



**CHAC**  
CALIFORNIA  
HEALING ARTS  
COLLEGE

---

# Academic Catalog

January 1, 2022 -December 31, 2022

## California Healing Arts College

500 E. Carson Plaza Drive, Suite 103  
Carson, California 90746

[www.chac.edu](http://www.chac.edu)

**1-844-4A.CAREER (1-844-442-2733)**

## Disclaimer

California Healing Arts College makes every effort to ensure the accuracy of the information contained in this catalog. The College reserves the right to change policies, regulations, fees, and courses of instruction during this catalog period upon the direction of the California Healing Arts College Administration and its Chief Executive Officer. The most current and complete information is available from the Campus President. All information in the content of this catalog is current and correct as of the publication date and is so certified as true by Amir Baniassad, Chief Executive Officer.

The College has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11U.S.C. Sec. 1101 et seq.).

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, [www.bppe.ca.gov](http://www.bppe.ca.gov), (888) 370-7589 or by fax (916) 263-1897.

The College provides its Catalog on its website ([chac.edu](http://chac.edu)) and in prints to all prospective students or the general public when requested.

**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.**

All Classes will be held at 500 East Carson Plaza Dr., Suite 103, Carson CA 90746 (Except for Externships and Clinical Experiences).

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 at [www.bppe.ca.gov](http://www.bppe.ca.gov).

# Table of Contents

## Table of Contents

<b>Disclaimer.....</b>	<b>1</b>
<b>Class &amp; Facilities Information .....</b>	<b>6</b>
<b>History and Ownership .....</b>	<b>7</b>
<b>Mission Statement and Educational Philosophy .....</b>	<b>7</b>
<b>Accreditation, State Licensure, and Approvals .....</b>	<b>7</b>
<b>Facilities, Equipment, and Student-Teacher Ratios .....</b>	<b>8</b>
<b>Class Sessions and Schedules / Clock Hour Conversion.....</b>	<b>9</b>
<b>Campus Holidays and Breaks .....</b>	<b>9</b>
<b>Opera*ng Schedule /Campus Hours.....</b>	<b>10</b>
<b>Equal Opportunity Statement / Seeking Accommodations .....</b>	<b>10</b>
<b>Admissions Requirements.....</b>	<b>11</b>
<b>Procedures .....</b>	<b>11</b>
<b>Late Admission .....</b>	<b>12</b>
<b>Entrance Test .....</b>	<b>12</b>
<b>Attendance Policy .....</b>	<b>14</b>
<b>Grading System.....</b>	<b>15</b>
<b>Academic Standards.....</b>	<b>15</b>
<b>CPR Training.....</b>	<b>16</b>
<b>Satisfactory Academic Progress (SAP) .....</b>	<b>16</b>
<b>SAP Statuses .....</b>	<b>17</b>
<b>SAP Terms and Other Information .....</b>	<b>18</b>
<b>.....</b>	<b>18</b>
<b>Probation for Attendance and Conduct.....</b>	<b>18</b>
<b>Course Incompletes .....</b>	<b>19</b>
<b>Withdraw Grades.....</b>	<b>19</b>
<b>Course Repetitions .....</b>	<b>19</b>
<b>Maximum “F” Grades Allowed Before Termina*on .....</b>	<b>20</b>
<b>Externship and Clinical Experiences .....</b>	<b>20</b>
<b>Background Check and Physical Exam.....</b>	<b>21</b>
<b>Leave of Absence .....</b>	<b>22</b>
<b>Suspension and Termination .....</b>	<b>22</b>
<b>Graduation Requirements and Ceremony .....</b>	<b>22</b>
<b>Orientation for New Students.....</b>	<b>23</b>
<b>Dress Code .....</b>	<b>23</b>

