all other recoveries and awards, the prevailing party shall recover from the non-prevailing party any and all reasonable attorneys' fees incurred including those incurred on appeal, in enforcement proceedings and/or in connection with bankruptcy proceedings. Please read the statement shown on your enrollment agreement.

Vocational English AS A Second Language (VESL)

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Unit Tests and in class performance. Instructors' qualifications: (1) a bachelor's degree with a minimum of three months of full-time equivalent ESL or foreign language classroom teaching experience or (2) a bachelor's degree along with a certificate in teaching ESL or a foreign language, that includes a practice teaching component.

This program is designed for individuals who already have a job skill or want to continue their education. Therefore, job opportunities will depend on the student's previously acquired skills.

CIP Code: 32.0109;

Full time course is completed in 30 Weeks*

***May be taken in 40 or 60 weeks for 3/4 and 1/2 time.**

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70%, or better, and an overall attendance of 80%. A certificate is awarded upon completion. The course is 30 weeks in length and consists of 720 hours of instruction. Each full Level is valued at 6 Semester Units. A total of 24 Semester Units is required for graduation.

LEVEL 1: (180 HOURS plus 45 hours of outside preparation) 6 Units

By the end of Level 1, students will be able to make themselves understood and to understand native speakers when engaged in objectives which teachers have presented and students have exchanged in everyday encounters. To achieve these objectives, teachers present and students have extensive classroom practice in the following:

Life Skills: Introduce yourself; ask for and give spelling of names;

Exchange personal information; follow classroom instructions; say and understand phone numbers; ask about occupations;

Describe the location of things in the community; talk about places on a U.S. map; ask for clarification; talk about library services; prepositions of locations;

Ask for an tell the time of day; ask about business hours; ask about prices; ask for a phone number from directory assistance; listen to an automated phone message;

Describe the weather; talk about event on a calendar; talk about holidays; talk about appointments; make, cancel and reschedule an appointment

Ask for information in a store; ask about sizes and prices; describe clothing; listen to a story; give opinions about clothes;

return something to a store; talk about appropriate clothing

Grammar: personal pronouns; imperatives; punctuation; simple present

Prepositions of location; *there is/there are; is there/are there*; singular and plural nouns; punctuation

Yes/no questions with *be*; questions with *how much*; *yes/no* questions and answers with *be*; information questions with *be*

Why questions with *be*; questions with *how many*; singular and plural nouns; capitalization

Present continuous statements; present continuous questions and answers, object pronouns; information questions with the present continuous

LEVEL 2: (180 HOURS plus 45 hours of outside preparation) 6 Units

By the end of Level 2, all students will be able to use the following and understand native speakers who do the same, given the parameters of the vocabulary and classroom exposure time in Level 2.

Life Skills: give opinions about foods; ask for items in a grocery store; describe food containers; ask for price information; listen to a recorded message

Talk about family members and responsibilities; talk about personal interests and activities; make telephone calls; discuss family expenses; give opinions about expenses

Talk about health problems; discuss remedies; listen to and practice 911 calls;

Describe things in a house; talk about accidents in the home; ask for housing information;

Respond to job ads; listen to a job interview; give opinions about what to do in an interview; give reasons

Grammar: questions and answers with *do* and *don't*; frequency adverbs

Yes/no questions + simple present; simple present statements; *don't* and *doesn't*; information questions with the simple present

Can for ability; giving advice with *should* and *shouldn't*;

Comparing past and present; simple past statements; negative simple past statements

Yes/no questions with the simple past; future with *be going to*

LEVEL 3: (180 HOURS plus 45 hours of outside preparation) 6 Units

By the end of Level 3, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 3, as well as the individual differences in student ability.

