



GLEN OAKS COLLEGE

# Glen Oaks College

*Advancing Your Future*

## COURSE CATALOG

Main Campus  
1660 Chicago Avenue, Suite N-1,  
Riverside, CA 92507

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# Glen Oaks College



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## COURSE CATALOG

2018 – 2019

### **Diploma Programs**

Medical Assistant

Pharmacy Technician

Medical Insurance and Billing Coding

### **Certificate Programs**

Nurse Assistant



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# College Information

## Mission

Glen Oaks College is dedicated to providing quality educational programs that combine knowledge with professional know-how enabling students to attain their professional goals and prepare them for gainful employment.

## Purposes

1. To provide academic and vocational curricula that meets the needs of students and prospective employers.
2. To provide students with skills that contributes to success in their careers and in their private lives.
3. To provide a learning atmosphere for students that enhances ethical and moral values in professional, personal, and business situations.
4. To provide placement assistance for graduates and students that guides them through the process of securing employment.
5. To maintain a process of communication with the community of employers to assure relevant curricula that meets the needs of the program-related industries.
6. To ensure economic stability enabling the institution to maintain updated curricula, equipment, personnel, and facility.

## Objectives

To further advance students at Glen Oaks College, each educational program has individual objectives.

- **Medical Assistant**  
To teach a wide variety of medical office skills, both administrative and clinical. Graduates of the program may have the skills and knowledge to pursue entry-level positions in physician offices, HMO facilities, clinics, urgent care, rehabilitation centers, and other allied healthcare facilities. Students also receive CPR Training and become eligible to take required examination for CPR certification. HIPAA certifications will also be issued.
- **Pharmacy Technician**  
To involve the students in the technical knowledge and practical skills required for entry-level positions in retail, hospital or HMO pharmacies, health-care facilities, and pharmaceutical companies.
- **Medical Insurance and Billing**  
To provide an opportunity for students to explore and learn medical office skills, medical coding, and medical insurance billing. Graduates from the program may qualify for entry-level positions in medical offices, clinics, hospitals, and medical insurance companies.
- **Nurse Assistant**  
To provide quality care for residents in long-term care environments, maintain residents' dignity, and improve or maintain quality of life. The program is designed to prepare students to sit for the California Certification Examination for Nurse Assistants. Students learn how to take care of patients' basic needs, including bathing and feeding. Students learn to be proficient in technical skills, such as taking vital signs, tracking patient progress through charts, and performing certain emergency procedures.

## Philosophy

Programs at Glen Oaks College (GOC) are based on the "learning by doing" philosophy, otherwise known as "active learning" With active learning as the principle doctrine, the College strives to relate new learning to students' existing knowledge and skills making learning more meaningful.

Another advantage of "active learning" is that it tends to relieve a great deal of stress and fear of failure associated with traditional, passive learning, where carry-over to the real world is a challenge. In order to maximize practical

learning, our programs require students' participation, rely heavily on case studies, and simulate role-playing, projects, and hands-on experience.

The College prides itself on being friendly and caring, a place where diversity is welcomed, and where students, faculty, and staff feel a strong sense of belonging. At GOC, no one is a mere number – everybody is accorded a special status. Our graduates leave feeling confident and prepared for the challenges that the medical work environment will bring. Our staff is comprised of highly trained individuals with years of clinical and “real world” experiences. Mutual respect between the faculty, students, and staff is of the utmost importance.

## History

Glen Oaks College was founded in 2007 in Glendale, California for the purpose of offering certificate and diploma programs in allied health. Very shortly after its founding, the school ownership was changed, and the school was relocated to Riverside, California where it has expanded its offerings.

The campus consists of 6,500 square feet facility consisting of administration offices, classrooms, lab facilities, a media center, and lounge/lunch room facility. Ample student and faculty parking is available around the entire campus.

Glen Oaks College was approved by the California Bureau for Private Postsecondary Education in December of 2011. In March of 2013, the College received its authorization to enroll non-immigrant foreign students from the Student and Exchange Visitor Program (SEVP) which is administered by the U.S. Department of Homeland Security, Immigration and Customs Enforcement.

## Administration, Faculty, and Staff

Glen Oaks College is proud of the faculty and staff who serve the student population and the community. The personnel of Glen Oaks College bring a variety of professional, educational, and life experiences that enhance the total growth experience at the campus. The catalog addendum includes a list of the administration, faculty, and staff.

## Approvals, Accreditation, and Disclosure

Glen Oaks College is approved to operate in the State of California by the Bureau for Private Postsecondary Education. Glen Oaks College is accredited by the Accrediting Bureau of Health Education Schools (ABHES). Glen Oaks College is also approved by the California State Approving Agency for Veterans Education (CSAAVE), a division of the California Department of Veterans Affairs, to offer vocational non-college degree (NCD) programs: Medical Assistant, Pharmacy Technician, and Medical Insurance Billing and Coding. Glen Oaks College is authorized by the United States Customs and Immigration Services (USCIS) to enroll non-immigrant students. The institution can issue The Form I-20 leading to the M-1 Student Visa. Glen Oaks College is not eligible to participate in the federal financial aid program (Title IV).

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

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet web site ([www.bppe.ca.gov](http://www.bppe.ca.gov)).

This institution does not have a pending petition in bankruptcy, and 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.).

## College Facilities

Glen Oaks College is located in the educational heart of Riverside, on the corner of Spruce and Chicago. The College is easily accessible from the 91 and the 215 Freeways as well as local mass transit. The College is within close proximity of local restaurants, banks, and other student related commercial outlets.

The campus consists of 6500 Square feet of space, including administrative offices, classrooms, medical labs, a media center, and lounge/lunch room facility. Ample student and faculty parking is available.

Glen Oaks College is in full compliance with all state and local ordinances and regulations, including those requirements regarding fire, building safety, and health.

## Class Location

All instructional classes will be held at the main campus located at: 1660 Chicago Avenue, Suite N-1, Riverside, CA 92507.

## Class Size

Glen Oaks College limits the size of the classes to maintain sound educational instruction. Maximum class size for any class is 16.

## Equipment

At Glen Oaks College, students are afforded the opportunity to develop knowledge and know-how of the field in which they enroll. The allied health programs at Glen Oaks College consist of a didactic component and a laboratory component. The didactic or classroom component requires the usual equipment found in a modern classroom, such as overhead projectors and DVD equipment. The practical, laboratory component, on the other hand, requires specialized equipment designed for hand-on skill development. The following is description of the equipment found in the laboratories of Glen Oaks College.

The Pharmacy Technician laboratory is a mock retail pharmacy that includes shelving for space for the top 200 drugs, empty bottles to be used in trial prescription filling and counter space for taking in prescriptions, filing and dispensing drugs. The laboratory also has a counter space area for compounding, computers, IV area, and mock retail pharmacy.

The Medical Assistant program provides training in clinical and computer labs. The equipment includes centrifuges, glucometers, microscopes, autoclaves, minor surgical instruments, electrocardiograph machines, ambulatory aids, sphygmomanometers, stethoscopes, micro hematocrit readers, and support devices.

## Library and Other Learning Resources

The library at Glen Oaks College gives students, staff, and faculty full access to media resources including but not limited to textbooks, books related to the course offerings, reference books, periodicals, technical manuals and workbooks, audio-visual materials and equipment, computers connected to the Internet, and online learning resources.

## Pearson Curriculum

We have contracted with Pearson Publishing to use their curricula for all our courses. Because of its history, size, and commitment to publish the latest in our field of service, we have chosen Pearson as our partner.

Pearson International is the world leader in education publishing and related services outside North America. Their portfolio includes innovative textbooks, digital learning solutions, online testing and assessment, professional development and a suite of integrated services.

Their education business combines 150 years of experience in publishing with the latest learning technology and online support. They provide education and assessment services in more than 70 countries, and their courses and resources are available in print and digitally.

## Pearson Instructor Resource Center

To supplement the Pearson curriculum used at Glen Oaks College, the College's faculty will be able to access the Pearson Instructor Resource Center. Returning users may sign in, new users may request access, or user may browse without signing into view titles. Instructors may search for Pearson titles through browsing by discipline or searching for resources by Author, Title, or ISBN.

## Students with Disabilities

In compliance with the Americans with Disabilities Act, all our facilities are fully accessible with designated parking, handicap Parking, handicap restrooms, handicap access to building. For additional accommodations must be requested through the Director of Education.

## Admissions Information

### Admissions Requirements and Procedures

Applicants must meet the following requirements and procedures prior to acceptance to Glen Oaks College:

Applicants for the Diploma Programs

- High school graduate, or General Education Development (GED) certificate
- Receive a passing score on standardized entrance exam (there are specific tests for the various programs).  
Scholastic Level Exam (SLE) Passing Scores:
  - Medical Assistant – Minimum passing score: 16
  - Pharmacy Technician - Minimum passing score: 18
  - Medical Insurance Billing and Coding: 18

Applicants for the Nurse Assistant Program:

- High school graduate, or General Education Development (GED) certificate
- CPR certification prior to attendance.
- Receive a passing score on standardized entrance exam (there are specific tests for the various programs).  
Scholastic Level Exam (SLE) Passing Score:14

The following requirements and procedures apply to all applicants after acceptance to Glen Oaks College:

- Complete an initial interview and tour the campus.
- Review Course Catalog and sign acknowledgment form of reviewing Course Catalog.
- Review Student Performance Fact Sheet and sign acknowledge form of reviewing Student Performance Fact Sheet.
- Sign an Enrollment Agreement (if applicant is under 18, a parent or guardian must sign the Enrollment Agreement).
- Complete admissions documents and submit a non-refundable registration fee of \$75.00.
- Complete financial arrangements prior to the start of classes.
- High school graduates must provide a copy of their high school diploma or a copy of their high school transcript indicating all courses completed and a graduation date.

Note: Applicants who have a felony or misdemeanor conviction may not meet required licensure or certification requirements for certain programs, which could impact their employability in that industry. Applicants should review industry regulations.

Glen Oaks College does not accept admissions applications from prospective students with felony convictions. The college does not believe that students should make a substantial investment of time money, and potential debt if the ability to secure employment in the field of training is unlikely. If you have a felony conviction, please disclose that information to the Director of Admissions to provide you with further assistance.