<b>Draping Policy .....</b>	<b>23</b>
<b>Computer Lab /Resource Library.....</b>	<b>23</b>
<b>Family Educational Rights and Privacy Act .....</b>	<b>24</b>
<b>Transcripts and Records .....</b>	<b>24</b>
<b>Sexual Harassment .....</b>	<b>24</b>
<b>Crime Awareness and Campus Security .....</b>	<b>25</b>
<b>College Program and Policy Changes .....</b>	<b>25</b>
<b>Job Placement Assistance .....</b>	<b>25</b>
<b>Transfer of Credit to CHAC .....</b>	<b>26</b>
<b>Notice Concerning Transferability of Credits and Credentials Earned at Our Institution .....</b>	<b>28</b>
<b>Program Transfers .....</b>	<b>28</b>
<b>Re-Entry .....</b>	<b>28</b>
<b>Personal Property/ Liability .....</b>	<b>28</b>
<b>Drug and Alcohol Prevention Program .....</b>	<b>29</b>
<b>Student/Employee Fraternalization .....</b>	<b>30</b>
<b>Smoking .....</b>	<b>30</b>
<b>Food and Drinks / Student Lounge.....</b>	<b>30</b>
<b>Personal Calls and Visits.....</b>	<b>30</b>
<b>Tutorial Assistance .....</b>	<b>30</b>
<b>Student Academic Advisement.....</b>	<b>31</b>
<b>Change of Address.....</b>	<b>31</b>
<b>General Assistance (Housing, Child Care, Transportation) .....</b>	<b>31</b>
<b>Graduate Refresher Courses .....</b>	<b>31</b>
<b>Career Services .....</b>	<b>31</b>
<b>Appeals .....</b>	<b>31</b>
<b>Student Appeal Process .....</b>	<b>31</b>
<b>Complaint Procedure.....</b>	<b>32</b>
<b>No Weapons Policy .....</b>	<b>33</b>
<b>Student Record Retention.....</b>	<b>33</b>
<b>Student Tuition Recovery Fund (STRF) Disclosures .....</b>	<b>33</b>
<b>Tuition Payment .....</b>	<b>34</b>
<b>Cancellation .....</b>	<b>35</b>
<b>Refunds After Withdrawal from Program .....</b>	<b>35</b>
<b>Determination of Withdrawal Date .....</b>	<b>36</b>
<b>Requirements for Federal Refund vs. CHAC Refund .....</b>	<b>36</b>
<b>Return of Title IV Funds .....</b>	<b>36</b>
<b>Financial Aid Eligibility Requirements .....</b>	<b>37</b>
<b>Financial Aid Programs .....</b>	<b>37</b>

<b>Other Available Financial Assistance Programs .....</b>	<b>38</b>
<b>Definitions .....</b>	<b>39</b>
<b>Tuition Chart .....</b>	<b>39</b>
<b>Other Fees.....</b>	<b>40</b>
<b>Program Chart.....</b>	<b>40</b>
<b>Program Advisories &amp; Licensure/Certification Requirements .....</b>	<b>41</b>
<b>Course Descriptions .....</b>	<b>42</b>

## Class & Facilities Information

California Healing Arts College (CHAC) was granted institutional approval from the Bureau for Private Postsecondary Education (BPPE) pursuant to §94802 of the California Education Code. This approval means that the institution and its operations comply with minimum standards established under the law for occupational instruction by private postsecondary educational institutions. Institutional approval must be re-approved periodically and is subject to continuing review. The following programs are approved:

Programs	Clock Hours	Academic Credit Hours	Length In Weeks
Massage Therapist & Physical Therapy Aide (MT/PTA)	800	43 Quarter Credits	36
Medical Assistant (MA)	800	43 Quarter Credits	36
Medical Coding & Insurance Billing (MCB)	800	43 Quarter Credits	36
Veterinary Assistant (VA)	800	43 Quarter Credits	36

**NOTE:**

- **Clock hours above do not include additional hours required for homework and class preparation.**
- **California Healing Arts College does not offer instruction in English as a Second Language (ESL).**

On-Campus instruction is conducted in-house with facility occupancy levels accommodating 300 students at the Carson campus. Online instruction is conducted through the school’s Learning Management System and videoconferencing to which students access using their unique login credentials assigned upon matriculation. Prospective enrollees are encouraged to visit the school’s facilities and to discuss their personal educational and occupational plans with school personnel before signing an enrollment agreement.