Life Skills: exchange personal information; describe people; greet a friend; make introductions

Ask about places in the community; ask for and give directions; ask for information at a train station

Talk about expenses; talk about purchases; talk about money; talk about banking services; listen to an automated phone message

Talk about goals; talk about plans; describe the workplace; ask for and give advice; listen to a recorded message;

Exchange personal information; talk about common purchases; talk about shopping; make exchanges, returns, and purchases

Grammar: present tense statements: regular verbs and *have*; present tense negative statements; *yes/no* questions with *door does*;

Present continuous statements and questions; *wh-* questions;

Simple past statements; *yes/no* questions + past tense; *wh-* questions + past tense

Present conditional; future with *be going to*

Comparatives; superlatives

LEVEL 4: (180 HOURS plus 45 hours of outside preparation)

6 Units

By the end of Level 4, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 4, as well as the individual differences in student ability.

Life Skills: talk about food; ask for things in a restaurant; order from a menu; take food orders

Talk about relationships; talk about a wedding; communicate in social situations; talk about customs; conduct an interview; disagree politely; offer help

Talk about parts of the body; describe illnesses and injuries; talk about experiences in an emergency room; talk to health professionals

Talk about actions in the home; talk about problems in the home; talk about a fire emergency; talk about weather forecasts

Talk about jobs and job skills; talk about work experience; ask for information in a library; communicate with an employer

Grammar: *how much* and *how many*; quantity words

Whose versus *who's*; two-word verbs; nouns and adjectives

Should and *shouldn't*; *might* and *will*

Commands and *requests*; *will* and *won't*

Have to/don't have to; *would like/would rather*

LEVEL 5: (180 HOURS plus 45 hours of outside preparation)

6 Units

By the end of Level 5, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 5, as well as the individual differences in student ability.

Life Skills: talk about daily routines; talk about family responsibilities; talk about goals; listen to conversations about goals; ask for focused repetition; Talk about jobs; discuss success

Talk about houses; describe different types of housing; report housing problems; describe a house; evaluate a house for sale; role-play phone conversations with real estate agents; listen to phone conversations between tenants and landlords; role-play phone conversations between tenants and landlords; practice asking for a more specific time; talk about tenants' and landlords' responsibilities; talk about the Fair Housing Act

Talk about healthy and unhealthy behavior; listen to conversations between patients and doctors; role-play conversations

between patients and doctors; give opinions about healthy and unhealthy behavior; give health advice; share ideas about getting healthy

Offer polite disagreement; talk about big purchases; listen to conversations between customers and car salespeople; role-play conversations between costumers and car salespeople

Grammar: past time clauses with *when*; future time clauses with *when*

Comparative and superlative adjectives; *as + adjective + as*

Present perfect; simple past and present perfect

Gerunds

LEVEL 6: (180 HOURS plus 45 hours of outside preparation)

6 Units

By the end of Level 6, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 6, as well as the individual differences in student ability.

Life Skills: talk about work injuries; talk about personal injuries; listen to conversations between employees and employers; role-play conversations between employees and employers; talk about safety procedures; talk about health hazards

Talk about community; talk about rules in the community; listen to conversations between citizens and authorities; role-play conversations between drivers and police officers; discuss differences in laws in different cultures; talk about accomplishments of Cesar Chavez; accept criticism

Ask questions about a position; talk about qualities of the workplace; talk about benefits; talk about ways to find a job; listen to conversations between employers and job applicants; rale-play conversations between receptionists and applicants

Talk about the ways people communicate; talk about communications skills; talk about communication at work; listen to various conversations of people communicating; role-play conversations; talk about good listening skills; practice phone skills: conversations and messages

Grammar: past continuous; simple past and past continuous

Infinitives

Real conditionals

Present unreal conditional statements+

LEVEL 7: (180 HOURS plus 45 hours of outside preparation)

6 Units

By the end of Level 7, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 7, as well as the individual differences in student ability.