### Experiential Learning

Glen Oaks College does not consider advance placement nor accepts experiential learning in lieu of college credit.

### International Students

Glen Oaks College is authorized by the United States Customs and Immigration Services (USCIS) to enroll non-immigrant students. The institution can issue The Form I-20 leading to the M-1 Student Visa.

To be admitted to any of the Allied Health Diploma programs, international students must:

1. Submit an application, along with a non-refundable fee of \$75.
2. Submit proof of high school graduation or GED.
3. For applicants whose primary language is not English, applicants need to pass either the Test of English

as a Foreign Language (TOEFL) (score of 450 or higher on the paper based or score of 45 or higher on the Internet Based is required) or International English Language Testing System (IELTS) (score of 4.5 or higher is required).

4. Provide a bank statement indicating that applicant has a minimum of \$20,000 to cover all of expenses for one year while attending Glen Oaks College. This figure covers tuition, books, room and board, health insurance, transportation, and other personal expenses.

## English Proficiency

Students are required to speak English when an instructional setting necessitates the use of English for educational or communication purposes. All classes are taught in English.

## Student Information & Services

### Student Advising

Students may experience educational, personal, or financial problems during their enrollment. Glen Oaks College welcomes the opportunity to assist students in working out solutions to these problems. Students experiencing difficulties in these areas are advised to contact the Student Services Department. Students requiring other types of professional assistance beyond that offered by the Institution will be referred to the appropriate agencies within the community.

### Academic Advising

Students who may be experiencing academic challenges are advised to contact the Education Department.

### Student Legal Rights:

Every student has certain legal rights. Specifically, if a student knows that she/he is HIV-positive but does not disclose this information to her/his patients before performing exposure-prone procedures, she/he has denied the patients their right to informed consent and may be liable in a court of law.

Glen Oaks College does not intend to discriminate against any student with a blood-borne infectious disease. However, it is the schools intent to follow current CDC guidelines in order to insure the welfare of the patients who will come into contact with our students.

### Career Services

Glen Oaks College Placement Assistance Department provides direct assistance as students near their completion date and beyond graduation. Glen Oaks College cannot and does not guarantee employment upon successful completion. However, the College placement staff will make every effort to place all graduates.

Upon graduation from Glen Oaks College, the following programs are available to assist graduates in placement:

### Job Lead Exchange

GOC Staff will share all job leads. Sharing job leads means that all students will have access to lead information.

1. The Staff will develop leads per student by networking with healthcare or business companies in the immediate area.
2. Seek assistance from instructors for job leads and informal best job fit assessments.
3. Jobs leads will be posted on the College's information board for students to access or students will be able to view job leads in binder at Student Services.

### Preparing for the Interview

1. Students will be assisted in preparation for an interview One month prior to graduation, the Staff gives each student formal instructions in preparing the student for his/her job search.
2. The instruction is given by the Staff to include, but is not limited to:
  - a. Preparation for the interview.
  - b. Sources of job leads.
  - c. Proper dress.
  - d. Interviewing techniques.
  - e. Post-Interview procedures.
  - f. Resume preparation.
  - g. Time management.
  - h. Motivational training.

- i. Starting pay guidance
- j. Resume design and layout
- 3. Staff documents job interview results by tracking the student's contact, resume, and date of company visit, contact persons, and interview data. The results of the interview are also recorded in the individual student record file.
- 4. When a graduate is successfully placed, a Graduate's Placement Record form is completed and filed.

## Failed Interview

The ultimate criterion for determining interview effectiveness is whether or not the prospective candidate is hired. Therefore, criteria are established to evaluate the causes of failed interviews.

These criteria must include:

- 1. Student's grasp of course material.
- 2. Effectiveness of student's interview preparation instruction.
- 3. Student's ability, or lack thereof, to communicate effectively using oral English in an interview situation.
- 4. Student's compliance with an attitude and acceptance of interviewing coaching and instructions.

## Student Interview

All students being referred to companies for job interviews are evaluated as follows:

- 1. All students who fail to secure a job after their fourth consecutive interview or after thirty (30) days since their graduation date are referred to Supervising Staff for further evaluation and retraining.
- 2. The supervisor will discuss and explore reasons for the failed interview with a student.
- 3. If additional training is need, the supervisor will consult the instructor and set up an appointment between the instructor and the student. The instructor meets with the student to provide job seeking skills necessary for the perspective field.
- 4. A copy of the job description which the student is applying for, and a copy of the student's resume are given to the instructor so that the student can be taught those areas necessary for the job that may not have been covered in the last class.
- 5. The Placement staff meets weekly with the school administration to review and discuss pending cases of students who have not been placed.
- 6. The procedure outlined above will be repeated if the student again fails to become employed after completing an additional four interviews or after sixty (60) days have passed since graduation.
- 7. If the student fails to gain employment after having completed twelve (12) job interviews, a placement committee, consisting of all the GOC Administrative staff will convene to evaluate the student's situation and determine a viable course of action, which will lead to successful placement of the student in question. The committee will convene at the discretion of the GOC School Director, no more than 10 working days from the student's twelfth unsuccessful job interview. The committee will prepare a memorandum of its findings and recommendations, which will become a part of the student's academic record. Willful disregard of the committee's recommendations by the student in question is grounds for termination of the student's placement privileges.

## Changing Programs

Students requesting to change programs must consult with the Executive Director and/or Program Chair, who retain the authority to allow or deny the request.

## Grievance Policy

Students have a right to submit grievances and complaints any time they desire and to submit them to any member of Glen Oaks College's administration or faculty. Students who have a complaint or grievances are encouraged to talk to a member of the College administration.

For grievances regarding grades, the procedure is as follows:



1. The student must address the complaint, dispute or grievance with the appropriate faculty no later than 3 weeks after grades are posted for a final grade or within 3 days after a student receives a grade for an exam, term paper or assignment. If the student is not satisfied with the faculty's resolution of their grade, the student has a right to submit a written request concerning the grade to the Chief Academic Officer.
2. The submission of a grievance concerning a grade must be in writing to the Chief Academic Officer. The Chief Academic Officer will review and investigate the grievance using their discretion to interview sources as needed. The Chief Academic Officer will notify the student within ten (10) days regarding the disposition of the grievance.
3. If the student is not satisfied, the student can request an interview with the Chief Academic Officer and the faculty within ten (10) days. Any decision resulting from this interview shall be deemed final.

For all other grievances, the procedure is as follows:

1. The student must file a written grievance with the School Director within ten (10) days of being notified of any action taken against the student. The Director shall review and investigate the grievance and notify the student of a decision within ten (10) days.
2. Any decision resulting from this interview shall be deemed as final.
3. The student also has the right to file a grievance with the Bureau for Private and Postsecondary Education (BPPE).

A student or any member of the public may file a complaint about this institution with the Bureau for Private and Postsecondary Education by calling (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)).

## Guidance Services

The staff of Glen Oaks College makes every effort to maintain close communication with the students. Students have access to faculty and administrative staff for financial assistance, vocational and academic advising. Students experiencing personal problems, which require professional counseling, and is requested by the student, will be referred to the appropriate agencies.

## Student Health Services

The College does not provide health services for students. In cases of medical emergency, students should notify a staff member who will call 911 for medical services. Costs associated with medical services will be the responsibility of the student. Health insurance is required for international students. While the College does not provide health insurance for its students, the College can assist international students in finding a health provider if requested.

## Student Housing

Glen Oaks College does not have dormitory facilities. Although it is the student's responsibility to find living accommodations, the Institution will help locate lodging for any student needing assistance. Available lodging may include rooms in private homes, apartments, and rental houses.

Glen Oaks College maintains a notebook of available housing located reasonably near the campus in its Education office and estimates that this housing will cost approximately \$1,000 per month.

## Tutoring/Study Groups

Students, with the assistance of their instructors, are encouraged to form study groups to help build a strong academic and professional rapport among the students while enhancing individual efforts for academic excellence.

Students needing academic assistance may arrange for tutoring through their instructors. The faculty and staff of Glen Oaks College are committed to assisting students through their academic experience, and the tutoring process is a valuable component.

## Waiver of Placement Services

Students who obtain vocational training seek employment after completing a course(s) of study.

1. Some students may choose to decline placement. Under the following circumstances placement is not provided:
  - Continuing education
  - Leave the country
  - Death, illness or pregnancy
  - Disability
  - Military service or participation in the Peace Corps or Domestic Volunteer Service
2. If a student does not accept placement for any of the above reasons, he/she must complete a Waiver of Placement Services Form and submit it to the student records administrator.
3. For students who do not seek employment within three (3) months of completing the course of study, they will also have to complete a Waiver of Placement Services Form.
4. Retain the completed form in the student's academic file for future reference or verification.

## Blood-Borne Pathogens Practice Policy

### Policy:

At Glen Oaks College, work or study which exposes students to blood-borne pathogens is performed in accordance with the Occupational Safety and Health Administration (OSHA) Blood borne Pathogens Standard (29 CFR 1910.1030). The OSHA Standard requires that the College develop a plan to protect Allied Health students from blood-borne pathogens by reducing occupational exposure and providing appropriate treatment and counseling for students potentially exposed to these pathogens. The plan covers all students who could reasonably anticipate contact with blood and other potentially infectious materials during the course of their training program.

Applicants for Glen Oaks College Programs shall receive information in their application packets regarding the risks of exposure to blood-borne pathogens during the course of their training and career. Furthermore, the information shall include the responsibilities of a health professional for the safety of their patients, themselves, and their co-workers through the use of appropriate safety procedures (Universal Precautions). Prior to admission, students must complete the immunizations required for healthcare personnel including hepatitis B, Rubella and Rubella, Varicella, and Diphtheria/Tetanus. In addition, students will be required to have an annual TB screening and/or post-exposure.

Each student shall receive training regarding the procedures and policies that have been adopted by the department to reduce occupational exposure and provide for appropriate treatment and counseling as necessary should an exposure occur. Every student is expected to use "Universal Precautions" with every patient. "Universal Precautions" may be defined as the routine use with every patient of barrier protection such as gloves, masks, safety glasses and fluid-resistant lab coats and the use of sterilization and disinfection methods for maintaining instruments and working surfaces which will not harbor the transmission of pathogens.

