



## GENERAL CATALOG

**Effective July 1, 2017 - June 30, 2018**

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## TABLE OF CONTENTS

GENERAL INFORMATION.....	1
History of National Career College .....	1
Statement of Ownership .....	1
Corporate Officers.....	1
Director’s Message .....	1
Mission Statement.....	2
Our Objectives .....	2
Accreditation & Approval.....	3
Memberships & Professional Affiliations .....	3
Facilities .....	3
Separate Classroom Location .....	4
Equipment .....	4
Hours of Operation .....	4
Academic Calendar .....	5
Holiday Schedule .....	5
Statement of Non-discrimination.....	5
Policy and Program Changes/General Rule.....	5
Policy on Fair Use of Copyrighted Materials.....	6
<b>ADMISSION.....</b>	<b>11</b>
Admission Requirements .....	12
Admission Procedures .....	12
Re-entry.....	12
Re-entry Procedure .....	13
Transfer of Credits Policy.....	13
Notice Concerning Transferability of Credits.....	13
Evaluation of Transfer Credit .....	14
Policy For Veteran’s Administration (VA) Students .....	14
<b>TUITION &amp; FINANCIAL AID.....</b>	<b>15</b>
Tuition Policy.....	15

Tuition Payment Methods.....	15
Financial Aid Student Rights.....	15
Financial Aid Programs.....	16
Collection of Delinquent Tuition/Fees Accounts .....	17
CANCELLATION/ WITHDRAWAL/ REFUND POLICIES.....	17
Automatic Withdrawal.....	18
Institution Refund Calculation.....	18
Sample Refund Calculation.....	18
Return of Title IV Funds.....	19
State of California Student Tuition Recovery Fund.....	21
STUDENT INFORMATION & SERVICES.....	23
Orientation.....	23
Textbooks & Materials.....	23
Code of Conduct.....	23
Disciplinary Procedures.....	24
Complaint & Grievance Procedure.....	24
Drug & Substance Abuse Policy.....	25
School Sanctions.....	26
Legal Sanctions Relating to Substance Abuse.....	26
Health Risk Associated with Substance Abuse.....	30
Prevention of Substance Abuse and Available Resources.....	32
Student Records & Transcripts.....	32
Career Services.....	33
Student Services.....	34
Students Off Campus Sites .....	34
ACADEMIC INFORMATION.....	35
Attendance.....	35
Attendance Policy.....	35
Tardiness/Early Departure.....	35
Attendance Probation.....	36
Leave of Absence.....	36

LOA Period.....	36
LOA Procedure.....	36
LOA and Direct Loan Counseling.....	37
Return from LOA.....	37
Termination as a Result of LOA no Return.....	37
Grading and Evaluation Procedures.....	37
Application of Grades and Credits.....	38
Definition of a Unit of Credit.....	38
<b>SATISFACTORY ACADEMIC PROGRESS POLICY.....</b>	<b>38</b>
SAP Policy.....	38
SAP Procedures.....	39
SAP Evaluation Periods.....	39
Determination of Progress Status.....	39
Academic SAP Probation.....	40
Academic Unsatisfactory Progress.....	40
Appeal Procedure for Not Meeting SAP.....	40
FA SAP Warning.....	40
FA SAP Appeal Procedure.....	41
FA Probation.....	41
Re-establishment of Satisfactory Academic Progress.....	41
Interruptions, Courses Incompletes, Withdrawals.....	41
Transfer Hours.....	42
Individualized Education Plan .....	42
Unsatisfactory Progress .....	42
Appeal of Dismissal.....	42
Re-admission after Dismissal.....	42
Program Retake Policy.....	43
Graduation Requirements.....	43
Termination, Appeal & Reinstatement.....	43
Class Cancellation.....	43
Certification and Licensure.....	44

Advisory Committee.....44

**PROGRAMS OF STUDY**.....45

DENTAL LABORATORY TECHNICIAN.....45

Dental Laboratory Technician Program Description & Objectives.....45

Dental Laboratory Technician Program Module Description.....46

MEDICAL ASSISTANT.....48

Medical Assistant Program Description & Objective.....48

Medical Assistant Program Module Descriptions.....48

MEDICAL OFFICE SPECIALIST.....51

Medical Office Specialist Program Description & Objectives.....51

Medical Office Specialist Program Module Descriptions.....51

DENTAL ASSISTANT PROGRAM.....54

Dental Assistant Program Description & Objectives .....54

Dental Assistant Program Module Description.....55

VOCATIONAL NURSING PROGRAM.....59

Vocational Nursing Program Description & Objectives .....59

Vocational Nursing Program Module Description.....59

ASSOCIATE OF APPLIED SCIENCE DEGREE .....63

HEALTHCARE ADMINISTRATION PROGRAM .....63

Healthcare Administration Program Description & Objectives .....63

Healthcare Administration Program Module Description .....63

ASSOCIATE OF APPLIED SCIENCE DEGREE ..... 69

BUSINESS MANAGEMENT AND ACCOUNTING PROGRAM .....69

Business Management and Accounting Program Description & Objectives .....70

Business Management and Accounting Program Module Description .....70

TRANSFER OF CREDITS POLICY.....74

FACULTY AND STAFF INFORMATION .....74

TUITION & FEES.....76

DISCLOSURES.....77

## **GENERAL INFORMATION**

### **HISTORY OF NATIONAL CAREER COLLEGE**

National Career College originally founded as Dental Technology Institute of Southern California, in 2005 by Sarkis Sam Ksachikian. DTISC specialized in training Dental Laboratory Technicians. After successful three years of operation, in 2008, DTISC received accreditation by ABHES and changed its name to National Career College with an expanded program offering and a focus in allied health related field. In 2009 the college relocated to the City of Van Nuys, CA and after five years of successful growth the campus moved to its present facility in Panorama City, CA. At its new location NCC continues to expand its programs and offer career focused training.

### **STATEMENT OF OWNERSHIP**

National Career College is a private college and offers programs specializing in allied health. The College is located in Panorama City, CA. The school is nationally accredited. National Career College does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C.Sec.1101 et seq.).

### **CORPORATE OFFICERS**

Gayane Khanoyan President/CEO  
Anna Tovmasyan Secretary

### **DIRECTOR'S MESSAGE**

First and foremost I'd like to thank you for taking the time to read our catalog. National Career College was founded with the aspiration that this school would help the underserved members of our community to become integrated and constructive citizens of the U.S. For many years, we have welcomed students from all walks of life and all levels of education, providing quality vocational training for various professions in the allied health field.

National Career College is located in the heart of San Fernando Valley in the city of Panorama City. Anyone interested in acquiring new skills or upgrading their existing skills, we offer remarkable programs in medical and dental fields. Our strength rests in our ability to be flexible and respond to your needs quickly. We offer hands-on, real world training, and our program schedules allow for significant flexibility to accommodate working adult learners. To make your learning experience more beneficial for you, we have invested heavily in the latest equipment and technologies. Our hi-tech labs and classrooms are equipped with the same up-to-date instrument that you will use in the workplace. Training on the best equipment gives you the extra edge that employers look for in today's job market. It also gives you confidence that your skills are up-to-date.

In addition to providing career training, we offer employment assistance and function as a liaison between our graduates and employers from all over the state.

Aside from giving you the academic knowledge and the technical skills of various allied health professions, we strive to encourage in each and every one of our graduates: good working habits, positive self-esteem, and the ability to make a good impression by maintaining a pleasant appearance along with a professional attitude.

At NCC you are not just a student; you are part of a community that includes faculty and administrators committed to education in an atmosphere of support and friendship.

We attempt to maintain high standards of efficiency and ethics in the hope that our graduates will follow our lead. We believe that with the right motivation, hard work and determination, combined with our enthusiastic expertise and high quality training, we can succeed together.

*Sam Ksachikian*

## **MISSION STATEMENT**

Our mission at National Career College is to prepare students for entry-level positions in various professional careers. NCC's commitment to this mission is reflected in our focus on providing specialized programs designed to train adults to become gainfully employed upon graduation. To meet the needs of our students and employers, we provide quality career education and training that is relevant to both the current and future needs of the society. This is enhanced by individualizing instruction and limiting class size. National Career College strives to advance in-demand careers among the local communities by preparing our graduates as professionals who meet the quality, integrity, knowledge, and expectations of the workplace.

## **OUR OBJECTIVES**

In accomplishing our business mission, we are guided by the following basic objectives:

- To help students achieve a superior level of basic skills.
- To assist students in becoming qualified practitioners.
- To provide job placement and maintain healthy relationship with students and employers.
- To provide variable and accessible training opportunities that stays current with the most recent technologies.
- To hire faculty members who are industry experts and demonstrate expertise in their respective fields both professionally and academically.
- To integrate into the educational process a better understanding of cultural diversity.
- To deliver educational supportive services that meet students' life demands.
- To develop within students a desire for life-long learning and education.
- To provide critical appraisal of the ever changing medical and dental industries in order to ensure ongoing success, and provide a clear focus as well as necessary changes or adjustments to the industry's dynamic changes.



## ACCREDITATION & APPROVAL

National Career College is a private institution and was granted institutional approval from the Bureau for Private Postsecondary and Education pursuant to California Education Code Section 94915. The Bureau's approval means compliance with minimum state standards and does not imply any endorsement or recommendation by the state of California or the Bureau.

**Accredited by:** Accrediting Bureau of Health Education Schools (ABHES)  
7777 Leesburg Pike, Suite 314 N  
Falls Church, VA 22043  
(703) 917-9503  
Institutional Accreditation

**Approved by:** Bureau for Private Postsecondary and Education (BPPE)  
2535 Capitol Oaks Drive, Suite 400  
Sacramento California, 95833  
(888) 370-7589

**Approved for:** Training of Veterans and Eligible persons under the provisions of Title 38, United States Code

**Eligible for:** Federal Title IV Student Financial Aid Programs U.S. Department of Education (USDOE)

**Eligible to:** I-Train Workforce Investment ACT (WIA) & Other Eligible Persons such as Vocational Rehabilitation

## Memberships & Professional Affiliations

NCC is an active member of I-Train, South Bay Workforce Investment Board.

## FACILITIES

National Career College is located at 14355 Roscoe Blvd., Panorama City, CA 91402. The college is located on the first floor and its area is approximately 10000 sq. ft. with a front entrance. This space is divided into a reception area, administrative offices, admissions offices, classrooms, laboratory rooms, instructor's lounge, and a cafeteria for students. The college also maintains a library consisting of reference materials, and equipped with computers which the students can use for internet access to various learning resources and complete other online projects. Online access will assist students in their various research projects, as well as provide links to employment opportunity sites. Students are provided information about computer access and the on-line library resource system during the enrollment process. Students are encouraged to use the library during class time, as well as other times outside of class sessions. Books are used in the facility only, as they are considered stock books and may not be checked out. Restrooms are available on the lobby of the third floor. Our facility is accessible to those with physical disabilities, and ample parking is available including handicapped spaces in front of the

facility, as well as the surrounding two blocks of the building. Our facility is easily accessible via public transportation.

All National Career College programs hold laboratory courses at our main campus, located at 14355 Roscoe Blvd. Panorama City, CA 91402.

### **SEPARATE CLASSROOMS LOCATION**

With an expansion of vocational programs and schedules at National Career College, we are pleased to offer separate classrooms located just .4 miles away from the main National Career College Campus, at 14547 Titus St. Panorama City, CA 91402, our additional classroom location is approximately 1,584 sq. ft. on the first floor and 1,360 sq. ft. on the second floor. Dedicated spaces over the two floors include three classrooms, office space, a cafeteria, and restroom facilities on each floor.

Classrooms include modern amenities such as audio/visual projection systems and boards and computer stations with the latest versions of operating systems, software, and online services. Our new additional classroom location is principally centered along a commercial corridor; which carries numerous lines of public transportation, has nearby access to major freeways, and is walking distance to local food, retail, and community service organizations.

The facility is readily accessible for anyone with physical disabilities and ample parking is available at the rear of the building and surrounding street parking.

National Career College does not provide and does not have dormitory facilities under its control, and it is not responsible to find or assist in finding housing or transportation for students. If you need any assistance with housing and/or transportation, you may contact a student services representative and we will do our best to assist you with your request.

Didactic portions of programs that are held at the National Career College additional classroom location (14547 Titus St., Suites 102, 211, & 212, Panorama City, CA 91402) include the Vocational Nursing, Medical Office Specialist, and Dental Assistant programs.

### **EQUIPMENT**

NCC strives to keep its equipment as up-to-date as practical to meet the appropriate industry standards. Our instructional classrooms, computer and specialized laboratories are equipped with the necessary instruments and technology to simulate real-life working conditions.

### **HOURS OF OPERATION**

	Monday-Thursday	Friday
Admission Hours	8:00am - 7:30pm	8:30am - 5:00pm
Academic Hours	8:30am - 10:30pm	1:30pm - 5:00pm

## ACADEMIC CALENDAR

Programs of study begin and end on varying schedules according to program length. The projected begin and end dates for each program are noted on the enrollment agreement. NCC will be closed on the following days for holidays and seasonal vacations:

### Holiday Schedule for 2016, 2017 Calendar Years

	<i>2017</i>	<i>2018</i>
New Year's Day	January 2	January 1
Martin Luther King Jr. Birthday	January 16	January 15
Memorial Day	May 29	May 28
Independence Day	July 4	July 4
Labor Day	September 4	September 3
Thanksgiving Day	November 23 & 24	November 22 & 23
Winter Break	December 18-29	December 17-31

### STATEMENT OF NON-DISCRIMINATION

National Career College is firmly committed to providing educational programs to otherwise eligible students regardless of race, creed, ethnicity, religion, national origin, sex, age, disability, or medical condition, except under special circumstances that would constitute either an occupational limitation or a limitation in participation in the program offered. The College may review mental or physical disability issues on a case-by-case basis. Depending on the case, such students may be referred to professional organizations for further assistance.

The Campus Director is the person responsible for administering Title IX Education Amendments Act of 1972, which prohibits discrimination on the basis of sex in any educational program or activity receiving federal financial assistance. All inquiries or complaints should be directed to the Campus Director.

The Campus Director will act equitably and promptly to resolve complaints within thirty (30) business days in accordance with the National Career College's appeals procedure.

Inquiries concerning the application and implementation of Title IX regulations also may be directed to:

Office of Civil Rights  
U.S. Department of Education  
P.O. Box 14620  
Washington, D.C. 20044-4620

### POLICY AND PROGRAM CHANGES/GENERAL RULES

Each prospective student is provided with a school catalog and program specific brochure prior the enrollment at the school. Students are responsible for the knowledge of all school regulations concerning student conduct, attendance, academic make-up work, termination, etc. published in

this catalog or communicated by the administration via written notices. Students must be aware that criteria for admission and/or graduation may differ depending upon the individual program. Administration reserves the right to make changes to the rules, policies, procedures, curricular content, instructional staff, etc. when deemed necessary. Such changes will supersede previous policies and will apply to all parties involved.

## **POLICY ON FAIR USE OF COPYRIGHTED MATERIALS**

### **Applicability**

This policy applies to National Career College's faculty, students, administrators and academic, technical and office staff and other persons or entities performing collaborative work or service for the College, whether compensated by the College or not. This policy extends to all works of authorship and creativity covered by federal copyright law. These works include print (e.g., books) and electronic documents, software (including source code and object code), databases, multimedia and audiovisual materials, photographs, music, works of drama, works of art (sculpture), among other types of creative works.

### **Policy**

As the fundamental purposes of the College include the creation, compilation, and preservation of knowledge in permanent and transmissible forms and the circulation and diffusion of such knowledge to the College community and to the global community, the College holds in the highest regard the rights that govern the creation and diffusion of knowledge, and the laws that define and enforce them. This regard applies to both the rights of creators in and to their creations (copyright) and the rights of students, faculty, researchers, and scholars to avail themselves for legitimate purposes of others' creations (fair use).

### **The policy of National Career College is as follows:**

Members of the National Career College community are expected to be mindful of the restrictions imposed on them by copyright law as well as the rights conferred on them by the fair use exemption to the copyright laws. Members of the National Career College community are expected to comply with the copyright laws.

Section IV of this document contains a definition of copyright and fair use. Also, to facilitate compliance, there are resources within the National Career College community which provide basic information about copyright restrictions and the fair use exemptions.

Further explanation and related information may also be found in National Career College's Policy on Rights and Responsibilities With Respect to Intellectual Property, which covers copyright ownership that members of the National Career College community have for their own creations. National Career College' Information Technology Responsible Use Policy is also a useful reference for copyright restrictions that apply to electronic media.

### **Enforcement**

Reports of possible infringement should be made to the Program Director and Campus Director. Members of the National Career College community who violate this policy may be subject to disciplinary action, among other possible penalties. If the College is notified by a copyright owner, publisher, distributor, or law enforcement agency of possible infringement,

the Program Director or designee, will direct an investigation, require the violator to correct any infringement, and may impose disciplinary action on the responsible parties.

## **Standards Applied**

In a nutshell, "copyright" says that you are prohibited from using a work unless you own the copyright or have permission; "fair use" says that you may use the work with neither copyright ownership nor permission if your use is indeed fair under the legal criteria set forth below. Note however, that "copyright" and "fair use" have only been summarized below in Sections IV A and IV B, respectively. This is a complex area and members of the community should seek guidance when needed from this web site, or from National Career College library.

### **A. What is Copyright?**

Under U.S. law, "copyright" is a bundle of exclusive rights, conferred by federal statute (the 1976 Copyright Act, found in Title 17 of the United States Code) automatically, upon the author of a work, at the instant of its creation. Creation occurs legally when a work is fixed in a tangible medium of expression for a period of more than transitory duration.

Subject to a number of statutory limitations, none of which--except "fair use"--will be reviewed here, the owner of the copyright in a work has the exclusive right to do and to authorize any and all of the following:

1. To reproduce the copyrighted work in copies;
2. To prepare derivative works (the movie of a book is a derivative work);
3. To distribute copies of the copyrighted work publicly;
4. To perform (e.g., an opera) the copyrighted work publicly;
5. To display (e.g., a sculpture) the copyrighted work publicly, and
6. In the case of sound recordings, to perform the copyrighted work publicly by means of a digital audio transmission.

If a person or entity does not own the copyright in a work, does not have permission to do 1-6, and does it anyway, then the individual or entity is infringing. The "fair use" of copyrighted materials is an exemption to these prohibitions.

### **B. "Fair Use" Exemption**

The "fair use" of a copyrighted work, including copying for purposes such as criticism, comment, news reporting, teaching, scholarship, or research, is not an infringement of copyright. In determining whether any given "use" is "fair," a court is required to consider the four non-exclusive factors listed in Section 107 of the 1976 Copyright Act:

1. The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit education purposes;
2. The nature of the copyrighted work (is it an artistic masterpiece or merely a laborious compilation of readily available but voluminous data);
3. The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and

4. The effect of the use upon the potential market for or value of the copyrighted work.

A court is to balance all four factors "flexibly," is not to rely solely on any one factor, and may consider additional factors it deems appropriate. "Fair use" is intended to enable the court to be just and reasonable in the particular case before it. It is often difficult to predict the outcome of a dispute over "fair use."

### ***Electronic Course Content***

Making an electronic copy of a copyrighted work by any means (e.g., scanning, digitizing, ripping, etc.) constitutes reproduction that is governed by copyright law. Any use of copyrighted electronic course content that would require permission from the copyright owner if the materials were part of a printed course pack likewise requires the copyright owner's permission when made available in electronic format, unless one concludes, after reasonable inquiry, that the use qualifies as a fair use or other exempt or licensed use for which permission is not required. Copies of copyrighted works, regardless of their format, should include proper attribution and copyright notices.

It is preferable to link to materials already legally available at another site, such as the content in databases or e- journals licensed by the National Career College library, rather than scanning or making a digital copy.

To the extent technologically feasible, instructors should use passwords, ID numbers, or other appropriate means to limit access to copyrighted electronic course content to students enrolled in the course or other individuals requiring access to the course materials for purposes of conducting the course. The availability of such content to students should terminate when the students have completed the course.

### ***Infringement Litigation***

Congress and copyright owners take infringement very seriously, and statutory penalties can be draconian. "Statutory" damages (as opposed to "actual" damages, which must be proved with evidence) may be elected by the plaintiff copyright owner and can be as much as \$30,000 per infringed work; in cases of willful infringement, the court may increase an award of statutory damages to any sum up to (and including) \$150,000. Statutory damages are not imposed, however (under a specific statutory exclusion), in any case where an employee of a nonprofit educational institution or library acting within the scope of her/his employment "believed and had reasonable grounds for believing" that her/his use of the copyrighted work was fair use (even though it was in fact an infringement). The word "reasonable" in a statute is a trigger for factual inquiry and, in case of dispute, for judicial resolution of what was "reasonable" in the particular circumstances. Willful infringement of copyright for "commercial advantage or private financial gain" may be criminal, and conviction can result in fines and imprisonment. The creators and distributors of "content" in the electronic age may pursue very actively infringement actions against individuals and institutions.

### ***Changes to This Policy***

The College reserves the right to change this policy from time to time. Proposed changes should be recommended to the Campus Director. The Campus Director must approve any changes to this policy.

## **Fair Use**

The “fair use” of a copyrighted work, including copying for purposes such as criticism, comment, news reporting, teaching, scholarship, or research, is not an infringement of copyright. In determining whether any given “use” is “fair,” a court is required to consider the four non-exclusive factors listed in Section 107 of the 1976 Copyright Act:

1. The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit education purposes;
2. The nature of the copyrighted work (is it an artistic masterpiece or merely a laborious compilation of readily available but voluminous data);
3. The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
4. The effect of the use upon the potential market for or value of the copyrighted work.