Life Skills: talk about continuing education; talk about personal and professional goals; listen to telephone conversations and messages; talk about telephone behavior; talk about job interviews; talk about importance of writing skills; discuss success

Talk about types of transportation; talk about solving transportation problems; talk about automobile insurance; listen to conversations regarding a traffic accident and car repair; listen to conversation about making car and travel reservations; get information about travel schedules

Talk about a health emergency; talk about types of healthcare professional and specialties; listen to phone conversations between patients and doctors' offices; role-play phone conversations between patients and doctors' offices; clarify information; talk about food labels and nutrition; talk about immunizations; talk about healthy and unhealthy diets;

Talk about Washington D.C.; talk about marches and protests; talk about rights and responsibilities; discuss social issues; listen to conversations about educational system; express agreement and disagreement; talk about government agencies; talk about unions

Grammar: direct and indirect *yes/no* and *wh-* questions;

Past form of *should*; past form of *could*

Adverb clauses of time; adverb clauses of reason and contrast

Active and passive verbs; forming the passive

LEVEL 8: (180 HOURS plus 45 hours of outside preparation)

6 Units

By the end of Level 8, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 8, as well as the individual differences in student ability.

Life Skills: discuss advertising; talk about shopping and comparison shopping; listen to conversations between customers and salespeople; role-play conversations between customers and salespeople; discuss food shopping tips; talk about finding housing; express doubt

Talk about courtrooms and people in them; summarize; talk about a bar graph; talk about types of crime and common laws; listen to recorded messages; listen to information about getting a marriage and driver's license; talk about getting a marriage and driver's license; paraphrase; talk about traffic tickets; talk about neighborhood problems

Talk about workplace situations; talk about workplace responsibilities and behavior; talk about interviews; listen to job interviews; role-play job interviews; discuss ideal employees and employers; describe workplace tasks; expand responses to questions;

Talk about household budgets; talk about expenses; listen to conversations about banking; talk about protecting your money; talk about financial terms; give advice

Grammar: tag questions

Adjective clauses

Past perfect; past unreal conditional

Quoted speech; reported speech

LEVEL 9: (180 HOURS plus 45 hours of outside preparation)

6 Units

Level 9 is the culmination of DVC's VESL Program. Included in this Level is ample opportunity to work with grammar structures, work on listening and speaking activities, reading at a more challenging level, and writing at a low-advanced and advanced levels. This Level represents a synthesis of all the forms and functions.

By the end of Level 9, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 9, as well as the individual differences in student ability.

The major points studied are:

The simple present and present progressive; the present perfect and present perfect progressive; listening puzzle: kinds of grain; reading challenge: the American bison; write an informal letter

The simple past and past progressive; the past perfect and past perfect progressive; listening puzzle: canals; reading challenge: the Erie Canal; write a narrative

Be going to and *will*; time clauses and conditional sentences in the future; the future perfect and future perfect progressive; listening: space exploration; reading: where will the beaches be?; write an essay with supporting examples

Nouns and expressions of quantity: Regular and irregular plural nouns; possessives; compound nouns; listening: desserts; reading: Kellogg's corn flakes; write a descriptive essay;

Pronouns and articles: subject and object pronouns: possessive adjectives; possessive pronouns; reflexive pronouns; indefinite articles *a* and *an*; *one* and *ones*; the definite article *the*; listening: used in hmes by millions; reading: Thomas Edison; write a review of a movie

Modals I; listening: cash, check, or credit card?; reading: Oprah Winfrey; write an expository essay

Modals II; listening: reading maps; reading: urban explorers; write a business letter

The passive voice, causatives and phrasal verbs; listening: animals; reading: near earth objects; write a cover letter
Gerunds and infinitives; listening: sports; reading: the google guys; write an essay of analysis

Agreement and parallel structure; listening: fabric; reading: the samurai; write an essay of definition

Noun clauses and reported speech; listening: information; reading the y2k problem; write a fable or a legend

Adjective clauses; listening: waste management; reading: the garbage patch; write an essay that describes a process

Adverb clauses; listening: natural disasters; reading: chili peppers; write an essay of comparison and contrast

Conditional sentences; listening: dairy products; reading: the beautiful game; write a persuasive essay

