



CA TRADE ACADEMY

2409 S. VINEYARD AVE. SUITE F, ONTARIO, CA 91761 | 888-204-6064
September 1, 2024 TO DECEMBER 31, 2025



Contents

Institutional Mission and Objectives	2
Catalog Update Policy.....	2
Policy – Distribution of This Catalog and Program Brochures	2
Instructional Location	2
BPPE Approval	2
Financial Stability – Bankruptcy History	2
Review Documents	2
Description of the Facilities & Equipment.....	2
Complaints	2
Equipment Used for Instruction	3
Library Resources	3
Questions.....	3
NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION.....	3
Admissions Policies & Recognition of Credits.....	3
Visa Related Services.....	3
Language of Instruction	4
English as a Second Language Instruction.....	4
Accreditation Status	4
STRF Disclosure	4
Privacy Act.....	5
Student Conduct.....	5
Nondiscrimination Policy.....	5
Academic Freedom	5
Sexual Harassment.....	5
Student’s Right to Cancel.....	5
Refund Policy.....	6
Policies and Procedures Regarding Financial Aid	6
Loan Repayment	6
Financial Aid Disclosures	6
Grades and Standards for Student Achievement.....	6
Attendance Policy – All Programs	6
Holiday Schedule	7
Academic Probation and Dismissal Policies	7
Leaves of Absence	7
Student Grievance Procedures – Student Rights	7
Student Services	8
Placement Services.....	8
Student Housing	8
Student Records and Transcripts.....	8
Professions – Requirements for Eligibility for Licensure	8
Charges: Tuition & Fees	8
Faculty.....	9
Instructors.....	9
Programs	10

Institutional Mission and Objectives

The mission of CA Trade Academy is to support all students in achieving their full educational potential in an environment of academic excellence. The institution will provide access to quality educational programs, focusing on student success within a climate of integrity and respect. Our goal is to have each student acquire the essential attributes and skills necessary to obtain employment as professionals in the field of information technology including specialized healthcare settings, empowering individuals with professional skills to achieve higher levels in career excellence in their chosen specialty. We will earn this reputation by consistently exceeding the expectations of our students, our staff, and our community.

The objective of CA Trade Academy is to develop professional qualities in each of our students, to teach those subject areas which are most needed and emphasize those most needed for success and to provide instruction that will enable each student to progress as rapidly as capability permits.

Catalog Update Policy

The policy of this institution is to update the official school catalog annually, in May of each year.

Annual updates may be made by the use of supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

Policy – Distribution of This Catalog and Program Brochures

This institution makes its current catalog and current program brochures available to the public at no charge. Individuals who wish to obtain a copy can make arrangements by simply calling the school's office or going to the school's website.

Instructional Location

CA Trade Academy
2409 So. Vineyard Ave. #F, Ontario, CA 91761
Office: (888)204-6064

Instruction is also offered online via real-time synchronous distance education.

BPPE Approval

This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. (BPPE) Approval to operate means the institution is compliant with minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of title 5 of the California code of Regulations.

Financial Stability – Bankruptcy History

This institution has not had a pending petition in bankruptcy, is not operating as a debtor in possession and has not filed a bankruptcy petition within the preceding five years nor has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under chapter 11 of the United States Bankruptcy Code

Review Documents

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.

Description of the Facilities & Equipment

The school is located in a strip mall in the city of Ontario. The school facility is approximately 1,400 square feet with sufficient parking available in the front of the building. The administrative area is divided into a reception area, and three administrative offices. Restrooms are available at the back entrance. Instruction is provided in the primary classroom and online. At the present time the computer classroom is equipped with modern and currently in use systems including laptops, and standard peripherals.

Complaints

A student, or any 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 www.bppe.ca.gov.

Equipment Used for Instruction

CA Trade Academy has sufficient facilities and necessary equipment to support the achievement of the educational objectives of all of the courses and educational programs in which students are enrolled.

Each and every student is provided with PC computers running the latest version of Windows operating System comparable in model type and features to equipment generally used by Software Development companies at the time the instruction is offered. The equipment is professionally maintained and upgraded by the School employees.

CA Trade Academy makes sure that the equipment used for instruction or provided to a student is not obsolete and is sufficient for instructional purposes to reasonably assure that a student acquires the necessary level of education, training, skill, and experience to obtain employment in the field of training and to perform the tasks associated with the occupation or job title to which the educational program was represented to lead. Student attending our programs online in real time must provide their own computer and software equivalent to the configuration required. Access to such configuration will be provided to the student prior to their enrollment in any program.

Library Resources

No formal library is needed to meet the instructional needs of the students. General library materials would not be compatible with the objectives of this program as the acquisition of specialized knowledge is the essential element for completion of the programs offered. Learning resources provided include access to books, periodicals, videos, and access to specially selected internet sources of information which support the learning objectives of the programs offered. Student may access learning resources by asking any staff member during normal business hours or sending an email to Mona@CATradeAcademy.com. Staff members are also available to provide research assistance.

Questions

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 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834 P.O. Box 980818, West Sacramento, CA 95798-0818 Web site Address: www.bppe.ca.gov Telephone and Fax #'s: (888) 370-7589 or by fax (916) 263-1897 (916) 574-8900 or by fax (916) 263-1897

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at CA Trade Academy is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the 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 CA Trade Academy to determine if your certificate will transfer.

Admissions Policies & Recognition of Credits

- Student must have preferably graduated from high school or earned a GED equivalent
 - Students who do not possess a high school diploma, GED, or equivalent are assessed during the admissions process on their ability to benefit from the program professionally. An assessment questionnaire form is completed by CTA staff during the enrollment process.
 - Specific questions are asked to lead to a self-assessment of the student's learning style and their professional and personal ambitions. Students are admitted to the program if this self-assessment meets the above criteria, and they meet all other admissions requirements.
 - The school director and admissions representative will review the assessment document and determine if the student will benefit from the selected program.
- Students must pay all applicable fees, as per the current published fee schedule at the time of the signing or entering into an enrollment contract or make other arrangements acceptable to the school.
- This institution does not award credit for satisfactory completion of CLEP or other comparable examinations. This institution does not award credit for experiential learning.
- This institution has not entered into an articulation or transfer agreement with any other institution.

Visa Related Services

This institution does not admit students from other countries, so no visa related services are offered.

Language of Instruction

Instruction is provided in English and Spanish.

English as a Second Language Instruction

Although the institution does not provide the BPPE approved ESL program, our institution allows students to participate in our ESL program “with no fee for services”. Each student that participates in a BPPE approved program may opt to benefit from our non-fee ESL instruction.

Ideally, the ESL instructions will enhance the student’s learning experience.

Accreditation Status

This institution is not accredited by an accrediting agency recognized by the United States Department of Education. These programs do not lead to licensure in California or other states. A student enrolled in an unaccredited institution is not eligible for federal financial aid.

STRF Disclosure

“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, 1747 N. Market Blvd., Suite 225, Sacramento, CA 95834, (916) 431-6959 or (888) 370-7589.