A court is to balance all four factors “flexibly,” is not to rely solely on any one factor, and may consider additional factors it deems appropriate. “Fair use” is intended to enable the court to be just and reasonable in the particular case before it. It is often difficult to predict the outcome of a dispute over “fair use.”

## **What is fair use?**

The doctrine of fair use, embedded in Section 107 of the Copyright Act of 1976, addresses the needs of scholars and students by mitigating the rights of copyright ownership. However, what constitutes fair use is expressed in the form of guidelines rather than explicit rules. To determine fair use, consider the following four factors [from *What Educators Should Know About Copyright*, by Virginia M. Helm; Bloomington, IN, Phi Delta Kappa Educational Foundation, 1986]:

- The purpose and character of the use, including whether the copied material will be for nonprofit, educational, or commercial use. This factor at first seems reassuring; but unfortunately for educators, several courts have held that absence of financial gain is insufficient for a finding of fair use.
- The nature of the copyrighted work, with special consideration given to the distinction between a creative work and an informational work. For example, photocopies made of a newspaper or newsmagazine column are more likely to be considered a fair use than copies made of a musical score or a short story. Duplication of material originally developed for classroom consumption is less likely to be a fair use than is the duplication of materials prepared for public consumption. For example, a teacher who photocopies a workbook page or a textbook chapter is depriving the copyright owner of profits more directly than if copying one page from the daily paper.
- The amount, substantiality, or portion used in relation to the copyrighted work as a whole. This factor requires consideration of 1) the proportion of the larger work that is copied and used, and 2) the significance of the copied portion.
- The effect of the use on the potential market of the copyrighted work. This factor is regarded as the most critical one in determining fair use, and it serves as the basic principle from which the other three factors are derived and to which they are related. If the reproduction of a copyrighted work reduces the potential market and sales and,

therefore, the potential profits of the copyright owner that use is unlikely to be found a fair use.

### **What are fair use guidelines?**

In an effort to interpret the standards for fair use set forth in the copyright law, groups of publishers, authors, educators, organizations and associations have developed guidelines for dealing with specific types of material. Although some of these guidelines are widely accepted and referred to, and some are not, none of them have the force of law. There may be instances in which copying does not fall within the stated guidelines yet may be permitted under the criteria of fair use. The following guidelines are included here for informational purposes only.

- Guidelines for Classroom Copying of Books and Periodicals  
<http://www.copyright.gov/circs/circ21.pdf>
- Guidelines for Fair Use of Educational Multimedia
- Guidelines for Educational Uses of Music
- Guidelines for Off-Air Recordings of Broadcast Programming for Educational Purposes
- Guidelines on Photocopying under Interlibrary Loan Agreements, from the National Commission on New Technological Uses of Copyright Works (CONTU)
- Conference on Fair Use (CONFU)  
<http://www.uspto.gov/web/offices/dcom/olia/confu/confurep.pdf>

### **Are the fair use “rules” the same for print & electronic version?**

The fair use provision does not distinguish among media. It applies equally to all media. Nevertheless, publishers are considerably more concerned about abuse of fair use in the electronic environment because of the ease of electronic duplication and distribution.

All works on the web are protected by copyright just as print works would be, from the moment of their fixation in a tangible medium of expression. Thus, a user would need permission from the author to republish a work.

*If an article is on the web and the library has a license, do I have to follow the fair use rules?*

The library has negotiated database contracts that allow faculty to link to licensed journals on their course pages if the course pages are password protected and open only to authorized National Career College students, staff and faculty.

*Are the fair use guidelines for newspaper articles the same as for journal articles?*

Yes. See Guidelines for Classroom Copying of Books and Periodicals

*How many drawings, illustrations, or graphs can be copied (digitally or in hard copy) for students in a class and still remain within the fair use criteria? Does it matter if I put them in a manual, pass them out in class, or just use them in a lecture?*

This would be determined by looking at the fair use factors. No specific numbers can be given. Since this is a nonprofit educational use, the most important question is whether the drawings or illustrations are all from the same published work, or from different works. The fewer items you include from one work, the better. If the illustrations do not constitute a substantial portion of the work as a whole and do not affect the market for or value of the copyrighted work, this



may be fair use. You may want to consult the Guidelines for Classroom Copying of Books and Periodicals which many consider to be “safe harbor” guidelines. These would allow passing out one copy to each student in a face-to-face classroom situation, on a one-time basis (not each semester). To determine fair use, one must consider all of the following four factors:

1. the purpose and character of the use;
2. the nature of the copyrighted work;
3. the amount, substantiality, or portion used; and
4. the effect of the use on the potential market

If you decide that copying the material falls within the criteria for fair use, your reprint should include any copyright notice contained in the original, as well as appropriate citations to the original source. If fair use does not apply, permission is needed. The fair use analysis would be the same for print or digital formats.

*May an instructor make copies of slides checked out from the library?*

The instructor should obtain permission from the copyright holder. The fair use of slides is somewhat narrower than the fair use of scholarly articles because several factors in the fair use analysis weigh against fair use when considering images. Slides are more creative and artistic than factual; they are entire works rather than parts of works. Thus, two of the first three factors weigh against fair use. The fourth factor will also weigh against fair use when the slides are readily available from a commercial source, as so many are.

## **ADMISSION**

### **ADMISSION REQUIREMENTS**

National Career College welcomes students from all walks of life, who hold interest and desire to be trained for a new career opportunity and become gainfully employed. National Career College admits students without distinction or discrimination for race, age, sex, disability, color, creed, religion, sexual orientation, or national and ethnic origin. The instructions at National Career College are conducted in English language only. The level of English language proficiency will be determined upon administering the assessment test. Based on the test results students will be accepted to school. National Career College does not provide ESL classes and does not require the Test of English as a Foreign Language (TOEFL) for its admission. Each student is entitled to all rights, privileges, programs, and activities generally accorded or made available to students at the school. However, National Career College reserves the right to refuse admission to any applicant who does not meet the school's established criteria for admission as outlined below.

Prospective students must meet the following requirements for admission to National Career College prior to enrollment:

- Receive a school catalog, and program specific brochure
- Complete an interview and tour of the school;
- Complete an application for admission;

- Have earned a valid high school diploma or a recognized equivalent (such as the GED)
- Pay the \$75 registration fee;
- Pass a standardized basic skills assessment designed to measure aptitude for successful completion of program of study.

## **ADMISSION PROCEDURES**

National Career College seeks students who are interested in practical career training and who are motivated to succeed in their chosen career fields. Admissions representatives are available to discuss programs of study and career opportunities. To be considered for admission to National Career College, all applicants must:

- Complete an interview with a representative of the Admissions Department;
- Pass the school's entrance evaluation(s) for the program of interest;
- Tour the campus;
- Receive a financial planning briefing;
- Submit an application for admission;
- Pay the \$75 registration fee;
- Interview with a Financial Planning Department Representative prior to completing the enrollment process;
- Complete all necessary paperwork for admission including completion of the enrollment agreement.

During the admissions process, certain disclosures such as completion and placement rates of graduates will be provided (School Performance Fact Sheet). In addition, the applicant's professional and educational goals will be discussed, as well as tuition and payment plans. Once the student is provided a school catalog, it is the responsibility of the student to familiarize himself/herself with all the school's policies and comply with the contents of the catalog. National Career College, through appropriate action, reserves the right to change any provision or requirement at any time within the student's term of training. The provisions of this publication do, however, supersede any previously stated provisions either written or oral.

## **RE-ENTRY**

A **Re-entry Student** is a student who wishes to re-enroll to pursue completion of the same educational program in which they were previously enrolled. Re-admittance into the same educational program must occur within 180 days of their official withdrawal date, also referred to as the student's last date of attendance (LDA). Per the Department of Education and the Title IV Program, students who re-enter the same program of study within 180 days of their withdrawal date are eligible to receive any Title IV funds that were returned specific to the R2T4 refund calculation performed for the payment period during which the student ceased attending (if the student has not utilized those funds at another institution).

## **RE ENTRY PROCEDURE**

### **Re-Entry into the Same Program (within 180 days of their LDA)**

After an official withdrawal has been processed, a student requesting re-admittance into their same educational program must issue their request in writing per the guidelines of the school catalog. In this letter the student must explain the circumstances that will enable you to re-enroll in and successfully complete the program. Re-entry considerations are as follows:

- Students may only re-enter into their original program of study;
- Eligibility for re-entry status is open for 12 months from the original last day of attendance;
- Only one re-entry request consideration is allowed;
- A \$75 re-entry fee must accompany all re-entry requests.

The re-entry request must be completed through the Admission's Office and must be reviewed by the School Director and the Financial Aid Director for approval prior to re-admittance into the school. The School Director and the Financial Aid Director has the prerogative to accept or deny the re-entry of a student due to any prior outstanding A/R balance, poor academic history or poor student conduct/performance. Upon acceptance/approval of re-entry, a new Enrollment Agreement is executed indicating new program charges, uniforms & supplies (if applicable) with start and expected completion date of the program.

Note: Students wishing to re-enroll into the same program after 180 consecutive calendar days are treated as a "new enrollment" and shall be newly packaged for educational program charges to be incurred, up to and including any prior outstanding balances owed to National Career College. All Re-entry Students must meet with a Financial Aid Representative to select and complete their financing requirements prior to attending classes. This process is the same for new enrollments and transfer students.

National Career College does not offer credits for experiential learning.

## **TRANSFER OF CREDITS POLICY**

### **“NOTICE CONCERNING TRANSFIRIBILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION”**

“The transferability of credits you earn at National Career College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or degree you earn in your program of study is also at the complete discretion of the institution to which you may seek to transfer. If the credits, diploma, or degree 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 National Career College to determine if your credits, diploma or degree will transfer.”

National Career College has not entered into an articulation or transfer agreement with any other college or university.

## **EVALUATION OF TRANSFER CREDIT**

Students previously enrolled in an accredited college recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA) may submit their academic records to National Career College for review and possible transfer of credit upon deciding to enroll and prior to the actual start date in the program of their choice.

The process for acceptance of transfer credit is as follows:

1. Upon review, National Career College may accept the transfer credit provided those courses are part of the College's approved curriculum for that program of study. The College will review transcripts and only accept a "B" grade or better. Students who wish to transfer credits must also submit a catalog or the respective course syllabi from the transferring institution to National Career College for verification purposes; and/or
2. National Career College will administer a comprehensive exam for each course that measures and affirms the student's previous education and training experience.

A score of 80% or better is required for each such exam in order to receive credit for that particular course. It may be necessary to administer a series of examinations both in theory and hands-on in order to validate the granting of credit for experiential learning, previous education, and work experience. If a satisfactory result is achieved, the student's training period may be reduced proportionately not to exceed 30% of the length of the program for which the student has applied. Students who are granted such credit may have their tuition reduced on a pro rata basis. \*

Students must also understand that the financial aid award will be based upon the number of credits necessary to complete the program. Satisfactory academic progress will be evaluated based upon those courses only.

The student may appeal transfer of credit decisions by a written request within 10 days of the receipt of the decision made by National Career College. The written request must contain compelling evidence to reverse the decision of National Career College. National Career College has the final decision in all appeals.

\*The reduction will only apply towards credit/tuition of programs that are one academic year in length. For programs that are longer than one academic year, credit will only apply to the length/tuition of the first academic year.

## **POLICY FOR VETERAN'S ADMINISTRATION (VA) STUDENTS**

National Career College maintains a written record of all previous education and training of the veteran or eligible individual, which clearly indicates that appropriate credit has been given for previous education, and training. The training period will be shortened proportionately, and the individual and the Department of Veterans Affairs will be so notified. The record will be cumulative for all enrollment periods.

## **TUITION & FINANCIAL AID**

### **TUITION POLICY**

Tuition is disclosed and agreed upon at the time of enrollment. All terms and obligations are reflected in the enrollment agreement. Tuition is due and payable on the first day of class unless other arrangements have been made with the Financial Aid Department. For short-term programs designed to be completed in one term or four months, whichever is less, NCC may require payment of all tuition and fees on the first day of instruction, and for those programs designed to be four months or longer, NCC shall not require more than one term or four months of advance payment of tuition at a time. When 50 percent of the program has been offered, the NCC may require full payment. All terms and obligations will be reflected in the enrollment agreement.

Students are liable for all unpaid program costs and fees related to their enrollment whether or not they are eligible for student financial aid. Payments must be made consistently and on time, otherwise, late payment penalties may be assessed. It is the student's responsibility to repay the full amount of any loans, plus interest, which were obtained for the course of instruction, less the amount of any refund, if applicable. Failure to meet the terms of a promissory note will result in default. Defaulting on a student loan will have serious consequences.

### **TUITION PAYMENT METHODS**

NCC accepts payment for tuition, books, and equipments and other fees through cash payment, or personal or company check. We will also assist students in applying for student financial assistance in order to defray the cost of their education. At the school's discretion; installment payments may also be arranged. All outstanding student account balances are billed directly to the student upon graduation or termination. Students assume the responsibility for payment of the tuition costs in full, either through direct payment or through a financial aid plan. All financial arrangements must be made before the beginning of classes.

The school reserves the right to change tuition and fees, make curricular changes as necessary, and make substitutions in books and supplies as required without prior notice. Any changes in tuition or fees will not affect a student already in attendance.

### **FINANCIAL AID STUDENT RIGHTS**

Students have the right to know:

- Types of Financial Aid available at National Career College;
- The basis for eligibility and the process of fulfilling these needs;
- What Financial Aid has been awarded and the conditions to which they are agreeing;
- The refund policies of the school, including the Return of Title IV.

This information is available in the Financial Planning Department and contained within this catalog.

## FINANCIAL AID PROGRAMS

NCC is committed to making education & training affordable to every student. NCC participates in federal aid programs, and offers a variety of alternative financing and payment plans designed to meet the needs of each individual.

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 moneys not paid from federal student financial aid program funds.

NCC participates in the following financial aid programs:

**Federal Pell Grant (Grant: does not have to be repaid)** Available almost exclusively to undergraduates; students may receive up to 2 consecutive maximum awards in a year if attending school year-around.

**Federal Supplemental Educational Opportunity Grant (FSEOG) (Grant: does not have to be repaid)** for undergraduates with exceptional financial need; Federal Pell Grant recipients with zero EFC take priority; funds depend on availability at school.

**Federal Subsidized Direct Loan: (Loan: must be repaid)** Federal Subsidized Direct Loans are available to students with financial need. The interest is paid by the federal government while students are in school and for six months after students cease their enrollment. Regular payments begin six months after students cease enrollment or fail to carry at least one-half the normal full-time school workload.

**Federal Unsubsidized Direct Loan: (Loan: must be repaid)** Unsubsidized: Borrower responsible for all interest; students must be at least half-time; financial need not required; fixed rate (set annually) for new borrowers.

**Direct PLUS Loan (Loan: Must be repaid)** for parents of dependent undergraduate students and for graduate and professional students; students must be enrolled at least half-time; financial need not required. Unsubsidized: Borrower responsible for all interest.

**Private Loans & Scholarships:** Students and parents who do not qualify for Title IV funds or who need additional funds to cover educational expenses beyond what is covered by Title IV funds may apply for private loans and/or scholarships. In addition to private loans, a wide array of scholarships is available to students. NCC does not offer any scholarships. Scholarship eligibility criteria vary. The Financial Aid Department will be happy to assist students who wish to apply for scholarships.

The following programs are also available to eligible participants:

**VA:** Veterans Administration  
**WIA:** Workforce Investment Act  
**REHAB:** Department of Rehabilitation

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 a federal student financial aid funds, the student is entitled to

a refund of the moneys not paid from federal student financial aid program funds.

## **COLLECTION OF DELINQUENT TUITION/FEE ACCOUNTS**

NCC reserves the right to collect tuition owed for instruction provided to the student. Tuitions not paid within 5 days from the due date are considered delinquent and subject to the following collection policy:

1. First letter of notification is mailed to the student's home address extending a courteous grace period of 10 days to settle delinquent amount.
2. If delinquency persists, a second letter of notification is mailed to the student's home informing them of the school's intent to refer account to collection if delinquent amount is not settled within 10 days.
3. A third and final notice is mailed to the student's home informing them of the school's decision to refer the account to an outside collection agency for further action.

National Career College will not provide progress reports, attendance reports, or transcripts for the portion of that program for which the student has not made payments. National Career College will not provide job placement assistance, subsequent enrollment, or any other student services until the student's account balance is current. Financial aid transcripts will be provided upon request, regardless of a student's account balance history. National Career College reserves the right to withhold a graduate student's diploma until that student's account balance is current as per the terms of the agreement signed by the student.

## **CANCELLATION/ WITHDRAWAL/ REFUND POLICIES**

### **Cancellation of Classes in the first seven (7) days after starting class**

The student has the right to cancel the enrollment agreement for his/her program of instruction until midnight of the seventh (7<sup>th</sup>) day after the first day of class. Cancellation will occur when the student gives written notice of cancellation to the school at the address specified in the notice of cancellation. You can do this by mail, hand delivery or fax. A written notice of cancellation sent by mail is only effective when deposited in the mail properly addressed and with the proper postage affixed. A withdrawal may be effectuated

The institution will refund any consideration paid by you. This refund will include costs of textbooks, supplies or equipment returned in good condition within 30 days after the date the school receives the notice of cancellation. If you fail to return the supplies, equipment, and/or books, in good condition, within 30 days from the date the notice of cancellation was received, the institution may keep that portion of the monies paid equal to the cost, and shall only refund the remaining balance. Students may be charged for textbooks that have been used. The institution will make refunds within 45 days from the date of notice of cancellation. Once the student pays for the books, supplies or equipment, those purchases belong to the individual.

### **Withdrawal-Withdrawing from your program after midnight of the seventh (7<sup>th</sup>) day**

The student has the right to withdraw from a program of instruction at any time. For purposes of processing student withdrawals and calculating refunds or balances owed to the school, National Career College uses the student's last day of attendance in school in the refund calculations described herein.

If a student withdraws from the course of instruction after the period allowed for cancellation of the enrollment agreement, National Career College will remit a refund, less the \$75.00

registration fee and the Student Tuition Recovery Fund (STRF) Fee within 45 days following the student's withdrawal. The student is obligated to pay only for the educational services rendered. If a student withdraws prior to completing the program he or she is enrolled in, a pro rata refund will be made for the unused portion of the tuition up to the 60 percentile of the program. The calculation is based on the length of the completed portion of the program relative to its total length.

If any portion of the tuition was paid from loan proceeds, the refund will be sent to the lender or agency that guaranteed the loan. Any remaining refund amount will first be used to repay any student financial aid programs from which funds were received, to the extent of funds received. Any remaining amount will be paid to the student.

**IF THE AMOUNT YOU HAVE PAID IS MORE THAN THE AMOUNT THAT YOU OWE FOR THE TIME YOU HAVE ATTENDED, THEN A REFUND WILL BE MADE WITHIN FORTY FIVE [45] DAYS OF WITHDRAWAL. IF THE AMOUNT THAT YOU OWE IS MORE THAN THE AMOUNT ALREADY PAID, THEN YOU WILL HAVE TO MAKE ARRANGEMENTS TO PAY FOR IT.**

### **AUTOMATIC WITHDRAWAL**

A student will automatically be withdrawn from the program for the following reasons:

- Failure to attend school for 14 consecutive days.
- Failure to return from an approved leave of absence on the scheduled return date.
- Failure to maintain satisfactory progress for two consecutive modules.
- Failure to fulfill financial agreements.
- Failing any module in the program twice during one enrollment period.

### **INSTITUTION REFUND CALCULATION**

If a student withdraws prior to the completion of their course of study the school is required to perform an institutional refund calculation to determine whether the student is eligible for a refund of monies paid based on a pro-rata calculation formula up to sixty percent (60%) of the scheduled days/hours completed in their period of enrollment. Should the number of scheduled days/hours completed during student's enrollment exceed sixty percent (60%) of the total hours in their period of enrollment, the institution shall have earned and retained 100 percent of the institutional charges assessed to the student. If a student withdraws from their course of study after the enrollment cancellation period, the student is entitled to a refund per the pro rata calculation mentioned above less a registration fee not to exceed \$75.00, within forty-five (45) days of the student withdrawal or termination from the program.

### **SAMPLE REFUND CALCULATION**

Assume that a student, upon enrollment in a 720 hour program, pays \$12,000 for tuition, \$75 for registration, \$35 for STRF, and \$2,000, documented cost to school, for equipment, books and supplies as specified in the enrollment agreement and withdraws after 350 clock hours have elapsed, The following calculations shown below are how a refund will be calculated:

Total Tuition and Fees (-) the Registration Fee (-) STRF (-) Books and Supplies (=) Charges to Prorate (÷) Program Clock Hours (=) the Hourly Charge

$$\$14,110 (-) \$75 (-) \$35 (-) \$2000(=) \$12,000 (\div) 720 (=) \$16.67$$

Hourly Charge (x) Elapsed Clock Hours (=) Prorated Charges (+) the Registration fee (+) STRF (+) Books and Supplies (=) Total Owed to the College



\$16.67 (x) 350(=) \$5834.50 (+) \$75 (+) \$35 (+) \$2000 (=) \$7944.50

Total payments to the College (-) Actual Amount Owed to the College (=) Amount to be Refunded or Balance Owed to the College.