COMPUTER LITERACY CURRICULUM

WINDOWS

1. Getting Started with Windows (Including, but not limited to these topics)
 - Understanding Windows basics
 - Logging on
 - Logging off
 - Shutting down a Windows computer
2. Working Efficiently in Windows
 - Getting to know the Windows desktop
 - Working with the Start Menu
 - Creating shortcuts
 - Etc
3. Managing computer security
 - Changing your computer's name
 - Working with user accounts
4. Adding hardware and software
 - Installing speakers and a microphone
 - Installing a printer
 - Installing a storage device
 - Installing a new software program
 - Installing Windows components
5. Working with Files and Folders
 - Exploring your computer
 - Looking at file and folder information
 - Creating, editing, and deleting files and folders
 - Finding files
6. Personalizing Windows
 - Changing the look and feel of Windows
 - Selecting a screen saver
 - Changing your system's date and time
 - Making Windows easier to see and use
7. Making Connections
 - Connecting to the internet
8. Communicating with other people
 - Creating a web email account
 - Sending and receiving E-mail messages
 - Adding contacts to your address book
9. Having Fun with Windows
 - Playing games
 - Surfing the Web
 - Using Windows Media Player
 - Etc.

Microsoft Office

1. Jumping into Microsoft Office

- Starting an Office program
- Opening an existing file
- Working with documents in more than one program
- Editing more than one document at a time
- Saving or deleting a file
- Printing in Office
- Closing files and quitting office
- Getting help
- Working efficiently using toolbars and task panes
- Working smart
- Common Office tasks and where to learn about them
- Recovering files
- Repairing Office Programs

2. Enhancing documents

- Adding pictures to your documents
- Adding clip art and other types of media
- Changing the size, placement, and content of pictures
- Adding and modifying Word Art

3. Creating, Editing, and Printing a Word document

- Starting a Word document
- Selecting text
- Moving and copying text
- Correcting typos and spelling automatically
- Finding and replacing text
- Inserting new pages
- Printing from Word

4. Formatting a Word document

- Changing font and size, italics, color, and other effects
- Aligning and indenting text
- Creating bulleted and numbered lists
- Applying a style

5. Creating an Excel Worksheet

- Getting started with Excel
- Working with cells and ranges
- Formatting text and numbers
- Copying a table from the web to Excel
- Using templates to create workbooks
- Printing from Excel

Business Office Administration

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance. Instructors' qualifications include at least a BA degree in an appropriate field, and/or teaching experience.

This program prepares students for the following jobs: office administrator, bookkeeper, clerk, customer service representative, receptionist, administrative assistant, office and administrative support.

CIP Code: 52.0408;

24 Semester Hours 30 Weeks*

*May be taken in 40 or 60 weeks for 3/4 and 1/2 time.

The Program includes a minimum of 225 hours of assigned homework.

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. A total of 24 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

Program of Study

Administrative Assistant 1 **12 Lecture Hours** **12 Practicum Hours**

Administrative Assistant 2 **12 Lecture Hours** **12 Practicum Hours**

Students will learn to perform a variety of administrative and clerical tasks necessary to help run an organization. Students will learn document processing and multiple computer applications, as well as learn how to organize and manage an office.

Business Communications **12 Lecture Hours** **12 Practicum Hours**

Business English **12 Lecture Hours** **12 Practicum Hours**

Students will learn grammar, usage and style. They will learn techniques and formats to editing, proofreading letters, memos, publications, and other business documents.

Business Skills **12 Lecture Hours** **12 Practicum Hours**

Customer service **12 Lecture Hours** **12 Practicum Hours**

Customer Service - Sales **12 Lecture Hours** **12 Practicum Hours**

Students will learn to identify the principles of good customer service and develop customer service techniques and systems. They will learn that customer service skills play a necessary and significant role in every business transaction.

Data Entry / Office Clerk **12 Lecture Hours** **12 Practicum Hours**

Students will learn to key in text, enter data into a computer, operate other office machines, and perform other clerical duties, all in a mock-up office environment. Students will learn specific duties of an Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

Introduction to the Internet **12 Lecture Hours** **12 Practicum Hours**

Students will learn internet terminology, surf the Web, work with and customize a browser, optimize file usage, and learn tips on making a browser work for the student.

Microsoft Access and 10 Key 24 Lecture Hours 24 Practicum Hours

Students will learn database concepts; learn to create a database using a wizard in design view, format tables and use templates. Will also learn the operation of 10 Key machine.