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

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

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

A student whose loan is revived by a loan holder or debt collector after a period of 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.

Privacy Act

It is this institution's intent to carefully follow the rules applicable under the Family Education Rights and Privacy Act. It is our intent to protect the privacy of a student's financial, academic and other school records. We will not release such information to any individual without having first received the student's written request to do so, or unless otherwise required by law.

Student Conduct

Students are expected to behave professionally and respectfully at all times. Students are subject to dismissal for any inappropriate or unethical conduct or for any act of academic dishonesty. Students are expected to dress and act accordingly while attending this institution. At the discretion of the school administration a student may be dismissed from school for reasons including, but not limited to:

- Coming to class in an intoxicated or drugged state.
- Possession of drugs or alcohol on campus.
- Possession of a weapon on campus.
- Behavior creating a safety hazard to other person(s).
- Disobedient or disrespectful behavior to other students, an administrator or instructor.
- Stealing or damaging the property of another.

Any students found to have engaged in such conduct will be asked to leave the premises immediately. Disciplinary action will be determined by the Chief Executive Officer of this institution and such determination will be made within 10 days after meeting with both the chair of the department in which the student is enrolled and the student in question.

Nondiscrimination Policy

This institution is committed to providing equal opportunities to all applicants to programs and to all applicants for employment. Therefore, no discrimination shall occur in any program or activity of this institution, including activities related to the solicitation of students or employees on the basis of race, color, religion, religious beliefs, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. Please direct any inquiries regarding this policy, if any, to the Chief Operations Officer who is assigned the responsibility for assuring that this policy is followed.

Academic Freedom

CA Trade Academy is committed to assuring full academic freedom to all faculty. Confident in the qualifications and expertise of its faculty members, the college encourages its faculty members to exercise their individual judgments regarding the content of the assigned courses, organization of topics and instructional methods, providing only that these judgments are made within the context of the course descriptions as currently published, and providing that the instructional methods are those official sanctioned by the institution, methods for which the institution has received oversight approval.

CA Trade Academy encourages instructors and students to engage in discussion and dialog. Students and faculty members alike are encouraged to freely express views, however controversial, as long as they believe it would advance understanding in their specialized discipline or sub-disciplines.

Sexual Harassment

This institution is committed to providing a work environment that is free of discrimination, intimidation and harassment. In keeping with this commitment, we believe that it is necessary to affirmatively confront this subject and express our strong disapproval of sexual harassment. No one associated with this institution may engage in verbal abuse of a sexual nature; use sexually degrading or graphic words to describe an individual or an individual's body; or display sexually suggestive objects or pictures at any facility or other venue associated with this institution. Students are responsible for conducting themselves in a manner consistent with the spirit and intent of this policy.

Student's Right to Cancel

The student has the right to cancel the enrollment agreement and obtain a refund of 100% of charges, less a registration fee, paid through attendance at the first class session, or seventh day after enrollment, whichever is later. A notice of cancellation for the current term or from the school shall be in writing and submitted to the school administrative office. Cancellation is effective on the date written notice of cancellation is received to the school administrative office at 2409 So. Vineyard #F Ontario, CA 91761 or by email to Mona@CATradeAcademy.com If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

The institution shall refund 100 percent of the amount paid for institutional charges, if notice of cancellation is made through attendance at first class session, or the seventh day after enrollment, whichever is later.

Refund Policy

If the student withdraws during a period of attendance, the refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund, less any non-refundable fees. A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:

The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.

For purposes of determining a refund, a student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn in accordance with the withdrawal policy stated in this institution's catalog. A withdrawal for the current term or from the school may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. The institution shall issue a refund for unearned institutional charges if the student withdraws during a period of attendance. The refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund. The institution shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.

If an institution has collected money from a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license, application, or examination and the institution has not paid the money to the third party at the time of the student's withdrawal or cancellation, the institution shall refund the money to the student within 45 days of the student's withdrawal or cancellation. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. This institution shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, the educational program in which the student was enrolled.

Policies and Procedures Regarding Financial Aid

The school does not participate in Federal financial aid programs, nor does it provide financial aid directly to its students. A student enrolled in an unaccredited institution is not eligible for federal financial aid programs. The institution does participate in the State of California's Eligible Training Provider List (ETPL) that provides customer-focused employment training resources for adults and dislocated workers. The ETPL program provides their own policies and disclosure to students who qualify under the program. (WIOA ETPL Policies and Procedures).

Loan Repayment

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

Financial Aid Disclosures

This institution does not participate in any other financial aid programs besides those described in the Policies & Procedures Regarding Financial Aid section in this catalog. This institution does offer payment plans to its students; details of these payment plans are outlined clearly in each student's enrollment agreement contract.

Grades and Standards for Student Achievement

Grades are awarded on a traditional A, B, C, D, F system. The minimum passing grade is a C. The minimum allowable grade point average to maintain satisfactory progress is a C, or 2.0. In calculating a student's grade point average, the following policy applies:

90% to 100%	= A	4 Grade Points
80% to 89%	= B	3 Grade Points
70% to 79%	= C	2 Grade Points
60% to 69%	= D	1 Grade Point
0 to 59%	= F	0 Grade Points

Attendance Policy – All Programs

Students are required to attend more than 85% of the scheduled sessions throughout the entire program. When a student falls below 90% attendance, they will be given a verbal warning by their instructor. When a student falls below 85% attendance they will be

placed on probation for the remainder of the program. The student will be notified of their probation status and they will be required to meet with the Chief Academic Officer. Students who arrive to class more than 10 minutes after the class is scheduled to commence will receive an unexcused absence for that class period, subject to review by the instructor.

Holiday Schedule

CA Trade Academy observes the following holidays and class is not conducted on the holidays:

- New Year's Day
- Martin Luther King Jr Day
- Columbus Day
- President's Day
- Labor Day
- Good Friday
- Easter
- Memorial Day
- Independence Day and before and after Day
- Thanksgiving Break Thursday – Sunday
- Winter Break December 21 to January 4

Academic Probation and Dismissal Policies

The Chief Academic Officer may place a student on academic probation if the student is not making satisfactory academic progress as per this institution's published policy. The student's grade point average will be monitored at the end of each enrollment period as the grades are posted. Should the student's GPA fall below that required for graduation, a student may be placed on academic probation. This will result in a formal advisory, which will be sent to the student by mail, explaining the reason for the probation. If the student wishes to appeal the formal advisory, the student is to submit a written request for an administrative academic review to the school main campus:

CA Trade Academy
2409 So. Vineyard Ave. #F Ontario, CA 91761

After the completion of the currently enrolled term, the student will have two additional terms to bring his or her grade point average up to or exceeding the minimum standard of the institution. Thereafter, the student's failure to achieve satisfactory academic progress may result in dismissal from the program. The Chief Academic Officer will offer assistance in locating a suitable tutor, should such service be requested by the student. Any student seeking a tutor is financially responsible for the cost of all such tutoring.