For the purpose of determining the amount of institutional charges, a student shall be deemed to have withdrawn from the program when any of the following occurs:

- They notify the school of their withdrawal or the actual date of withdrawal.
- The school terminates their enrollment agreement.
- They fail to attend classes for 14 consecutive days. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

## **RETURN OF TITLE IV FUNDS**

### **Purpose**

The purpose of this procedure is to inform the Financial Aid personnel of the federal regulations governing the Return to Title IV Funds (“R2T4”), particularly as it relates to all refunds within the first 60% of the scheduled hours of each payment period and to provide guidance on how to process R2T4 funds, institutional refunds, and post-withdrawal disbursements.

### **Return to Title IV Regulation**

Title IV funds are awarded to a student under the assumption that the student will attend school for the entire period for which the aid is awarded. Under R2T4 regulation, a student must earn his/her Title IV funds for each payment period. When a student withdraws, the school is required to determine the earned and unearned Title IV aid based on the amount of time the student was scheduled to be in attendance for the clock hour program. If the amount disbursed to the student is greater than the amount the student earned, unearned funds must be returned to in accordance with the title IV refund hierarchy. A student earns their Title IV funds on a prorated basis over the first 60% of the scheduled hours for each payment period. After attending 60% of scheduled hours of the payment period, the student is eligible to retain 100% of the Title IV funds scheduled for that payment period.

### **Return to Title IV Calculation (R2T4)**

Once a student withdraws from a program, their last day of attendance (LDA) is used to determine the percentage of time the student has attended. In calculating the percentage attended, all hours of the payment period are included. This includes Saturdays, Sundays, and holidays. This percentage is also used to determine the amount of Title IV funds earned by the student.

Every student who receives Title IV funds and withdraws from school in the first 60% of a payment period may be required to have a portion of those Title IV funds returned, regardless of the student's account balance with the school. It is possible that even though a student withdraws with a receivable balance, a return of Title IV funds might be required, which will increase the amount that the student owes to the school.

When completing a refund calculation, the institution must calculate the amount of earned Title IV funds by applying a percentage to the total amount of Title IV funds that were disbursed and could have been disbursed. A student's aid is counted as aid disbursed in the calculation if it is

disbursed as of the date the student withdrew. A student's Title IV funds are considered disbursed when the school credits a student's account with Title IV funds received from the Department of Education. The Higher Education Rights Act allows only scheduled hours to be used when determining the percentage of the period completed by a student withdrawing from a clock hour program. For a clock hour program, the percentage of the period completed is determined by dividing the number of hours the student was scheduled to complete in the payment period, as of the day the student withdrew, by the total number of clock hours in the same period.

A student withdrawing from a credit/clock hour program earns 100 percent of their aid if the student's withdrawal date occurs after the point they were scheduled to complete 60 percent of the scheduled days/hours in the payment period. The amount of Title IV aid earned by the student is determined by multiplying the percentage of Title IV aid earned by the total of the Title IV Program aid disbursed plus the Title IV aid that could have been disbursed for the student.

If the student receives less Federal Student Aid than the amount earned, the school must offer the student a disbursement of the earned aid that was not received. This is called a post withdrawal disbursement. If the student receives more Federal Student Aid than the amount earned, the school, the student or both, must return the unearned funds to the lender in the following specified order:

- Unsubsidized Federal Stafford Loan
- Subsidized Federal Stafford Loan
- Federal PLUS Loan
- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant

### **Post-Withdrawal Disbursements**

If the amount of Title IV funds disbursed to the student is less than the amount the student earned, and for which the student is otherwise eligible, the student may be eligible to receive a post-withdrawal disbursement. A post-withdrawal disbursement can only be made for loan funds after obtaining authorization from the student (or parent, in the case of a parent PLUS loan) that they elect to receive the disbursement of the loan funds. A student's or parent's response to an offer of a post withdrawal disbursement does not have to be in writing. However, the institution must document the student's or parent's response that they still wish to have the loan funds disbursed. A post-withdrawal disbursement must be made from available grant funds before available loan funds.

If outstanding charges exist on the student's account, the institution may credit the student's account up to the amount of outstanding charges with all or a portion of any grant funds that make up the post-withdrawal disbursement and then any loan funds that make up the post-withdrawal disbursement. A post-withdrawal disbursement can only be made after obtaining authorization from the student (or parent, in the case of a parent PLUS loan) that they wish to have the loan funds disbursed.

For Federal grant funds, the school shall disburse directly to a student any amount of a post-withdrawal disbursement that is not credited to the student's account. The institution shall disburse the grant funds as soon as possible, but no later than 45 days after the date of determination.

For Federal loan funds, a school must offer any amount of post-withdrawal disbursement that is not credited to the student's account within 30 days of the date of determination. If the student or parent authorizes the post-withdrawal disbursement of loan funds, the school shall disburse the loan funds within 180 days of the date of determination.

### **Return of Unearned Aid, Responsibility of the Student**

The amount of Title IV funds that the student (as opposed to the school) is responsible for returning is calculated by subtracting the amount of unearned aid that the institution is required to return from the total amount of unearned Title IV funds. If the student owes an amount to a Title IV program, the school shall notify the student in writing within 30 days of the date of determination of withdrawal of the amount and type of Title IV funds that the student must return. In the case of funds due to a Title IV loan program, the student (or parent, in the case of a PLUS loan) must repay the amount due in accordance with the terms of the loan promissory note. If the amount includes a Title IV grant overpayment, the student shall be notified of the available repayment arrangements, guidelines, and the 45-day timeline to enter into a repayment agreement.

All institutions participating in the Student Financial Aid (SFA) programs are required to use a statutory schedule to determine the amount of funds a student has earned when he or she withdraws from classes based on the period the student was in attendance.

The Higher Education Amendments of 1998 require that if a recipient of student Financial Aid Program Assistance withdraws from the institution during a payment period or a period of enrollment in which the recipient began attendance, the institution must calculate the amount of SFA Program assistance the student did not earn and those funds must be returned. Up through the 60 percent point in the payment period or period of enrollment, a student has earned a 100 percent of the SFA Program funds.

The percentage of the payment period or period of enrollment completed is the total number of calendar days in the payment period or period of enrollment for which the assistance is awarded divided into the number of calendar days completed in that period as of the day the student withdrew.\*

The amount of Title IV Aid earned by the student is then determined by multiplying the percentage of Title IV aid earned by the total amount of Title IV aid disbursed plus Title IV aid that could have been disbursed to the student or on the student's behalf.

\*NOTE: Scheduled breaks of at least five (5) consecutive days are excluded from the total number of calendar days in a payment period or period of enrollment (numerator) and the number of calendar days completed in that period (denominator). Days in which a student was on an approved leave of absence are also not included in the calendar days for the payment period or period of enrollment.

## **STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND (STRF)**

The California Private Postsecondary Education Act of 2009 requires that institutions collect and remit from each newly enrolled student a Student Tuition Recovery Fund "STRF" fee in the amount of \$2.50 per thousand dollars of institutional charges paid, regardless of the portion that is prepaid.

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

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

1. The school closed before the course of instruction was completed.
2. The school’s failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent effort to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.”

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

“You must pay the state-imposed fee for the student tuition recovery fund (STRF) if all of the following applies to you:

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

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

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

The student is responsible for paying the state assessment amounts for the Student Tuition Recovery Fund. STRF will be assessed at a rate of \$0.50 for each \$1000 of tuition and any fraction above \$500. For instructional charges of one thousand dollars (\$1,000) or less, the assessment is fifty cents (\$.50).

Effective January 1, 2015, the Student Tuition Recovery Fund (STRF) assessment rate will be zero (\$0) per \$1,000. The STRF rate is subject to change based upon the balance in the STRF account.

## **STUDENT INFORMATION & SERVICES**

### **ORIENTATION**

Students are required to attend a scheduled new student orientation session where they will be introduced to key staff and will obtain important information. During the orientation, institutional policies and procedures, and program specific content will be reviewed.

### **TEXTBOOKS & MATERIALS**

Textbooks are issued to students at the beginning of each module. Tools for Dental Technology program and scrubs for all programs will also be given to the students at this time. Students are responsible for providing their own supply of paper, pens, pencils, etc. as needed.

### **CODE OF CONDUCT**

NCC strives to maintain a professional environment at all times. Students are expected to conduct themselves in a professional manner consistent with the standards of institution and general workplace. Students shall be subject to disciplinary action or automatic dismissal if exhibited any of the following inappropriate behaviors during school time or on school premises. The following are behaviors that NCC considers to be inappropriate and will not be tolerated.

1. Falsification of student records, or other Company records.
2. Theft, deliberate or careless damage or destruction of any school property or the property of any student.
3. Removing or borrowing school property without authorization.
4. Unauthorized use of school equipment, time, materials, or facilities.
5. Provoking a fight or fighting during class, or while on school premises.
6. Participating in horseplay or practical jokes during class, or on school property.
7. Carrying firearms or any other dangerous weapons on school premises at any time.
8. Engaging in a criminal conduct whether or not related to school performance.
9. Causing, creating or participating in a disruption of any kind during class on school property.
10. Insubordination, including but not limited to failure or refusal to obey the orders of instructions of a school director, or instructor.
11. Using abusive language at any time on school premises.
12. Failure to obtain permission to leave class for any reason during class instruction time.
13. Sleeping or malingering during class.
14. Making or accepting personal telephone calls or texting (cell phone usage) during class, except in case of emergency or extreme circumstances.
15. Wearing extreme, unprofessional or inappropriate styles of dress while on campus or at a clinical facility.
16. Violation of any safety, health, security, school policies, rules or procedures.
17. Committing a fraudulent act or a breach of trust under any circumstances.
18. Unlawful harassment.
19. Possession or use of alcohol, or being under the influence of alcohol while in class or on school property.
20. Distribution, sale or purchase of an illegal or controlled substance while in class or on school property.
21. Academic dishonesty.

22. Interfering with the right of others to an education.
23. Improper use of the internet.

## **DISCIPLINARY PROCEDURES**

All disciplinary matters will be reviewed by the Campus Director. Students will be notified in writing of any actions within ten (10) business days of the initial review. The review may result in one of the following actions:

- Dismissal of the charge;
- Suspension;
- Termination or
- Other appropriate action.

## **COMPLAINT & GRIEVANCE PROCEDURES**

Should a disciplinary action be taken, the student will be notified in writing. The student may appeal the decision within ten (10) business days of notification. From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration. Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the Program Director. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems that arise directly to the individual(s) involved. If the problem cannot be resolved in this manner, the School Director should be contacted. Normally, the informal procedure of “discussing” the difference(s) will resolve the problem. In addition to complaints previously stated and appeals of an academic nature, a student has a right to complain to the institution. If a student wishes to file a written complaint, they may do so. Please read the following student complaint procedure:

- (1) All complaints will be investigated thoroughly, including interviewing all people and reviewing all documents that relate or may potentially relate to the complaint;
- (2) Complaints may be rejected if, after investigation, they are determined to be unfounded or to compromise or resolve the complaints in a reasonable manner, including the payment of a refund;
- (3) A summary of the complaint, its disposition, and the reasons; will be placed, along with any other related documents, in the student’s file, and an appropriate entry in the log of student complaints will be made.
- (4) If the complaint is valid, the institution will determine what other students, if any, may have been affected by the same or similar circumstances and provide an appropriate remedy for those students;
- (5) The institution will implement reasonable policies or procedures to avoid similar complaints in the future;
- (6) Students should communicate directly to any person in control regarding complaints, their investigation, and resolution or lack of resolution;

(7) A student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor. The recipient of the complaint shall transmit it as soon as possible to the NCC Director;

(8) If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student complains again about the same matter, the student must submit the complaint in writing;

(9) If a student complains in writing, NCC shall, within 10 days of receiving the complaint, provide the student with a written response, including a summary of the institution's investigation and disposition of the matter. If the complaint or relief requested by the student is rejected, the reasons for the rejection must be provided;

(10) The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void;

(11) The person authorized to resolve complaints under this section shall not be terminated from employment or suffer any diminution in compensation as a result of the appropriate and good faith discharge of duties under this section.

If a complaint cannot be resolved after exhausting the institution's grievance procedure, or at any time, the student may file a complaint with the Bureau for Private Postsecondary Education (BPPE). The student may contact the Bureau for further details. Unresolved complaints may be directed to:

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

## **DRUG AND SUBSTANCE ABUSE POLICY**

NCC is committed to maintaining a comfortable and safe environment in which our employees can work and our students can pursue their academic goals. NCC supports and endorses the Federal Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act amendments of 1989. NCC prohibits the following:

- Reporting to campus under the influence of alcohol or illegal drugs or substances, including illegally obtained prescription drugs.
- Reporting to campus under the influence of legal prescription or non-prescription drugs, if doing so could impair judgment or motor function or place persons or property in jeopardy.
- The illegal use, sale, manufacture, possession, distribution, transfer, purchase, or storage of alcoholic beverages or drugs on campus premises, or in automobiles or any other vehicle parked on campus premises, or in connection with any NCC event or activity is prohibited.

Any violation of these policies will result in appropriate disciplinary action consistent with local, State, and Federal law, up to and including expulsion, even for a first offense. Violations of the law also will be referred to the appropriate law enforcement authorities.

Any student who is convicted for any drug law violation must notify his or her Program Director within five days of the conviction. On an individual referral basis, students convicted of any drug law violation or otherwise found to be engaged in substance abuse may be referred to abuse help centers or the National Council on Alcoholism and Drug Dependence, INC. for counseling and rehabilitation. If such a referral is made, continued enrollment may be subject to successful completion of any prescribed counseling or treatment program.

Additionally our campus is concerned with the health and well-being of members of our campus community. Students of employees may contact the Campus Director, in confidence, for referrals or information regarding available and appropriate substance abuse counseling, treatment, or rehabilitation programs.

## **SCHOOL SANCTIONS**

The unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on NCC property or in connection with any of its educational or co-curricular activities is a violation of NCC policy and is strictly prohibited. NCC will impose disciplinary sanctions on students and employees (consistent with local, State, and Federal law), up to and including expulsion or termination of employment and referral for prosecution, for violations of the NCC standards of conduct.

Possible sanctions for violations of this policy include:

- Students – disciplinary action, up to and including termination/expulsion
- Employees – disciplinary action, up to and including termination

Students and Employees may be referred to mandatory alcohol or drug abuse counseling as a condition of conduct probation or a condition for continued enrollment/employment.

## **LEGAL SANCTIONS RELATING TO SUBSTANCE ABUSE**

Local, state, and federal laws make illegal use of drugs and alcohol serious crimes. State laws contain a variety of provisions governing the possession, use, and consumption of alcoholic beverages. In every State it is unlawful to sell, furnish or provide alcohol to a person under the age of 21. Also, the possession of alcohol by anyone less than 21 years of age in a public place or a place open to the public generally is illegal. Driving while intoxicated also is illegal, independent of age. State laws also prohibit the unlawful possession, distribution, and use of controlled substances and drugs, as defined in each jurisdiction.

In addition to local and state laws, federal laws also prohibit the unlawful possession, distribution, and use of controlled substances and drugs. Among other things, federal laws make it a crime to possess drugs (including in your locker, car, purse, or house) or to hold someone else's drugs.

Members of our campus community should be aware of the serious legal penalties applied following conviction in cases of drug or alcohol abuse. Such convictions can lead to imprisonment, fines, and assigned community service. Also, courts do not lift prison sentences in order for convicted persons to attend college or continue their jobs. An offense is classified as a misdemeanor or a felony, depending upon the type and the amount of the substance(s) involved.

The following laws governing the possession or use of illicit drugs or alcohol were taken from California Penal Code, Business and Professions Code, and Vehicle Code:



- Any person who is found in any public place under the influence of intoxicating liquor or any drug, in such a condition that s/he is unable to exercise care for his or her own safety or the safety of others, or obstructs a public way (e.g., sidewalks, roadways) is guilty of a misdemeanor (§647 (f) PC).
- Any person under the age of 21 who has an alcoholic beverage in his or her possession in any public place or any place open to the public is guilty of a misdemeanor (§25662 (a) B&P).
- Any person who furnishes, gives, or sells any alcoholic beverage to someone under the age of 21 is guilty of a misdemeanor (§25658 (a) B&P).
- Any person under the age of 21 who has in their possession any false or fraudulent evidence of age or identity is guilty of a misdemeanor (§25661 B&P). Any person who participates in the manufacture of fraudulent driver's license or identification can be charged with felony forgery (§470 PC).
- Any person who is convicted of an offense for controlled substance or alcohol-related crimes may lose his or her privilege to drive (§13202.3 and §13202.5 CVC)
- It is a misdemeanor for any person to drive a vehicle under the influence of alcohol, any drug, or with a blood-alcohol content of 0.08% or greater. It is a felony to cause injury to another person while driving under the influence of alcohol or any other drug. California's "zero tolerance" law requires an immediate one year suspension of driving privileges for anyone under the age of 21 who drives with a 0.01% blood alcohol concentration or higher. Failure to submit to a preliminary alcohol screening test will also result in the suspension of one's driver's license (§23136, 23137, 23140, 23152, and 23153 CVC).
- It is an infraction to possess an open container of an alcoholic beverage while driving a motor vehicle. It is an infraction to drink an alcoholic beverage while driving a vehicle on a roadway (§23222 and §23220 CVC).
- It is an infraction to possess an open container of an alcoholic beverage while in a motor vehicle or to allow an open container of alcohol in the passenger area (§23223 and 23225 CVC). It is a misdemeanor for a person under 21 to drive a motor vehicle carrying alcohol unless his or her parent or legal guardian is present. It is a misdemeanor for a person under 21 to possess alcohol in a motor vehicle (§23224 CVC).

Legal sanctions under local, state, and federal laws may include:

- Suspension, revocation, or denial of a driver's license
- Property seizure
- Mandated community service
- Monetary fines
- Prison sentence

Persons convicted of drug possession under state or federal laws are ineligible for federal grants and loans for up to one year after the first conviction, and five years after the second. A felony conviction for such an offense also can prevent a person from entering many fields of employment or professions. Federal laws set substantially higher prison sentences for the

manufacture and distribution of drugs if death or serious injury results from the use of the substance.

Federal penalties for possession illegal drugs are outlined in the table below: Federal Trafficking Penalties for Schedules I, II, III, IV, and V

Available at: <http://www.dea.gov/druginfo/ftp3.shtml>

Schedule	Substance/Quantity	Penalty	Substance/Quantity	Penalty
II	Cocaine 500-4999 grams mixture	<p><b>First Offense:</b> Not less than 5 yrs. and not more than 40 yrs. If death or serious bodily injury, not less than 20 yrs. or more than life. Fine of not more than \$5 million if an individual, \$25 million if not an individual.</p> <p><b>Second Offense:</b> Not less than 10 yrs. and not more than life. If death or serious bodily injury, life imprisonment. Fine of not more than \$8 million if an individual, \$50 million if not an individual.</p>	Cocaine 5 kilograms or more mixture	<p><b>First Offense:</b> Not less than 10 yrs. and not more than life. If death or serious bodily injury, not less than 20 yrs. or more than life. Fine of not more than \$10 million if an individual, \$50 million if not an individual.</p> <p><b>Second Offense:</b> Not less than 20 yrs, and not more than life. If death or serious bodily injury, life imprisonment. Fine of not more than \$20 million if an individual, \$75 million if not an individual.</p> <p><b>2 or More Prior Offenses:</b> Life imprisonment. Fine of not more than \$20 million if an individual, \$75 million if not an individual.</p>
IV	Cocaine Base 28-279 grams mixture		Cocaine Base 280 grams or more mixture	
I	Fentanyl 40-399 grams mixture		Fentanyl 400 grams or more mixture	
I	Fentanyl Analogue 10-99 grams mixture		Fentanyl Analogue 100 grams or more mixture	
I	Heroin 100-999 grams mixture		Heroin 1 kilogram or more mixture	
I	LSD 1-9 grams mixture		LSD 10 grams or more mixture	
II	Methamphetamine 5-49 grams pure or 50-499 grams mixture		Methamphetamine 50 grams or more pure or 500 grams or more mixture	
II	PCP 10-99 grams pure or 100-999 grams mixture		PCP 100 grams or more pure or 1 kilogram or more mixture	

Substance/Quantity	Penalty
Any Amount Of Other Schedule I & II Substances	<p><b>First Offense:</b> Not more than 20 yrs. If death or serious bodily injury, not less than 20 yrs. or more than Life. Fine \$1 million if an individual, \$5 million if not an individual.</p> <p><b>Second Offense:</b> Not more than 30 yrs. If death or serious bodily injury, life imprisonment. Fine \$2 million if an individual, \$10 million if not an individual.</p>
Any Drug Product Containing Gamma Hydroxybutyric Acid	
Flunitrazepam (Schedule IV) 1 Gram	
Any Amount Of Other Schedule III Drugs	<p><b>First Offense:</b> Not more than 10 yrs. If death or serious bodily injury, not more than 15 yrs. Fine not more than \$500,000 if an individual, \$2.5 million if not an individual.</p>

	<b>Second Offense:</b> Not more than 20 yrs. If death or serious injury, not more than 30 yrs. Fine not more than \$1 million if an individual, \$5 million if not an individual.
Any Amount Of All Other Schedule IV Drugs (other than one gram or more of Flunitrazepam)	<b>First Offense: Not more than 5 yrs. Fine not more than \$250,000 if an individual, \$1million if not an individual.</b> <b>Second Offense:</b> Not more than 10 yrs. Fine not more than \$500,000 if an individual, \$2 million if other than an individual.
Any Amount Of All Schedule V Drugs	<b>First Offense:</b> Not more than 1 yr. Fine not more than \$100,000 if an individual, \$250,000 if not an individual. <b>Second Offense:</b> Not more than 4 yrs. Fine not more than \$200,000 if an individual, \$500,000 if not an individual.
<b>Federal Trafficking Penalties for Marijuana, Hashish and Hashish Oil, Schedule I Substances</b>	
Marijuana 1,000 kilograms or more marijuana mixture or 1,000 or more marijuana plants	<b>First Offense:</b> Not less than 10 yrs. or more than life. If death or serious bodily injury, not less than 20 yrs., or more than life. Fine not more than \$10 million if an individual, \$50 million if other than an individual. <b>Second Offense:</b> Not less than 20 yrs. or more than life. If death or serious bodily injury, life imprisonment. Fine not more than \$20 million if an individual, \$75 million if other than an individual.
Marijuana 100 to 999 kilograms marijuana mixture or 100 to 999 marijuana plants	<b>First Offense:</b> Not less than 5 yrs. or more than 40 yrs. If death or serious bodily injury, not less than 20 yrs. or more than life. Fine not more than \$5 million if an individual, \$25 million if other than an individual. <b>Second Offense:</b> Not less than 10 yrs. or more than life. If death or serious bodily injury, life imprisonment. Fine not more than \$8 million if an individual, \$50million if other than an individual.
Marijuana 50 to 99 kilograms marijuana mixture, 50 to 99 marijuana plants  Hashish More than 10 kilograms  Hashish Oil More than 1 kilogram	<b>First Offense:</b> Not more than 20 yrs. If death or serious bodily injury, not less than 20 yrs. or more than life. Fine \$1 million if an individual, \$5 million if other than an individual. <b>Second Offense:</b> Not more than 30 yrs. If death or serious bodily injury, life imprisonment. Fine \$2 million if an individual, \$10 million if other than an individual.
Marijuana less than 50 kilograms marijuana (but does not include	<b>First Offense:</b> Not more than 5 yrs. Fine not more than \$250,000, \$1 million if other than an individual.