Microsoft Excel 36 Lecture Hours 36 Practicum Hours

Students will learn basic spreadsheet concepts, navigate in workbooks, enter, edit, format and print data, charts, tables, as well as to record and edit simple macros.

Microsoft Word 36 Lecture Hours 36 Practicum Hours

Students will learn to create, edit, format, and print Word documents as well as to record and edit simple macros.

Office Equipment Protocol 12 Lecture Hours 12 Practicum Hours

Hands-on training to become knowledgeable about multiple office equipment found throughout business offices.

Microsoft Outlook 12 Lecture Hours 12 Practicum Hours

Students will learn how to use outlook for e-mail, schedule and maintain appointments, events and meetings, and organize personal folders.

Microsoft PowerPoint 12 Lecture Hours 12 Practicum Hours

Students will learn slide layout and different views, enter data, create slide shows, insert other application objects, save, open, print and show presentations.

Microsoft Publisher 12 Lecture Hours 12 Practicum Hours

Students will learn to demonstrate the placing and editing of text, add art and special text effects to create flyers, newsletter and publications

QuickBooks 48 Lecture Hours 48 Practicum Hours

Students will learn an entry level computer-based bookkeeping program (QuickBooks). They will learn the fundamentals of managing revenues and expenses, bank reconciliation, and setting up a company file and filling out relevant forms for a fictitious company.

Receptionist 24 Lecture Hours 24 Practicum Hours

Students will learn real world work skills in answering telephones, operating multiple lines, routing and screening calls, greeting visitors, handling in-company mail and packages, updating appointment calendars, preparing travel vouchers, providing information to company visitors and employees. Students will learn specific duties of an Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

Introduction to Web Page Design 24 Lecture Hours 24 Practicum Hours

Students will learn to design, build and post a Web Page, and build pages with HTML, web design software and online tools. It includes the creation of a website portfolio for use in the job market,

Introduction to Windows 12 Lecture Hours 12 Practicum Hours

Students will learn to use basic Windows applications to create documents, view files, customize Windows, create user accounts, passwords, browse the Web, exchange e-mail.

The Business Office Administration Program includes daily practice in Keyboarding and Typing. Students who complete the Program will receive a Pass or Fail grade for this activity based on their typing speed as tested at the end of the Program. Students will need to type 40 – 45 words per minute in order to get a Pass grade.

A Pass is not a requirement for completion and it is not figured in the final program GPA.

Medical Billing Electronic System

This program prepares students for entry-level positions such as medical billers, medical office clerks, medical receptionists, coders and medical transcribers. CIP code: 51.0714

Admission Requirements: Applicants must have at least a High School Diploma, and be at least 18 years old.

Length of Program

720 Clock Hours 24 Semester Hours 30 Weeks*

*May be taken in 40 or 60 weeks for 3/4 and 1/2 time.

The Program includes a minimum of 180 hours of assigned homework.

Graduation Requirements

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%.

Credential awarded upon completion

A Diploma is awarded upon successful completion of the program.

Program of Study

Anatomy and Physiology 24 Lecture Hours 24 Lab Hours = 48 total hours

Student will be able to name the musculoskeletal, Cardiovascular, female reproductive and the digestive system with function of each part. They will be able to define combining forms used to build words that relate to the system. Students will be able to identify the meaning of related to the system. Students will be able to identify the meaning of related abbreviations and name the common diagnoses.

Career Development 12 Lecture Hours 12 Lab Hours = 24 total hours

This course is designed to prepare students back in the workforce in the field of study; students are taught skills that are necessary to prepare them to the job search process. Through various exercises and the use of electronic and traditional media, students are taught how to develop career goals. They are also challenged to realize their potential in their chosen fields and how to use this knowledge in the job-hunting process. Students are required to write a resume, cover letter, job application, interview techniques, and other related assignments.

Computerized Office (Medisoft) 24 Lecture Hours 24 Lab Hours = 48 total hours

This course introduces the student to common financial and administrative procedures necessary in family practice, medical specialty offices, and large medical facilities. Students will learn to input various patient information, submit insurance claims to various companies, and schedule office visits, laboratory, and specific diagnostic and procedural testing appointments. The student will be able to run common reports

associated with the medical practice. Day sheets, patient ledgers, and other financial reports important to the day-to-day financial operations of the medical facility.