For students that are distance learning, a student has two weeks from the due date to respond to instructors between the institutions receipt of student lessons, projects or dissertations and the institutions mailing of its response or evaluation will be five days.

Leaves of Absence

Should circumstances be such that a leave of absence is to be requested, a student must submit an application for a leave of absence to the main campus:

CA Trade Academy
2409 So. Vineyard Ave. #F Ontario, CA 91761

The written notice must contain a statement of the nature of the request. At the discretion of the Chief Academic Officer, a leave may be granted for a reasonable time, as warranted by the circumstances. If a student repeatedly resorts to the use of a leave of absence, and if such applications show a pattern of delays, or should the issuance of a leave of absence be such that it would significantly interfere with the planned completion of a program of study, the Chief Academic Officer may, in his/her sole discretion, dismiss a student from the program and issue the appropriate refunds as may be required.

Student Grievance Procedures – Student Rights

Most problems or complaints that students may have with the school or its administrators can be resolved through a personal meeting with the student's instructor or a counselor. If, however, this action does not resolve the matter to the satisfaction of the student, he/she may submit a written complaint to the main campus at CA Trade Academy, 2409 So. Vineyard Ave. #F, Ontario, CA 91761 or via email to Mona@CATradeAcademy.com

The written complaint must contain a statement of the nature of the problem, the date the problem occurred, the names of the individuals involved, copies of documents if any, which contain information regarding the problem, evidence demonstrating that

the institution's complaint procedure was properly followed, and the student's signature. The student can expect to receive a written response within ten business days. Student's rights are set forth at various places in this catalog. Contact the school director if you require additional information.

- Complaint procedures
- Right to Cancel
- Student Tuition Recovery Fund
- Notice Concerning Transferability of Credits
- Student Grievance Procedures
- Student Rights to Inspect Records and Obtain Transcripts
- Non-Discrimination Policy
- Academic Freedom
- Sexual Harassment

Student Services

This institution does not provide orientations, airport reception services, housing assistance or other services. Further, this institution maintains a focus on the delivery of educational services. Should a student encounter personal problem which interfere with his or her ability to complete coursework, this institution will provide assistance in identifying appropriate professional assistance in the student's local community but does not offer personal counseling assistance.

Placement Services

This institution provides job placement assistance.

Student Housing

This institution has no responsibility to find or assist a student in funding housing.

This institution does not operate dormitories or other housing facilities. This institution does not provide assistance nor does it have any responsibility to assist students in finding housing. Housing in the immediate area is available in two story walkup and garden apartments. Monthly rent for a one-bedroom unit is approximately \$1,500 a month. (www.apartmentguide.com)

Student Records and Transcripts

Student records for all students are kept for five years. Transcripts are kept permanently. Students may inspect and review their educational records. To do so, a student should submit a written request identifying the specific information to be reviewed. Should a student find, upon review, that records that are inaccurate or misleading, the student may request that errors be corrected. In the event that a difference of opinion exists regarding the existence of errors, a student may ask that a meeting be held to resolve the matter. Each student's file will contain student's records, including a transcript of grades earned. The first copy of the official transcript is provided at no charge. Subsequent copies are available upon advance payment of the transcript fee of \$25.00 for two copies. Transcripts will only be released to the student upon receipt of a written request bearing the student's live signature.

Professions – Requirements for Eligibility for Licensure

None of the educational services offered lead to occupations that require licensure.

Charges: Tuition & Fees

All fees are subject to change from time to time, without notice.

Program Name	Tuition	Registration Fee*	STRF* (\$2.50/\$1,000)	Books & Materials	Total Program Charges
Medical Front Office & Billing Assistant	\$3,735	\$150	\$15.00	\$0	\$3,900
Business Office Specialist & Accounting Assistant	\$3,735	\$150	\$15.00	\$0	\$3,900
Microsoft Office Specialist	\$3,335	\$150	\$15.00	\$0	\$3,500
Microsoft Certified Solution Associate and Expert	\$3,735	\$150	\$15.00	\$0	\$3,900
Phlebotomy (CPT1)	\$1,430	\$150	\$15.00	\$0	\$1,595

* denotes non-refundable charge

Other Fees:

- Certificate Replacement Fee: \$25
- Exam Retake Fee: \$50
- Return Check Fee: \$35
- Duplicate Transcript fee: \$25.00 for two copies

Medical Front Office & Billing Assistant <u>TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE</u> <u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u>	 \$3,900 \$3,900
Business Office Specialist & Accounting Assistant <u>TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE</u> <u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u>	 \$3,900 \$3,900
Microsoft Office Specialist <u>TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE</u> <u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u>	 \$3,500 \$3,500
Microsoft Certified Solution Associate and Expert <u>TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE</u> <u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u>	 \$3,900 \$3,900
Phlebotomy (CPT1) <u>TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE</u> <u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u>	 \$1,595 \$1,595

Faculty

All faculty members possess highly technical proven track records with at least three years of professional experience in the relevant field of instruction and certified by the required organizations. All the faculty members will be up to date with the new requirements and adapt to the latest trends in the industry through regular updates to their skill set either through conferences, continuing education programs.

Instructors

David Martinez Medical Front Office and Billing Assistant

David Martinez has over 20 years’ experience in the medical industry of medical insurance coding and administration. His experience will allow him to Instruct students on theory and clinical in the program. He will provide instruction on organization, administration, continuous review, planning, development, and general effectiveness of clinical experiences for enrolled students. Instruct on all medical aspects for Medical Front Office & Billing Assistant Job Duties such as patient intake, charting, insurance verification, medical billing, and coding, take patient vital signs and patient care. Instruct students on medical ethics, HIPAA law & regulations, and more.

Tanisha Butcher Business Office Specialist & Accounting Assistant

Tanisha Butcher has over 15 years of experience in the Accounting & Bookkeeping field. She is currently employed with Caltrans for the state of California. She operates her own bookkeeping business and contracts with small businesses. She will instruct students on recording and maintaining business financial transactions, such as purchases, expenses, sales revenue, invoices, and payments. Students will learn to record financial data into general ledgers, which are used to produce the balance sheet and income statements.

Julia E. Wilson**Microsoft Office Specialist | Microsoft Certified Solutions Associate & Expert**

Julia Wilson has over 19 years' experience teaching and working with children and young people both in-person and online, bringing in her positivity and literacy-rich classroom practice into her engagement opportunities with learners across different age groups. She runs her own online literacy support classes for pupils (Ages 5-16). Her experience allows her to instruct students on basic skills in computer literacy and communication, identify specific computer hardware, select suitable software to carry out basic tasks such as creating and editing documents, presentations and data entries. Students get sufficient practice for improved efficiency and confidence in general computer skills as well as access to vast amounts of information and put themselves in line for career advancement

Oscar Portillo**Phlebotomy Technician (CPT1)**

Oscar Portillo has over 24 years of experience as a Certified Phlebotomist and Medical Assistant. He brings a wealth of practical knowledge and expertise to his role as a phlebotomy instructor. Throughout his career, he has honed his skills in various clinical settings, mastering the art of venipuncture and patient care while staying abreast of the latest advancements in phlebotomy techniques and medical technologies. His extensive hands-on experience has enabled him to develop a deep understanding of best practices and safety protocols, which he is passionate about imparting to his students. As an instructor, his goal is to provide comprehensive, real-world training that equips aspiring phlebotomists with the skills and confidence they need to excel in their careers.