50 or more marijuana plants regardless of weight) 1 to 49 marijuana plants Hashish 10 kilograms or less Hashish Oil 1 kilogram or less	<b>Second Offense:</b> Not more than 10 yrs. Fine \$500,000 if an individual, \$2 million if other than individual.
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## HEALTH RISKS ASSOCIATED WITH SUBSTANCE ABUSE

<p>Alcohol and drugs are toxic substances that affect the mind, body, and spirit. Excessive drinking can cause health risks which include damage to your body organs, impaired physiological responses, mental and emotional disorders, and in very high doses, respiratory depression and death. Drug abuse also is dangerous and can lead to psychosis, convulsions, coma, and death. Continuous use of drugs can lead to organ damage, mental illness, and malnutrition. The chart below sets out in more detail health risks associated with different forms of substance abuse.</p>
<p><b>Alcohol</b></p>
<p>Alcohol consumption causes a number of marked changes in behavior. Even small amounts alcohol can significantly impair the judgment, reaction time and coordination needed to safely operate equipment or drive a car. Signs and symptoms of abuse include: dulled mental processes, lack of coordination, slowed reaction time, poor judgment and reduced inhibitions. Low to moderate doses of alcohol increase the incidence of a variety of aggressive acts. Moderate to high doses of alcohol cause marked impairments in higher mental functions, severely altering a person’s ability to learn and remember information. Very high doses cause respiratory depression and death. Long-term consumption of large quantities of alcohol, particularly when combined with poor nutrition, can also lead to permanent damage to vital organs such as the brain and the liver.</p>
<p><b>Marijuana</b></p>
<p>All forms of marijuana have negative physical and mental effects. Research also shows that people do not retain knowledge when they are “high.” Motivation and cognition may be altered, making the acquisition of new information difficult. Marijuana also can produce paranoia and psychosis. Because users often inhale the unfiltered smoke deeply and then hold it in their lungs as long as possible, marijuana is damaging to the lungs and pulmonary system. Marijuana smoke contains more cancer causing agents than tobacco smoke. Long-term users of marijuana may develop tolerance levels requiring more and more marijuana to achieve the same “high.”</p>
<p><b>Inhalants</b></p>
<p>Inhalants are mood-altering substances that are voluntarily inhaled. Because they are common products, inhalants often are a young person’s first attempt at “getting high.” Inhaling solvents allows the substance to reach the bloodstream very quickly. The immediate negative effects of inhalants include: nausea, sneezing, coughing, nosebleeds, fatigue, poor coordination and loss of appetite. Deeply inhaling the vapors, or using large amounts over a short time, may result in disorientation, violent behavior, unconsciousness or death. High concentrations of inhalants can cause suffocation by displacing the oxygen in the lungs or depressing the central nervous system to the point that breathing stops.</p>
<p><b>Cocaine</b></p>
<p>Cocaine is the most potent stimulant of organic origin and the most widely used of the stimulants. Cocaine is a powerfully addictive drug leading to physical and psychological dependence. Signs and symptoms of use include: dilated pupils, increased pulse rate, elevated blood pressure, insomnia, loss of appetite, tactile hallucinations, paranoia, seizures, anxiety, mood swings and difficulty in concentration. The immediate effects include dilated</p>

pupils and elevated blood pressure, heart rate, respiratory rate and body temperature. In addition, cocaine use can lead to death by cardiac arrest or respiratory failure. Chronic use can ulcerate the mucous membrane of the nose. Using contaminated equipment to inject cocaine, or any other substance, can transmit HIV and cause HIV/ AIDS, hepatitis and other diseases.

### **Other Stimulants**

Stimulants are drugs that stimulate the central nervous system and excite bodily activity. Methamphetamine or crank is one of the fastest growing drugs of abuse. These drugs create less intense and less expensive cocaine-like effects in the body. Signs and symptoms of use include: impaired concentration, impaired mental functioning and swings between apathy and alertness. In addition to the physical effects, users report feeling restless, anxious and moody. Higher doses intensify the effects. Persons who use large amounts of amphetamines over a long period of time can develop an amphetamine psychosis that includes hallucinations, delusions and paranoia. An amphetamine injection creates a sudden increase in blood pressure that can result in stroke, very high fever or heart failure. Also, injection using contaminated needles may result in needle-related diseases such as AIDS and hepatitis.

### **Depressants**

A depressant is a drug that depresses the central nervous system, resulting in sedation and a decrease in bodily activity. Depressants, taken as prescribed by physicians, can be beneficial for the relief of anxiety, irritability, stress and tension. The effects of depressants are in many ways similar to the effects of alcohol. Small amounts can produce calmness and relaxed muscles, but somewhat larger doses can cause: slurred speech, staggered walk, altered perception, respiratory depression, coma and death. The combination of depressants and alcohol can multiply the effects of the drugs, thereby multiplying the risks. The use of depressants can cause both physical and psychological dependence. Regular use over time may result in a tolerance to the drug, leading the user to increase the quantity consumed. Depressants are known as: barbiturates, downers and tranquilizers, such as Valium, Librium, Equanil, Serax, Tranxene and Zanax.

### **Hallucinogens**

Hallucinogenic drugs distort the senses and often produce hallucinations—experiences that depart from reality. Phencyclidine (PCP) interrupts the function of the neurocortex, the section of the brain that controls the intellect and keeps instincts in check, because the drug blocks pain receptors. Violent PCP episodes may result in self-inflicted injuries. Signs and symptoms of use include: impaired concentration, confusion and agitation, muscle rigidity and profuse sweating. Lysergic acid (LSD), mescaline and psilocybin also are hallucinogens that cause illusions and hallucinations. The physical effects may include dilated pupils, elevated body temperature, increased heart rate and blood pressure, loss of appetite, sleeplessness and tremors. It is common to have a bad psychological reaction to LSD, mescaline and psilocybin. The user may experience panic, confusion, suspicion, anxiety and loss of control. Delayed effects or flashbacks can occur even after use has ceased.

### **Narcotics**

Narcotic analgesics are the most effective compounds used for pain relief. Narcotic analgesics include Opium, Opiates (morphine, codeine, percodan, heroin and dilaudid) and Opioids (synthetic substitutes such as vicodin, darvon, demerol and methadone). Narcotics initially produce a feeling of euphoria that is often followed by: drowsiness, nausea and vomiting, constricted pupils, watery eyes and itching, low and shallow breathing, clammy skin, impaired respiration, convulsions, coma, possible death, Narcotics can be smoked or eaten, injected, taken orally or smoked, inhaled, injected or smoked, such as heroin. Tolerance to narcotics develops rapidly and addiction is likely. The use of contaminated syringes may result in diseases such as HIV/ AIDS, endocarditis and hepatitis. Addiction in pregnant women can lead to premature, stillborn, or addicted infants who experience severe withdrawal symptoms.

## PREVENTION OF SUBSTANCE ABUSE AND AVAILABLE RESOURCES

Drug and alcohol abuse education programs are offered by local community agencies. Our campus typically posts information about such education programs in the main Office.

While care must be taken to ensure that a person is not wrongly accused of drug use, it is recommended that anyone who notes signs of substance abuse in another student contact the Campus Director. If it is determined by the Campus Director that a student is in need of assistance to overcome a drug problem, he or she may be counseled to seek such assistance. Records of such counseling will remain confidential.

Students also may voluntarily contact the Campus Director, in confidence, for referrals or information regarding available and appropriate substance abuse counseling, treatment, and rehabilitation programs. Organizations offering such programs include:

Agency	Telephone Number
The Alcoholism and Drug Abuse Hotline	1-800-252-6465
The Cocaine Hotline at Recovery.org	1-855-948-7668
The National Institute on Drug Abuse Treatment Referral Hotline	1-800-662-4357
Al Anon for Families of Alcoholics	1-888-425-2666

## STUDENT RECORDS & TRANSCRIPTS

NCC will maintain student records for five [5] years, as required by state law. Student transcripts will be maintained indefinitely. Financial payment documents will be kept for a period of at least five [5] years after completion or withdrawal of the student. Students desiring to view their records may request to see their records in the school office during normal business hours or may schedule a time to review records that is convenient to both the student and the school's administration. If an appointment is made, the appointment shall be made no later than 48 hours after the student has requested to view their records. Extensions of this time shall be granted only upon decision of the student. Only the student and the school administration have the right to review student records. No outside personnel will be allowed to view records except for the appropriate state regulatory, federal regulatory or accrediting agency officials or upon proper subpoena via court order. A transcript for program work will be issued upon request by the student. Students and former students shall be entitled to one free copy of their transcripts or to two free verifications of enrollment. Additional copies shall be made available to students, or to designated addressees identified by students, at a cost of \$10.00 each. Students may request special processing to expedite their request for a fee of \$15.00 per request.

The institution reserves the right to issue transcripts for training for which the student has paid tuition. The institution reserves the right to refuse to issue transcripts for training for which the student has not paid.

The school may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, and dates of attendance. However, the school must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under

FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

#### Privacy of Student Information (FERPA)

The Family Educational Rights and Privacy Act (FERPA) sets limit on the disclosure of personally identifiable information from school records and defines the rights of the student to review the records and request a change to the records.

- to review their education records,
- to seek to amend inaccurate information in their records, and
- to provide consent for the disclosure of their records.

These rules apply to all education records the school keeps, including admissions records (only if the student was admitted) and academic records as well as any financial aid records pertaining to the student. Therefore, the financial aid office is not usually the office that develops the school's FERPA policy or the notification to students and parents, although it may have some input. For additional information or technical assistance, you may call (202) 260-3887 (voice). Individuals who use TDD may call the Federal Information Relay Service at 1-800-877-8339.

*Or you may contact them at the following address:*

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenues, SW  
Washington, D.C. 20202-5920

## CAREER SERVICES

NCC provides all graduates with assistance relating to placement opportunities; resume preparation, job search assistance and techniques, interviewing prep and techniques, as well as advisement on job market research. Placement assistance is available to all graduates of the school, **free** of charge.

NCC's assistance consists primarily of educating students on developing their abilities to successfully perform employment-seeking tasks, such as, but not limited to:

- How to prepare resume(s)
- How to job interview
- How to identify job openings
- How to following up with employers after interview(s)
- How to negotiate wages/benefits
- How to "stay" on the job, once hired
- How to securing opportunities for advancement
- How to develop a network of professional contacts

We understand that a successful job search is dependent upon the confidence, willingness, and preparedness of you, the graduate. Students and graduates are encouraged not to place restrictions on their job search endeavors regarding location, starting salary, and specific benefits. Please understand that any employment obtained through the school's assistance will, in all probability, be an entry-level position.

NCC encourages students throughout their program with instruction on resume preparation, market research techniques and interviewing skills. While in training, students are advised about job market conditions and opportunities. NCC does not guarantee employment to any student upon graduation.

## **STUDENT SERVICES**

NCC's Student Services Department is available for student issues and consulting. Our goal is to help the students maintain their daily attendance. NCC will provide sufficient information and services to help the student to succeed in their career and achieve their goals. NCC also provides the following services:

- Conflict resolution assistance (faculty or students)
- Graduation ceremony
- Awards and honors
- Purchasing school supplies
- Creating student resumes
- Job Placement assistant
- Transportation information
- Parking availability
- Library

## **STUDENT OFF CAMPUS HOUSING SITES**

**6645 Woodman Ave.**  
**Van Nuys, CA 91405**  
(818)787- 5659 Leasing Office

- Housing Site offers one and two bedroom apartment units.
- Monthly rental prices range from \$1,100- \$1,450.

**7343 Sepulveda Blvd.**  
**Van Nuys, CA 91405**  
(818) 700-1279 Leasing Office

- Housing Site offers single units only.
- Monthly rental price is \$825

**7357 Sepulveda Blvd.**  
**Van Nuys, CA 91405**  
(818) 781-6078 Leasing Office

- Housing Site offers single units only.
- Monthly rental price is \$825

**Blythe Apartment Homes**  
**14710 Blythe Street**  
**Panorama City, CA 91402**  
(310) 696- 0730, Susana- Leasing Department



- Housing Site offers 1 and 2 bedrooms.
- Monthly rental price is \$975-\$1300.

**JK Properties, Inc.**  
**8437 Cedros Ave.**  
**Panorama City, CA 91402**  
 (818) 892- 5287, Nery

- Housing Site offers 1 bedroom unites only.
- Monthly rental price is \$975.

**Regency Premier Apartments**  
**8525 Tobias Ave.**  
**Panorama City, CA 91402**  
 (818) 893-4829 Leasing Office

- Housing Site offers single to 2 bedrooms units
- Monthly rental price range from \$805 - \$1,410

National Career College does not offer any on campus housing to its students.

## **ACADEMIC INFORMATION**

### **ATTENDANCE**

NCC’s attendance policy approximates the expectations found in a work situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the allied health industry. At the time the student moves from education and training into a career, employers will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present at the job. We consider each moment in class imperative for success. When the student is not in the classroom, the information missed may not be recaptured.

### **ATTENDANCE POLICY**

Students who are pre-registered and miss the first class meeting may lose their right to a place in the class, but the instructor may consider special circumstances. Students with 14 consecutive calendar days of absence will be withdrawn from the program. Upon dismissal, the student will be entitled to a refund of tuition in accordance with the refund table illustrated under the refund policy in the school catalog. If a student is absent for a test he/she will be given an opportunity to retest at the earliest convenience of the instructor. Makeup classes may be required at the discretion of the instructor and with approval of the Program Director.

### **TARDINESS/EARLY DEPARTURE**

In order to obtain the maximum benefit of their instructional program, students are expected to be in class on time and remain for the entire instructional period. A student is considered tardy when arriving 15 minutes or more after the start of class, or leaving 15 minutes or more before the end of class. Time out of class will be rounded up to the nearest

quarter hour increment and reported as absent time. Excessive and/or habitual tardiness will result in disciplinary action. Tardiness and early departure on the same day equals on day of absence.

Please refer to the Vocational Nursing program specific handbook for additional information regarding that program specific attendance policy requirements.

## **ATTENDANCE PROBATION**

Student Services monitors daily attendance records of all active students. Students are required to have an overall attendance rate of 90% or more to meet the minimum attendance requirement of the program and remain eligible for federal financial aid disbursements. All absences (excused and unexcused), and accumulated tardies that will cause attendance to fall below 90% must be made up. A student whose attendance has fallen to 90% will receive a warning letter informing him/her about NCC's attendance policy and requirements. If a student's attendance, in any given level or module, falls below 90%, the student will be placed on probation, and will be informed of their status in writing. The student will be given an opportunity to make-up the hours they missed, and must meet the terms and the conditions of the probation or may be terminated.

## **LEAVE OF ABSENCE**

Occasionally, students may experience extended personal or medical problems which make it difficult for them to attend their classes. The school may allow a student experiencing such extenuating circumstances to take a leave of absence ("LOA") from their program. An LOA is a temporary interruption in a student's program of study and refers to the specific time period during a program when a student is not in attendance. An LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal requiring the school to perform the Return to Title IV calculation.

### **LOA Period**

The initial length of an LOA may not exceed 120 days with minimum length of 14 days. An extended LOA period may be granted and must not exceed more than 180 days per 12-month period. During an LOA, a student is not eligible to receive Title IV loan funds until the student returns from their LOA on their scheduled return date.

### **LOA Procedure**

Students must submit in writing a request for a leave of absence (Exhibit 1- Leave of Absence Request form). The request must be signed, dated and include the reason for which the student is requesting the leave of absence and the anticipated return date. Leave of absence must be pre-approved by the Campus Director or designee unless sudden circumstance prevents the student from obtaining pre-approval. A leave of absence will be only approved if:

- The reason for the request is justified.
- There is reasonable expectation that the student will return to school.
- The initial leave of absence does not exceed 120 days.
- The cumulative number of days may not exceed more than 180 days per 12 month period.

- Prior arrangements have been made for the student to be able to continue the academic coursework upon return from the leave of absence.

Under extenuating circumstances, a student may be granted more than one leave of absence as required by law (e.g. FMLA, military deployment orders, etc.). Additional request(s) must have the appropriate documentation.

### **LOA and Direct Loan Counseling**

Prior to approval of an LOA, the student will meet with the Financial Aid Representative to discuss the financial consequences of not returning from an LOA on the scheduled return date, the repayment terms of any outstanding Federal Direct Loans and the exhaustion of the repayment grace period related to their loan(s).

### **Return from LOA**

A student returning from an authorized LOA will retain all credit for credit/clock hours and work projects completed and will return to the same SAP status held prior to their LOA. Students returning from an LOA must coordinate their return with the Registrar and Financial Aid Representative.

Upon returning from an LOA, the student will continue to earn Title IV assistance previously awarded for the period. In addition, the student will not be assessed additional tuition charges or fees upon their return from an LOA. The student’s enrollment contract will be extended for the same number of days that the student was on an LOA. Since no additional charges are assessed, students may not be awarded any additional Title IV federal student aid until the student has completed the coursework in which the student was enrolled when the leave was granted.

### **Termination as a Result of LOA No Return**

Failure to return to school on the scheduled return date will result in immediate termination from the institution per the withdrawal policy. Time for an approved LOA will not be counted towards the calculation of a student’s maximum program length. Upon termination, the student will not be eligible to receive Title IV funds. The student’s withdrawal date will be considered the student’s last date of attendance for the purposes of the Return to Title IV calculation.

Withdrawal affects government loan repayment terms, including the grace period, and any other education loans that may be held by the borrower.

## **GRADING AND EVALUATION PROCEDURES**

Grade reports are issued to students at the completion of each term/module. Grades are based on the quality of work as shown by written tests, laboratory work, and projects as indicated on the program syllabus. The grading scale is as follows:

<b>Letter Grade</b>	<b>Quality Points</b>	<b>Percentage</b>	<b>Indicator</b>
A	4.0	100 - 90 %	Excellent
B	3.0	89 – 80 %	Good
C	2.0	79 - 70 %	Average

D	1.0	69 – 60 %	Poor
F	0.0	59 % and below	Failing
I			Incomplete
W			Withdrawal/Drop
RT			Re-take
*Pass/Fail			Pass/Fail

\*Pass or Fail grade applies only for Externship module.

### **Application of Grades and Credits**

The chart above describes the impact of each grade on a student’s academic progress. For calculating the rate of progress, grades of “F” (failure), “W” (withdrawn), “I” (incomplete) and “RT” (Re-Take/Repeat) are counted as hours attempted, but are not counted as hours successfully completed. A “W” will not be awarded after reaching 60% of the term. Withdrawal after reaching 60% of the term will result in the student receiving an “F.” The student must repeat any required course(s) for which a grade of “F” or “W” is received. Students will only be allowed to repeat course(s) in which they received a grade below “D”. In the case “I” and “W” grades, “W” and/or “I” will be recorded on the transcript, and will be included in the calculation of CGPA. Both original and repeated credits will be counted as attempted credits in rate of progress calculations.

A “W” grade is not replaced when a student repeats the program. Full tuition will be charged for any portion of the program or lab portion of the program that is re-taken. To receive an incomplete “I”, the student must petition, by the last week of the module, for an extension to complete the required program work. The student must be satisfactorily passing the program at the time of petition. Incomplete grades that are not completed within two weeks after the end of the module will be converted to an “F” and will affect the student’s GPA. The school reserves the right to extend the time needed to make-up an incomplete grade.