### Student Self-Disclosure:

The most recent guidelines set forth by the Center for Disease Control in regard to blood-borne infectious diseases such as HIV and Hepatitis B state that every healthcare worker who performs exposure-prone procedures should know their own HIV and/or Hepatitis status. If the healthcare worker becomes positive for HIV or Hepatitis B, he/she must inform the governing professional body of the State.

## General Institutional Rules and Regulations

### Policy of Non-discrimination

Glen Oaks College does not discriminate on the basis of race, color, national or ethnic origin, religion, age, sex, pregnancy, or prior military service in administration of its educational policies, admission, employment, educational programs, or activities. The college executive officers are responsible for the coordination of nondiscrimination efforts and the investigation of employee and student complaints.

The laws and regulations prohibiting such acts of discrimination are (1) Title VI and VII of the Civil Rights Acts of 1964, 29 CFR 1601-1607; (2) Equal Pay Act of 1963, 29 CFR Part 800; (3) Title IX of the Education Amendments of 1972, 45 CFR Part 86; (4) Age Discrimination in Employment Act of 1967, 29 CFR Part 850; (5) Sections 503 and 504 of the Rehabilitation Act of 1973, 45 CFR Part 84 and 41 CFR Part 741; (6) Section 402 of the Vietnam Era Veterans' Readjustment Assistance Act of 1974, 41 CFR Part 60-250; and (7) the Americans with Disabilities Act of 1990.

### Professional Conduct

An important part of the training at Glen Oaks College includes the development of professionalism. Students are expected to conduct themselves in a manner conducive to learning and maintaining a professional business environment, which includes all campus facilities, classrooms, labs, and externships.

As a professional, students have the responsibility to interact with all faculty, staff, peers, and industry associates with respect and integrity. Developing communication skills is important, especially when dealing with a diversity of individuals. Students must develop problem-solving skills that deflect emotions that can arise from classroom or personal pressures and conflicts.

Specific grounds for disciplinary action include, but are not limited to, the following: (1) unsatisfactory academic progress; (2) unsatisfactory attendance; (3) unprofessional conduct; (4) use of drugs, narcotics, alcohol (or under the influence), gambling, profanity; (5) violations of the dress code; (6) failure to abide by the rules and regulations of the institution; (7) failure to maintain tuition payments; (8) breach of enrollment agreement; (9) cheating; (10) plagiarism; (11) falsifying school records; (12) carrying concealed or potentially dangerous weapons; (13) disorderly conduct; (14) solicitation that reflects unfavorably on the school or the students; (15) vandalism of school property; (16) gang related activity or identification; (17) fighting (physical or verbal); (18) verbal confrontations with any employee and/or student.

### Probation, Suspension, and Termination

Glen Oaks College reserves the right to place on probation, suspend or terminate any student whose attendance, professional conduct, or academic performance does not meet the school's standards and/or who fails to abide by the rules and regulations.

Students placed on probation will have specific criteria to meet, over a specified period, in order to be removed from probation status. Failure to meet the criteria of the probation could result in termination from the program and the institution.

Students may be suspended because of violations of conduct, attendance, or academic policies. Suspensions have a set time period, at which time the student may apply for reinstatement.

Students may be terminated for violation of any provision cited within this catalog including lack of academic progress, not meeting probation conditions, or violation of the professional conduct regulations.

## Collection Practices

Glen Oaks College will send 3 letters, over the course of three months, to graduates requesting those who owe money to the school to adhere to payment plans to which they had agreed and had signed. The accounts of students who fail to make a payment during this period of time will be referred to a collection agency.

## Dress Code

Professional dress is always essential, and for most programs, specific uniforms are required. Policies related to professional dress enable the students to become familiar and comfortable with the expectations of the employers who hire Glen Oaks College graduates. Administration and faculty are responsible for enforcing the dress code. Students who violate the dress code will be sent home and must make-up the time missed from class. The following detail the dress code:

## Female Students

- Clean scrubs with student ID badge to be worn each day.
- When scrubs are not required, students may wear pants or slacks which do not extend below the rim of the shoe.
- Shorts, sweat pants, stretch pants, and jeans are not permitted
- Tee shirts with any type of writing, logo, or silkscreen (other than the College logo) are not permitted.
- Clothing must fit properly.
- Program specific scrubs are to be worn on the campus; a white uniform with the Glen Oaks patch sewn on the left sleeve, one inch below the shoulder, is to be worn in the clinical area; turtleneck garments are not to be worn in the clinical areas.
- Knee length or pantyhose of natural color may be worn with pants; white socks (not athletic type) may be worn with pants in either the clinical or classroom area.
- Open toe, open heel, flip-flops, sandals, high heels, slippers, or colored tennis shoes are not permitted.
- Shoes must be all white (leather or synthetic) with closed-toe and heel for clinical and classroom area.
- One stud earring in each ear (worn in earlobe) is permitted; hoop or multiple earrings, necklaces, or bracelets are not permitted.
- Wedding and/or engagement ring may be worn on ring finger.
- Facial jewelry is not permitted.
- Acrylic nails are not permitted; natural nails must be no longer than the tip of the fingers; brightly colored nail polish is not permitted.
- Extreme hair color or styles are not permitted.
- Perfumes are not permitted; scents in hairspray, hand lotion, and cigarette smoke may be offensive to patients.
- Light make-up is permitted.
- When possible, tattoos will be covered in clinical areas.
- Clean clothes and daily bathing, use of deodorant, and proper oral hygiene is expected.

## Male Students

- Clean scrubs with student ID badge to be worn each day.
- When scrubs are not required, students may wear pants or slacks which do not extend below the rim of the shoe.
- Shorts, sweat pants, and jeans are not permitted.
- Tee shirts with any type of writing, logo, or silkscreen (other than the College logo) are not permitted.
- Clothing must fit properly.
- Program specific scrubs are to be worn on the campus; a uniform with the Glen Oaks patch sewn on the left sleeve, one inch below the shoulder, is to be worn in the clinical area; turtleneck garments are not to be worn in the clinical areas.
- Open toe, open heel, flip-flops, sandals, slippers, or colored tennis shoes are not permitted.
- Shoes must be all white (leather or synthetic) with closed-toe and heel for clinical and classroom area.

- Wedding ring may be worn on ring finger.
- Facial jewelry is not permitted.
- No earrings are permitted.
- Nail polish is not permitted; nails should not extend beyond the end of the finger
- Extreme hair color or styles are not permitted.
- Colognes are not permitted; scents in hairspray, hand lotion, and cigarette smoke may be offensive to patients.
- Beards and/or mustaches are to be cleanly shaven daily.
- When possible, tattoos will be covered in clinical areas.
- Clean clothes and daily bathing, use of deodorant, and proper oral hygiene is expected.

## Campus Visitors

To maintain a safe and professional learning environment, children and other non-authorized individuals are not permitted on the school premises. All vendors and those conducting business with Glen Oaks College must report to the front desk upon entering and leaving the building.

## Crime Awareness (Clergy Act)

Students, staff, and faculty are all encouraged to be vigilant and immediately report any acts of crime to the College administration. The administration will prepare a report of the incident and inform the local police. The campus will comply with the requirements of the Jeanne Clergy Disclosure of Campus Security Policy and Campus Crime Statistics Act.

Each year, the College will distribute to all current students and employees a campus security report that includes campus statistics and crime activity in the local area surrounding the campus. All prospective students and employees will receive a notice regarding the campus crime report and the instructions for requesting a copy.

## Drug and Alcohol Abuse Awareness and Prevention

The Drug-Free Workplace Act of 1988 (Public Law 101-690) and the Drug-Free Schools and Communities Act Amendments of 1989 (Public Law 101-226) describe the legal sanctions under local, state, and federal law for unlawful possession, use, or distribution of illegal drugs and alcohol. Conviction for violating these laws can lead to imprisonment, fines, probation, and/or assigned community service.

Glen Oaks College is a drug-free workplace, and fully subscribes to and cooperates with local, state, and federal authorities in the enforcement of all laws regarding the unlawful possession, use, or distribution of illicit drugs and alcohol. The use or distribution of drugs and alcohol in class, on the campus, or in the clinical sites by students or staff will result in termination. Those individuals terminated for violating the drug-free policies of Glen Oaks College will not be re-admitted.

The prohibition of drugs and alcohol includes but is not limited to the use or distribution of: alcohol, marijuana, any narcotic drug, hallucinogen, stimulant, depressant, amphetamine, barbiturate, abuse of glues, aerosol products, improper use of over-the-counter drugs, or other chemical substances.

## Eating in Classrooms

Eating and/or drinking are not permitted in classrooms. Students are free to eat and drink in the lounge or in designated areas outside the building.

## Student Parking

While the campus is in a safe area, students are still encouraged to remove all valuables from the auto or from sight and carefully lock their automobiles. Glen Oaks College is not responsible for parking violations, property theft, or property damage.

## Personal Property

Glen Oaks College assumes no responsibility for loss or damage to a student's personal property or vehicle.

## Smoking

Smoking is not permitted anywhere inside the school facilities. Please smoke outside the building in the designated areas and use the appropriate disposal containers for all used cigarettes. There is a covered smoking area on the east side of the building. Smoking in front of any entrance to the building is prohibited.

## Use of Technology

Digital devices, such as laptops, are allowed in the classroom. Students are permitted to carry their cell phones, but they should not have them out at any time unless there is an emergency.

## Violence, Threats, and Weapons

Glen Oaks College is committed to creating and maintaining a work environment that is free from intimidation, threats, and violent acts. Prohibited acts include, but are not limited to, verbal abuse, stalking, harassment, inappropriate aggression, assault, and other threatening behaviors. Acts of intimidation, violence, or threats will be considered serious misconduct.

## Possession of Unauthorized Weapons or Firearms

The possession or use of any type of weapon on the Glen Oaks College campus is strictly prohibited. Weapons are defined to include, but are not limited to: firearms, ammunition, air guns, spear guns, blowguns, airsoft guns, paint pellet guns, martial arts weapons, bows and arrows, crossbows, swords, knives, batons, clubs, TASERS, stun guns, and explosives of any type.

Allied Healthcare personnel/students can be exposed to pathogenic microorganisms. These organisms can be transmitted in healthcare settings through the following ways:

- Direct contact with blood, oral fluids, or other patient materials
- Indirect contact with contaminated objects, such as medical instruments, equipment, or environmental surfaces
- Contact of blood or bodily fluids

The existence of these conditions provides the chain of infection. An effective infection control strategy prevents disease transmission by interrupting one or more links in the chain.