California statute requires that a student who successfully completes a program of study is awarded an appropriate diploma or certificate verifying that fact. This school currently has government-sponsored programs available to provide grants and/or to pay for a portion of tuition and fees. The grant program available is the Federal Pell Grant.

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; [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897. **As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.**

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

California Healing Arts College (CHAC) makes every effort to ensure the accuracy of the information contained in this catalog. The College reserves the right to change policies, regulations, fees, and courses of instruction during this catalog period upon the direction of the CHAC Administration and its Chief Executive Officer. The most current and complete information is available from the Campus President. All information in the content of this college catalog is current and correct as of the publication date and is so certified as true by Amir Baniassad, Chief Executive Officer.



Amir Baniassad / CHAC CEO

## History and Ownership

The California Healing Arts College (CHAC) (also referred herein as “the College” or “the school”) obtained its approval from the Bureau for Private Postsecondary Education (BPPE) in 1988 and was established then as an institution able to grant certification in Massage Therapist. CHAC incorporated as a Limited Liability Company in March 1998, and achieved a milestone in February 2002, by gaining membership with the Accrediting Commission of Career Schools and Colleges (ACCSC), and again in December 2002, by becoming eligible to participate in Title IV Federal Financial Aid Programs for qualified students (e.g., Pell Grants and Federal Stafford Loans).

In 1990, CHAC became the first school in Los Angeles to offer a practical Clinical Studies Program to prepare students for work in the real world of spas, chiropractic clinics, and doctor’s offices. In 2009, CHAC became the first school in California to partner with Burke Williams Day Spas in order to offer qualified CHAC students the training required to become employed in a Luxury Day Spa environment. In 2011, CHAC also became the first NASM Academic Partner to offer a Personal Fitness Trainer program in Los Angeles, which was discontinued in 2021.

In 2013, CHAC moved from Los Angeles to its current facility in Carson, California. The school was purchased in March 2015, and its name was changed to the Pacific College of Healthcare DBA California Healing Arts College.

Additional vocational programs have since been implemented in order to satisfy the increasing demands of the industry. Innovative and experienced instructors contribute their expertise in expanding the services and training programs offered by CHAC. Further, CHAC has neither filed a petition nor had a petition in bankruptcy filed against it within the previous five years.

## Mission Statement and Educational Philosophy

*The mission of California Healing Arts College is, “To provide quality and valued–training programs and services to our students in order for them to obtain the skills and competencies needed for entry-level positions in their chosen fields; to locate employment opportunities for our graduates; and to promote an environment for employees and students, which fosters teamwork, personal growth, and respect for the individual.”*

California Healing Arts College is dedicated to providing trade and technical training relevant to the needs of the communities it serves. Since its inception, the school’s educational philosophy has been to:

Make learning an enjoyable and mentally stimulating process where students and teachers work closely together and benefit alike. Our purpose is to promote healing in different forms that complement traditional medicine and alternative healing arts. Our focus, therefore, is both scientific and intuitive, with emphasis upon the practical consideration of gaining employment after graduation.

Following is a list of CHAC’s ongoing list of institutional goals and educational objectives:

- Administer the chosen profession with confidence and quality;
- Understand the boundaries inherent in practicing the chosen profession;
- Show respect and care for clients and patients;
- Demonstrate professionalism to the general public;
- Communicate effectively with other health care professionals;
- Educate others about the benefits of traditional and non-traditional healing arts;
- Offer technical programs so that students can achieve their career, educational, and personal goals;
- Provide training using actual on-the-job situations so graduates can have the skills and competencies needed for entry-level employment;
- Ensure only relevant equipment and materials are used in the training of students; and
- Hire qualified instructors.\*

## Accreditation, State Licensure, and Approvals

California Healing Arts College is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). ACCSC is a national accrediting agency recognized by the U.S. Department of Education under the provision of Public Law 82-550 and subsequent legislation that requires the evaluation of such agencies and issuance of an official list by that governmental office. California Healing Arts College is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations. Additionally, California Healing Arts College is recognized, authorized, and/or approved, by the following agencies:

- **U.S. Department of Education:** Authorized by the USDE to offer federal grants and loans to qualified students.
- **National Health Career Association (NHA):** CHAC is approved by the NHA as a testing site to administer the National Certification Examination for the Medical Assistant and Medical Coding & Insurance Billing programs.
- **CAMSA (California Massage Schools Association):** CHAC is a member of California Massage Schools Association.
- **CAMTC (California Massage Therapy Council):** CHAC sought this approval voluntarily School Code: SCH0124, and such approval means CAMTC will accept education from CHAC's massage program for certification purposes.
- **U.S. Department of Veterans Affairs:** Approved under the provisions of Title 38, United States Code, to train eligible persons and veterans.

## Facilities, Equipment, and Student-Teacher Ratios

The Carson campus is approximately 11,000 square feet and conveniently located near the business district of the city of Carson with easy access to major freeways and bus stops. The campus has various lab and lecture rooms, administrative offices, computer lab, student library, student cafeteria, and staff lounge.

The school is housed in modern, centrally air-conditioned facilities that are wheelchair accessible. Fully equipped computer and medical labs afford students hands-on training and include computers with updated software, printers, and medical equipment. The student-to-computer ratio is one-to-one for each program. Teaching labs for all medical programs contain real-world workstations to augment the student's acclimation to patient care and other such needs that will be encountered in the professional setting.

The Resource Center/Library at the campus is available during the day and evening to accommodate students' research and study needs and offer reference materials related to the programs and curricula at the campus. In addition, all students have access to the Library Information Resources Network (LIRN) online library database. The LIRN Virtual Library Collection consists of an expanded academic database consisting of a variety of holdings, including arts and the humanities, social sciences, science, and technology.

Maintaining and preserving the College's facilities and equipment is an obligation of all members of the College community: faculty, staff, and students. Students are expected to handle facilities and equipment with care and will be held liable for the destruction of College property. Smoking is prohibited within the College.

**Lecture Classes:** For all programs, the maximum number of students in a class is 36. The maximum student-to-teacher ratio for all programs is 36 to 1. Teaching assistants are provided, as necessary, to accommodate instructors with larger classes.

**Lab Setting:** For the MCB program, the maximum number of students in a lab is 36; and the maximum teacher-to-student ratio is 36 to 1. For MA and VA, the maximum number of students in the lab is 15; and the maximum teacher-to-student ratio is 15 to 1. For MT/PTA, the maximum number of students in a lab setting is 12; and the maximum student-to-teacher ratio is 12 to 1.



## **Class Sessions and Schedules / Clock Hour Conversion**

CHAC offers year-round enrollment for all programs. Start dates generally occur on Monday, but if the school is closed on Monday for a recognized holiday, the start date will be on Tuesday. The beginning of a module offers an opportunity to join the program. See the schedules below for morning (DAY), mid-morning (MM) and Evening (EVG). CHAC reserves the right to amend start dates as appropriate.

**All Programs (DAY):** Classes are held Monday to Thursday from 8:00 to 1:00 pm

**All Programs (EVG):** Classes are held Monday–Thursday from 5:30 pm to 10:30 pm.

*Please note that on campus hours may vary to facilitate social distancing*

**Externship/Clinical Experiences:** Externships and clinical rotations are scheduled for various times Monday through Sunday, according to the needs of the specific program and the availability of the externship/clinical site. Externship and clinical hours are set by the host site and will vary.

### **Clock Hour Conversion**

ACCSC's definition of one semester academic credit hour, which equals 45 units, is as follows: One clock hour in a didactic (lecture) environment is 2 units; one clock hour in a supervised laboratory setting of instruction is 1.5 units; one hour of externship is 1 unit and one hour of out-of-class work is 0.5 units. Units of credit are awarded incrementally as each module/course is completed.

CHAC uses the Federal Financial Aid credit hour conversion, which is as follows: One semester credit hour equals 37.5 clock hours. A clock hour is defined as a 60-minute span of time for lecture or lab, during which 50 minutes is devoted to actual class instruction, with the remaining portion being designated as a break.