### **Definition of a Unit of Credit**

One semester unit is converted from clock hours attended per each of the school’s program. Credits are granted for the successful completion of either 15 clock hours of instruction in a lecture setting; 30 clock hours of instruction in a laboratory setting; or 45 clock hours of instruction in an externship setting. One clock hour is equivalent to a minimum of 50 minutes.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

### **SAP Policy**

Satisfactory Academic Progress (“SAP”) refers to the process used to determine if a student is making acceptable progress toward completion of their program of study. SAP requires that students be evaluated at specific periods of time (at the end of each module) during their enrollment using qualitative and quantitative standards. SAP is calculated using the cumulative grade point average (qualitative assessment) and timely completion of required credits for completion of each student’s program of study (quantitative assessment). Accepted Transferred credits from other schools will count toward completion of student’s program and will count as both credits/hours attempted and credits/hours completed. Students who graduate and return to enroll in a new program will be treated as a new student for the purpose of calculating SAP.

At each evaluation point, the institution will assess the qualitative and quantitative progress of the student. Students must demonstrate progress in the program at each of the evaluation points noted in the Academic Progress Chart.

National Career College expects all students to maintain SAP. Each student enrolled at National Career College must:

1. Maintain a cumulative academic Grade Point Average (“GPA”) of ‘C’ (2.0) or better at the end of each evaluation period, per grading scale below. Practical assessments and theory tests grades are combined to produce a GPA reflecting the qualitative element of the SAP policy.

<u>Grade</u>	<u>Level</u>
2.0-4.0	Satisfactory
< 2.0	Unsatisfactory

2. Maintain a cumulative average attendance level of at least two-thirds (67%) of credits earned measured against credits attempted indicated on the student’s enrollment contract at the end of each evaluation period reflecting the quantitative element of the SAP policy. This ensures that there will be completion of the student’s program within 150% of scheduled course length which is the maximum time frame in which the student must complete the course.
3. Students meeting the minimum requirements for attendance and academic progress at any evaluation point will be considered to be making Satisfactory Academic Progress until the next evaluation period.

## **SAP PROCEDURE**

### **SAP Evaluation Periods:**

Evaluation periods are based on each payment periods as mandated by the Department of Education.

### **Determination of Progress Status:**

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making Satisfactory Academic Progress until the next scheduled evaluation. Students determined not to be making Satisfactory Academic Program (“Unsatisfactory”) may have their Title IV eligibility affected and/or interrupted, unless the student is on “warning” or has prevailed upon appeal resulting in a status of “Ineligibility”. At the time of these assessments, the institution will determine whether a student has successfully completed the required minimum percentage of work. Students must be able to complete their program within the maximum program length (“MPL”), which is 1.5 times (150%) the length of the published credit hours attempted, or the published number of the weeks required to complete the program. This is called a Pace of Progress. Pace of Progress is calculated by dividing the cumulative credits/hours student successfully completed by the cumulative credits/hours student has attempted. Students are required to successfully earn a minimum of 67% of the credit hours

attempted and maintain a GPA of 2.0 at each evaluation point in order to maintain SAP. Students will receive a copy of the SAP determination at the time of each of the evaluation periods.

### **Academic SAP Probation:**

Students not meeting SAP standards are placed on academic probation. Students will receive a written probation letter indicating their probationary status. Once students are put on probation, they have until the next SAP evaluation point to raise their cumulative GPA and credits earned to the minimum standards or they will be terminated from school. At the next SAP evaluation point, if students successfully raise their cumulative GPA and credits earned to the minimum standards, they will be removed from probation and considered to be making satisfactory academic progress.

Students on SAP probation will not be eligible for financial aid disbursements until they have achieved a minimum of 2.0 cumulative GPA and reached the required number of credits for that disbursement period. Students who have been placed on written probation and fail to meet SAP requirements at the next evaluation point will be terminated.

### **Academic Unsatisfactory Progress:**

Unsatisfactory progress may result in additional tuition charges assessed to the student. If certain modules/courses need to be repeated or the student does not complete his or her program on time, the Institution may charge the student for additional, out-of-pocket educational expenses. Students may only repeat the same module/course once, and must be able to complete the program within the MPL, which is 1.5 times the length of the published credit hours.

### **Appeal Procedure for Not Meeting SAP:**

Students found not to be meeting the school standards for SAP will be notified in writing by the Campus Director.

If a student believes that his or her situation deserves special consideration due to extenuating circumstances, a written appeal (see Exhibit A SAP Appeal Form for reference) may be made to the Campus Director within five (5) business days of notification. At this time, the Campus Director will discuss the requirements of the SAP policy and conditions for extenuating circumstances. Extenuating circumstances are significant occurrences beyond the control of the student, such as prolonged illness, family crisis, jury duty, or military obligation.

Upon reviewing the appeal, the Campus Director may grant the student an extension of the probationary period for up to one term/module.

### **FA SAP Warning:**

Failure to meet SAP standards may result in loss of federal financial aid eligibility. Students not meeting SAP standards are placed on "Financial Aid Warning". Students may continue to receive federal financial aid as long as it is mathematically possible to recover in one payment period, and no appeal is necessary if the student meets SAP standards at the end of the payment period.

Students will be notified in writing about their "Financial Aid Warning" status. If at the end of the warning period, the student meets both the attendance and academic requirements, student will re-establish SAP and eligibility for Title IV assistance continues. If at the end of the warning period, the student has not met both the attendance and academic requirements, the student is

deemed to be “Unsatisfactory” for the next evaluation period and will become ineligible for federal financial aid until SAP standards are successfully met. 2

### **FA SAP Appeal Procedure:**

Students not meeting the minimum SAP standards will receive written notification and will be informed about the appeal process, and their right to appeal the loss of federal financial aid eligibility if mitigating circumstances (events totally beyond the student’s control) occurred during the preceding payment period. If a student believes that his or her situation deserves special consideration due to extenuating circumstances, a written appeal may be made to the Campus Director within five (5) business days of notification. The written appeal (see Exhibit A SAP Appeal Form for reference) must include the circumstances that caused the student to fail to meet SAP, and what has changed that will allow the student to meet the SAP standards.

Appeals can only be granted if:

1. The student has the ability to meet the SAP Policy standards by the end of the evaluation period

**OR**

2. The school has developed an academic plan for the student that, if allowed, will ensure that the student is able to meet the SAP standards by the end of the next evaluation period

At this time, the Campus Director will discuss the specific requirements of the SAP policy and conditions for extenuating circumstances. Extenuating circumstances are significant occurrences beyond the control of the student, such as prolonged illness, family crisis, jury duty, or military obligation.

Upon reviewing the appeal, the Campus Director may approve the appeal and grant the student an extension for up to one term/module. The decisions are final and students will be notified of the outcome.

### **FA Probation:**

A student who fails to maintain the minimum SAP standards, and has successfully appealed and the appeal has been approved, will be placed on “Financial Aid” probation. The student will continue to receive federal financial aid for one payment period during this Financial Aid Probationary period.

If the student is still not meeting the minimum SAP standards, after the probationary period, he/she will become ineligible for federal financial aid until all SAP standards are successfully met.

### **Re-establishment of Satisfactory Academic Progress:**

Students may re-establish SAP and Title IV Aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

### **Interruptions, Courses Incompletes, Withdrawals:**

If enrollment is temporarily interrupted for a Leave of Absence (“LOA”), the student will return to school in the same progress status as prior to the Leave of Absence. Hours elapsed during a

Leave of Absence will extend the student's contract period and maximum time frame by the same number of days taken in the Leave of Absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same Satisfactory Academic Progress status as at the time of withdrawal.

### **Transfer Hours:**

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. SAP evaluation periods are based on actual contracted hours at the School, therefore if a student withdraws from one clock/credit hour program and enrolls in another clock/credit hour program, SAP is based on the actual contracted hours of the specific program.

## **INDIVIDUALIZED EDUCATION PLAN**

An Individualized Education Plan (IEP) is developed for students to assist them with achieving and maintaining Satisfactory Academic Progress. An IEP may be developed for a student who has an approved mitigating circumstance which has negatively impacted his/her academic performance. No more than one IEP may be developed throughout a student's program of study.

### **Unsatisfactory Progress**

Unsatisfactory progress may result in additional tuition charges assessed to the student. If certain modules/courses need to be repeated or the student does not complete his or her program on time, the institution may charge the student for additional, out-of-pocket educational expenses. Students may only repeat the same module/course once, and must be able to complete the program within the MPL, which is 1.5 times the length of the published credit hours.

### **Appeal of Dismissal**

Students who are subject to dismissal may appeal to the Director. Dismissal may be postponed and the probation continued if the student shows significant improvement in academic achievement but has not been able to achieve a level that would meet the requirements for removal from probation.

### **Re-admission after Dismissal**

Students who have been dismissed may request reinstatement after 90 days have elapsed. They shall submit a written petition requesting readmission to the institution in compliance with Institution procedures. The request must include the circumstances that caused the student to fail to meet SAP, and what has changed that will allow the student to meet the SAP standards including any supporting documentation, i.e. transcripts, grade reports, etc. Re-admission may be granted, denied, or postponed subject to fulfillment of conditions prescribed by the institution. Students must file a petition to return prior to the desired return date. Please see "Re-Entry" for additional information.

### **Program Retake Policy**



The program retake policy is offered to students who have unsuccessfully completed a program and received a failing grade (F). For veteran students, the school will report the unsatisfactory attendance or academic progress of the veteran to VA in time for VA to receive it within 30 days of the date on which the said conduct of the veteran becomes unsatisfactory. If the veteran student chooses to retake the program, NCC will allow it, if it does not contradict VA policy. The student will be charged tuition at the appropriate rate.

## **GRADUATION REQUIREMENTS**

A certificate of completion or a diploma will be awarded to those students meeting the graduation requirements. Students eligible for a certificate of completion are those who have satisfactorily completed their program of study with the appropriate number of hours and cumulative grade point average of 2.0 (C Average), who have passed the final exam with a letter grade of C or better, and who have fully paid all tuition charges. If a third-party is paying for your program, the school will not issue the program completion record until the program has been completely paid in full. If a student does not meet graduation requirements, records of his/her attendance and grading will be maintained through official transcripts.

## **TERMINATION, APPEAL AND REINSTATEMENT**

Should students find it necessary to discontinue their training, they should arrange to meet with the Associate Director to discuss their situation and submit written notification of their request. Students shall be terminated for failure to:

- Meet minimum standards for academic progress,
- Meet the minimum conduct standards of the school, or
- Fulfill their financial obligations according to their agreement with the school.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due to the school based on the refund policy. Students have the right to appeal dismissal decisions made by the school administration by submitting a written request to the School Director describing any mitigating circumstances or conditions, which warrant special consideration. If the appeal is accepted, the student may be reinstated according to special terms and conditions stipulated by the School Director.

### **Appeal**

Suspended or terminated students may appeal the school's decision in writing to the School Director. The School must receive the appeal from the student within three business days of being notified of the dismissal. All appeals will be responded to within ten (10) business days of receipt by the school.

## **CLASS CANCELLATION**

Administration reserves the right to cancel any class if the number of students falls below the minimum accepted. Class cancellations may occur during the first five scheduled class days, in which case National Career College will refund all monies due, if applicable.

## CERTIFICATION/LICENSURE EXAMINATION

### State and National Board Examinations

Currently, Healthcare Administration, Business Management and Accounting, Medical Assistant, Medical Office Specialist, and CAD/ CAM Dental Technician educational programs offered by NCC which lead to a career do not require any certification or licensure for employment. However, certification or licensure is highly recommended.

Graduates of the Vocational Nursing educational program are required to pass the NCLEX-VN examination in order to become licensed and employed as Licensed Vocational Nurse <http://www.bvnpt.ca.gov/>.

State and/or National licensing and/or certification and/or registration examinations or processes are the student's responsibility. NCC will provide students with information regarding test dates, locations, and fees whenever possible. Students should be aware that all test fees, unless stated on the enrollment agreement, are in addition to the tuition paid to the college.

Students who choose to participate in state and/or national licensing and/or certification and/or registration examinations are responsible for paying the sponsoring organizations.

<b>Program of Study</b>	<b>Certification/licensing Examination</b>
Healthcare Administration	<ul style="list-style-type: none"> <li>• Upon graduation, students are eligible to sit for the Certified Revenue Cycle Specialist, CRCS (AAHAM) examination - <a href="http://www.aaham.org">www.aaham.org</a></li> <li>• Upon graduation, students are eligible to sit for the Certified Coding Associate, CCA (AHIMA) examination- <a href="http://www.ahima.org/">http://www.ahima.org/</a></li> </ul>
Medical Assisting	<ul style="list-style-type: none"> <li>• Upon graduation students are eligible to sit for the Certified Medical Assistant, CMA (AAMA) examination – <a href="http://www.aama-ntl.org">www.aama-ntl.org</a></li> <li>• Upon graduation students are eligible to sit for the National Certified Medical Assistant, NCMA (NCCT) examination – <a href="http://www.ncctinc.com">www.ncctinc.com</a></li> </ul>
Medical Office Specialist	<ul style="list-style-type: none"> <li>• Upon graduation students are eligible to sit for the Nationally Certified Insurance &amp; Coding Specialist, NCICS and Medical Office Assistant, NCMOA (NCCT) certification examination – <a href="http://www.ncctinc.com">www.ncctinc.com</a></li> </ul>
CAD/ CAM Dental Technician	<ul style="list-style-type: none"> <li>• Upon graduation students are eligible to sit for the National Association of Dental Laboratories certification examination (NADL) – <a href="http://www.nadl.org">www.nadl.org</a></li> </ul>
Dental Assistant	<ul style="list-style-type: none"> <li>• Upon graduation and eligible work experience students are eligible to sit for the Registered Dental Assistant examination, RDA (CA DCA, Dental Board of California) <a href="http://www.dbc.ca.gov">http://www.dbc.ca.gov</a></li> </ul>

### ADVISORY COMMITTEE

NCC utilizes the expertise of advisory boards for each program. Board members are industry representatives who share unique knowledge and skills that compliment and enhance National Career College programs. Advisory board members meet annually at National Career College to discuss the programs.

## PROGRAMS OF STUDY

*All National Career College Programs are delivered in English & Instructional Method of Delivery is Residential*

*All class sessions will be held at 14355 Roscoe Blvd., Panorama city, CA91402*

Didactic portions of programs that are held at the National Career College additional classroom location (14547 Titus St., Suites 102, 211, & 212, Panorama City, CA 91402) include the Vocational Nursing, Medical Office Specialist, and Dental Assistant programs.

### DENTAL LABORATORY TECHNICIAN PROGRAM

**D.O.T. Code: 712.381-018**

**C.I.P. Code: 51.0603**

**SOC Code: 51-9081**

***Dental Laboratory Technician Program Description & Objectives:***

The objective of this program is to familiarize students and educate them on the human mouth morphology, utilization of the dental impression, using CAD/CAM technology to scan, design and to prepare dental restoration components, working models, and ultimately fabricate dental prosthesis, including the procedures for carving the crowns, bridges, and roots in a suitable material such as wax compound, investing, casting, and finishing the metal restorations. Familiarize the student with milling and sintering software and systems. Educate the student in definite procedures for building, contouring and shaping porcelain crowns that are fused to metal or Zirconia substructures made in suitable materials, such as ceramic porcelain (PFM, and PFZ). To complete this program successfully, a student is required to complete a total of 1130 hours consisting of 266 hours of classroom instruction and 864 hours of laboratory time. Upon completion of this program, the student will have gained the knowledge required to attain a job at a laboratory specializing in the manufacture of fixed prosthesis (e.g., crown and bridge).

The following is a sequential listing of the program modules for the Dental Laboratory Technician program and the number of hours devoted to lecture and laboratory time.

- 56.5 Weeks (Day & Evening) – FULL TIME

<b>Course Number</b>	<b>Course Title</b>	<b>Total Hours</b>	<b>Lecture Hours</b>	<b>Lab Hours</b>	<b>Total Weeks</b>	<b>Semester Credit Hours</b>
<b>MDT-101</b>	Dental Morphology & Anatomy, Fixed Restorations, RX Slip & Instructions	40	40	0	2	2.5
<b>MDT-102</b>	Impression Prep. Stone Prep., Model Prep., Pinning and Base Prep.	40	8	32	2	1.5
<b>MDT-103</b>	Die Prep., Mounting & Articulating, Die Ditching	60	12	48	3	2.0
<b>WMT-101</b>	Die Prep., Case Eval., Coping Wax Up & Design	50	10	40	2.5	2.0

<b>WMT-102</b>	Full Crown Wax Up and Design, Diagnostic Wax Up	100	20	80	5	4.0
<b>WMT-103</b>	Bridge Wax Up & Design, Pontic Structure & Design	80	16	64	4	3.0
<b>WMT-104</b>	Spruing & Investing, Casting & Divesting, Metal Framework Prep & Fitting	30	6	24	1.5	1.0
<b>WMT-105</b>	Finishing Metal Framework	80	16	64	4	3.0
<b>WMT-106</b>	Full Cast Crown Fit & Polish	20	4	16	1	0.5
<b>CT-101</b>	Framework Degassing & Opaquing	20	4	16	1	0.5
<b>CT-102</b>	Porcelain Build-up & Baking	60	12	48	3	2.0
<b>CT-103</b>	Porcelain Contouring & 2 <sup>nd</sup> Bake	120	24	96	6	4.5
<b>CT-104</b>	Porcelain Finishing, Stain & Glaze, Final Restoration	120	24	96	6	4.5
<b>DCCT-101</b>	CAD/CAM Model & Die Prep., Dental Manager Software, CAD Restoration Components, Milling & Sintering	110	30	80	5	4.5
<b>DCCT-102</b>	Fitting & Refining Zirconia Framework, Porcelain Build-up & Baking	40	8	32	2	1.5
<b>DCCT-103</b>	Porcelain Contouring & 2 <sup>nd</sup> Bake	80	16	64	4	3.0
<b>DCCT-104</b>	Porcelain Finishing, Staining & Glazing	80	16	64	4	3.0
<b>TOTALS</b>		<b>1130</b>	<b>266</b>	<b>864</b>	<b>56.5</b>	<b>43</b>

### *Testing*

Upon completion of the Dental Laboratory Technician program lecture and lab hours, the student is ready to take the final test. This test is administered in two parts, written and hand skills. The written part is designed to make sure a student follows directions, understands dental technology terminology, and has an in-depth understanding of critical areas. The hand skills part will determine if the student has the ability to perform basic tasks with precision. It will also determine the ability of the student to follow directions. Tests will be graded by the program director.

### *Dental Laboratory Technician Program Module Descriptions*

#### **MDT 101, 102, 103: Model and Die Technician**

Prerequisite: None

Total Clock Hours: 140      Total semester credit hours: 6

The objective of these modules is to educate the students on the human mouth morphology, utilization of dental impressions to prepare working models, and ultimately fabricate dental

prosthesis.

To complete these modules successfully, a student is required to complete a total of 140 hours consisting of 60 hours of classroom lecture and 80 hours of laboratory time.

Upon completion of these modules, the student will be qualified as a Model & Die Technician, with the knowledge required to attain a job at a laboratory specializing in fixed prosthodontics production, e.g. crown and bridge.

### **WMT 101, 102, 103, 104, 105, 106: Wax and Metal Technician**

Prerequisite: MDT 101-103

Total Clock Hours: 360      Total semester credit hours: 13.5

The objective of these modules is to familiarize students in a definite procedure for carving the crowns, bridges, and roots in a suitable material such as, wax compound, investing, casting, and finishing the metal cast restorations.

To complete these modules successfully, a student is required to complete a total of 360 hours consisting of 72 hours of classroom lecture and 288 hours of laboratory time.

Upon completion of these modules, the student will be qualified as Wax and Metal Technician, with the knowledge required obtaining a job at a laboratory specializing in fixed prosthodontics production, e.g. crown and bridge.

### **CT 101, 102, 103, 104: Ceramic Technician**

Prerequisite: MDT 101-103 & WMT 101-106

Total Clock Hours: 320      Total semester credit hours: 11.5

The objective of these modules is to familiarize students in definite procedures for building, contouring, and shaping porcelain crowns and bridges that are fused to metal substructures using suitable materials, such as ceramic porcelain (PFM).

To complete these modules successfully, a student is required to complete a total of 320 hours consisting of 64 hours of classroom lecture and 256 hours of laboratory time.

Upon completion of these modules, the student will be qualified as a Ceramic Technician, with the knowledge required to attain a job at a laboratory specializing in fixed prosthodontics production, e.g. crown and bridge.

### **DCCT 101, 102, 103, 104: Dental CAD/CAM Technician**

Prerequisite: MDT 101-103

Total Clock Hours: 310      Total semester credit hours: 12

The objective of these modules is to familiarize students with calibrating the scan server, operating Dental Manager Software, scanning and designing dental restoration components utilizing IT Library, operating dental milling software and system, and sintering systems to produce the final product. Students will learn the procedure for scanning, designing, building, contouring, and shaping porcelain crowns and bridges that are fused to zirconia substructures using suitable materials, such as ceramic porcelain (PFZ).

To complete these modules successfully, a student is required to complete a total of 310 hours consisting of 70 hours of classroom lecture and 240 hours of laboratory time.

Upon completion of these modules, the student will be qualified as a Dental CAD/CAM Technician, with the knowledge required to attain a job at any laboratory and/or laboratories utilizing CAD/CAM technology and specializing in fixed prosthodontics production, e.g. crown and bridge.

## MEDICAL ASSISTANT PROGRAM

**D.O.T. Code: 079.362-010**

**C.I.P. Code: 51.0801**

**SOC Code: 31-9092**

### *Medical Assistant Program Description & Objectives:*

Medical Assisting is a multi-skilled allied health profession whose practitioners work primarily in ambulatory settings such as medical offices and clinics. Medical assistants function as members of the health care delivery team and perform a variety of administrative and clinical procedures. The Medical Assistant Program will help students obtain the skills and knowledge necessary to work in medical offices or outpatient clinics. Students will receive training and instructions in administrative and clinical office procedures, medical laboratory tests and procedures, human anatomy and physiology, medical terminology, patient psychology, medical ethics, medical law and pharmacology.