## Academic Information

### Academic Calendar

Glen Oaks College observes the following Holidays:

	<u>2018</u>	<u>2019</u>
• Dr. Martin Luther King, Jr. Day	01/15/2018	01/21/2019
• President's Day	02/19/2018	02/18/2019
• Memorial Day	05/28/2018	05/27/2019
• Independence Day	07/04/2018	07/04/2019
• Labor Day	09/03/2018	09/02/2019
• Veterans Day	11/12/2018	11/11/2019
• Thanksgiving	11/22/2018	11/28/2019
• Day after Thanksgiving	11/23/2018	11/29/2019
• Winter Break	12/17-01/03/2019	12/16-01/02/2020

Students have a Winter Break that will vary slightly from year to year beginning prior to Christmas and continuing through New Year's Day. Glen Oaks College reserves the right to modify this schedule with a reasonable advance notice to students.

### Course Start Dates and Class Hours

<b>Medical Assistant</b> Monday – Thursday 4:00 p.m. to 9:00 p.m. Contact Hours: 720 Total Weeks: 36 Weeks	January 08, 2018 February 12, 2018 March 12, 2018 April 09, 2018 May 14, 2018 June 11, 2018 July 09, 2018 August 13, 2018 September 10, 2018 October 08, 2018 November 13, 2018 January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	October 04, 2018 October 31, 2018 December 06, 2018 January 31, 2019 February 26, 2019 March 25, 2019 April 18, 2019 May 23, 2019 June 20, 2019 July 18, 2019 August 22, 2019 September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020
<b>Pharmacy Technician</b> Monday – Thursday 8:30 a.m. to 1:30 p.m. Contact Hours: 720 Total Weeks: 36 Weeks	January 08, 2018 February 12, 2018 March 12, 2018 April 09, 2018 May 14, 2018 June 11, 2018 July 09, 2018 August 13, 2018 September 10, 2018 October 08, 2018 November 13, 2018 January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	October 04, 2018 October 31, 2018 December 06, 2018 January 31, 2019 February 26, 2019 March 25, 2019 April 18, 2019 May 23, 2019 June 20, 2019 July 18, 2019 August 22, 2019 September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020

<b>Nurse Assistant</b> Theory: Monday – Friday 8:00 a.m. to 2:00 p.m. Clinical: Monday-Friday 7:00 a.m. to 3:30 p.m. Contact Hours: 176.5 Total Weeks: 6 Weeks	January 07, 2019 February 25, 2019 April 15, 2019 June 03, 2019 July 22, 2019 September 9, 2019 October 28, 2019	February 19, 2019 April 05, 2019 May 24, 2019 July 15, 2019 August 30, 2019 October 18, 2019 December 11, 2019
<b>Medical Insurance Billing and Coding</b> Monday – Friday 8:00 a.m. to 12:00 p.m. Contact Hours: 760 Total Weeks: 36 Weeks	January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020

## Attendance Policy

Attendance in all scheduled classes is essential for success in the program and is an important criterion for employers. Attendance is taken daily. To receive a passing grade in any course, students must maintain 80% attendance or greater. Students should strive for perfect attendance – no absences, no late arrivals, and no early departures. Students are expected to be on time to class every day.

When students must be absent from class, they should call the school prior to the start of class, noting the class they are in, an explanation of why they will not be in class that day, and when can we expect their return. There is an allowance of three (3) excused absences in a module for reasons such as medical or court-ordered events, given provided documentation.

Students who have three (3) consecutive unexcused absences from school or five (5) absences from school in a given module, not including school holidays, will be dropped from the program.

Note: In specific classes, the attendance requirement may be higher. Students need to check with their instructor for specific requirements.

Students enrolled in the NA Program are not permitted to miss any clinical days. Students who miss theory days/hours must make up the time hour-for-hour with the instructor’s consent.

## Make-up Standards

Make-up work is the responsibility of the student with the cooperation and guidance of the instructor. Some programs have specific criteria for make-up work thus, it is important to communicate with the instructor. Hours of make-up work are designed to learn material and competencies but cannot be accepted as hours of class attendance.

## Leave of Absence Policy

Written requests for a Leave of Absence (LOA) will be considered by the administration of Glen Oaks College. Leaves of Absence may be granted over a 12-month time period, not to exceed a total of 180 days. During the LOA, the student must continue to make her/his normally scheduled loan responsibilities.

## Certification, State Board, and National board Exams

Students are not automatically NA by any agency upon completion of a program. It is the responsibility of the student to understand the process that leads to certification, including any required exams administered by various boards. Even though a student has completed a course of study, Glen Oaks College cannot guarantee that the student will pass a



given licensing exam. The College will make a reasonable effort to provide accurate information regarding eligibility, requirements, and examination dates and fees.

Students are urged to inquire with the appropriate board or agency about the requirements for licensure prior to enrolling in a program.

The NA Nurse Assistant and Pharmacy Technician programs at Glen Oaks College lead to licensure in the state of California. Specific requirement and eligibility information for obtaining a license can be found in the respective program description:

- NA Nurse Assistant (page 32)
- Pharmacy Technician (page 37)

## Family Education rights and Privacy Act (FERPA)

At Glen Oaks College (GOC), student records are maintained for a minimum of five years from the student's last date of attendance. The Family Educational Rights and Privacy Act of 1974 affords eligible students and their parents certain rights with respect to their education records including:

- The right to inspect and review the student's education records during normal business hours with an appointment within 45 days of the college receiving a written, dated request for access. GOC does not permit students to inspect or review confidential student guidance notes maintained by the College, or financial records of their parents or guardians.
- The right to request the amendment of the student's education records that the student believes are inaccurate, misleading, or a violation of privacy. Students requesting amendment of an education record should submit a written, dated request to the College, clearly identifying the specific area they want changed, and why it is inaccurate, misleading, or a violation of privacy. The student will be notified if GOC decides not to amend the record, thus allowing the student to request a hearing.
- The right to not have the College release nor disclose personal information contained in the student's education records to outside employers, agencies, or individuals without first securing a written release from the student or parent, unless permitted by FERPA. One exception to the student record release policy allows College officials, with a legitimate educational interest or professional responsibility, to review the student's record.
- The right to file a complaint with the U.S. Department of Education concerning alleged violations by the College in complying with FERPA requirements. The USDOE office that administers FERPA: Family Compliance Office

U.S. Department of Education  
400 Maryland Ave, SW  
Washington, D.C. 20202-4605

## Externships or Clinical Experience

All externships, where required, are to be performed by the student as part of the course and without compensation. In some cases, such externships may be secured outside the student's general area. All students must sign a Clinical Training Release and Hold Harmless Agreement prior to the start of a practicum. All students must satisfy all financial obligations to the school before they can be sent on externship/practicum.

## Medium of Instruction

Glen Oaks College conducts classes in English only.

## Student Records

Glen Oaks College maintains all pertinent student records for an indefinite period of time. Records are kept from the day of enrollment to the student's date completion or withdrawal. Records are kept in hard copy as well electronically. The hard copy files are stored in fireproof and lockable cabinets. In addition to the hard copies of the student records, Glen Oaks College maintains digitized copies of transcripts indefinitely.

For all student records, Glen Oaks College can immediately reproduce exact, legible printed copies of the digitized

records. The digitized record can be accessed with any Internet connected computer at any time by the administrative staff with access code. Glen Oaks College also has administrative staff that can access the digitized student records to be present at all times during normal business hours, 8:30 AM to 4:30 PM.

Any person authorized by the Bureau for Private Postsecondary Education (BPPE) or other pertinent governmental agencies has immediate access to the digitized student records in order to copy, inspect, and investigate records during normal business hours, 8:30AM to 4:30 PM.

If Glen Oaks College closes, it and its owners will store and safe keep, in California, all records required to be maintained by BPPE. The repository of the records will make these records immediately available for inspection and copying, without charge during normal business hours by any entity authorized by law to inspect and copy records.

## Transfer of Credit

Glen Oaks College does will consider accepting coursework completed at other educational institutions accredited by an agency recognized by the U.S. Department of Education or the Council for Higher Education Accreditation (CHEA).

Credits earned at Glen Oaks College will most likely not transfer to other post-secondary institutions. Each institution controls what credits are accepted from other colleges. Please check with specific institutions concerning their transfer policies.

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

The transferability of credits you earn at Glen Oaks College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn at Glen Oaks College is also at the complete discretion of the institution to which you may seek to transfer. If the credits, diploma, or certificate that you earn at Glen Oaks College 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 Glen Oaks College to determine if your credits, diploma or certificate will transfer.

## Transcripts

The College maintains transcripts for an indefinite period of time. Students must submit a written request to the school for an official or unofficial copy of the transcript and satisfy all financial obligations to the school. A processing fee will be charged.

## Transfer or Articulation Agreements

Glen Oaks College has no transfer or articulation agreements with any other college or university that provides for the transfer of credits earned in the program of instruction.

# Academic Standards

## Grading System

Letter Grade	Grade Point Assigned
A	4.0
A-	3.7
B+	3.3
B	3.0
B-	2.7
C+	2.3
C	2.0
C-	1.7
D	1.0
F	0.0

- I Incomplete; not calculated in GPA\* P  
Passing; not calculated in GPA
- R Designation means a class was repeated; “R” grade is not calculated into the GPA  
The hours attempted for an “R” class compute into the 1.5 maximum timeframe to complete the program

\*Incomplete (I) occurs at the discretion of the instructor and, in most cases, must be resolved within five (5) class days following the end of the class, with a final grade submitted. Note: the instructor has the discretion to allow more time to resolve an Incomplete, with the approval of the Program Director (if applicable) or the Executive Director.

## Graduation Requirements

To be eligible for graduation and receive a diploma the student must complete each module in the program with a minimum grade point average of 2.0, meet the attendance requirements for the in-school training as stated in the attendance policy, successfully complete all elements of externship, if required, and satisfy all financial obligations to the school.

## Satisfactory Academic Progress (SAP) Policy

To maintain satisfactory academic progress toward a diploma or certificate, a student must maintain (1) a specified grade point average and (2) proceed through the program at a specified minimum pace.