Programs

Name of Program	Medical Front Office and Billing Assistant
Program Description	A program that prepares individuals under the supervision of office managers and other professionals to perform routine administrative duties in a medical clinical or health care facility system office environment. Includes instruction in general office skills data processing office equipment operation principles of medical record-keeping and business regulations medical clinical office procedures and communications skills.
Program Mission & Objectives	Objectives In this course, the student will learn: <ul style="list-style-type: none"> • Qualities of a Medical Assistant • Job Duties • Certification • Scope of Practice • Ambulatory Healthcare Settings • The Healthcare Team
Total Clock Hours	96 Hours
Graduation Requirements	To complete this program a student must complete all prescribed courses and pass the final exam.
Final Tests or Exams	Yes. Students are evaluated through written and performance assessments.
Required Internship or Externship	None.
SOC Code	31-9092 Medical Assistants

Outline of Subject Matter

Name of Program	Medical Front Office and Billing Assistant	
Module 1	<p><u>Managing Stress & Improving Communication</u></p> <p>Managing stress & Communication is a part of everything medical assistants do. Whether it's answering patients' questions, offering to help colleagues or phoning vendors to place orders, the ability to express yourself clearly and confidently is critical. In a vocational school program, you'll learn about the different types of communication plus gain tips for connecting effectively with people across cultures and generations. It's the key to personal and professional success as a medical assistant.</p> <ul style="list-style-type: none"> • Stress and Burnout • Types of communication • Barriers to Effective communication • Patient Interview Techniques • The Stages of Grief 	8 clock hours
<u>Module 2</u>	<p><u>Law, Ethics & Healthcare</u></p> <p>Medical ethics is founded on a set of core principles that are based on respect to patients as individuals.</p> <ul style="list-style-type: none"> • Health Insurance Portability & Accountability Act (HIPAA) • Americans with disabilities Act (ADA) • Occupational Safety & Health Administration (OSHA) • Informed Consent • Advance Directives • Ethical Guidelines for Healthcare Providers • Medical Identity Theft 	8 clock hours
<u>Module 3</u>	<p><u>Improving Your Medical Office</u></p> <p>From increasing patient satisfaction levels to choosing and implementing the best technologies, here are ways that you can help improve efficiency.</p> <ul style="list-style-type: none"> • The Reception Area • The Medical Receptionist • Safety Issues • Opening & Closing the Facility 	8 clock hours
<u>Module 4</u>	<p><u>Computers in the Ambulatory Care Setting</u></p> <p>The adoption and use of health information technology (IT) by health systems in ambulatory care can be an important driver of care quality.</p> <ul style="list-style-type: none"> • Use of Computers in the Medical Office • Electronic Medical Record (EMIR) and Electronic Health Record (HER) • Safeguarding Protected Health Information (PH) • Cloud Computing • Mobile Health (mHealth) 	8 clock hours
<u>Module 5</u>	<p><u>Telecommunications & Patient Scheduling</u></p> <ul style="list-style-type: none"> • Telephone Techniques • Faxing • Emails • Patient Portal • Patient Scheduling Methods • Cancellations & No Shows • Dealing with Irate Patients 	8 clock hours

<u>Module 6</u>	<p><u>Medical Terminology: Word Parts, Plurals, Abbreviations</u></p> <p>elements—roots, prefixes, and suffixes—are used to construct most medical terms. The definition of each term is drawn from the meaning of its constituent parts. By recognizing common word parts and their meanings, you'll be able to decipher the definitions of hundreds of medical terms.</p> <ul style="list-style-type: none"> • Importance of Medical Terminology Three standard word • Understanding Word Parts: Roots, Prefixes, Suffixes • Abbreviations & Acronyms in Medical Records • Plural Endings 	8 clock hours
<u>Module 7</u>	<p><u>Managing Medical Records</u></p> <p>Not long ago, when a patient visited a medical office, the doctor took notes from the consultation or exam and added them to a thick paper chart. But times are changing. Paper records are moving out of the office to make way for electronic records and all the potential efficiencies and benefits they can provide. The transition to an all-electronic office and the management of those records can be tricky, but it is not difficult to learn and eventually master.</p> <ul style="list-style-type: none"> • Purposes of Medical Records • Electronic, Paper & Hybrid Medical Records • Categories of Medical Records • Flow Sheets • SOAP Notes 101 • Release of Information (ROI) • Personal Health Record (PHR) 	8 clock hours
<u>Module 8</u>	<p><u>Written Communication</u></p> <p>Written communication involves any type of message that makes use of the written word. Written communication is the most important and the most effective of any mode of business communication.</p> <ul style="list-style-type: none"> • Components of a Business Letter • Proofreading • Meeting Agendas • Business Emails 	8 clock hours
<u>Module 9</u>	<p><u>Working with Medical Documents</u></p> <ul style="list-style-type: none"> • Purposes Of Medical Records • Types of Medical Records • Medical Transcriptionist/Medical Scribe • Electronic Signatures 	8 clock hours
<u>Module 10</u>	<p><u>Medical Billing & Coding: An Overview</u></p> <p>Medical billing and coding is the process of identifying diagnoses, medical tests, treatments, and procedures found in clinical documentation and then transcribing this patient data into standardized codes to bill government and commercial payers for physician reimbursement.</p> <ul style="list-style-type: none"> • Health Insurance Terms • Private & Government-Sponsored Insurers • Code Sets: ICD-10-CM/PCS, CPT, HCPCS Level II • CMS-1500 & UB-04 • Electronic Claims • Pre-authorizations • Medical Necessity • Explanation of Benefits (EOBs) • Fair Debt Collection Practices Act • Advance Beneficiary Notice (ABN) 	8 clock hours

Module 11	<p>Daily Financial Practices</p> <p>The biggest goal for your medical practice is providing the best care to your young patients. However, you can't afford to let the business operation side of your practice slide, or you'll soon be out of business. While offering the best care for patients should be your first goal, it's also essential to keep an eye on how well your practice is performing financially.</p> <ul style="list-style-type: none"> • Accounts Receivable & Accounts Payable • Provider Fees • Improving Patient Payments • Claims Denial Strategies • Practice Management Software • Managing Patient Accounts • Petty Cash 	8 clock hours
Module 12	<p>The Administrative Medical Assistant as Office Manager</p> <p>If your goal is to become an office manager, you will be delighted to know that educators in the medical field list office manager as the most common career advancement seen among medical assistants.</p> <ul style="list-style-type: none"> • Qualities Of an Office Manager • Job Duties • Policy & Procedure Manual • Staff Meetings • Physician Credentialing • Clinical Documentation Improvement (CDI) • Practice Websites 	8 clock hours

