

# 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](http://www.dvcla.edu)**

**Additional Location:**

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

**School Catalog for Calendar Year  
January 1, 2018—December 31, 2018**

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## DIVERSIFIED VOCATIONAL COLLEGE CATALOG

January 1, 2018 - December 31, 2018

### 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**

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 the Business Office Administration Program, Medical Billing and Coding System 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

The following programs are available to Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology Programs:

**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.

**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.

**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](http://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 Advisor 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](http://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. The owners are Samuel Romano and Lena Romano. Its executives include Samuel Romano, President, Lena Romano, Board Member, Mercedes Bombino, Executive Vice President and John Reitzell, Chief Financial Officer. 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.

## **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. BOA, MBES, 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](http://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 Business Office Administration, Medical Billing Electronic System, and Transportation and Logistics Technology applicants must be High School graduates, hold a GED certificate, or be able to pass an Ability-to-Benefit test (ATB). The cut-off score for the ATB test is 200 for verbal, and 210 for math.

## **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, or pass an ATB test and be beyond the age of compulsory high school attendance (18 or over).

An interview with an Admissions Advisor 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 Advisor. 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.

### **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 Business Office Administration, Medical Billing, and TLT students will be admitted whenever a new, appropriate module begins.

The School will observe the following holidays in 2018:

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-five students in the BOA, MBES 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 AND 70% or better through week 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.

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. Quantitative progress will be evaluated at the end of the 15<sup>th</sup> week 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.

Students who fail to meet the above-stated standards at the end of week 7 will be issued a financial aid warning. Students who fail to meet the above-stated standards at the end of week 15 will be placed on probation. Students in good standing at week 15, but who fail to meet the above-stated standards at the end of week 22) 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 will 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.

## **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. 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.

If you fail to return from an LOA, you will be terminated on the day following your scheduled return date and the refund policy will be applied as of the last day of attendance; any monies due will be returned according to the school's refund policy.

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 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.

## **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 hour 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 Business Office Administration, Medical Billing and the Transportation and Logistics Technology programs are 30 weeks in length worth 24 Semester Units. A grade point average (GPA) of at least 70% is required to earn Semester Units of credit.

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.

## **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**

The Business Office Administration program is comprised of three main modules: Front and Back Office Operations, Computer Applications and Business English, and Bookkeeping. The Medical Billing Electronic System is comprised of courses in Computerized Office (Medisoft), Medical Terminology, Medical Coding and Microsoft Office programs. The Transportation and Logistics Technology program consists of five parts: Dispatching; Shipping/receiving; Importing/Exporting; Freight Forwarding; and Computer Applications.

## **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 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 may 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.

## **ENROLLMENT OF STUDENTS WITH SPECIAL NEEDS**

Students with physical or mental handicaps or learning disabilities who pass 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.

## 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 in your field. You should contact the Placement Office at least a month before your graduation to begin the placement assistance process.

### GRADUATION REQUIREMENTS

A Diploma will be awarded 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%
- Have 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 Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology programs:

Registration Fee (Non-refundable)	\$ 75.00
1 <sup>st</sup> half -	\$ 8,462.50
2 <sup>nd</sup> 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 established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

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

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

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

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

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

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

### **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 not refunded if the student cancels enrollment.

## **METHODS OF PAYMENT:**

### **FINANCIAL AID**

BOA, MBES 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](http://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) business 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**

Business Office Administration, Medical Billing Electronic System and Transportation and Logistics Technology students are required to take a weekly test to determine their proficiency in each module.

## **WITHDRAWING FROM CLASS**

You may withdraw from your course at any time by completing a withdrawal form obtained at the Education and Records Office, or by letter signed by you and mailed to the school address. If you are absent fourteen consecutive days without notifying the school, you will be considered to have withdrawn and the Refund Policy will apply. When you withdraw, you withdraw from the entire course. The Financial Aid Office is informed of the withdrawal and is responsible for completing the refund calculation. If Title IV funds have been disbursed a refund is made within forty-five (45) days from the withdrawal date. Any refund not applied to Title IV funds will be made to the source of the payment. You will receive a letter informing you of the calculation and the amount of any refunds made and to which funds it was applied. Contact your Financial Aid Officer if you have any questions. If a balance remains in your account after refunds have been calculated and made, you are responsible for paying the balance.

## **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 business day after enrollment, whichever is later, and receive a full refund of any money paid, not 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	\$5100	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](mailto:titleIXcoordinator@atcla.edu). Students at the La Cienega branch should report to Victor Ponce, Title IX Coordinator, telephone 424-203-1725; email: [victor.ponce@dvcla.edu](mailto: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](mailto:decatc@earthlink.net)  
ROBERTA ROSS, Executive Director, 213-413-6714, EXT 1823; [roberta.ross@dvcla.edu](mailto:roberta.ross@dvcla.edu)  
JACQUELINE VENTURA, Financial Aid Director, 213-353-1815; [jackieventura@deccs.org](mailto:jackieventura@deccs.org)  
OLIVER RAMILLETE, Supervisor, Academic Records, 213-353-1845; [oliver.ramillete@atcla.edu](mailto:oliver.ramillete@atcla.edu)  
LORRAINE BAUCHIERO, Title IX Coordinator, 213-353-9046; email: [titleIXcoordinator@atcla.edu](mailto:titleIXcoordinator@atcla.edu)  
JEANNETTE AQUINO, Placement Coordinator, 213-353-1961; [Jeanette.aquino@dvcla.edu](mailto:Jeanette.aquino@dvcla.edu)