For determining satisfactory academic progress, a grade is assigned at the end of each module or course (evaluation period). The following outlines the CGPA requirements at each evaluation period:

Evaluation period one:	1.0 minimum CGPA
Evaluation period two:	1.7 minimum CGPA
Remaining evaluation periods:	2.0 minimum CGPA

If the student has a CGPA lower than specified above, he/she will be placed on Academic Probation. If the student fails to achieve the required CGPA at the end of the next evaluation period, she/he may be withdrawn from the program. Glen Oaks College reserves the right to accelerate the SAP policy to include immediate termination, if determined to be warranted.

In addition to the GPA requirements, students must progress toward the completion of the program within a specified time. The completion rate is measured at the end of the evaluation period. If the student has not completed two-thirds of the cumulative credit hours to date, the student will be placed on probation. If at the end of the next evaluation period, the student has not increased the completion rate to two-thirds of the cumulative hours attempted, she/he may be dismissed.

Students are expected to complete the requirements for all coursework in the scheduled time frame, not to exceed 1.5 times the length of the program. Individual cases will be evaluated should the 1.5 standard appear unattainable.

## Cumulative Grade Point Average (CGPA)

For determining satisfactory academic progress, a grade is assigned at the end of each module or course (evaluation period). The following outlines the CGPA requirements at each evaluation period:

Evaluation period one:	1.0 minimum CGPA
Remaining evaluation periods:	2.0 minimum CGPA

If the student has a CGPA lower than specified above, he/she will be placed on Academic Probation. If the student fails to achieve the required CGPA at the end of the next evaluation period, she/he may be dismissed from the program. Glen Oaks College reserves the right to accelerate the SAP policy to include immediate termination, if determined to be warranted.

## Maximum Time for Completing a Program

In addition to the CGPA requirements, students must progress toward the completion of the program within a specified time. The time period for successfully completing a program may not exceed 150% of the specified allotted time period. For example, the length of a typical program at Glen Oaks College is 900 clock hours. This means that a student cannot exceed 1350 clock hours (900 X 1.5) to complete a 900-hour program.

## Consequences of Exceeding the Maximum Time Period

The completion rate is measured at the end of the evaluation period. If the student has not completed two-thirds of the cumulative credit hours to date, the student will be placed on probation. If at the end of the next evaluation period, the student has not increased the completion rate to two-thirds of the cumulative hours attempted, she/he may be dismissed.

## Appeal Process

A student may appeal the determination of the Satisfactory Academic Progress process. In such cases, a committee of program and executive directors may determine that the student is making satisfactory progress despite the failure to conform to the SAP time frame or GPA requirements.

## Reinstatement Procedures

A student requesting to be reinstated as an active student, based on whatever reasons or circumstances, should do so in writing. Supportive documentation and/or information concerning any mitigating circumstances should be noted in the request. The Reinstatement board shall consist of (3) three school administrators.

Students who have been dismissed for lack of Satisfactory Academic Progress and who have been approved to re-enter must: (1) re-enter the same program; (2) will be placed on probation for one evaluation period; and (3) must follow the current curriculum, which may involve additional classes in order to meet program requirements.

Glen Oaks College does not:

- accept transfer of credits in its diploma or certificate programs;
- allow proficiency credits;
- offer non-credit or remedial courses.

Time delays due to repeated courses or incomplete grades are not excluded from the SAP policy's maximum time for completing a program rule.

## Financial Information

### Rules Schedule of Charges

Tuition includes textbooks, scrubs, and other fees or materials.

Program of Study	Cost Breakdown				Total Cost	
	Registration	Books/ Equipment	Tuition (Domestic)	STRF **	Domestic Students	International Students
	Non- Refundable*		Refundable	Non- Refundable	Refundable	Refundable
Nurse Assistant*	\$75*	\$80*	\$1,850	-0-	\$2005	\$2005
Medical Assistant*	\$75*	\$422*	\$9,000	-0-	\$9,497	\$12,497
Pharmacy Technician*	\$75*	\$400*	\$9,000	-0-	\$9,475	\$12,475
Medical Insurance and Billing Coding*	\$75*	\$1,110*	\$9,000	-0-	\$10,185	\$13,185

\*Not refundable after the seven-day cancellation period.

### Federal Financial Aid

Glen Oaks College does not participate in Federal Financial Aid.

### Refund Policy

Cancellation or withdrawal shall occur when you give written notice at the address of the School shown on the top of the front page of this Agreement. You can do this by mail, hand delivery, or telegram. The written notice, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. The written notice need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement.

You may cancel within seven (7) business days of signing the Enrollment Agreement and receive a full refund of all monies paid. If you cancel subsequent to the seventh-day cancellation period, and before the start date of classes, you will be entitled to a refund of all monies paid less the registration fee of \$75. If the School has given you any equipment, you should return it to the School within 10 days following the date of your notice of cancellation. If you fail to return this equipment in good condition within the 10-day period, the School may deduct its documented cost for the equipment from any refund that may be due to you. Once you pay for the equipment, it is yours to keep without further obligation.

The institutional refund policy for students who have completed 60 percent or less of the course of instruction shall be a pro rata refund. After the end of the cancellation period, you have a right to terminate your studies at this school at any time, and you have the right to receive a refund for the part of the course or program you have paid for and did not receive. You have the right to withdraw from the course of instruction at any time. If you withdraw from the course of instruction after the period allowed for cancellation, the school will remit a pro rata refund, less a registration fee \$75.00, within 45 days following your withdrawal. A student's last day of attendance is defined as, the last day a student had academically related activity, which may include projects, clinical experience, or examinations.

Items of extra expense to a student such as instructional supplies or equipment, tool, student activities, laboratory fees, service charges, rentals, credentialing fees, deposits and all other charges need not to be considered in tuition refund computations when they are separately shown in the enrollment agreement, catalog, or in other data furnished a student before enrollment.

Refunds are made within 45 days after the date of the institution's determination that the student has withdrawn or cancelled.

### Hypothetical Withdrawal Refund Example

Assume that a student, upon enrollment in a 400-hour course, pays \$2000.00 for tuition, plus \$75.00 for registration, and withdraws after completing 100 hours. The pro-rata refund to the student would be \$1500.00 based on the calculation stated below.

\$2,075.00 amount paid for instruction (\$2000 tuition plus \$75 registration)  
- \$75.00 registration fee (amount school may retain)  
/ 400 clock hours of instruction for which the student has paid  
X 300 clock hours of instruction paid but not received  
= \$1,500 actual refund amount

If any portion of your tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of refund will first be used to repay any student financial aid benefits, and any balance will be paid to you.

Items of extra expense to a student such as instructional supplies or equipment, tool, student activities, laboratory fees, service charges, rentals, credentialing fees, deposits and all other charges need not to be considered in tuition refund computations when they are separately shown in the enrollment agreement, catalog, or in other data furnished a student before enrollment.

### Scholarships

Academic scholarships are available to students who meet our eligibility requirements. To apply for a scholarship, students must: Have a High School Diploma, or GED

- Passing grade on SLE of 18 or better
- Complete an Application for Scholarship
- Submit a Hardship Letter showing financial need
- Write a 300-word essay – Topic: Why do you want to study at Glen Oaks College Please

refer to our Student Hand book for other scholarship resources.

### Student Tuition Recovery Fund\*\*

You must pay the state-imposed assessment 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 assessment, if either of the following applies:

1. You are not a California resident or are not enrolled in a residency program.
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 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 residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the 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 cost.
4. There was a material failure to comply with the Act or this 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 efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

An itemization of all fees charged for goods and services, equipment and supplies not included in tuition charges. For each degree and certificate program, the following is an overview of fees charged for goods; services, equipment and supplies not included tuition and registration charges.

## Student's Right to Cancel

You have the right to cancel the Enrollment Agreement you signed for a course of instruction including any equipment, such as books, materials, and supplies, or any- other goods and services included in the agreement and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later. You may cancel within seven (7) business days of signing the Enrollment Agreement and receive a full refund of all monies paid. If you cancel subsequent to the seventh-day cancellation period, and before the start date of classes, you will be entitled to a refund of all monies paid less the registration fee of \$75.

Cancellation shall occur when you give written notice of cancellation at the address of the school shown on the top of the front page of the Enrollment Agreement. You can do this by mail or hand delivery. The written notice of cancellation, if sent by mail, is effective on the posted date. The written notice of cancellation need not take any particular form, however expressed, it is effective if it shows that you no longer wish to be bound by your Enrollment Agreement. You will be given a Notice of Cancellation form with this Enrollment Agreement to be used for your convenience.

If the school has given you any equipment, including books or other materials, you shall return it to the school 10 days following the date of your notice of cancellation. If you fail to return this equipment, including books, or other materials, in good condition on the day of cancellation, the school may deduct its documented cost for the equipment from any refund that may be due you. Once you pay for the equipment, it is yours to keep without further obligation.

A student's last day of attendance is defined as, the last day a student had academically related activity, which may include projects, clinical experience, or examinations.

## Withdrawal from Course

The institutional refund policy for students who have completed 60 percent or less of the course of instruction shall be a pro rata refund. After the end of the cancellation period, you have a right to terminate your studies at this school at any time, and you have the right to receive a refund for the part of the course or program you have paid for and did not receive. You have the right to withdraw from the course of instruction at any time. If you withdraw from the course of instruction after the period allowed for cancellation, the school will remit a pro rata refund, less a registration fee \$75.00, within 45 days following your withdrawal.

A student's last day of attendance is defined as, the last day a student had academically related activity, which may include projects, clinical experience, or examinations.

- (A) Deduct a registration fee (\$75.00) from the total tuition charge.
- (B) Divide this figure by the number of days in the program.
- (C) The quotient is the daily charge for the program.
- (D) The amount owed by you for purposes of calculating a refund is derived by multiplying the total days attended

by the daily charge for instruction.

(E) The refund would be any amount in excess of the figure derived in (D) that was paid by you.

(F) The refund amount shall be adjusted for equipment, if applicable.

Withdrawal shall occur when you give written Notice of Withdrawal at the address of the school shown on the top of the front page of the Enrollment Agreement. You can do this by mail or hand delivery. The written Notice of Withdrawal, if sent by mail, is effective on the posted date. The written Notice of Withdrawal need not take any particular form, however expressed, it is effective if it shows that you no longer wish to be bound by your Enrollment Agreement. You will be given a Notice of Withdrawal form with this Enrollment Agreement to be used for your convenience.