Name of Program	Business Office Specialist & Accounting Assistant	
Program Description	An integrated or combined program in accounting and business administration management that prepares individuals to function as accountants and business managers.	
Program Mission & Objectives	<p>The objective of this program acquaints students with the basic principles of accounting. At the completion of this course, students will be able to:</p> <ul style="list-style-type: none"> - Understand journal entries, T accounts, trial balances and financial statements - Record and Adjust entries - Prepare financial statements 	
Total Clock Hours	96 Hours	
Graduation Requirements	To complete this program a student must complete all prescribed courses and pass the final exam.	
Final Tests or Exams	Yes. Students are evaluated through written and performance assessments.	
Required Internship or Externship	Yes. Students will be assigned to live accounts for monitoring and handling transaction, students will be supervised by Tanisha, Booker – Instructor and owner of Faithfull Assistant.net.	
SOC Code	43-3031 Bookkeeping, Accounting, and Auditing Clerks	

Outline of Subject Matter

Name of Program	Business Office Specialist & Accounting Assistant	96 clock hours
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<p>Modules 1-6</p>	<p>Description Accounting Basics: An Introduction for Non- Accounting Majors provides an examination of the basic steps underlying the accounting cycle. Students get an introduction to journal entries, T accounts, Trial Balances, Financial Statements, adjusting entries, closing entries, and financial statement analysis. The program helps students learn the transaction evaluation process, after which a broad view of the accounting cycle is presented. The recording of journal entries, and the posting process are then discussed, and the Unadjusted Trial Balance is presented. After the adjusting entries are recorded, and the Adjusted Trial Balance is completed, the four financial statements (Income Statement, Statement of Owner’s Equity, Balance statement of Cash Flows) are prepared.</p> <p>Objectives: In this course, the student will learn:</p> <ul style="list-style-type: none"> • Evaluate a transaction • Identify the steps of the accounting cycle • Journalize a transaction • Post a transaction • Record adjusting entries • Calculate depreciation • Prepare financial statements • Record closing entries • Prepare a bank reconciliation 	<p>40 clock hours</p>
<p>Modules 6-12</p>	<p>QuickBooks Online: Level 1 provides essential coverage of the app for employees, company owners, accountants, and others who wish to effectively use the software for their small-business accounting needs. Students are introduced to QuickBooks Online and the basic file-management tasks necessary for mastering the essentials. Among others, introductory topics covered include deciding which QuickBooks Online level is best for your business, customizing the company settings, setting up customers and sub-customers, recording bank deposits, setting up bank feeds, and reconciling bank and credit card accounts.</p> <p>Objectives: The objective of this program is to allow students to perform the following task.</p> <ul style="list-style-type: none"> • Discuss some accounting basics, edit settings and preferences. • Create expense transactions, • Set up Vendors, make payments to vendors, create vendor reports. • Set up bank feeds, manage credit card transactions, enter opening balances. • Match and add transactions. • Reconcile bank and credit card accounts, create reconciliation reports. • Create a new company file. • Create financial statement reports. • Set up customers and sub-customers, import customers. • Create sales receipts and invoices, receive payments from customers. • Record bank deposits • Create sales reports, create bank rules and set up vendor 	<p>40 clock hours</p>
<p><u>Internship</u></p>	<p><u>Internship & Client Services</u> Students will be assigned to live accounts for monitoring and handling transaction, students will be supervised by Tanisha, Booker – Instructor and owner of FaithfullAssistant.net</p> <p>Objectives: Obtain live hands-on working experience within QuickBooks & Accounting Principles / Client Relations.</p> <ul style="list-style-type: none"> • How to respond to Challenging Clients 	<p>16 clock hours</p>

	<ul style="list-style-type: none"> • Ethics & Confidentiality • Disclosing Questionable Accounting Discrepancies • Quarterly Reporting to Clients • Developing New Clients 	
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Name of Program	Microsoft Office Specialist
Program Description	This program prepares students to take Microsoft Office Specialist (MOS) certification exams. These certifications are the only globally recognized credentials that validate your technical expertise in the ultra-popular business productivity applications within the Microsoft Office Suite. Microsoft Office Specialists tap into the full features and functionality of Microsoft Office, resulting in increased job candidate marketability, improved academic performance, and enhanced confidence & productivity in the workplace.
Program Mission & Objectives	The objective of this program is help student improve work efficiency with the skills developed in this program and to prepare students for appropriate Microsoft certification exams. Microsoft Office products provide resources for professional presentation of data that are compatible with most operating systems. For students, MOS boosts academic performance and preps them for college and career. For educators, MOS courses provide targeted training and support every step of the way. For Administrators, MOS improves institutional results MOS certification gives students a commanding competitive edge in today's academic and professional environments
Total Clock Hours	96 Hours
Graduation Requirements	To complete this program a student must complete all prescribed courses and pass the final exam.
Final Tests or Exams	Yes. Students are evaluated through written and performance assessments.
Required Internship or Externship	None
SOC Code	43-0000 Office and Administrative Support Occupations

Outline of Subject Matter

MOS: Excel	<p>Description In MOS: Excel course, students will learn to create and edit a workbook with multiple sheets, and they use a graphic element to represent data visually. Workbook examples include professional-looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.</p> <p>Prerequisites: None</p> <p>Objectives Upon successful completion of MOS: Excel coursework, Student will learn to:</p> <ul style="list-style-type: none"> ● Create worksheets and workbooks, ● Search for data within a workbook, ● Format worksheets and workbooks. ● Customize options and views for worksheets and workbooks, ● configure worksheets and workbooks for distribution, ● manage data cells and ranges, ● summarize and organize data ● Create and manage tables, ● manage table styles and options, ● filter and sort a table and perform operations with formulas and functions and perform conditional operations by using functions, ● Ability on how to create charts and objects, ● format graphic elements, ● insert and format objects to use data for presentations. 	8 clock hours
MOS: PowerPoint	<p>Description Upon successful completion of this course, student will have a fundamental understanding of the PowerPoint application. Student will be able to create, edit, and enhance presentations and slide shows. Presentation examples include professional-grade sales presentations, employee training, instructional materials, and kiosk slide shows.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will:</p>	8 clock hours