Successful completion of this program entitles graduates to sit for the Medical Assistant National Certification Exam through the American Association of Medical Assistants (AAMA) organization.

- 32 Weeks with externship (Morning, Afternoon, & Evening) – FULL TIME

Course Number	Course Title	Total Hours	Lecture Hours	Lab Hours	Outside Work Hours	Extern Hours	Total Weeks	Semester Credit Hours
MA-101	Medical Assisting, Roles & Responsibilities	100	40	40	20	0	4	3.5
MA-102	Anatomy & Physiology/ Clinical Procedures I	110	40	40	30	0	4	3.5
MA-103	Medical Office Administration	100	40	40	20	0	4	3.5
MA-104	Anatomy & Physiology/ Clinical Procedures II	110	40	40	30	0	4	3.5
MA-105	Medical Office Finance	100	40	40	20	0	4	3.5
MA-106	Anatomy & Physiology/ Clinical Procedures III	110	40	40	30	0	4	3.5
MA-107	Anatomy & Physiology/ Pharmacology	110	40	40	30	0	4	3.5
MA-108	Externship	160	0	0	0	160	4	3.5
<b>TOTALS</b>		<b>900</b>	<b>280</b>	<b>280</b>	<b>180</b>	<b>160</b>	<b>32</b>	<b>28</b>

### *Medical Assistant Program Module Descriptions*

#### **MA-101: Medical Assisting Roles and Responsibilities**

Prerequisites: None

Total clock hours: 100      Total semester credit hours: 3.5

Outside Homework Hours: 20 hours

Description: This module provides an overview of the roles and responsibilities of a medical assistant, an overview of the history of medicine, and essential legal and ethical responsibilities

of an allied healthcare professional. Students get an introduction to the health care team, learn effective interpersonal communication techniques, basic medical terminology and acquire typing skills. The module covers clinical aspects of medical assisting, beginning with asepsis and sterile techniques and minor office surgeries including the identification of common medical office surgical instruments. Essentials skills for medical emergencies and first aid are built. (2 hr. Lecture 2 hr. Lab)

### **MA-102: Anatomy & Physiology/Clinical Procedures I**

Prerequisites: None

Total clock hours: 110          Total semester credit hours: 3.5

Outside Homework Hours: 30 hours

Description: This module is an introduction to the clinical aspect of the medical assisting profession as well as human anatomy and physiology. The module introduces the structures and functions of the circulatory, respiratory and immune systems and covers topics in phlebotomy, injections and cardiopulmonary procedures such as electrocardiography, holter monitors and stress tests. Students also learn and practice patient-care skills such as Venipuncture, ECG, and various specialty examinations involving radiology and diagnostic imaging. (2 hr. Lecture 2 hr. Lab)

### **MA-103: Medical Office Administration**

Prerequisites: None

Total clock hours: 100          Total semester credit hours: 3.5

Outside Homework Hours: 20 hours

Description: Students will learn and practice essential procedures for medical office management. The module provides an introduction to manual and computerized records management methods and different types of filing systems. Telephone techniques, appointment scheduling, HIPAA compliance and reception duties are also covered. Medical office management software, word processing, and keyboarding skills are practiced through various hands-on activities. (2 hr. Lecture 2 hr. Lab)

### **MA-104: Anatomy & Physiology/Clinical Procedures II**

Prerequisites: None

Total clock hours: 110          Total semester credit hours: 3.5

Outside Homework Hours: 30 hours

Description: This module is an introduction to the study and function of the digestive, urinary, nervous systems and special senses. Essential clinical duties include maintaining, Occupational Safety and Health Administration (OSHA) Standards, hand-washing, patient preparation, and assisting with examinations, emphasizing the importance of being proficient. Introduction to techniques in the clinical laboratory including competent use of the microscope, understanding the theory and knowledge of common laboratory tests performed in the physician's office. Fundamentals of collection, preparation and processing of specimens, urinalysis, and accurate reporting of test results. (2 hr. lecture, 2 hr. lab)

### **MA-105: Medical Office Finances**

Prerequisites: None

Total clock hours: 100          Total semester credit hours: 3.5

Outside Homework Hours: 20 hours

Description: This module is an introduction to medical office finance procedures. Fundamentals of billing, collecting and bookkeeping. Types of Insurance, ICD-9 coding, CPT- coding, and

health care claim forms are introduced as well as basic pegboard exercises. Fundamentals of Medisoft<sup>®</sup>, medical office management software are practiced. Students will perform keyboarding using various activities. Essential management skills for the physician's office are covered as well. (2 hr. Lecture 2 hr. Lab)

### **MA-106: Anatomy & Physiology/Clinical Procedures III**

Prerequisites: None

Total clock hours: 110          Total semester credit hours: 3.5

Outside Homework Hours: 30 hours

Description: This module is an introduction to the structure and function of the male and female reproductive systems, endocrine, integumentary, and musculoskeletal system. Fundamentals in the proper use of ambulatory aids and body mechanics. Blood glucose testing, gynecological examinations and assisting with pediatric evaluations are covered. (2 hr. lecture, 2 hr. lab)

### **MA-107: Anatomy & Physiology/Pharmacology**

Prerequisites: None

Total clock hours: 110          Total semester credit hours: 3.5

Outside Homework Hours: 30 hours

Description: The module reflects basic theory and clinical information related to drugs, including classifications, source, dosages and measurements, regulatory requirements, and basic principles of drug administration. At all times, safety is emphasized for the health professional administering the medication and the patients receiving the medication. Accuracy is stressed. Career development and formulation of a resume are included. (2 hr. lecture, 2 hr. lab)

### **MA-108: Externship**

Prerequisites: MA101-107

Total clock hours: 160          Total semester credit hours: 3.5

Outside Homework Hours: 0 hours

Description: This module includes supervised experience in medical offices to provide the student with a comprehensive application of administrative and clinical skills. This module is designed to give the student an opportunity to discuss, evaluate, and share learning experiences and to strengthen learning situations brought up in a clinical externship. (1 hr. lecture, 159 hrs. clinical)



## MEDICAL OFFICE SPECIALIST PROGRAM\*

**D.O.T. Code: 214.482-010**

**C.I.P. Code: 51.0705**

**SOC Code: 29.2071**

### *Medical Office Specialist Assistant Program Description & Objectives:*

The Medical Office Specialist program prepares graduates for entry-level employment as a medical office billing specialist by providing training in the knowledge, skills, and techniques needed to function in the medical front office, hospital, or medical clinic. Students will learn to set up patient records, computerized practice management, and other functions essential to the medical office environment. Students will also learn the basics of medical coding using CPT and ICD-10-CM codes, and preparation and processing of various insurance claims.

- 34 Weeks with externship (Morning & Evening) – FULL TIME

Course Number	Course Title	Total Hours	Lecture Hours	Lab Hours	Extern Hours	Outside Work Hours	Total Weeks	Semester Credit Hours
MOS-101	Medical Office Procedure/computer application	100	60	20	0	20	4	4.50
MOS-102	Medical Terminology, Anatomy & Physiology I	100	60	20	0	20	4	4.50
MOS-103	Medical Terminology, Anatomy & Physiology II	100	60	20	0	20	4	4.50
MOS-104	Medical Insurance	100	60	20	0	20	4	4.50
MOS-105	Medical Coding I/ ICD-10CM	100	60	20	0	20	4	4.50
MOS-106	Medical Coding II/ CPT-coding	100	60	20	0	20	4	4.50
MOS-107	Electronic Medical Billing	100	60	20	0	20	4	4.50
MOS-108	Employment Preparation	20	15	5	0	0	1	1.00
MOS-109	Medical Office Specialist Externship	180	0	0	180	0	4.5	4.00
<b>TOTALS</b>		<b>900</b>	<b>435</b>	<b>145</b>	<b>180</b>	<b>140</b>	<b>33.5</b>	<b>36.00</b>

### *Medical Office Specialist Program Module Descriptions*

#### **MOS-101: Medical Office Procedures/ Computer Application**

Prerequisites: None

Total clock hours: 80      Total semester credit hours: 4.5

Outside Homework Hours: 20

This course is an introduction to medical secretarial duties and office procedures. The student is

\*Didactic portions of programs that are held at the National Career College additional classroom location (14547 Titus St., Suites 102, 211, & 212, Panorama City, CA 91402) include the Vocational Nursing, Medical Office Specialist, and Dental Assistant programs.

trained in telephone procedures and etiquette, patient reception and scheduling techniques, medical files and records management, mail processing and inventory control, human relations and medical office management. The importance of accuracy, medical ethics and the legal aspects associated with medical records are emphasized. Students will also acquire proficiency in the operation of Microsoft Word software program on the personal computer, including menus, centering, formatting, editing, working with fonts, tables, labels, envelopes & graphics (for presentations) as well as printing, replacing text and referencing help.

### **MOS-102: Medical Terminology, Anatomy and Physiology I**

Prerequisites: None

Total clock hours: 80      Total semester credit hours: 4.5

Outside Homework Hours: 20

The Class in Medical Terminology, Anatomy and Physiology I instruct students in basic knowledge of the human body (Anatomy), its functions (Physiology), and diseases. Students are taught to develop a medical vocabulary including areas such as pronunciation, plurals, spelling, origin and construction that are associated with the following body systems: skeletal, muscular, cardiovascular systems, lymphatic systems, and respiratory systems. Likewise, the terms related to the human body in health and disease. The course focuses on the recognition, definition, spelling, and pronunciation of these medical terms and at the same time learning the structures and functions of the body systems. Through lecture and the assigned textbook students acquire full understanding of these two important areas of the human anatomy and physiology.

### **MOS-103: Medical Terminology, Anatomy and Physiology II**

Prerequisites: None

Total clock hours: 80      Total semester credit hours: 4.5

Outside Homework Hours: 20

The class in Medical Terminology, Anatomy and Physiology II provides a basic knowledge of the different prefixes, combining forms, suffixes of medical terms that are associated with the following body systems: digestive systems, urinary systems, nervous systems, Special Senses, Integumentary, Endocrine, and Reproductive Systems. Likewise, the terms related to the Diagnostic Procedures and Pharmacology. The course focuses on the recognition, definition, spelling, and pronunciation of these medical terms (anatomical, physiological, diagnostic and pathological terms) and at the same time learning the structures and functions of the body systems. It also includes the recognition, definition, spelling, and pronunciation of terms used in medical pathology and medical practice.

### **MOS104: Medical Insurance**

Prerequisites: None

Total clock hours: 80      Total semester credit hours: 4.5

Outside Homework Hours: 20

The Health Insurance Management module focuses on managing health information, both from a patient and a practice perspective, including regulatory guidelines and legal/ethical aspects of medical insurance, billing and coding. Students learn about medical records management, patient information forms, charts, and authorizations for treatment. Students also learn about privacy laws, fraud and abuse, auditing patient records for correct assignment of codes, and specialty coding procedures. This management is also designed to develop professional skills and proactive career management.

**MOS105: Medical Coding I/ ICD-10CM**

Prerequisites: None

Total clock hours: 80      Total semester credit hours: 4.5

Outside Homework Hours: 20

This class prepares students with a solid background of performing medical coding of different diagnoses and procedures used by several health care providers. The use of the International Classification of Diseases (ICD-10-CM) manuals will be presented in easy step-by-step fashion. Medical Terminology used in the different sections of these manuals will be mastered.

**MOS106: Medical Coding II/CPT**

Prerequisites: None

Total clock hours: 80      Total semester credit hours: 4.5

Outside Homework Hours: 20

This module prepares students with a solid background of medical coding of different diagnoses and procedures used by several health care providers. The use of the Current Procedure Terminology (CPT) manual will be presented in easy step-by-step fashion. Medical Terminology used in the different sections of these manuals will be mastered. Students also learn auditing patient records for correct assignment of codes, and specialty coding procedures.

**MOS107: Electronic Medical Record/Billing**

Prerequisites: None

Total clock hours: 80      Total semester credit hours: 4.5

Outside Homework Hours: 20

A computerized job-simulated billing exercise using SimChart will provide the student with a complete learning package in this course. This course will provide the students the basic knowledge to apply the patient's demographics using computer software to minimize errors in submitting claims to different insurance companies. This will give the students the understanding the difference between manual and computerized generation of claim forms for reimbursement.

**MOS108: Employment Preparation**

Prerequisites: None

Total clock hours: 20      Total semester credit hours: 1

In this course students learn how to seek employment including locating sources of employment, writing letters of application, preparing a resume, interviewing for a job and follow-up procedures.

**MOS-109: Medical Office Specialist Externship**

Prerequisites: MOS101, MOS102, MOS103, MOS104, MOS105, MOS106, MOS10y, MOS108

Total clock hours: 180      Total semester credit hours: 4.0

The Medical Billing and Coding Specialist Externship module is the opportunity for students to focus on medical billing and coding skills. The externship is designed to provide practical on-the-job experiences that augment the student's in-class experiences. Students are required to complete a 160-hour externship program at a work site connected with their field of study, which normally includes health care facilities, such as private or group physician practices, clinics, and industrial clinics. This course will include out-of-class work such as reading and writing assignments, practice and practical application assignments, and projects.

## DENTAL ASSISTANT PROGRAM\*

**D.O.T. Code: 079.361-018**

**C.I.P. Code: 51.0601**

**SOC Code: 31-9091**

### *Dental Assistant Program Description & Objectives:*

The goal of the Dental Assistant program is to provide graduates with the skills and knowledge that will enable them to qualify for entry-level positions as dental assistants. Since they are trained in clinical and radiographic procedures, their services are also sought by general dentists, and dental office facilities specializing in pediatrics, orthodontics, endodontics and other specialties, dental schools, dental supply manufacturers, hospital dental departments, dental laboratories and dental insurance companies.

The objective of the Dental Assistant program is to provide the student with the appropriate didactic theory and hands-on skills required and necessary to prepare them for entry-level positions as dental assistants in today's modern health and dental care offices, dental clinics, and facilities. Students will study diagnostic and procedural terminology as it relates to the accurate completion of dental examinations, procedures, and daily tasks.

The combination of introduced skills taught in this program, will prepare students for the ever-changing field of dentistry and orthodontics. Students study dental radiography, dental sciences, operator dentistry, laboratory procedures, dental anatomy and orthodontics, and dental health.

Completion of the Dental Assistant program, including the classroom training and externship, is acknowledged by the awarding of a diploma.

- 40 Weeks with externship (Morning & Evening) – FULL TIME

Course Number	Course Title	Total Hours	Lecture Hours	Lab Hours	Outside Work Hours	Extern Hours	Total Weeks	Semester Credit Hours
DA-101	Dental Office Emergencies and Compliance	110	40	40	30	0	4	4.00
DA-102	Dental Radiography	110	40	40	30	0	4	4.00
DA-103	Dental Specialties	110	40	40	30	0	4	4.00
DA-104	Operator Dentistry	110	40	40	30	0	4	4.00
DA-105	Laboratory Procedures	110	40	40	30	0	4	4.00
DA-106	Dental Anatomy and Orthodontics	110	40	40	30	0	4	4.00
DA-107	Dental Health	110	40	40	30	0	4	4.00
DA-108	Modern Concepts in Dental Assisting	110	40	40	30	0	4	4.00
DA-109	Administrative Dentistry	110	40	40	30	0	4	4.00
DA-110	Externship	160	0	0	0	160	4	3.5
<b>TOTALS</b>		<b>1150</b>	<b>360</b>	<b>360</b>	<b>270</b>	<b>160</b>	<b>40</b>	<b>39.5</b>

\*Didactic portions of programs that are held at the National Career College additional classroom location (14547 Titus St., Suites 102, 211, & 212, Panorama City, CA 91402) include the Vocational Nursing, Medical Office Specialist, and Dental Assistant programs.

## *Dental Assistant Program Module Descriptions*

### **DA-101– Dental Office Emergencies and Compliance 4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

In this module, students will complete board approved training in infection control. Students are introduced to Cal- DOSH (California Only) regulations and guidelines and Occupational Safety and Health Administration (OSHA) standards for infection control and hazard communication. Topics include microbiology, contagious diseases concerning the dental team, universal precautions, barrier techniques and handling hazardous chemicals. Students practice step-by-step instrument decontamination using approved sterilization agents and methods. Students learn operatory disinfection using approved agents and methods.. Methods for taking and recording vital signs and blood pressure are introduced. Related dental terminology is studied. Basic concepts of psychology and communication are discussed with emphasis on helping dental patients overcome anxieties related to dental treatment. Special considerations for the medically and physically compromised patients are presented. Career development skills are also taught. Students are also introduced to basic anatomy of the head and teeth

### **DA-102 – Dental Radiography**

**4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

This module introduces students to the basic anatomy of the head and teeth in order to familiarize students with the anatomical structures involved in dental radiographs. Radiation protection and the hazards of X-ray radiation are studied. Emphasis is placed on maintaining radiation safety while obtaining the best possible diagnostic quality on dental radiographs. Students are also introduced to digital radiography. Theory, laboratory skills and clinical practice meet state guidelines for a Radiation Safety Certificate and comply with federal regulations for certifying radiographic operators. Students practice techniques of film exposure and mounting in equipped dental operatories with industry- approved structural and monitoring devices. Exposure techniques include bitewing, bisecting and parallel techniques and are performed on a patient simulator manikin. Upon successful completion of practice, students produce radiographs on site for clinical patients as prescribed by a licensed dentist (California and Florida States Only). Students process film using a fully equipped darkroom or automatic processor. Students are also required to mount processed radiographs and to evaluate the diagnostic quality according to established criteria. Students retake non- diagnostic films. Professional responsibilities regarding the state radiation safety certificate are introduced as well as quality assurance and infection control. Students are introduced to basic anatomy of the head and teeth as it relates to dental radiographs. Occupational Safety and Health Administration (OSHA) standards for infection control and hazard communication.

### **DA-103 – Dental Specialties**

**4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

In this module, students study cranial anatomy as it relates to anesthesia administration and pain control. Methods for oral evacuation and rubber dam isolation are learned. Skills performed by the dental assistant in the specialty areas of Oral Surgery and Endodontics (root canals) are presented, including procedures for the administration of topical and local anesthetics. Students

practice acquired skills on training manikins (Typodonts), placing instruments and materials. Children's dentistry (Pediatric Dentistry) as a specialty is presented. Students are introduced to basic anatomy of the head and teeth. Occupational Safety and Health Administration (OSHA) standards for infection control and hazard communication. Related dental terminology is studied.

#### **DA-104 – Operatory Dentistry**

**4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

This module introduces students to chair-side assisting duties and techniques practiced in general dentistry with emphasis on sit-down, four-handed dentistry. Students learn how to handle and transfer dental instruments and place materials on models. Properties and manipulation of common dental materials, including amalgam, composites, glass ionomers and sealants, are presented. Students practice required RDA procedures such as placement, wedging and removal of matrices, placement of cement bases and liners, and placement of temporary sedative dressing on Typodonts manikins. Basic concepts of psychology and communication are discussed with emphasis on helping dental patients overcome anxieties related to dental treatment. Students are introduced to basic anatomy of the head and teeth. Occupational Safety and Health Administration (OSHA) standards for infection control and hazard communication. Students also study related dental terminology.

#### **DA-105 – Laboratory Procedures**

**4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

In this module, students receive hands-on training in taking impressions and constructing study and master casts. Students are exposed to a variety of impression and gypsum materials and procedures for their use. The casts are then used to practice dental procedures such as the fabrication of custom trays and temporary crowns. Prosthodontics as a specialty is presented with instruction in crown and bridge procedures and full and partial dentures. Students are introduced to dental implants and the various types of mouth guards such as night-guards, sports guards and bleaching trays. Laboratory safety and infection control are presented. Students are introduced to basic anatomy of the head and teeth. Occupational Safety and Health Administration (OSHA) standards for infection control and hazard communication. Related dental terminology is studied.

#### **DA-106 – Dental Anatomy and Orthodontics**

**4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

This module focuses on orthodontics as a specialty. Students receive hands-on training in practicing orthodontic measurements, placement of separators and sizing bands and placement and ligation of arch wires. Theory on orthodontic assistant duties, office routine and malocclusion classifications are presented. In addition, students learn to chart the oral conditions of patients in compliance with state guidelines for mouth mirror inspection. Introduction of tooth morphology, oral structures, and oral pathology are presented. Students are introduced to basic anatomy of the head and teeth. Occupational Safety and Health Administration (OSHA) standards for infection control and hazard communication. Related spelling and terminology is studied throughout the module.

### **DA-107 – Dental Health**

#### **4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

Specialty areas of oral pathology and periodontics are studied. Placement of periodontal surgical dressings is demonstrated and practiced on manikins according to RDA criteria. Students also learn about CPR for the Healthcare Provider and how to manage emergencies that may occur in the dental office. Preventive dentistry is emphasized. Related areas of nutrition and fluorides are presented. Students also study related dental terminology. Students will learn pit and fissure sealants. Theory, laboratory skills and clinical practice meet state guidelines for a Pit and Fissure Sealant Certificate and comply with programmatic regulations for certifying students. Coronal polish theory and procedures are taught and practiced on manikins and then on clinical patients under the direct supervision of a licensed dentist (California and Florida States Only). Completion of Coronal Polish and Pit and Fissure Sealants requirements will permit the assistant to perform the procedure after obtaining the Registered Dental Assistant license (California programs only). Students are introduced to basic anatomy of the head and teeth. Occupational Safety and Health Administration (OSHA) standards for infection control and hazard communication.