For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:

A) You notify the school of your withdrawal or the actual date of withdrawal.

B) The school terminates your enrollment.

C) You fail to attend classes for a three-week period. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

A student's last day of attendance is defined as, the last day a student had academically related activity, which may include projects, clinical experience, or examinations.

Items of extra expense to a student such as instructional supplies or equipment, tool, student activities, laboratory fees, service charges, rentals, credentialing fees, deposits and all other charges need to be considered in tuition refund computations when they are separately shown in the enrollment agreement, catalog, or in other data furnished a student before enrollment.

If any portion of your tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of refund will first be used to repay any student financial aid benefits, and any balance will be paid to you.

## Tuition Payment Methods

Please note that the College does not participate in federal and state financial aid programs.

The College accepts payment for tuition, books, equipment and other fees through VISA, MasterCard, or personal or third-party checks.

At the school's discretion, installment payments may also be arranged. Students assume the responsibility for payment of the tuition costs in full, either through direct payment or through a third-party financial plan. All financial arrangements must be made before the beginning of classes. The school will contact students who are delinquent in paying tuition and fees. They will then be counseled and encouraged to make specific arrangements with the college in order to remove their delinquency and remain in good financial standing.

## TFC – Tuition Financing

Through partnering with Glen Oaks College, TFC can help students with affordable payment plans.

TFC Tuition Financing offers services including:

- Flexible Payment Options
- Simple Application Process
- Credit-Building Financing Plans
- Toll-Free Student Services

For more information, pick up a brochure at Glen Oaks College or visit [www.TFCtuition.com](http://www.TFCtuition.com)



# Educational Programs

## Nurse Assistant

### Program Objective:

The objective of the Nurse Assistant Program is to provide quality care for residents in long-term care environments, maintain residents' dignity, and improve or maintain quality of life.

The program is designed to prepare students to sit for the California Certification Examination for Nurse Assistants. Students learn how to take care of patients' basic needs, including bathing and feeding. Students learn to be proficient in technical skills, such as taking vital signs, tracking patient progress through charts, and performing certain emergency procedures.

The program presents the fundamental nursing skills necessary to care of the hospitalized patient. The program consists of lecture as well as clinical skills component, including clinical practice in a skilled nursing facility with an emphasis on the roles and the responsibilities of the Nursing Assistant. Basic patient skills, infection control, communications, safety guidelines, and emotional and social needs of the patient are reviewed. The program also addresses the complex social, legal, and ethical issues that result from prolonged care. Good bedside manner is covered through interpersonal communication practice and knowledge of patients' rights, resident care procedures, and rehabilitation.

Upon completion of the program, the student will be eligible to take the California test for certification to become a Certified Nurse Assistant (CNA). HIPPA and OSHA certifications will be issued.

The Glen Oaks College NATAP Model Curriculum meets the Title 22: California Code of Regulations, Division 5, Chapter 2.5, Section 1337-1338.5 Certified Nursing Assistant Program and the OBRA requirements 42CFR, Chapter IV, Section 483.152-483.158. This curriculum meets the minimum number of 60 hours of theory and 100 hours of clinical as stated in Title 22.

To obtain a California Certificate as a Certified Nursing Assistant (CNA) you must:

- Be at least 16 years of age
- Meet the health screening and conviction screening
- Submit fingerprints through the live scan method to ATCS upon enrollment in an ATCS-approved training program.
- Complete a minimum of 160 training hours in an ATCS-approved program taught by ATCS- approved instructors
- Successfully complete a competency evaluation conducted by an ATCS approved testing vendor.

OR

- Be eligible through an equivalent training program.
- Be eligible through reciprocity from another state.

For more information, please visit The California Department of Public Health: <http://www.cdph.ca.gov/>

Type of Instruction: Theory/Clinical  
Level of Occupation: Entry-Level CNA or related field

### Program Schedule:

Clock Hours: 176.5 Hours  
Total Weeks: 6 Weeks  
Theory Hours: Monday to Friday  
8:00 a.m. to 2:00 p.m.  
Clinical Hours: Monday to Friday  
7:00 a.m. to 3:30 p.m.

## Course Description:

Module I: Orientation-unit 1/Introduction Theory 5 hours 10mins Clinical 0 hours  
The purpose of this unit is to introduce the student to California Code of Regulations, Division 5, Title 22, which regulates health care facilities, and to introduce the roles and responsibilities of the Nurse Assistant, including requirements for Nurse Assistant certification, professionalism, ethics, and confidentiality.

Module II: Patient Rights Theory 5 hours 10mins Clinical 1 hour  
The purpose of this unit is to introduce the Nurse Assistant to patient/resident rights. The fundamental principle behind resident rights is that each resident is a member of a family and of society as a whole. They must be cared for in a manner that protects their rights and meets the individual family, psychosocial and spiritual needs in a long-term care setting. These rights are protected by federal and state regulations.

Module III: Communication and Interpersonal Skills Theory 4 hours 10mins Clinical 0 hours  
The purpose of this unit is to introduce concepts and skills required for the Nurse Assistant to communicate effectively and interact appropriately with residents, residents' families and guests, and other members of the health care team.

Module IV: Prevention and Management of Catastrophe and Unusual Occurrence Theory 1 hour Clinical 1 hour  
The purpose of this unit is to introduce the student to the concepts and procedures related to the resident's safety including environmental emergency issues. The NA's role in creating a safe environment for the resident is discussed.

Module V: Body Mechanics Theory 3 hours 10mins Clinical 4 hours  
The purpose of the unit is to provide students with an understanding of efficient and proper use of the body in performing tasks related to the role of the CNA. Students will understand the principles of positioning and transporting residents and will implement these principles when providing resident care.

Module VI: Medical and Surgical Asepsis Theory 3 hours 10mins Clinical 8 hours  
The purpose of this unit is to present information about asepsis and the control of infection. Procedures and precautions to protect residents, health care workers and others from infection are presented, including standard precautions, transmission-based precautions and biohazardous waste management.

Module VII: Weights and Measurements Theory 1 hour Clinical 1 hour  
The purpose of this unit is to introduce a measuring system for weight, length, and volume used by nursing assistant in the clinical setting.

Module VIII: Resident Care Skills Theory 15 hours 30mins Clinical 51 hours  
The purpose of this unit is to teach the students skills needed to support and/or assist the resident in the areas of personal hygiene, an area of activities of daily living, and elimination. Personal hygiene or personal care is generally performed independently. The Nurse Assistant should assist with or perform personal care only when residents are unable to perform a skill for themselves. Other activities included in this module are use of prosthetic devices, bowel and bladder retraining, and weighing and measuring height of the resident.

Module IX: Patient Care Procedures Theory 8 hours 30mins Clinical 20 hours  
The purpose of this unit is to provide learning experiences that will prepare the Nurse Assistant to safely carry out procedures that support the resident in meeting physical care needs that cannot be performed independently.

Module X: Vital Signs Theory 3 hours 10mins Clinical 6 hours 30mins  
The purpose of this unit is to prepare students to know how, when and why vital signs are taken and how to report and chart these procedures. Students will learn the correct procedure for measuring temperature, pulse, respirations, and blood pressure. They will learn to recognize and report normal and abnormal findings.

Module XI: Nutrition Theory 2 hours Clinical 6 hours  
The purpose of this unit is to examine the body's need for food and the effect of food on the body. This module includes the basic food groups, nutrients, and common therapeutic diets, as well as ways to assist a resident to meet nutrition and hydration needs.

Module XII: Emergency Procedures Theory 2 hours 10mins Clinical 1 hour  
 The purpose of this unit is to introduce the student to the concepts and procedures related to emergency procedures, signs and symptoms of distress, and the role of the Nurse Assistant in Long Term Care (LTC) in the response to immediate and temporary intervention in emergency situations.

Module XIII: Long-Term Care Patient Theory 5.10 hours Clinical 0 hours  
 The purpose of this unit is to introduce the student to the basic structure of the body and to review the effect of aging on body structure and function. Common physical and psychological conditions found in elderly patients are presented along with approaches to care. Community resources commonly available to assist elderly patients with their psychological, recreational, and social needs are presented.

Module XIV: Rehabilitative Nursing Theory 2 hours Clinical 4 hours  
 The purpose of this unit is to introduce the Nurse Assistant to restorative care. Each individual is entitled to reach his/her optimal level of functioning. The Nurse Assistant assists the resident in achieving maximum independent living skills through use of rehabilitative or restorative procedures.

Module XV: Observation and Charting Theory 4 hours Clinical 5 hours 30mins  
 The purpose of this unit is to prepare students to know how, when, and why to use objective and subjective observation skills. They will report and record observations on appropriate documents using medical terms and abbreviations.

Module XVI: Death and Dying Theory 3 hours 10mins Clinical 0 hours  
 The Nurse Assistant is introduced to the various stages of the grieving process and physical signs of approaching death. This unit introduces death as a normal stage of life. The health care provider must recognize the physical, psychological, and spiritual needs of the resident during this period to understand coping mechanisms and provide support to the resident and family members.

Module Number	Module Name	Theory Hours	Clinical Hours
Module 1	Introduction	4.10	0
Module 2	Patient Rights	5.10	1
Module 3	Interpersonal Skills	4.10	0
Module 4	Prevention and Management of Catastrophe and Natural Occurrence	1	1
Module 5	Body Mechanics	3.10	4
Module 6	Medical and Surgical Asepsis	3.10	8
Module 7	Weights and Measurements	1	1
Module 8	Patient Care Skills	15.5	51
Module 9	Patient Care Procedures	8.5	20
Module 10	Vital Signs	3.10	6.5
Module 11	Nutrition	2	6
Module 12	Emergency Procedures/CPR	2.10	1
Module 13	Long-Term Care Patient	5.10	0
Module 14	Rehabilitative Nursing	2	4
Module 15	Observation and Charting	4	5.5
Module 16	Death and Dying	3.10	0
<b>Total</b>		<b>67.5</b>	<b>109</b>

\*The total instructional hours, include 10 minutes of break per 50 minutes of instruction.