	<ul style="list-style-type: none"> ● Learn to create a presentation, ● Insert and format slides, ● Modify slides, handouts, and notes, ● Order and group slides, ● Change presentation options and views, ● Configure a presentation for print, ● Configure and present a slide show. ● Learn to Insert and format text, ● Insert and format shapes and text boxes, ● Insert and format images, ● Order and group objects ● Learn to Insert and format tables, ● Insert and format charts, ● Insert and format SmartArt graphics, ● Insert and manage media ● Learn to Apply slide transitions, ● Animate slide content, ● Set timing for transitions and animations ● Also learn to merge content from multiple presentations and Finalize presentations using protect, inspect, and proof check and exporting to other formats. 	
MOS: Access	<p>Description This course provides understand of basic database design principles. It also, demonstrate the correct application of the principle features of Access, and demonstrate the ability to create and maintain basic Access database objects, including tables, relationships, data entry forms, multi-level reports, and multi-table queries.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will:</p> <ul style="list-style-type: none"> ● Learn to Create and modify databases, manage relationships and keys, navigate through a database, protect and maintain databases, print and export data ● Learn to Create tables, import data into tables, manage tables, manage records in tables, create and modify fields ● Learn to Create a query, run a query, modify a query and create calculated fields and grouping within queries ● Learn to create a form, configure form controls and format a form ● Learn to create a report, configure report controls and format a report into multiple columns. 	8 clock hours

MOS: Outlook	<p>Description This course teaches how to email message content by using character and paragraph formatting, create or insert graphic elements, such as charts, tables, and SmartArt graphics, into messages. Also learn to create contact records, tasks, and appointments from incoming messages, and set up contact groups to facilitate communication with other Outlook users. Learn to schedule meetings involving people and system resources, and delegate tasks to others. Core users personalize the Outlook program window and the Quick Access Toolbar to maximize their efficiency. Learn to organize messages and other Outlook items, and display different views of mail folders and of the calendar, address book, and task list. Also display multiple calendars and learn to share calendars with other Outlook users.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will:</p>	8 clock hours
	<ul style="list-style-type: none"> ● Learn to manage the outlook environment using customize outlook settings, automate, print and save information and search in outlook ● Learn to manage messages using create, format, organize and manage messages ● Learn to manage schedules using create and manage calendars, create appointments, organize and manage appointments, create and manage notes/tasks/journals. ● Learn to manage contacts and groups. 	
MOS: ONENOTE	<p>Description Microsoft OneNote lets you create and store notes in a convenient location, enabling you to find and use them simply. The organizational power of OneNote is essential to maintaining productivity.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will learn:</p> <ul style="list-style-type: none"> ● Microsoft OneNote interface ● How to create a simple notebook ● How to create notes ● How to organize content and search for information in a OneNote notebook ● Integration of OneNote with other applications ● Use OneNote to share notes with other people 	8 clock hours

MTA: Database	<p>Description MTA certification addresses a wide spectrum of fundamental technical concepts, assesses and validates your core technical knowledge, and enhances your technical credibility MTA Database administrator helps students who are intending to build a career in data platform administration or business intelligence.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will:</p> <ul style="list-style-type: none"> ● Understand how data is stored in tables, relational database concepts, data manipulation language (DML) and data definition language (DDL) ● Understand how to choose data types, tables and how to create them along with create views and stored procedures and functions ● Understand to manipulate data using following functions such as select, insert, update and delete data ● Understand data storage using normalization, primary, foreign, composite keys and indexes. ● Administrate database with security and backup/restore concepts 	8 clock hours
MTA: Developer	<p>Description MTA certification addresses a wide spectrum of fundamental technical concepts, assesses and validates your core technical knowledge, and enhances your technical credibility MTA Developer module helps students who are intending to be a software developer. This module helps prepare student for hands on product training and certification. It helps understand software development fundamentals and helps you achieve career development goals.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will:</p> <ul style="list-style-type: none"> ● Understand Core Programming ● Understand Object-Oriented Programming ● Understand General Software Development ● Understand Web Applications ● Understand Desktop Applications ● Understand Databases ● Manage the Application Life Cycle ● Build the User Interface by Using HTML5 ● Format the User Interface by Using CSS ● Code by Using JavaScript 	12 clock hours

MTA: Infrastructure	<p>Description MTA certification addresses a wide spectrum of fundamental technical concepts, assesses and validates your core technical knowledge, and enhances your technical credibility MTA IT Infrastructure certification helps students who are intending to build a career in desktop or server infrastructure or private cloud computing.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will:</p> <ul style="list-style-type: none"> ● Learn Server Installation, Server Roles, Active Directory and Storage ● Learn to understand Network Infrastructures, Network Hardware and Protocols/Services ● Learn to understand Security Layers, Operating System Security, Network Security ● Learn to understand device configurations, data management, device security, cloud services and enterprise mobility ● Learn to Understand the cloud, enable, use, and configure Microsoft Cloud Services, Administer Office 365 and Support cloud users 	46 clock hours
Name of Program	Microsoft Certified Solution Associate and Expert	
Program Description	A program that prepares individuals to provide technical assistance, support and advice to computer users to help troubleshoot software and hardware problems. Includes instruction in computer concepts, information systems, networking, operating systems, computer hardware, the Internet, software applications, help desk concepts, and problem solving and principles of customer service.	
Program Mission & Objectives	The objective of this program allows professionals to get up to speed on the essential tools that many organizations value today and prepares students to take appropriate Microsoft technical training certification. Microsoft certifications have become the most sought after in the IT industry. Part of this comes from the fact that Microsoft technical certifications reduce downtime and make teams more productive.	
Total Clock Hours	96 Hours	
Graduation Requirements	To complete this program a student must complete all prescribed courses and pass the final exam.	
Final Tests or Exams	Yes. Students are evaluated through written and performance assessments.	
Required Internship or Externship	None	
SOC Code	43-0000 Office and Administrative Support Occupations	

Outline of Subject Matter

<p>MCSA: SQL 2016</p>	<p>Description Demonstrate your essential skills as a database professional, for both on-premises and cloud-based databases. This course helps you improve your skills in building and implementing databases across organizations, and will qualify you for a position as a database developer. Organizations gain deeper insights into their data with capabilities that go beyond business intelligence to perform advanced analytics directly within their database and present rich visualizations for business insights on any device. You can also gain the benefits of hyper-scale cloud that lets you dynamically stretch your warm and cold transactional data to Microsoft Azure in a secured way so your data is always at hand for queries, no matter the size. In addition, SQL Server delivers a complete database platform for hybrid cloud, enabling you to easily build, deploy and manage solutions that span on-premises and cloud.</p> <p>Prerequisites: None</p> <p>Objectives In this course student will learn to:</p> <ul style="list-style-type: none"> ● Create/query/implement & modify Transact-SQL SELECT queries ● Query data with advanced Transact-SQL components ● Program databases by using Transact-SQL ● Configure data access and auditing, manage back up and restore of databases ● Manage and monitor SQL server instances ● Manage high availability and disaster recovery ● Design and implement data warehouse ● Extract, transform and load data ● Integrate solutions with cloud data and big data ● Build data query solution 	<p>8 clock hours</p>
<p>MCSA: Windows Server 2016</p>	<p>Description This module helps develop mastery of the primary set of Windows Server 2016 skills required to reduce IT costs and deliver more business value. With Windows Server you can scale to run your most important workloads with robust recovery options. You'll achieve value quickly with a wide range of cost-effective, high-performance storage options and simplified delivery of multi-tenant IT services. You can build, deploy, operate, and monitor applications on premises and in the cloud. Empower users with secure access to corporate resources on the devices they choose.</p> <p>Prerequisites: None</p> <p>Objectives Earning an MCSA: Windows Server 2016 certification qualifies you for a position as a network or computer systems administrator or as a computer network specialist, and it is the first step on your path to becoming a MCSE. In this course student will learn to:</p> <ul style="list-style-type: none"> ● Install, upgrade, migrate servers, nano server and deployment ● Configure disks/volumes, implement server storage and data deduplication ● Install configure virtual machines. ● Implement high availability and disaster recovery options in Hyper-V ● Maintain & monitor server installations 	<p>8 clock hours</p>