### **DA-108 – Modern Concepts in Dental Assisting**

#### **4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

This module will focus on the additional skills and duties allowed to a dental assistant and registered dental assistant. Students will complete training on the California Dental Practice Act. Students will learn intra and extraoral photography as it relates to dentistry. Face bow transfer and light cured isolation techniques will also be learned. Students will learn duties in patient monitoring using EKG and sedation equipment, the use of automated caries detection devices, and learn the use of computer aided design (CAD) machines. Students will learn provisional fabrication. A review of dental anatomy and morphology is presented and related spelling and terminology is studied throughout the module. Students are introduced to Occupational Safety and Health Administration (OSHA), standards for infection control and hazard communication.

### **DA-109 – Administrative Dentistry**

#### **4.0 Semester Credits**

**Prerequisite: None**

**Lecture Hours: 40.0 Lab Hours: 40.0 Outside Work Hours: 30.0**

This module focuses on basic administrative procedures and receptionist-related duties performed in the dental office. Routine office procedures such as appointment scheduling, filing, mail handling, inventory control and telephone communication are included. Students are introduced to the legal and ethical responsibilities of the dentist and the dental staff. They become familiar with records management systems and learn how to take case histories and obtain information for the completion of dental records. They also work with a pegboard system to accomplish tasks in daily posting, cash management and reconciliation. An introduction to dental insurance and the procedures required in coding and billing is included. Students use computerized practice management software to complete dental insurance claims and patient records. Students are introduced to basic anatomy of the head and teeth,

Occupational Safety and Health Administration (OSHA), standards for infection control and hazard communication. Essential dental terminology is also studied.

**DA-110 – Dental Assistant Externship**

**3.5 Semester Credits**

**Prerequisite: DA-101-DA109**

**Lecture Hours: 0.0 Lab Hours: 0.0 Externship Hours: 160.0**

This module is 160 hours of unpaid, supervised, practical in-service in a dental office or clinic in which the student practices direct application of all administrative and clinical functions of dental assisting.



## VOCATIONAL NURSING PROGRAM\*

**DOT CODE: 079.374-014**

**CIP Code 51.3901**

**SOC Code 29-2061**

### *Vocational Nursing Program Description & Objectives:*

The Vocational Nursing role represents the beginning level of the nursing practice continuum as members of the profession, provider of patient-centered care, patient safety advocate, and member of health care team. The purpose of the Vocational Nursing Program is to prepare graduate vocational nurses who are competent and self-directed, to function under the supervision of the registered nurse or physician, to provide nursing care in structured health care setting for individual clients who are experiencing common, well-defined health problems with predictable outcomes.

Students who successfully complete all programs objectives and meet the California Board of Vocational Nursing and Psychiatric Technicians (BVNPT) requirements will be eligible to register and take the National Council Licensure Examination for Practical Nurses (NCLEX-VN/PN).

- 62 Weeks with clinical (Day only) – FULL TIME

Course Number	Course Title	Total Hours	lecture Hours	Lab Hours	Clinical Hours	Total Weeks	Semester Credit Hours
VNFN	Fundamentals of Nursing	292	100	96	96	12	12.0
VNA&P	Anatomy and Physiology	98	50	0	48	4	4.0
VNPH	Pharmacology	78	30	0	48	3	3.0
VNMS I	Medical Surgical Nursing I	234	90	0	144	9	9.0
VNMENTH	Mental Health	78	30	0	48	3	3.0
VNMS II	Medical Surgical Nursing II	234	90	0	144	9	9.0
VNMH	Maternal Health (Obstetrics)	102	30	0	72	4	3.5
VNCH	Child Health (Pediatrics)	78	30	0	48	3	3.0
VNMS III	Medical Surgical Nursing III	430	150	0	280	13	16.0
<b>Total</b>		<b>1624</b>	<b>600</b>	<b>96</b>	<b>928</b>	<b>60</b>	<b>62.5</b>

### *Vocation Nursing Program Module Descriptions*

**VNFN** Fundamentals of Nursing

**Prerequisite(s):** Meet admission criteria

**Total clock hours: 292**

**Total semester credit 12.0 hours**

**Description:**

This Term I Nursing Fundamental module introduces the role of the vocational nurse as a provider of care and member of the health care team. Content includes legal and ethical aspects of nursing, concepts of health and wellness, body mechanics, personal hygiene, basic nursing

\*Didactic portions of programs that are held at the National Career College additional classroom location (14547 Titus St., Suites 102, 211, & 212, Panorama City, CA 91402) include the Vocational Nursing, Medical Office Specialist, and Dental Assistant programs.

procedures, principles of infection control, emergency care and first aid, nursing assessment and vital signs, principles of nutrition and diet therapy, and cultural and social aspects of nursing. Emphasis on human growth and development, the development of critical thinking skills, communication, documentation and the nursing process. Skills taught are necessary to assist clients with achieving an optimal level of health. Principles of geriatric care, home and community health nursing, and the vocational nurses' role in restorative and rehabilitation care are also included.

Clinical sites and/or simulated client laboratory assignments provide hands-on learning experiences that enable the student to apply concepts and skills related to safe and effective care, health promotion, psychosocial, and physiological integrity of the client.

The concepts and applications of Foundations of Nursing are integrated throughout the curriculum.

**VNA&P**                    Anatomy and Physiology

**Prerequisite(s):** VNFN

**Total clock hours: 98**

**Total semester credit 4.0 hours**

**Description:**

This Term 1 module utilizes a body systems approach to teaching human anatomy and physiology. The emphasis of the instruction is on the human body as a living, functioning organism that responds to internal and external changes. The student is introduced to body chemistry and microbiology in this module. Medical terminology is integrated throughout this module with emphasis placed on learning to analyze, pronounce, and spell key words.

The concepts and application of Anatomy and Physiology are integrated throughout the curriculum.

**VNPH**                    Pharmacology

**Prerequisite(s):** VNFN, VNA&P

**Total clock hours: 78**

**Total semester credit 3.0 hours**

**Description:**

This module introduces the student to the basic principles of pharmacology. An overview of mathematics, with an emphasis on drug dosage calculations is included. Legal aspects of medication administration as well as medical terms related to drugs and medication administration are introduced. Basic level pharmacokinetics is studied as well as classification of medications by body system. Principles of medication administration will be introduced with an emphasis on patient safety, administration techniques, and nursing care guidelines by route of administration.

**VNMS I**                    Medical Surgical Nursing I

**Prerequisite(s):** VNFN, VNA&P, VNPH

**Total clock hours: 234**

**Total semester credit 9.0 hours**

**Description:**

This Level II module utilizes the nursing process and critical thinking skills learned in Level I. Nursing care of adult clients with common medical surgical health care needs in a variety of settings is emphasized. Health promotion is taught along with the concepts of the etiology and basic pathophysiology of disorders, the nurse's role in diagnostic tests, recognizing clinical signs

and symptoms of disorders, providing nursing interventions, including demonstrating cultural and spiritual competencies, and the identification of possible complications. The vocational nurse's role in evidence-based nursing practice is reinforced.

Clinical sites and/or simulated client laboratory assignments provide hands-on learning experiences. The student will be able to apply concepts of care for clients experiencing common medical surgical health disorders related to pain, the surgical patient, of immune disorder, HIV/AIDS, cancer, respiratory system, and integumentary disorders.

The Concepts and Application of Medical Surgical Nursing I are integrated throughout the curriculum.

**VNMMENTH**            Mental Health

**Prerequisite(s):**    VNFN, VNA&P, VNPH, VNMSI

**Total clock hours: 78**

**Total semester credit 3.0 hours**

**Description:**

This Term II module builds on the therapeutic communication techniques introduced in VNFN. The focus of this module is nursing care which emphasizes the promotion and support of the emotional, mental, and social well-being of clients in a variety of settings. Included is the continuum of mental health and current treatment modalities.

Clinical sites and/or simulated client assignments provide hands on learning experiences. The student will be able to apply concepts of care for clients experiencing psychosocial needs.

The Concepts and Application of Mental Health Nursing are integrated throughout the curriculum.

**VNMS II**                Medical Surgical Nursing II

**Prerequisite(s):**    VNFN, VNA&P, VNPH, VNMS I, VNMH

**Total clock hours: 234**

**Total semester credit 9.0 hours**

**Description:**

This Term III module builds on the nursing process and critical thinking skills learned in Term I& II. Nursing care of adult clients with common medical surgical health care needs in a variety of settings is emphasized. Health promotion is taught along with the concepts of the etiology and basic pathophysiology of disorders, the nurse's role in diagnostic tests, recognizing clinical signs and symptoms of disorders, providing nursing interventions, including demonstrating cultural and spiritual competencies, and the identification of possible complications. The vocational nurse's role in evidence-based nursing practice is reinforced.

Clinical sites and/or simulated client laboratory assignments provide hands-on learning experiences. The student will be able to apply concepts of care for clients experiencing common medical surgical health disorders related to Genitourinary, Endocrine System, Gastrointestinal, Musculoskeletal, and Reproductive System.

The Concepts and Application of Medical Surgical Nursing II are integrated throughout this learning module.

**VNMMH**                Maternal Health (Obstetrics)

**Prerequisite(s):**    VNFN, VNA&P, VNPH, VNMSI, VNMMENTH, VNMSII

**Total clock hours: 102**

**Total semester credit 3.5 hours**

**Description:**

This Term III module introduces the use of critical thinking skills and the nursing process in caring for the childbearing family. Child bearing health related issues including cultural and spiritual needs are taught as a normal process. Also included is the nursing care for high risk and complications of pregnancy. Emphasis is placed on the child bearing family during the prenatal, intrapartum and postpartum periods. Nursing care of the neonate is also included.

Clinical sites and/or simulated client laboratory assignments provide hands-on learning experiences that enable the student to apply concepts and skills related to the child-bearing family.

**VNCH** Child Health (Pediatrics)

**Prerequisite(s):** VNFN, VNA&P, VNPH, VNMSI, VNMENTH, VNMSII, VNMH

**Total clock hours: 78**

**Total semester credit 3.0 hours**

**Description:**

This Term III module introduces the student to nursing care of children builds on progressively mastery of knowledge, skills and abilities, and critical thinking skills learned in Term I,& II. The emphasis is placed on growth and development, anticipatory guidance, cultural and spiritual needs and common health care problems of children from infancy through adolescence. Recognition of child abuse and appropriate nursing interventions are taught. The nurse's role in evidence-based nursing practice is reinforced. Clinical sites and/or simulated client laboratory assignments provide hands-on learning experiences that enable the student to apply concepts and skills related to safe and effective care of children.

**VNMS III** Medical Surgical Nursing III

**Prerequisite(s):** VNFN, VNA&P, VNPH, VNMSI, VNMENTH, VNMSII, VNMH, VNCH,

**Total clock hours: 430**

**Total semester credit 12.0 hours**

**Description:**

This Term IV module builds on progressively mastery of knowledge, skills and abilities, and critical thinking skills learned in Term I, II& III. Nursing care of adult clients with common medical surgical health care needs in a variety of settings is emphasized. Health promotion is taught along with the concepts of the etiology and basic pathophysiology of disorders, the nurse's role in diagnostic tests, recognizing clinical signs and symptoms of disorders, providing nursing interventions, including demonstrating cultural and spiritual competencies, and the identification of possible complications. The vocational nurse's role in evidence-based nursing practice is reinforced.

Clinical sites and/or simulated client laboratory assignments provide hands-on learning experiences. The student will be able to apply concepts of care for clients experiencing Sensory System disorders, Cardiovascular System, lymphatic systems, blood, and Nervous System disorders. The Concepts and Application of Medical Surgical Nursing III are integrated throughout the term 4 curriculum. Concepts of Leadership and Supervision and principles of professional development will also be included.

**ASSOCIATE OF APPLIED SCIENCE DEGREE**  
**HEALTHCARE ADMINISTRATION PROGRAM**

**D.O.T. Code: 214.482-010**

**C.I.P. Code: 51.0707**

**SOC Code: 29.2071**

***Healthcare Administration Program Description & Objectives:***

The Associate of Applied Science degree in Healthcare Administration program prepares graduates for entry-level employment in a healthcare administration setting. This program is designed to meet the needs of individuals who desire to work in the allied health industry. The students learn the skills needed to work in the front and or back office of health care institutions, hospitals, clinics, both large or small, medical offices or health maintenance organizations. The students learn computer skills and applications, medical terminology, medical billing, medical insurance and coding, medical records and clinical skills. Medical office procedures provide the student the skills needed to interact with doctors, nurses and other specialists. Medical Anatomy and physiology is covered to provide the students a broader understanding of the human body as it relates to the clinical procedure. In addition, the management skills topics covered within the Associate of Applied Science degree in Healthcare Administration provides the students the skills needed to interact and or manage other employees in an office setting. Also, the program provides expanded knowledge and understanding of general education courses which are beneficial to students in interacting within their community and beyond, and will be able to accept positions and/or promotions at a higher level of employment.

- 61 Weeks with externship (Morning & Evening) – FULL TIME

<b>Course Number</b>	<b>Course Title</b>	<b>Total Hours</b>	<b>Lecture Hours</b>	<b>Lab Hours</b>	<b>Extern Hours</b>	<b>Total Weeks</b>	<b>Semester Credit Hours</b>
HA-101	Operating Systems	60	30	30	0	3.0	3.0
HA-102	Word Processing	45	15	30	0	2.25	2.0
HA-103	Medical Terminology, Anatomy & Physiology I	45	45	0	0	2.25	3.0
HA-104	Medical Terminology, Anatomy & Physiology II	45	45	0	0	2.25	3.0
HA-105	Medical Terminology, Anatomy & Physiology III	45	45	0	0	2.25	3.0
HA-106	Medical Insurance	60	30	30	0	3.0	3.0
HA-107	Medical Coding	105	45	60	0	5.25	5.0
HA-108	Electronic Medical Billing	75	45	30	0	3.75	4.0
HA-109	Medical Office Procedures	60	60	0	0	3.0	4.0
HA-110	Electronic Medical Records	30	30	0	0	1.5	2.0
HA-111	Medical Assistant I	100	60	40	0	5.0	5.0

<b>HA-112</b>	Medical Assistant II	90	60	30	0	4.5	5.0
<b>HA-113</b>	Management Skills	60	60	0	0	3.0	4.0
<b>HA-114</b>	Employment Preparation	15	15	0	0	0.75	1.0
<b>HA-115</b>	Externship	160	0	0	160	8.0	3.5
	<b>SUB-TOTALS</b>	<b>995</b>	<b>585</b>	<b>250</b>	<b>160</b>	<b>49.75</b>	<b>50.5</b>
	<b>GENERAL EDUCATION COURSES</b>						
<b>MTH-101</b>	Mathematics	30	30	0	0	1.5	2.0
<b>COM-101</b>	Communication Skills	60	60	0	0	3.0	4.0
<b>PSY-101</b>	Psychology	30	30	0	0	1.5	2.0
<b>ECO-101</b>	Economics	45	45	0	0	2.25	3.0
<b>HIS-101</b>	American History	60	60	0	0	3.0	4.0
	<b>SUB-TOTALS</b>	<b>225</b>	<b>225</b>	<b>0</b>	<b>0</b>	<b>11.25</b>	<b>15.0</b>
	<b>GRAND TOTALS</b>	<b>1220</b>	<b>810</b>	<b>250</b>	<b>160</b>	<b>61.00</b>	<b>65.5</b>

### *Healthcare Administration Program Module Descriptions*

#### **HA-101: Operating Systems**

Prerequisites: None

Total clock hours: 60      Total semester credit hours: 3

This course introduces students to the computer concepts and terminology. Students will learn commonly used portions of MS Office Suite. The course provides the foundation in the use of the Internet/Email and Microsoft Word. Additionally, the students will be able to work with Microsoft Windows XP Operating System, Microsoft Excel and Microsoft PowerPoint, as well as Keyboarding and Typing. Students will also learn to navigate the World Wide Web, use search engines and establish an e-mail account.

#### **HA-102: Word Processing**

Prerequisites: HA-101

Total clock hours: 45      Total semester credit hours: 2

Students will develop basic skills and understanding of word processing applications. Students develop the skills to create a variety of business documents including business letters and memos. The students become proficient in the features of Microsoft Word through laboratory exercises where word processing concepts are emphasized. Students learn the basics of formatting text, paragraphs, and tables, creating headers and footers and setting up documents for printing.

#### **HA-103: Medical Terminology, Anatomy and Physiology I**

Prerequisites: None

Total clock hours: 45      Total semester credit hours: 3

The class in Anatomy & Physiology/Medical Terminology I provides a basic knowledge of the different prefixes, combining forms, suffixes of medical terms that are associated with the following body systems: skeletal, muscular, cardiovascular systems. Likewise, the terms related

to the human body in health and disease. The course focuses on the recognition, definition, spelling, and pronunciation of these medical terms and at the same time learning the structures and functions of the body systems.

### **HA-104: Medical Terminology, Anatomy and Physiology II**

Prerequisites: None

Total clock hours: 45      Total semester credit hours: 3

The class in Anatomy & Physiology/Medical Terminology II provides a basic knowledge of the different prefixes, combining forms, suffixes of medical terms that are associated with the following body systems: Lymphatic and Immune, Respiratory, Digestive, Urinary and Nervous Systems. The course focuses on the recognition, definition, spelling, and pronunciation of these medical terms and at the same time learning the structures and functions of the body systems.

### **HA-105: Medical Terminology, Anatomy and Physiology III**

Prerequisites: None

Total clock hours: 45      Total semester credit hours: 3

The class in Anatomy & Physiology/Medical Terminology III provides a basic knowledge of the different prefixes, combining forms, suffixes of medical terms that are associated with the following body systems: Special Senses, Integumentary, Endocrine, and Reproductive Systems. The course focuses on the recognition, definition, spelling, and pronunciation of these medical terms (anatomical, physiological, diagnostic and pathological terms) and at the same time learning the structures and functions of the body systems. It also includes the recognition, definition, spelling, and pronunciation of terms used in medical pathology and medical practice.

### **HA-106: Medical Insurance**

Prerequisites: None

Total clock hours: 60      Total semester credit hours: 3

This course is an overview of the basic concepts concerning insurance and various types of medical coverage. Explanation and case studies showing the distinction between Private Insurance, Medicare, Medicaid and other governmental programs are discussed. Overview of Workers Compensation, disability insurance and hospital billing as a separate discipline is also covered. Case studies and use of a computer based programs heavily emphasized.

### **HA-107: Medical Coding**

Prerequisites: HA-106

Total clock hours: 105      Total semester credit hours: 5

This class prepares students with a solid background of performing medical coding of different diagnoses and procedures used by several health care providers. The use of the Current Procedural Terminology (CPT) and the International Classification of Diseases (ICD-9) manuals will be presented in easy step-by-step fashion. Medical Terminology used in the different sections of these manuals will be mastered.

### **HA-108: Electronic Medical Billing**

Prerequisites: HA-106, HA-107

Total clock hours: 75      Total semester credit hours: 4

A computerized job-simulated billing exercise using MediSoft will provide the student with a complete learning package in this course. This course will provide the students the basic knowledge to apply the patient's demographics using computer software to minimize errors in

submitting claims to different insurance companies. This will give the students the understanding the difference between manual and computerized generation of claim forms for reimbursement.

### **HA-109: Medical Office Procedures**

Prerequisites: None

Total clock hours: 60      Total semester credit hours: 4

The course provides an overview and understanding of the medical health care roles and responsibilities in the office. The student is trained in telephone procedures and etiquette, patient reception and scheduling techniques. The importance of accuracy, medical ethics and the legal aspects associated with medical records is emphasized.

### **HA-110: Electronic Medical Records**

Prerequisites: None

Total clock hours: 30      Total semester credit hours: 2

This course is in depth studying of Electronic Health Record with a brief overview of Introduction to EHR in connection with operation and management of the medical facility. Problems, medications and allergy lists will be learned. The examinations, treatment plans, orders and results will be studied.

### **HA-111: Medical Assistant I**

Prerequisites: None

Total clock hours: 100      Total semester credit hours: 5

This course is to prepare students to their roles and duties as the clinical medical assistant. It covers health care clinical settings and laboratory procedures. Instruction includes Universal Precautions, Infection Control. Medical Asepsis and sterilization techniques will be studied. Vital Signs and Measurements, medical history will be practiced. Students will learn the methods of the Physical Examination and Assessment Procedures of the Body Systems.

### **HA-112: Medical Assistant II**

Prerequisites: HA-111

Total clock hours: 90      Total semester credit hours: 5

This course provides an overview and understanding of the medical office diagnostic and laboratory procedures. Orientation of the students of the different preparation for clinical duties of a medical assistant will be presented in a step by step fashion. The importance of interviewing for medical history, diagnostic accuracy and proper specimen collection prepare the student for these important back office tasks. Injections and phlebotomy procedures will be learned. Likewise, is to give the students the basic management of different emergencies and understanding of different behaviors that influences health for future patient education.

### **HA-113: Management Skills**

Prerequisites: None

Total clock hours: 60      Total semester credit hours: 4

This course presents an introduction of medical management concepts and strategies used by modern medical businesses. The course is designed to familiarize students with the accepted standards, procedures, and techniques employed by corporate, business, and functional level medical managers. Further, the course provides students with an understanding of the role of medical management and how to develop plans and execute strategies in pursuit of organizational goals.



**HA-114: Employment Preparation**

Prerequisites: HA-101-113

Total clock hours: 15      Total semester credit hours: 1

In this advanced course, the students learn how to prepare resume covering the skills taught in the Associate Degree program, locating sources of employment using internet sources, posting and emailing resumes, interviewing for a job and follow-up procedures.