## Program Delivery:

Residential

# Medical Assistant

## Program Objective:

The objective of this program is to teach a wide variety of medical office skills, both administrative and clinical. Graduates of the program may have the skills and knowledge to pursue entry-level positions in physician offices, HMO facilities, clinics, urgent care, rehabilitation centers, and other allied healthcare facilities.

The Medical Assistant has in front and back office responsibilities and combines the roles which could include updating patient files, charting histories, arranging lab services, taking vital signs, administering injections, sterilizing medical instruments, and assisting physicians during examinations. Graduates will generally perform their duties under the supervision of a physician in a medical office, HMO practice, clinics, or other medical facilities.

The program is intended to provide entry-level employment opportunities in the Medical Assistant Field. The College assists students with job placement, but ultimately it is the responsibility of the individual student. The College does not guarantee placement.

Type of Instruction: Theory/Clinical  
Level of Occupation: Entry-Level Medical Assistant or related field

## Program Schedule:

Clock Hours: 720 Hours  
Total Weeks: 36 Weeks  
Hours: Monday to Thursday  
4:00 p.m. to 9:00 p.m.

## Course Description:

Module I - Introduction to Healthcare 80 hours

This module will provide the students with the knowledge involving the core concepts of the health care delivery system and health occupations. It will discuss various aspects of communication, interpersonal skills, legal and ethical responsibilities, as well as, safety and security procedures. The course also covers wellness and diseases, quality assurance and safety, emergency (first aid and CPR) responses and aseptic techniques. Skills in computer literacy, basic math and science, employability and professionalism in health care are also discussed in this course. Professionalism in dress, behavior, and attitude are presented and monitored throughout the program

Module II – Medical Office Administration 80 hours

This module will discuss the concepts related to the to the medical office management, including interpersonal relationships, and communication. The lesson also covers descriptions of the patient reception, office facility, equipment and supplies. The course also illustrates appointment scheduling, medical records management and its components, and medical office management. Concepts of managing medical records, billing and collections, financial management, medical insurance and claims, as well as medical coding will also be discussed in this module. Professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module III – Anatomy/ Physiology 80 hours

This module will discuss the concepts of medical terminology, including prefixes, suffixes and word roots, as well as, abbreviations and symbols. In this course, students learn the anatomy and physiology of the body systems, including vocabulary, pathology, diagnostic and therapeutic procedures. Infection control, vital signs and measurements, as well as handling office emergencies are also covered in this course. Professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module IV - Clinical Medical Assistant Duties 80 hours

This module is designed to provide concepts and skills involved in clinical medical assistant duties including assisting with vital signs, physical examinations, medical specialties, eye and ear care, pediatrics and minor surgery. The module also covers other minor treatments involving orthopedics and rehabilitations. Professionalism in dress, behavior and attitude are presented throughout the program.

Module V - Medical Laboratory

80 hours

This module will provide students with the necessary skills and concepts involving the basic laboratory and clinical diagnostic procedures. It will also cover the practice of accepted procedures of transporting, accessioning and processing specimens. The module will also cover collection procedures, supplies and equipment used in the medical laboratory, as well as phlebotomy procedures. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VI- Pharmacology

80 hours

This course will provide students with the necessary skills and concepts involving the pharmaceutical principles, as well as, administering medications. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VII – Electrocardiogram and X-ray

80 hours

This course presents the theory and procedures of electrocardiogram (EKG) application, as well as the legal and ethical responsibilities related to EKG. A brief review of the heart structures, blood vessels and the blood flow through the heart is also presented. The Module further covers basic radiological concepts as they relate to contrast media and procedures. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VIII – Externship

160 hours

This module is designed to provide the student hands on experience in the field working as an extern in healthcare facility. Professionalism in dress, behavior and attitude are presented throughout the program.

**Prerequisites: All Medical Assistant modules must be successfully completed.**

Module	Module Name	Lecture Hours	Lab Hours	Externship
Module I	Introduction to Health Care	60	20	
Module II	Medical Office Administration	80		
Module III	Anatomy and Physiology	60	20	
Module IV	Clinical Medical Assisting Duties	40	40	
Module V	Medical Laboratory	40	40	
Module VI	Pharmacology	40	40	
Module VII	Electrocardiography and X Ray	40	40	
Module VIII	Externship*			160
Total		360	200	160

\*All Modules must be completed before going on Externship

**Program Delivery:**

Residential

# Pharmacy Technician

## Program Objective

The Pharmacy Technician program will cover areas such as: assisting the pharmacist in collecting, organizing, and evaluating information for direct patient care; receiving and screening prescription/medication orders for completeness and authenticity; preparing medications for dispensing; verifying the measurements, preparation, or packaging of medication produced by other technicians; dispensing medications; assisting the pharmacist in monitoring medication therapy; and maintaining confidentiality of patient and proprietary business information.

The objective of the Pharmacy Technician program is to involve the students in the technical knowledge and practical skills required for entry-level positions in retail, hospital or HMO pharmacies, health-care facilities, and pharmaceutical companies.

This program is designed to help students prepare for the Pharmacy Technician Certification Exam (PTCE) sponsored by the Pharmacy Technician Certification Board (PTCB).

To be licensed as a pharmacy technician in California, you must qualify under A, B, or C as listed below and be a high school graduate or possess a general educational development (GED) certificate:

A. If you are qualifying by one of the following methods, the Affidavit of Completed Coursework or Graduation for Pharmacy Technician (page 4 of the application) must be submitted with your application.

- An Associate Degree in Pharmacy Technology;
- Any other course that provides a minimum of 240 hours of instruction as specified in Title 16 California Code of Regulation section 1793.6(c);
- A training course accredited by the American Society of Health-System Pharmacists (ASHP); or
- Graduation from a school of pharmacy accredited by the Accreditation Council for Pharmacy Education (ACPE).

B. If you are NA by the Pharmacy Technician Certification Board (PTCB), you must submit a NA true copy of your PTCB certificate or the original certificate with your application. (A NA true copy is a copy that has been notarized as a true copy.)

C. If you are qualifying by training provided by a branch of the federal armed services, you must submit a copy of your DD214 with your application.

All Applicants enrolling in Pharmacy Technician program must provide a high school diploma or a copy of their GED and 2 sets of official transcripts, within 30 days of starting the program.

For more information, please visit The California Department of Consumer Affairs – Board of Pharmacy

Type of Instruction: Theory/Clinical  
Level of Occupation: Entry-Level Pharmacy Technician or related field

## Program Schedule:

Clock Hours: 720 Hours  
Total Weeks: 36 Weeks  
Hours: Monday to Thursday  
8:30 a.m. to 1:30 p.m.

## Course Description:

Module I - Law, Ethics, Regulations & Business applications 80 hours

This module orients students to the work of pharmacy technicians and the context in which their work is performed. Students learn the concept of direct patient care and the technicians' general role in its delivery, with particular emphasis on the complementary roles of pharmacists and technicians. Students are introduced to the profound influence that

medication laws, standards, and regulations have on practice. Upon successful completion of the module, students should be able to explain the concept of quality assurance and its procedures while noting the laws and regulations that govern the practice.

Also, in this module, students learn to assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management. Emphasis will be placed on securing information from the patient medical chart, record, and patient profile. Students also learn to interview patients, their representatives, caregivers, and healthcare professionals for needed information. Upon successful completion of the module, students should have the ability to adapt patient care to meet the needs of diversity while using basic math skills to evaluate information for direct patient care. Finally, students learn confidentiality issues regarding patient-specific information while handling health insurance billing including federal- and state-funded insurance programs.

#### Module II – Pharmacology and the Vascular System 80 hours

In this module, the students will understand the principal structural features of the heart and lymphatic system and its role in the circulatory process while discussing the use of cardiovascular drugs for treatment of its pathologies. Students will also be trained in the use of methods and equipment in CPR. Emphasis will be placed on trade and generic drugs of the cardiovascular system and their therapeutic effects. Upon successful completion of the module, students should be able to identify and discuss trade, generic, use, action, dosage form, route, and classification of cardiovascular drugs in the top 200 lists and interpret prescriptions using the correct dosage equation while dispensing the drug in the correct delivery system.

#### Module III – Sterile Products & the Apocrine System 80 hours

In this module, students learn the uses and side effects of prescription medications, nonprescription medications, and alternative therapies commonly used to treat diseases affecting the endocrine and integumentary systems. To achieve this, students comprehend an understanding of basic anatomy and physiology of the endocrine and integumentary systems. For each medication studied, students learn the brand and generic name, standard pronunciation, abbreviation, dosage forms, and routes of administration. Upon successful completion of the module, students should be proficient in therapeutic treatment alternatives for diseases of the apocrine system, demonstrating this by interpretation, dosage calculation, and delivery method of brand and generic medication distribution.

#### Module IV – Motor Systems and Order Processing 80 hours

This module will provide students with an understanding of the generalized musculoskeletal system. Topics discussed will include muscle relaxants, non-narcotic analgesics, and drugs for arthritis. Emphasis will focus on causes, cures, and treatment of common ailments using both prescription and OTC drugs. Upon successful completion of the module, students should be able to discuss pathologies of the musculoskeletal system and generic and trade drugs that are used for treatment. Students should be aware of the side effects, dosage form, route, and proper use of these drugs while determining the correct delivery system.

Also, in this module students will learn to receive and screen prescriptions and medication orders. Initially, students learn how state laws and regulations determine what activities associated with receiving and screening prescriptions/medication orders for completeness and authenticity can be delegated by pharmacists to technicians. Upon successful completion of the module, students should be able to demonstrate the proper method for receiving a prescription or medication order for authenticity and be proficient in adding any missing information. Students should be able to communicate in a clear, logical manner at the appropriate level when performing this job responsibility.

#### Module V – Nervous System 80 hours

This module will provide students with an introduction to pathologies of the nervous system and drugs for treatment of these pathologies in prescription and nonprescription form. Drug classes presented will include stimulants, depressants, psychotropic, anxiolytic, antianxiety, pain management, anticonvulsants, anesthetics, analgesics, and narcotics. Emphasis will be to correlate the connection between the physiological systems and the related drugs. Students should demonstrate competency with the different drug trade names, generic names, and their classification. Upon successful completion of the module, students should be able to distinguish between the brand and generic name, standard pronunciation, dosage form, and routes of administration of medications used to treat the nervous system including psychiatric disorders. Students should be able to demonstrate this knowledge by interpreting prescription and medication orders using the correct dosage equation and delivery system.