MCSA: Windows10	<p>Description This module helps develop expertise to configure, manage, and maintain a Windows 10 enterprise system.</p> <p>Prerequisites: None</p> <p>Objectives Earning an MCSA: Windows 10 certification qualifies you for a position as a computer support specialist. Student will learn to:</p> <ul style="list-style-type: none"> ● Prepare for installation requirements, Install Windows, Configure devices and device drivers, Perform post-installation configuration and Implement Windows in an enterprise environment ● Configure networking, storage, data access, applications and remote management ● Configure updates, system/data recovery, authorization/authentication and advance management tools. 	8 clock hours
MCSA: Linux on Azure	<p>Description Microsoft Azure is a growing collection of integrated cloud services—analytics, computing, database, mobile, networking, storage, and web—for moving faster, achieving more, and saving money. Designed so that any developer or IT professional can be productive with Azure, it includes integrated tools, templates and managed services to effectively build and manage enterprise, mobile, Web and Internet of Things (IoT) apps, using skills you already have and technologies you already know. This certification demonstrates your ability to design, architect, implement, and maintain complex cloud-enabled Linux® solutions that leverage Microsoft Azure open source capabilities.</p> <p>Prerequisites: None</p> <p>Objectives The student will learn to:</p> <ul style="list-style-type: none"> ● Use an open and flexible platform that supports the broadest selection of operating systems, programming languages, frameworks, tools, databases and devices ● Extend your existing IT through the largest network of secure private connections, hybrid database and storage solutions ● Protect your data with the first major cloud provider to adopt the new international cloud privacy standard, ISO 27018 ● Run your apps anywhere on a worldwide network of Microsoft-managed datacenters across 22 regions ● Make smarter decisions using Azure’s predictive analytics services, including Machine Learning, Cortana Analytics and Stream Analytics 	8 clock hours

<p>MCSA: Web Applications</p>	<p>Description In this module student will learn to demonstrate expertise at implementing modern web apps.</p> <p>Prerequisites: None</p> <p>Objectives Student will learn to:</p> <ul style="list-style-type: none"> ● Create the document structure. ● Apply styling to HTML elements programmatically. ● Implement HTML APIs. ● Establish the scope of objects and variables. ● Create and implement objects and methods. ● Earning an MCSA: Web Applications certification qualifies you for a position as a web developer or web administrator. 	<p>8 clock hours</p>
<p>MCSA: Universal Windows Platform</p>	<p>Description In this module, students will learn to implement Universal Windows Platform apps that offer a compelling user experience across a wide range of Windows devices. In this module, students will learn C# programming, object-oriented programming, code reflection and many more. It also helps you learn mobile applications using Visual Studio.</p> <p>Prerequisites: None</p> <p>Objectives: Students will learn to:</p> <ul style="list-style-type: none"> ● Manage program flow ● Create and use types ● Debug applications and implement security ● Implement data access ● Develop a XAML page layout for an adaptive UI ● Implement page navigation and lifecycle events ● Implement feature detection for adaptive coding ● Manage user input and custom user interactions ● Manage authentication and identity management ● Implement notifications, background tasks, and reusable components 	<p>8 clock hours</p>
<p>MSCE: Cloud Platform and Infrastructure</p>	<p>Description The Microsoft Certified Solutions Associate & Expert (MCSE): Cloud Platform and Infrastructure certification validates that you have the skills needed to run a highly efficient and modern data center, with expertise in cloud technologies, identity management, systems management, virtualization, storage, and networking.</p> <p>Prerequisites: MCSA: Windows Server 2016 MCSA: Cloud Platform MCSA: Linux on Azure MCSA: Windows Server 2012</p> <p>Objectives Student will learn to:</p> <ul style="list-style-type: none"> ● Design and implement Web Apps ● Create and manage virtual machines ● Design and implement cloud services, storage strategy 	<p>8 clock hours</p>

	<ul style="list-style-type: none"> ● Manage application and network services ● Implement Web Apps, virtual machines, cloud services, storage, Azure Active Directory, virtual networks ● Design Microsoft Azure infrastructure, application storage, data access, Azure Web Apps ● Design a management, monitoring, and business continuity strategy ● Design and implement database solutions for Microsoft SQL Server and SQL Database ● Manage database management systems (DBMS) security ● Design for high availability, disaster recovery, and scalability ● Monitor and manage database implementations on Azure ● Design big data batch processing and interactive solutions, real-time processing solutions ● Design Machine Learning solutions ● Operationalize end-to-end cloud analytics solutions 	
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<p>MCSE: Mobility</p>	<p>Description The Microsoft Certified Solutions Associate & Expert (MCSE): Mobility certification validates that you have the skills needed to manage devices in today's bring-your-own-device (BYOD) enterprise. In this module student will learn to deploy windows desktops and enterprise applications, administering system center configuration manager and Intune planning for and managing devices in the enterprise.</p> <p>Prerequisites: MCSA: Windows 10 certification.</p> <p>Objectives Student will learn to:</p> <ul style="list-style-type: none"> ● Implement the Operating System Deployment (OSD) infrastructure, a lite/Zero Touch deployment, ● Create and maintain device images and Prepare/deploy the application environment. ● Deploy and manage virtual applications, desktop and mobile applications ● Plan and implement software updates, ● Manage Configuration Manager clients, compliance and Endpoint Protection settings and inventory using Configuration Manager, Provision and manage mobile devices 	<p>8 clock hours</p>
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<p>MCSE: Data Management and Analytics</p>	<p>Description Demonstrate your broad skill sets in SQL administration, building enterprise-scale data solutions, and leveraging business intelligence data—both on-premises and in cloud environments.</p> <p>Prerequisites: One of the following: MCSA: SQL Server 2012/2014 MCSA: SQL 2016 Database Administration MCSA: SQL 2016 Database Development MCSA: SQL 2016 Business Intelligence Development</p> <p>Objectives Student will learn to:</p> <ul style="list-style-type: none"> ● Design, Manage and implement database solutions for Microsoft SQL Server and SQL Database ● Design for high availability, disaster recovery, and scalability ● Monitor and manage database implementations on Azure ● Design big data batch processing, real-time processing solutions and interactive solutions, Machine Learning solutions and Operationalize end-to-end cloud analytics solutions ● Implement & design database/programming objects, Optimize and troubleshoot queries ● Design a database structure, database objects and database security. Design a troubleshooting and optimization solution 	<p>8 clock hours</p>
	<ul style="list-style-type: none"> ● Build an analysis services multidimensional database, tabular data model and report with SSRS. Manage, maintain, and troubleshoot a SQL Server Analysis Services (SSAS) database ● Plan business intelligence (BI) infrastructure , Design BI infrastructure, reporting solution, BI data models & an ETL solution 	
<p>MCSE: Productivity</p>	<p>Description The Microsoft Certified Solutions Associate & Expert (MCSE): Productivity certification validates that you have the skills needed to move your company to the cloud, increase user productivity and flexibility, reduce data loss, and improve data security for your organization.</p> <p>Prerequisites: (MCSA): Office 365 certification.</p> <p>Objectives Student will learn to</p> <ul style="list-style-type: none"> ● Plan, deploy, manage, and troubleshoot mailbox databases, client access services, transport services, an Exchange infrastructure, recipients, and security. ● Plan, deploy, and manage compliance, archiving, eDiscovery, and auditing. ● Implement and manage coexistence, hybrid scenarios, migration, and federation ● Design, Monitor and optimize SharePoint infrastructure & environment ● Plan authentication and security, workload optimization, productivity solutions 	<p>8 clock hours</p>