Customer Service, Office Equipment Protocol, and Front Office Business Clerk

Customer Service **24 Lecture Hours** **24 Lab Hours = 48 total hours**

Office Equipment Protocol **24 Lecture Hours** **24 Lab Hours = 48 total hours**

Front Office Business Clerk **36 Lecture Hours** **36 Lab Hours = 72 total hours**

Students will have entry-level knowledge of a variety of receptionist tools including how to answer telephones, operate multiple lines, route and screen calls, greet visitors, handle in/outgoing mail and packages, research and organize information, file, update appointment calendars, and arrange meetings and travel. Students will learn document processing, multiple computer applications, and a foundation in the use of office equipment. Students will also learn how to input data, manipulate various types of data, and edit and/or proofread the data. In addition to the above skills, students will be able to identify the principles of good customer service and will develop customer friendly service techniques and systems.

Objective: Upon successful completion of the Receptionist, Office Equipment Protocol, and Customer Service modules, students will have knowledge of entry-level business and office administration, as well as having knowledge of entry-level technical and computer skills in the workplace. In addition to the above skills, students will know the principles of good customer service and how these skills play a necessary and significant role in each business transaction and in each job function in the workplace.

Keyboard Mastery **12 Lecture Hours** **12 Lab Hours = 24 total hours**

This course is designed to train students to develop basic skills in touch keyboarding. Emphasis will be placed on the alphabetic, punctuation, and symbol keys.

Law and Ethics **24 Lecture Hours** **24 Lab Hours = 48 total hours**

This course addresses the challenging topics of ethics and compliance in medical coding, billing, and health information management. From choosing a diagnosis or procedure code to navigating payer requirements and, students will examine potential ethical dilemmas and consider practical methods for solving them. Exercises throughout the course provide opportunities for students to practically apply the theory that they've learned. Special emphasis on current topics, such as compliance programs, health care reform, EHR, and ICD-10 ensure that the student is prepared to navigate the ethical challenges they will face in their career.

Math for Medical Billing **12 Lecture Hours** **12 Lab Hours = 24 total hours**

This course is designed to review basic math skills for Medical Billing. Students will use simple mathematical operations such as addition, subtraction, multiplication, division, and calculation of percents.

Students will learn initial processing, automated review, payment, and overdue claims. They will learn to read the Insurance Aging Report, Medicare RA (Remittance Advice), Review Procedure, posting procedure, applying payments, reconciling payments, denial management. Students in addition will be able to bill patient, adjust payments, work with statements, calculate based on patient transaction data

entry screen and review patient account ledger, credit balances, refunds, NSF Fee Posting and review patient statement for accuracy.

Medical Billing Insurance **48 Lecture Hours** **48 Lab Hours = 96 total hours**
Students will gain knowledge of the basic fundamentals of ICD-9, ICD-10 and CPT coding, managed-care contracts, reimbursement procedures, and insurance referrals for the health care industry. Instill in students a basic understanding of medical insurance and practice finances.

Introduction to Medical Coding **36 Lecture Hours** **36 Lab Hours** **= 72 total hours**
Students will gain knowledge of the basic introduction to ICD-10-CM and CPT Coding and coding compliance. They will learn for outpatient coding, HIPAA requires the code set that is applicable as the date of service. Reassure students that coding work is always done using the references and the documentation, not from memory. Students will use CPT, including modifiers, followed by coding steps. Understand the conventions and the building blocks that are used. They will learn the transition from ICD-9 and ICD-10 and understanding similarities and differences.

Medical Terminology **24 Lecture Hours** **24 Lab Hours = 48 total hours**
Students will gain knowledge of a variety of Medical Terminology. Students will acquire word-building skills by learning prefixes, suffixes, word-roots and abbreviations. Utilizing a body systems approach, the student will define, interpret, and pronounce medical terms relating to the structure and function of the human body, pathology, and diagnosis. Medical Terminology will enhance student's communication skills both written and oral. Emphasis is placed on correct pronunciation, spelling, and analysis of medical terms as they pertain to anatomy, physiology and diseases.