Module VI – Absorption System

80 hours

This module will allow students to review and differentiate the drugs linked to the respiratory system, gastrointestinal system, and the urinary system while studying the anatomy and physiology of these systems. Emphasis will be placed on pathologies and drug treatment involving essential and accessory organs. Upon successful completion of the module, students should be able to identify and discuss trade and generic names, standard pronunciation, dosage forms, abbreviations, and routes of administration for each medication studied that relates to the absorption systems.

Module VII – Hospital Pharmacy Inventory & Computer Applications

80 hours

In this module students learn to control the inventory of medication and equipment, and how to maintain pharmacy equipment and devices according to an established plan. Emphasis will be placed on inventory control of pharmaceuticals, devices, and supplies including handling their receipt, storage, removal, and infection control. Students learn to identify items that should be ordered, and how to clean laminar airflow cabinets. Upon successful completion of the module, students should understand the concept of troubleshooting and the maintenance and repair of pharmacy equipment and devices while maintaining the security of the inventory. Along with key speaker’s form Hospital Pharmacies and field trips students will understand and be able to anticipate expectations with a hospital pharmacy. Upon completion of the module the student will be able to detail workflow within a hospital setting. Also, in this module, students learn the components of commonly used computer hardware and software. Keyboarding skills are practiced to enhance speed and accuracy. Microsoft Office is introduced and used for the purpose of building proficient operation of computer software. Emphasis is placed on the practical application of entering patient information and prescription data. Upon successful completion of the module, students should have a basic understanding of career management in pharmacy while using Microsoft Office applications to assist with managerial duties. Students should also be proficient in prescription processing system software.

Module – VIII

160 hours

This module provides students with skills training developed in the didactic and laboratory phases of their training in the practice environment of an ambulatory clinic that provides infusion services. The externship will be completed at a pharmacy, hospital, or other appropriate healthcare facility under the supervision of a qualified medical personnel. At the completion of the externship, students should have performed all duties designated to a pharmacy technician in an ambulatory setting. The preceptor at the extern facility completes a written evaluation of each student's performance. **Prerequisites: All pharmacy technician program modules must be successfully completed.**

Module Number	Module Name	Lecture Hours	Lab Hours	Externship
Module I	Law, Ethics, Regulations & Business applications	60	20	
Module II	Pharmacology and the Vascular Systems	60	20	
Module III	Sterile Products & The Apocrine System	50	30	
Module IV	Motor Systems & Order Processing	50	30	
Module V	Nervous System	60	20	
Module VI	Absorption System	60	20	
Module VII	Hospital Pharmacy Inventory & Computer Applications	40	40	
Module VIII	Externship*			160
<b>Total</b>		<b>380</b>	<b>180</b>	<b>160</b>

\*All modules must be completed before going on Externship.

Program Delivery:

Residential



# Medical Insurance Billing and Coding

## Program Objective:

The objective of the Medical Insurance Billing and Coding program is to provide an opportunity for students to explore and learn medical office skills, medical coding, and medical insurance billing. Graduates from the program may qualify for entry-level positions in medical offices, clinics, hospitals, and medical insurance companies.

Students will become proficient in completing and processing a variety of health claim forms using correct coding information. Students will also become familiar with industry-based reference materials such as the Physicians' Current Procedural Terminology (CPT), Health Care Common Procedure Coding Systems (HCPCS), and the International Classification of Diseases (ICD.9.CM).

The program involves the use of computer software that is associated with the coding and billing industry. Students will process insurance claim forms as well as use case studies to determine if and how a claim would be accepted and coded.

Type of Instruction: Theory/Clinical  
Level of Occupation: Entry-Level Medical Insurance Billing and Coding or related field

## Program Schedule:

Clock Hours: 720 Hours  
Total Weeks: 36 Weeks  
Hours: Monday to Friday  
8:00 a.m. to 12:00 p.m.

## Course Description:

Module I - Concepts in Healthcare 80 hours

This course will provide the students with the knowledge involving the core concepts of the healthcare delivery system and health occupations. It will discuss various aspects of communication, interpersonal skills, legal and ethical responsibilities, as well as, safety and security procedures. The course will also describe wellness and diseases, quality assurance and safety, emergency (first aid and CPR) response and aseptic techniques. Skills in computer literacy, basic math and science and employability are also discussed in this course. Professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module II – Anatomy/Physiology 80 hours

This module will discuss the concepts of medical terminology, including prefixes, suffixes and word roots, as well as, abbreviations and symbols. In this course, students learn the anatomy and physiology of the body systems, including vocabulary, pathology, diagnostic and therapeutic procedures. Infection control, vital signs and measurements, as well as handling office emergencies are also covered in this course. Professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module III – Medical Office Administration 80 hours

This module will discuss the concepts related to the medical office management, including interpersonal relationships, and communication. The lesson also covers descriptions of the patient reception, office facility, equipment and supplies. The course also illustrates appointment scheduling, medical records management and its components, and medical office management. Concepts of professionalism in healthcare will also be discussed professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module IV - Medical Billing and Financial Management 80 hours

The course is designed to provide students concepts and skills in financial management including accounting systems, payroll procedures, fees, credit and collection, as well as check writing and banking procedures. Students are also introduced to the medical billing procedures and its components such as CMS-1500 and UB-92 forms. Students are presented concepts of clinical records and medical documentation and abstracting, billing, and coding from medical reports. Professionalism in dress, behavior and attitude are presented throughout the program.

Module V - Insurance Processing

80 hours

This course will assist the student to develop proficiency in preparing and processing insurance claims. Types of health care plans will be reviewed. Students will also become familiar with essential medical terminologies used in medical insurance processing, as well as, with the different claim forms. Electronic claims billing and submission will also be mentioned. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VI- Medical Coding Systems

80 hours

This course will provide students with the necessary skills and concepts required to perform medical billing using the medical coding system. It will cover diagnostic coding/ICD-9 codes, HCPCS and its correct applications as they relate to describing diagnoses, procedures, services, supplies, and injections. The course will describe the external regulating agencies and their impact on the coding systems. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VII – Health Information and Record Management

80 hours

This course is designed to provide the student with an understanding of the concepts and skills involved in working with health information and medical records. Students will demonstrate the proper techniques involved in maintaining patient records, indexing and filing, as well as, charting and documentation. The course will also cover clinical records and medical documentation. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VIII – Externship

160 hours

This module is designed to provide the student hands on experience in the field working as an extern in healthcare facility. Professionalism in dress, behavior and attitude are presented throughout the program.

**Prerequisites: All Medical Assistant modules must be successfully completed.**

Module	Module Name	Lecture Hours	Lab Hours	Externship
Module I	Introduction to Health Care	60	20	
Module II	Medical Office Administration	80		
Module III	Anatomy and Physiology	60	20	
Module IV	Clinical Medical Assisting Duties	40	40	
Module V	Medical Laboratory	40	40	
Module VI	Pharmacology	40	40	
Module VII	Electrocardiography and X Ray	40	40	
Module VIII	Externship*			160
Total		360	200	160

\*All Modules must be completed before going on Externship

## Program Delivery:

Residential

## Administration and Faculty

### Administration

Saied H. Jacob, Ph. D.  
Chief Administrative Officer  
On Site Administrator

University of Minnesota

Yousef Bukhari, B. Sc.  
Chief Operating Officer

King Saud University

Lubidia Dennis, AS in Nursing  
Certificates: RN, DSD  
Director of Nursing

Excelsior College

Brenda Ostio, AA  
Director of Career Services

Santa Ana College

Teresa Michel  
Director of Admissions

Gabrielle Mercado  
Registrar

Mount San Antonio College

### Faculty

Arnetta Anderson, 2 years  
Medical Insurance Billing and Coding Instructor

San Bernardino Valley College

Alicia Dumas-Pace, B.A., M.S.  
Certificates: RMA, RPT  
Medical Assistant and Pharmacy Technician Instructor

Southern Junior College  
Birmingham School of Allied Health

Lalani Pearson, AS in Vocational Nursing  
Certificates: CNA, LVN, DSD  
Nurse Assistant Instructor

Moreno Valley College

Shirley Wilson, LVN  
Certificate: DSD  
Nursing Assistant Instructor

Summit College

### Ownership

Glen Oaks College, LLC.

## Appendix A

Program	Start Date	End Date
<b>Medical Assistant</b> Monday – Thursday 4:00 p.m. to 9:00 p.m. Contact Hours: 760 Total Weeks: 36 Weeks	January 08, 2018 February 12, 2018 March 12, 2018 April 09, 2018 May 14, 2018 June 11, 2018 July 09, 2018 August 13, 2018 September 10, 2018 October 08, 2018 November 13, 2018 January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	October 04, 2018 October 31, 2018 December 06, 2018 January 31, 2019 February 26, 2019 March 25, 2019 April 18, 2019 May 23, 2019 June 20, 2019 July 18, 2019 August 22, 2019 September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020
<b>Pharmacy Technician</b> Monday – Thursday 8:30 a.m. to 1:30 p.m. Contact Hours: 760 Total Weeks: 36 Weeks	January 08, 2018 February 12, 2018 March 12, 2018 April 09, 2018 May 14, 2018 June 11, 2018 July 09, 2018 August 13, 2018 September 10, 2018 October 08, 2018 November 13, 2018 January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	October 04, 2018 October 31, 2018 December 06, 2018 January 31, 2019 February 26, 2019 March 25, 2019 April 18, 2019 May 23, 2019 June 20, 2019 July 18, 2019 August 22, 2019 September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020
<b>Nurse Assistant</b> Theory: Monday – Friday 8:00 a.m. to 2:00 p.m. Clinical: Monday-Friday 7:00 a.m. to 3:30 p.m. Contact Hours: 176.5 Total Weeks: 6 Weeks	January 07, 2019 February 25, 2019 April 15, 2019 June 03, 2019 July 22, 2019 September 9, 2019 October 28, 2019	February 19, 2019 April 05, 2019 May 24, 2019 July 15, 2019 August 30, 2019 October 18, 2019 December 11, 2019
<b>Medical Insurance Billing and Coding</b> Monday – Thursday 8:00 a.m. to 12:00 p.m. Contact Hours: 760 Total Weeks: 36 Weeks	January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020