<p>MCSE: Server Infrastructure</p>	<p>Description The Microsoft Certified Solutions Associate & Expert (MCSE): Server Infrastructure certification validates that you have the skills needed to run a highly efficient and modern data center, with expertise in identity management, systems management, virtualization, storage, and networking.</p> <p>Prerequisites: None</p> <p>Objectives Student will learn to:</p> <ul style="list-style-type: none"> ● Install/configure servers, ● Configure server roles/features, ● Configure Hyper-V, Deploy/configure core network services, Install/administer Active Directory and Create/manage Group Policy. ● Deploy, manage, and maintain servers, ● Configure File and Print Services, ● Configure network services and access, ● Configure a Network Policy Server (NPS) infrastructure, ● Configure and manage Active Directory, ● Configure and manage Group Policy ● Configure and manage high availability, ● Configure file and storage solutions, ● Implement business continuity and disaster recovery, ● Configure Network Services, ● Configure the Active Directory infrastructure, ● Configure Identity and Access Solutions ● Plan and deploy a server infrastructure, ● Design and implement network infrastructure services, ● Design and implement network access services, ● Design and implement an Active Directory infrastructure (logical), Design and implement an Active Directory infrastructure (physical) ● Manage and maintain a server infrastructure, ● Plan and implement a highly available enterprise infrastructure 	<p>8 clock hours</p>
<p>MCSE: Data Platform</p>	<p>Description Demonstrate your broad skill sets in SQL Server administration and in building enterprise-scale data solutions both on-premises and in cloud environments.</p> <p>Prerequisites: None</p> <p>Objectives Student will learn to:</p> <ul style="list-style-type: none"> ● Query Microsoft SQL Server using create database objects, Working with data, Modifying data, Troubleshooting and optimizing it ● Install and configure Microsoft SQL Server, Maintain instances and databases, Optimize and troubleshoot, Manage data, Implement security ● Design and implement a data warehouse, Extract and transform data, Load data, Configure and deploy SSIS solutions ● Implement database objects, programming objects, Design database objects and Optimize/troubleshoot queries 	<p>8 clock hours</p>

PHLEBOTOMY TECHNICIAN 1 (CPT-1) PROGRAM OUTLINE

Name of Program	Phlebotomy Technician 1 (CPT-1)
Program Description	A program that prepares individuals under the supervision of physicians and other health care professionals to draw blood samples from patients using a variety of intrusive procedures. Includes instruction in basic vascular anatomy and physiology, blood physiology, skin puncture techniques, venipuncture, venous specimen collection and handling, safety and sanitation procedures and applicable standards and regulations.
Program Mission & Objectives	<p>The objectives of this program are to:</p> <ul style="list-style-type: none"> • Understand the Role of a Phlebotomy Technician: Gain a clear understanding of the responsibilities and duties of a phlebotomy technician, including ethical and legal considerations. • Master Venipuncture and Capillary Techniques: Develop proficiency in performing venipuncture (drawing blood from veins) and capillary punctures (fingersticks) safely and effectively. • Learn Proper Specimen Handling: Acquire skills in labeling, handling, and transporting blood specimens to ensure accurate laboratory results. • Infection Control Practices: Understand and implement infection control practices to prevent contamination and spread of infectious diseases. • Patient Interaction Skills: Develop effective communication skills to interact with patients professionally, ensuring their comfort and cooperation during procedures. • Knowledge of Anatomy and Physiology: Gain foundational knowledge of human anatomy and physiology relevant to phlebotomy. • Emergency Procedures: Learn how to handle adverse reactions and emergencies that may occur during blood collection. <p>These objectives are designed to prepare students to perform their duties competently and safely, ensuring they are well-equipped to pass certification exams and succeed in their careers.</p>
Total Clock Hours	64 Hours Classroom Training, 40 Externship
Graduation Requirements	To complete this program a student must compete all prescribed courses.
Final Tests or Exams	Yes, Students are evaluated through written and performance courses.
Required Internship or Externship	Yes, Required 40 Hour Externship
Schedule	Monday – Thursday 8:30am – 12:30am; or Monday – Thursday 6:00pm – 10:00pm; or Saturday – Sunday 8:30am – 12:30PM or Saturday – Sunday 8:00am – 6:00pm (Fast Paced Class)

Modules of Instruction

Week 1 – Unit 1; (Chapters 1-3)	The Healthcare Setting <ul style="list-style-type: none"> • Phlebotomy, past and present and the healthcare setting • Ethics, Professionalism and HIPAA • Quality Assurance and Legal Issues • Watch: Venipuncture Video • Infection Control, Safety, First Aid and Personal Wellness • Stress Management • Quizzes / Unit Exam
Week 2 – Unit 2; (Chapters 4-6)	Overview of The Human Body <ul style="list-style-type: none"> • Medical Terminology • Human Anatomy and Physiology Review • The Circulatory System • Review Unit 2 / Exam
Week 3 – Unit 3; (Chapters 7-10)	Blood Collection Procedures

	<ul style="list-style-type: none"> • Blood Collection Equipment, Additives and Order of Draw • Venipuncture Procedures • Preanalytical Considerations • Capillary Puncture Equipment and Procedures • Watch: Capillary Puncture Video • Review Unit 3 / Exam
Week 4 – Unit 4; (Chapters 11-14)	Special Procedures
	<ul style="list-style-type: none"> • Special Collections and Point of Care Testing • Arterial Puncture Procedures • Watch: ABG Video • Non-Blood Specimen Handling and Processing • Computer and Specimen Handling, Processing • Review Unit 4 / Exam • Final Clinical Evaluation
FINAL PROGRAM EXAM	