**The list of faculty and additional staff appears on pages 16 - 17.**

## **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 (ACCSCT):*

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**

#### **Business Office Administration**

Jessica Alvarez, Lead Instructor  
M.B.A., Business Administration, Hope International University, Fullerton

Giselle Martinez, Instructor  
B.S. in Sociology, U.C. Santa Barbara

Anthony Williams, Instructor  
M.B.A, Human Resource Management, National University, San Diego

Nancy Villareal, Instructor  
B.S., Ball State University

#### **(Medical Billing Electronic System)**

Dr, Ricardo Rivera, Lead Instructor  
Doctor of Medicine, Evangelical University of El Salvador, Central America

Elizabeth Goring Gaines, CPC, Instructor  
B.A. Healthcare Administration, Ashford University

## **(Transportation and Logistics Technology)**

Terry Silverstein – Lead Instructor; 25 years’ experience in field [terry.silverstein@dvcla.edu](mailto:terry.silverstein@dvcla.edu)

Richard Schwanbeck – B.A., Economics, California State University at Dominguez Hills  
Instructor, 30 years’ experience in the field

### **Staff:**

Cristopher Stuckey, Placement Advisor, Phone: 213-353-1916, [chris.stuckey@dvcla.edu](mailto:chris.stuckey@dvcla.edu)  
Joena Quintana, Financial Aid Officer; Phone: 213-353-1845; [joena.quintana@atcla.edu](mailto:joena.quintana@atcla.edu)

## **LOS ANGELES BRANCH CAMPUS**

### **Administrative Staff**

Vladimir Rivera, Branch Director, Phone: 310-530-3501, [vladimir.rivera@dvcla.edu](mailto:vladimir.rivera@dvcla.edu)  
B.S. In Business Administration, CSULA

Victor Ponce, Records Administrator and Title IX Coordinator; Phone: 424-203-1725; [victor.ponce@dvcla.edu](mailto:victor.ponce@dvcla.edu)

Karen Renteria, Financial Aid officer: Phone: 310-530-1330, [karen.renteria@dvcla.edu](mailto:karen.renteria@dvcla.edu)

Cynthia Taccati, Placement Advisor, Phone 424-203-1730, [cynthia.taccati@dvcla.edu](mailto:cynthia.taccati@dvcla.edu)

### **Business Office Administration**

Jennelyn Martinez, Instructor, B.A., UC

Nubia Sell, Instructor (7-week intake computer classes)  
Associate of Applied Science in Business Administration, Kaplan University

## **Transportation and Logistics Technology**

William Flores, Instructor  
B.S. in Business Administration, CSULA

Joseph Francis, Instructor  
Masters, Global Logistics, Gatesville University

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

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

## **ADVISORY BOARDS AT DVC**

### **Business Office Administration**

**Janice Millare**  
Staffing Associate, Apple One  
Los Angeles, CA

**Manuel Cuadros**  
Education Department Manager  
Midnight Mission, Los Angeles, CA

### **Medical Billing and Coding**

**Dr. Seif Malik**  
Medical Assistant Instructor, Associated Technical College  
Los Angeles, CA

**Fatma Girit**  
CEO  
Girit Consulting, 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

### **Janice Millare**

Apple One  
Los Angeles, 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.

### CREDIT HOUR POLICY

#### BUSINESS OFFICE ADMINISTRATION, TRANSPORTATION AND LOGISTICS TECHNOLOGY, and MEDICAL BILLING ELECTRONIC SYSTEM

Diversified Vocational College will award Credit Unit Hours based on the following formula:

**For Academic Purposes:** Thirty Class Hours (plus assigned homework) = One Semester Credit Unit

**For Financial Aid Purposes:** Thirty Class Lecture Hours = One Semester Credit Unit

Each week includes a minimum of 7.5 hours of assigned homework. Teachers will assign homework on a nightly basis and document the assignments on the appropriate forms. Completion of the assigned homework is checked daily, and a maximum of 2.5 points per day (Monday – Thursday) will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The Business Office Administration, Medical Billing and Coding and Transportation Logistics Technology programs consist of 720 Class Hours, plus a minimum of 225 hours of outside preparation (assigned homework), totaling 945 hours. The syllabus for each Module within the program identifies the components outlined above. The student's performance is graded and monitored within each component.

### 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.

# APPROVED PROGRAMS OF STUDY

## 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.

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; Standard Occupational Classification Code 43-0000

### 24 Semester Hours 30 Weeks

The Program includes a minimum of 180 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**

**Career Development**                              **12 Lecture Hours**    **12 Practicum 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.

**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    12 Lecture Hours    12 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, and 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**

**All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance. 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. Standard Occupational Classification Code: 31-0000**

**Length of Program**

**720 Clock Hours**

**24 Semester Hours**

**30 Weeks**

**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%. 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.

**Credential awarded upon completion**

A Diploma is awarded upon successful completion of the program.

**Program of Study**

**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)**

**48 Lecture Hours    48 Lab Hours = 96 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.



**MS Excel****36 Lecture Hours 36 Lab Hours = 72 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.**

**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. Occupational Classification Code: 53-0000**

### **24 Semester Hours 30 Weeks**

**The Program includes a minimum of 180 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**

#### **Business English/Administrative Skills 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.

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.

#### **Career Development 12 Lecture Hours 12 Practicum 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.

#### **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.



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