**HA-115: Externship**

Prerequisites: HA-101-114

Total clock hours: 160      Total semester credit hours: 3.5

The Student takes all hands-on training and academic knowledge to the field in this excellent employment opportunity. Students, through their externship coordinator are assigned to a hospital and/or clinic. With 'real world' experience, the student can hone skills already learned and develop important relationship with patients, doctors and other medical personnel.

***General Education Course Description*****MTH-101: Mathematics**

Prerequisites: None

Total clock hours: 30      Total semester credit hours: 2

This course provides students with basic skills and understanding of mathematics including practices and the use of common formulas. A review of basic math functions is provided with emphasis on practical mathematical problems. The course will familiarize students with basic math theory emphasizing those components making up a business accounting formulas. Basic equations and techniques will be covered while Proficiency is developed in performing business mathematical operations using computer.

**COM-101: Communication Skills**

Prerequisites: None

Total clock hours: 60      Total semester credit hours: 4

This course presents the principles of expository writing and rhetorical style through coordinated reading and writing assignments. Various expository writing techniques, such as argumentation, description, and narration are discussed. Topics include the skills and procedures for conducting research and the writing of a well-organized and well-developed report.

**PSY-101: Psychology**

Prerequisites: None

Total clock hours: 30      Total semester credit hours: 2

The Psychology course instructs students in basic knowledge of the study of behavior and mental processes with emphasis on the scientific nature of contemporary psychological investigation. Topics discussed included research methods, the biology of behavior, sensation and perception, stress and adjustment, learning, memory, cognition, motivation, emotion, life-span development of behavior, personality, and abnormal behavior and its therapies, social behavior and individual differences.

**ECO-101: Economics**

Prerequisites: None

Total clock hours: 45      Total semester credit hours: 3

A study of the nature and methods of economics. Topics will include the economizing problem, American capitalism, national goals, and the basic principles of money and banking. A detailed analysis of supply and demand, the mechanics of market structures, national income, inflation, employment theory, and monetary and fiscal policy will be presented and discussed. The scope and methodology of macroeconomics as to choice, scarcity, and problems will be explored. An introduction to microeconomics will be presented.

### **HIS-101: American History**

Prerequisites: None

Total clock hours: 60      Total semester credit hours: 4

This course is a survey of American history from the Age of discovery to the end of Reconstruction. Topics to be discussed include the transplanted European culture to America, the rise of American society, the institution of slavery, and the emergence of an industrial society.

### **National Career College Diploma Program Course Transfer**

Some of National Career College healthcare program course may be transferable to the AAS degree program, and will be credited and applied towards the occupational related courses. These courses will be evaluated for each student on an individual basis.

## ASSOCIATE OF APPLIED SCIENCE DEGREE

### BUSINESS MANAGEMENT AND ACCOUNTING PROGRAM

**D.O.T. Code: 216.482-010**

**C.I.P. Code: 52.0305**

**SOC Code: 11-3011.00**

***Business Management and Accounting Program Description & Objectives:***

The Associates of Applied Science (AAS) Degree curriculum is designed to meet the needs of individuals who need to work in business setting. The emphasis is on learning computer skills, accounting applications, accounting for servicing business, and for merchandise business to meet the needs of the bookkeeping and accounting field. The program also provides students with the knowledge of how to manage a business, office procedures, understanding the law related to business, essential needs for marketing and advertising the products, learning the principle of management skills, and supervising and administrating small or large departments. The (AAS) degree program also includes courses such as database management applications, tax preparation and creating reports. The program provides expanded knowledge and understanding of general education courses which are beneficial to students in interacting within their community and beyond.

- 60 Weeks (Morning & Evening) – FULL TIME

Course Number	Course Title	Total Hours	Lecture Hours	Lab Hours	Total Weeks	Semester Credit Hours
BMA-101	Computer Operating Systems	60	30	30	3.00	3.00
BMA-102	Word Processing	60	30	30	3.00	3.00
BMA103	Spreadsheet I	75	45	30	3.75	4.00
BMA-104	Spreadsheet II	75	45	30	3.75	4.00
BMA-105	Accounting for Service Business	60	30	30	3.00	3.00
BMA-106	Accounting for Merchandise Business	60	30	30	3.00	3.00
BMA-107	QuickBooks Accounting I	60	30	30	3.00	3.00
BMA-108	QuickBooks Accounting II	60	30	30	3.00	3.00
BMA-109	Introduction to Business	45	45	0	2.25	3.00
BMA-110	Business Management Skills	60	30	30	3.00	3.00
BMA-111	Human Resource Management	60	30	30	3.00	3.00
BMA-112	Business Marketing	45	45	0	2.25	3.00
BMA-113	Database Applications	60	30	30	3.00	3.00
BMA-114	Payroll Accounting	45	45	0	2.25	3.00
BMA-115	Income Tax Preparation	60	30	30	3.00	3.00

<b>BMA-116</b>	Business Law	60	30	30	3.00	3.00
<b>BMA-117</b>	Employment Preparation	30	30	0	1.50	2.00
	<b>SUB-TOTALS</b>	<b>975</b>	<b>585</b>	<b>390</b>	<b>48.75</b>	<b>52.00</b>
	<b>GENERAL EDUCATION COURSES</b>					
<b>GE-101</b>	Mathematics	30	30	0	1.5	2.0
<b>GE-102</b>	Communication Skills	60	60	0	3.0	4.0
<b>GE-103</b>	Psychology	30	30	0	1.5	2.0
<b>GE-104</b>	Economics	45	45	0	2.25	3.0
<b>GE-105</b>	American History	60	60	0	3.0	4.0
	<b>SUB-TOTALS</b>	<b>225</b>	<b>225</b>	<b>0</b>	<b>11.25</b>	<b>15.00</b>
	<b>GRAND TOTALS</b>	<b>1200</b>	<b>810</b>	<b>390</b>	<b>60.00</b>	<b>67.00</b>

### *Business Management and Accounting Program Module Descriptions*

#### **BMA101 Computer Operating Systems** (3 semester credit hour, no prerequisite)

This course introduces students to the computer concepts and terminology. Students will learn commonly used portions of MS Office Suite. The course provides the foundation in the use of the Internet/Email and Microsoft Word. Additionally, the students will be able to work with Microsoft Windows XP Operating System, Microsoft Excel and Microsoft PowerPoint, as well as Keyboarding and Typing. Students will also learn to navigate the World Wide Web, use search engines and establish an e-mail account.

#### **BMA102 Word Processing** (3 Semester Credit Hours, no prerequisite)

Students will develop basic skills and understanding of word processing applications. Students develop the skills to create a variety of business documents including business letters and memos. The students become proficient in the features of Microsoft Word through laboratory exercises where word processing concepts are emphasized. Students learn the basics of formatting text, paragraphs, and tables, creating headers and footers and setting up documents for printing.

#### **BMA103 Spreadsheet I** (4 Semester Credit Hours, no prerequisite)

In this course students will develop basic skills and understanding of spreadsheets using Excel MS Office. The course includes Preparing an Excel Worksheet, Editing Data, Formatting an Excel Worksheet, Inserting Formulas in a Worksheet and Enhancing a Worksheet.

#### **BMA104 Spreadsheet II** (4 Semester Credit Hours, Prerequisite, BMA103)

In this course students will develop intermediate skills and understanding of spreadsheets. The course covers topics such as Moving Data within and between Workbooks, Maintaining Workbooks, Creating a Chart in Excel and Enhancing the Display of Workbooks.

#### **BMA105 Accounting for Service Business** (3 Semester Credit Hours, no prerequisite)

Students will develop basic skills and understanding of Accounting. The course will familiarize students with how accounting's basic theories are used. The course includes Transactions, Chart of Accounts, general journal, general ledger, Financial Statements and General Ledger Trial

Balance.

**BMA106 Accounting for Merchandise Business** (3 Semester Credit Hours, Prerequisite BMA105)

In this course, students will develop basic skills and understanding of Accounting. The course will familiarize students with Purchases and Cash Payments, Sales and Cash Receipts, Creating Work Sheet and Adjustments, Financial Statements and Closing Entries.

**BMA107 QuickBooks Accounting I** (3 Semester Credit Hours, no prerequisite).

Students will develop basic skills and understanding of accounting QuickBooks software. The course will familiarize students with how accounting's basic theories are used. The course includes Vendors, Customers, Adjustments, Period-End Procedures and Inventory.

**BMA108 QuickBooks Accounting II** (3 Semester Credit Hours, Prerequisite BMA107)

This course covers basic skills and understanding of accounting software. The course includes New Company Setup (Easy Setup Interview and Customize), New Company Setup (An Alternative), and Payroll setup. The course also includes Pay Employees and Payroll Liabilities and Reconcile Banking Account.

**BMA109 Introductions to Business** (3.0 semester credit hours, no prerequisite)

This course is an introduction to business administration and management, marketing, finance, human resources, and economics in the American market place. Aspects of business, including the relationship of business to the social, economic, and political worlds will be covered. The history of the American economy, and a comparison of the free enterprise system to other economic systems, will be discussed.

**BMA110 Business Management Skills** (3 semester credit hour, No Prerequisite)

This course provides students with basic skills and understanding of processes of Management, decision-making, and organizational structure will be reviewed, including discussion of employer-employee relations, and managerial functions in businesses.

**BMA111 Human Resource Management** (3 semester credit hour, No Prerequisite)

This course provides students with basic skills and understanding of designing and implementing a hiring plan. Tactics for developing and training new employees. Strategies for writing job descriptions, recruiting applicants, and selecting employees. Techniques for creating an effective compensation and benefits structure.

**BMA112 Business Marketing** (2 semester credit hour, No Prerequisite)

This course introduces modern Business Marketing, concepts and strategies and familiarizes the student with standards, procedures, and techniques used in marketing topics include marketing research, consumer behavior, product and pricing strategies, marketing communications, and distribution.

**BMA113 Database Applications** (3 Semester Credit Hours, no prerequisite)

Students will develop basic skills and understanding of Database Applications. The course will cover Creating Database Tables, Creating Relations between Database Tables, Using Wizards, and Filtering Records.

**BMA114 Payroll Accounting** (3 Semester Credit Hours, no prerequisite)

This course provides students with calculating gross earnings for employees. Calculating payroll deductions and net pay. Complete a payroll register. Make accounting entries for employee earnings and deductions. Record the employer's payroll taxes. Record and report payment of the employer's federal and state unemployment taxes. Report employee earnings and tax deductions to the federal government at the end of the year

**BMA115 Income Tax Preparation** (3 Semester Credit Hours, no prerequisite)

An introduction to the theory and practice of computerized Federal taxation. Topics include calculation of taxable income, standard and itemized deductions, exemptions, credits, capital gain and loss, depreciation, adjusted gross income, sole proprietorship, retirement income, pensions, social security and IRA's. Emphasis is on Tax preparation and tax planning for the individual.

**BMA116 Business Law** (3 Semester Credit Hours, no prerequisite)

This course will provide the student with an understanding of basic legal terminology, principles, and procedures. The role of the business professional and the relationship between commerce and the legal system will be emphasized. The student will be provided with applications using the Internet, database, word processing, and network research systems.

**BMA117 Employment Preparation** (2 semester credit hour, No prerequisite)

In this advanced course, the students learn how to prepare resume covering the skills taught in the Associate Degree program, locating sources of employment using internet sources, posting and emailing resumes, interviewing for a job and follow-up procedures.

***General Education Course Description:***

**GE101 Mathematics** (2 semester credit hours, no prerequisite)

This course provides students with basic skills and understanding of mathematics including practices and the use of common formulas. A review of basic math functions is provided with emphasis on practical mathematical problems. The course will familiarize students with basic math theory emphasizing those components making up a business accounting formulas. Basic equations and techniques will be covered while Proficiency is developed in performing business mathematical operations using computer.

**GE102 Communication Skills** (4 semester credit hours, no prerequisite)

This course presents the principles of expository writing and rhetorical style through coordinated reading and writing assignments. Various expository writing techniques, such as argumentation, description, and narration are discussed. Topics include the skills and procedures for conducting research and the writing of a well-organized and well-developed report.

**GE103 Psychology** (2 semester credit hours, no prerequisite)

The Psychology course instructs students in basic knowledge of the study of behavior and mental processes with emphasis on the scientific nature of contemporary psychological investigation. Topics discussed included research methods, the biology of behavior, sensation and perception, stress and adjustment, learning, memory, cognition, motivation, emotion, life-span development of behavior, personality, abnormal behavior and its therapies, social behavior and individual differences.

**GE104 Economics** (3 semester credit hours, no prerequisite)

A study of the nature and methods of economics. Topics will include the economizing problem, American capitalism, national goals, and the basic principles of money and banking. A detailed analysis of supply and demand, the mechanics of market structures, national income, inflation, employment theory, and monetary and fiscal policy will be presented and discussed. The scope and methodology of macroeconomics as to choice, scarcity, and problems will be explored. An introduction to microeconomics will be presented.

**GE105 American History** (4 semester credit hour, no prerequisite)

This course is a survey of American history from the Age of discovery to the end of Reconstruction. Topics to be discussed include the transplantation of European culture to America, the rise of American society, the institution of slavery, and the emergence of an industrial society.

## TRANSFER OF CREDITS POLICY

### “NOTICE CONCERNING TRANSFIRIBILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION”

“The transferability of credits you earn at National Career College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or degree you earn in your program of study is also at the complete discretion of the institution to which you may seek to transfer. If the credits, diploma or degree 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 National Career College to determine if your credits, diploma or certificate will transfer.”

National Career College at the present time has not entered into an articulation or transfer agreement with any other college or university, and makes no guarantees of transferability.

### FACULTY AND STAFF INFORMATION

<b>Staff</b>			
<b>Name</b>	<b>Title</b>	<b>Status</b>	<b>Degree/Education Institution</b>
Sam Ksachikian	Campus Director	Full-Time	B.S.- Yerevan State Medical Institute (Out of Country)
Gayane Khanoyan	Associate Director/Registrar	Full-Time	B.S.- Medical Institute (Out of Country)
Anna Tovmasyan	Financial Aid Director	Full-Time	B.S.- Yerevan University of Economy and Law (Out of Country)
Martha Alonzo	Admission Representative	Full-Time	A.A.- LACC, Los Angeles, CA
Joseph Saul	Director of Career Services	Full-Time	Diploma-Chaffey IT College, Chino CA
B.J. Montenegro	Director of Admissions	Full-Time	B.S.B.M -University of Phoenix
Robert Ramirez	Admission Representative	Full-Time	Diploma-HS, Eagle Rock, CA
Expedita M Delgado	Librarian	Part-Time	B.S.E.-University of Santo Tomas (Out of Country)
Flor Zuniga	Administrative Assistant	Full-Time	Diploma-LA Theater Academy
Rosemary Gonzalez	Financial Aid Officer	Full-Time	Diploma – United Education Institute, Can Nuys, CA
Joe Rios	Admission Representative	Full-Time	B.S. in Business Administration, Argosy University, Long Beach, CA
Maritza Arriola	Outreach Coordinator	Full-Time	Certificate-Sales Management and Marketing Strategies, Torrance, CA
Johnny Ksachikian	Administrative Assistant	Full-Time	Diploma-Monroe HS, North Hills, CA



<b>Faculty</b>			
<b>Name</b>	<b>Title</b>	<b>Status</b>	<b>Degree/Education Institution</b>
Patricia Melbourne	Dental Assistant Instructor/Program Coordinator	Part-Time	RDA-Los Angeles, CA
Florenda Corral	Medical Office Specialist Program Instructor	Part-Time	M.D. - University of St. Tomas (Out of Country)
Penny Williams	Medical Office Specialist Instructor	Part-Time	Master in Business Administration, Everest University, Orlando, FL
Wanda Miranda	Healthcare Program Director Healthcare Administration Program Instructor	Full-Time	M.D.-American University of Caribbean- Montserrat, WI
Susan Hanna	Healthcare Administration Program Instructor	Part-Time	Doctorate in Chiropractic-Cleveland Chiropractic College, Los Angeles, CA
Trevor Banks	Healthcare Administration Program Instructor Assistant	Part-Time	B.A.-Brigham Young University
Farzaneh Mohammadi	Director of Education/ Business Management and Accounting Program Instructor	Full-Time	MBA- Business Administration, Finance Concentration - Argosy University, Los Angeles, CA
Zenaida Spradlin	Business Management and Accounting Program Instructor	Part-Time	MBA-Business Administration (Out of Country)
Claudia Kotlerewsky	Medical Assistant Instructor	Full-Time	MBA-in Biology and Chemistry Out of Country)
Marlene Peek	Medical Assistant Instructor	Full-Time	B.S. Health Services Administration - Colorado Tech University, CO
Samson Yigezu	Director of Nursing (DON)	Full-Time	PhD- Capella University, Minneapolis, MN
Doreen Tan	Assistant of DON	Full-Time	RN BSN-Pacific Union College, Angwin, CA
Carol Holden	Vocational Nursing Program Theory Instructor	Part-Time	RN- SUNY Buffalo, Buffalo, NY
Charles Ang Hong	Vocational Nursing Program Theory Instructor	Part-Time	M.B., B.S. in Medicine and Surgery- (Foreign Country)
Patricia Armstrong	Vocational Nursing Program Theory Instructor	Full-Time	B.S. in Heath Care Administration, LVN- West Coast University, Riverside, CA
Catalina Javellana	Vocational Nursing Program Theory Instructor	Part-Time	Master in Arts in Nursing, (Foreign Country)
Marissa Dacumos	Vocational Nursing Program Theory Instructor	Part-Time	LVN-Preferred College of Nursing, Van Nuys, CA
Emma Vaquilar	Vocational Nursing Program Theory Instructor	Part-Time	B.S. in Nursing, (Foreign Country)
Romulo Albino	Vocational Nursing Program Clinical Instructor	Part-Time	B.S.B.A. - University of the Philippines
Girlie Ponce Deleon	Vocational Nursing Program Clinical Instructor	Part-Time	LVN-Preferred College of Nursing, Van Nuys, CA
Wanda Garcia	Vocational Nursing Program Clinical Instructor	Part-Time	B.S. Health Science in Proccessional Development & Advanced Patient Care - Grand Canyon University, Phoenix, AZ

Antinina Putong	Vocational Nursing Program Clinical Instructor	Part-Time	LVN-Preferred College of Nursing, Van Nuys, CA
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## TUITION & FEES

***Fees:***

A “Registration” fee of \$75.00 (non-refundable) will be applied to each program. Effective January 1, 2015, the Student Tuition Recovery Fund (STRF) assessment rate will be zero (\$0) per \$1,000. The STRF rate is subject to change based upon the balance in the STRF account.

**1. Dental Laboratory Technician Program**

Tuition for Dental Laboratory Technician Program: \$15,080.00  
 Materials and Supplies: \$2,586.00  
 Books and uniforms: \$250.00  
 Registration fee: \$75.00 (non-refundable)  
 STRF: \$0.00  
**Total Cost: \$17,991.00**

**2. Medical Assistant Program**

Tuition for Medical Assistant Program: (Effective January 1, 2016) \$12,600.00  
 Materials and Supplies: \$1180.00  
 Books and uniforms: \$645.00  
 Registration fee: \$75.00 (non-refundable)  
 STRF: \$0.00  
**Total Cost: \$14,500.00**

**3. Medical Office Specialist Program**

Tuition for Medical Office Specialist Program: (Effective January 1, 2016) \$12,800.00  
 Materials and Supplies: \$414.00  
 Books and uniforms: \$1,211.00  
 Registration fee: \$75.00 (non-refundable)  
 STRF: \$0.00  
**Total Cost: \$14,500.00**

**4. Healthcare Administration Program (AAS)**

Tuition for Healthcare Administration Program: \$19,680.00  
 Materials and Supplies: \$0.00  
 Books and uniforms: \$2,045.00  
 Registration fee: \$75.00 (non-refundable)  
 STRF: \$0.00  
**Total Cost: \$21,800.00**

**5. Business Management and Accounting Program (AAS)**

Tuition for Business Management and Accounting Program: \$21,000.00  
 Books and uniforms: \$2025  
 Registration fee: \$75.00 (non-refundable)  
 STRF: \$0.00  
**Total Cost: \$23,100.00**

## **6. Vocational Nursing Program**

Tuition Vocational Nursing Program: \$28900.00

Materials and Supplies: \$2025.00

Books and uniforms: \$1500.00

Registration fee: \$75.00 (non-refundable)

STRF: \$0.00

**Total Cost: \$32,500.00**

## **7. Tuition for Dental Assistant Program**

Tuition: \$16000.00

Materials and Supplies: \$1365.00

Books and uniforms: \$560.00

Registration fee: \$75.00 (non-refundable)

STRF: \$0.00

**Total Cost: \$18000.00**

**Note:** The schedule of total charges for a Period of attendance and an estimated schedule of total charges for the Entire Educational Program are the same.

### **This catalog may be updated periodically at the discretion of the Campus Director**

The college catalog will be updated annually. Updates made to the catalog regarding educational programs, educational services, policies and procedures required to be included and/or updated, and are implemented before the scheduled annual updates, those changes will be reflected at the time they are made and will be provided to students via supplements and/or inserts accompanying the catalog.

“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 Capital Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free phone number (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 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 website [www.bppe.ca.gov](http://www.bppe.ca.gov).”

To Whom It May Concern:

This Catalog is true and correct in content and policy.

Sarkis Sam Ksachikian, Campus Director

National Career College