MS Excel **24 Lecture Hours** **24 Lab Hours = 48 total hours**
Introduction to Microsoft Excel: basic spreadsheet concepts, learning about excel windows, navigating in workbooks, entering, editing, formatting, and printing data.

MS Outlook **12 Lecture Hours** **12 Lab Hours = 24 total hours**
Introduction to Microsoft Outlook: Students will learn how to use Outlook for e-mail and use the calendar for multiple scheduling events.

MS Word **24 Lecture Hours** **24 Lab Hours = 48 total hours**
Introduction to Word-processing applications: Creating, Editing, Formatting, and Printing Word documents.

Transportation and Logistics Technology

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance. Instructors' qualifications include at least an AA degree in an appropriate field, and three years' experience working in the field, or at least 5 years' experience working in the field.

This program prepares individuals with skills and knowledge in the field of Transportation and Logistics – 53.6099; Shipping and Receiving – 43.5071; Office Operations – 43.9199; Dispatching – 43-5032; Cargo and Freight Agents – 43.5011; and Freight Forwarders – 43.5011. CIP Code: 52.0410

24 Semester Hours 30 Weeks*

***May be taken in 40 or 60 weeks for 3/4 and 1/2 time.**

The Program includes a minimum of 225 hours of assigned homework.

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. A total of 24 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

Program of Study

Administrative Skills 12 Lecture Hours 12 Practicum Hours

Students will learn to perform a variety of administrative and clerical tasks necessary to help run an organization. Students will learn document processing and multiple computer applications, as well as learn how to organize and manage an office.

Business English 12 Lecture Hours 12 Practicum Hours

Students will learn grammar, usage and style. They will learn techniques and formats to editing, proofreading letters, memos, publications, and other business documents.

Customer Service Skills 12 Lecture Hours 12 Practicum Hours

Students will learn to identify the principles of good customer service and will develop customer service techniques and systems. They will learn that customer service skills play a necessary and significant role in every business transaction.

Dispatching Procedures 48 Lecture Hours 48 Practicum Hours

Introduction to dispatching skills and responsibilities, including Dispatcher's role, responsibilities, types of dispatchers, organizational and record keeping systems and procedures required for the industry.

Microsoft Excel 36 Lecture Hours 36 Practicum Hours

Students will learn basic spreadsheet concepts, navigate in workbooks, enter, edit, format and print data, charts, tables, as well as to record and edit simple macros.

Freight Forwarding 72 Lecture Hours 72 Practicum Hours

Introduction to the responsibilities of a freight forwarder, including International Goods and Trades, Freight HandVing, International Logistics, Freight Movement Types, Rules and Governing Laws, Foreign Currency and Money Exchange, and International Insurance Policies.

Importing / Exporting 36 Lecture Hours 36 Practicum Hours

International Trading, Import vs. Export. Target Identification, Negotiation Skills, International Trading Laws.

Internet Applications 12 Lecture Hours 12 Practicum Hours

Students will learn internet terminology, surf the web, work with and customize a browser, optimize file usage, and learn tips to make a browser work efficiently.

Word Processing 36 Lecture Hours 36 Practicum Hours

Students will learn to create, edit, format and print Word documents as well as to record and edit simple macros.

Microsoft Outlook 12 Lecture Hours 12 Practicum Hours

Students will learn how to use outlook for e-mail, schedule and maintain appointments, events and meetings, and organize

personal folders.

Microsoft PowerPoint **12 Lecture Hours** **12 Practicum Hours**

Students will learn slide layout and different views, enter data, create slide shows, insert other application objects, save, open, print and show presentations.

Microsoft Publisher **12 Lecture Hours** **12 Practicum Hours**

Students will learn to demonstrate the placing and editing of text, add art and special text effects to create flyers, newsletter and publications

Shipping and Receiving **48 Lecture Hours** **48 Practicum Hours**

Principals of Warehousing, Inbound vs. Outbound Shipping, Measuring and Benchmarking Warehouse Performance, Packaging, Labeling and Safety Procedures.

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