## **Campus Holidays and Breaks**

California Healing Arts College does not hold classes on the following holidays: New Year's Day; Martin Luther King, Jr. Day; President's Day; Memorial Day; Juneteenth, Independence Day; Labor Day; Veterans' Day; and Thanksgiving (2 days). In addition to these holidays, the school will be closed for winter break, as follows:

**Winter Break: 12/23/2022 to 12/30/2021 (Classes resume on 01/02/2023)**

---

## **Operating Schedule / Campus Hours**

CHAC's campus facilities are open Monday through Friday, generally, from 8:00 am to 10:30 pm. Administrative offices are open generally Monday through Thursday from 8:00 am to 7:00 pm, and Fridays from 8:00 am to 5:00 pm. The administrative staff is available during evening hours by appointment. The campus will open on weekends, as enrollment demand and schedules for certain programs warrant.

## **Equal Opportunity Statement / Seeking Accommodations** ***Rehabilitation Act and Americans with Disabilities Act (ADA)***

It is CHAC's policy that all admissions, employment, and promotion processes are free from conscious or inadvertent discrimination because of race, age, sex, religion, creed, color, national origin, physical handicap, political affiliation, sexual orientation, or beliefs. This policy applies to hire for all positions and admission of students for all programs.

Reasonable accommodations will be made for students with disabilities under state and/or federal law. If an applicant with a disability wishes to enroll, s/he must first contact the Campus President to discuss possible options to facilitate his/her enrollment and training. Consideration for such students will be made on a case-by-case basis.

In accordance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA) as amended, the College abides by the regulation that "no otherwise handicapped individual" shall be excluded from participation in the programs and services offered by the College "solely by reason of the handicap." A student is eligible for consideration for accommodations and/or auxiliary aids and services if the student has a disability, and the Admission Representative has met with the student, consulted with the Campus President, Director of Education, Program Director and determined

that the functional limitations of the disability require such accommodation, auxiliary aids and/or services.

The College is committed to providing reasonable accommodations, including auxiliary aids and/or services to qualified individuals with a disability unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the relevant program, benefit, or service provided by the College. To request auxiliary aids or services, please contact the Admission Department at the campus. Students should submit requests with supporting documentation at least six weeks prior to the beginning of the first day of classes or as soon as possible.

## Admissions Policies & Procedures

### Admissions Requirements

The College seeks to admit students who possess the appropriate credentials and have demonstrated capacity or potential that indicates a reasonable probability of success in completing the educational programs offered by the College. To accomplish this, the College evaluates all students and makes admissions decisions on an individual basis following the admission policies outlined in this catalog. Students are encouraged to apply for admission as soon as possible for a specific program and start date. Applicants' families are encouraged to participate in the enrollment process so that they may have an opportunity to ask questions.

Students must complete the entire admissions process on or before the first day of class for all programs. Students who fail to complete the admissions process prior to the first day of class may be required to reschedule to another start date. All prospective applicants must be personally interviewed by a school representative, tour the campus and receive a catalog describing the course offerings and the school policies. Upon the applicant's determination that he/she is interested in pursuing a specific program of study, he/she visits the Financial Aid department to receive information regarding funding options. 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.

In order to be admitted to his/her desired program, an applicant must complete all of the following:

- An applicant for enrollment at the College is required to possess a diploma from an accredited high school or the recognized equivalent. High school documentation from a country other than the United States must be translated and certified to be at least the equivalent of a U.S. high school diploma by an agency that is a member of the National Association of Credential Evaluation Services (NACES) or Association of International Credential Evaluators (AICE). Applicants must provide a copy of their high school diploma, transcripts, or a copy of their GED/HSE. Veteran applicants may submit a valid DD-214 form.
- Be at least 18 years old. If younger than 18, the applicant must provide a valid high school diploma or equivalent for admission to any program or course. **Note: Applicants to the MT/PTA program must be at least 18 years old.**
- All applicants are required to meet with an Admissions Representative, complete a questionnaire, interview with the program director, and receive a favorable background check if applying to any of the following: MT/PTA. (see page 17). *Note: Applicants to the MT/PTA program will be subject to the background check for purposes of live scan eligibility.*
- Tour the campus in the company of an admissions representative.
- Be in good physical and mental health in order to adequately progress through the program.
- Provide a valid third-party evaluation of foreign transcripts or diploma, as applicable.
- Applicants enrolling in the College who have a misdemeanor conviction should be aware that they may not meet applicable licensure or certification requirements and may not be able to secure employment in the field. Certain misdemeanor convictions may prevent a student from successfully completing the desired program due to the inability to place students on externship or clinical sites; therefore, in these instances, the College reserves the right to deny admission.
- The College does not accept admissions applications from prospective students with felony convictions in the Massage Therapist program. 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 your Admissions Representative, and they can provide further assistance.

Please note that all programs at CHAC are delivered in a hybrid or blended model where portions of the program are completed online utilizing Open LMS as the learning management system and videoconference software, and other portions are completed in person on campus for laboratory work. Externships must be completed in person at affiliated sites and are a requirement for graduation. Students interested in enrollment must demonstrate commitment of availability during online delivery, possession of an electronic device capable of internet connectivity, and access to Internet. A new laptop computer is included as part of the tuition. Note that students' lack of comfort using computers may impair their ability to complete the program, and that students must physically avail themselves for employment upon completion. The program does not have any specialized online fees in addition to regular tuition. Please note that online and lab instructors may be different, in which case both will have access to Open LMS and communicate daily about student progress.

### Procedures

Interested applicants will meet with an admissions representative (AR), during which a campus tour will be given. The AR will provide detailed information on CHAC's programs and discuss the applicant's qualifications to assist in determining the best way to meet his/her career objective. Those applying to the Massage Therapist program will also meet with the program director or a designee, and a background check will be run before enrollment. If the background check is found to be unfavorable, the prospective student may be denied admission or will be advised of possible eligibility issues. All applicants will meet with a financial aid representative to discuss potential tuition financing programs. In order to be formally accepted to the College, all applicants must do the following:

1. Complete, sign, and date an Application for Admission;
2. Make financial arrangements to cover the cost of tuition and fees; and
3. Read and sign all required pre-enrollment disclosures, such as the CHAC School Catalog, Notice of Student Rights, Notice of Cancellation, School Performance Fact Sheet (Completion & Placement Rates Disclosure), and Enrollment Agreement.

### Late Admission

Classes start on the date indicated in the academic calendar. Late starts are considered on an individual basis after assessing the student's ability to make up the work that has been missed. Under no circumstances, however, will a student be allowed to enter class after the third-class session. Late admissions require the approval of the Campus President or Designee.

### High School Diploma Equivalency

Applicants without a high school diploma may provide the following for consideration of admittance to any program if the following documentation shows evidence of high school graduation:

1. Transcript from high school that evidences successful completion of all required coursework and graduation
2. General Educational Development (GED) certificate
3. High school equivalency certificate, such as the California High School Proficiency Exam (CHPSE)
4. A transcript that shows the applicant earned an Associate's or Bachelor's degree at an accredited institution recognized by the U.S. Department of Education

Applicants enrolling in the Medical Assistant, Medical Coding, and Insurance Billing, Veterinary Assistant or Massage Therapist programs must provide a copy of their high school diploma, transcripts, or a copy of their GED prior to the first day of instruction.

If the applicant is a **home-schooled student**, s/he must submit documentation that outlines the curriculum studied. This may be in the form of course syllabi or a transcript from a recognized home-schooling agency. If such documentation is not available, then GED or CHSPE scores must be provided.

**All transcripts must be in English or submitted with a certified English translation of the original.** High school documentation from a country other than the United States must be translated and certified to be at least the equivalent of a U.S. high school diploma by an agency that is a member of the National Association of Credential Evaluation Services (NACES) or Association of International Credential Evaluators (AICE) within 30 days of starting the program.

An applicant who cannot provide evidence for any of the above-mentioned documents may be admitted under certain conditions, including having to submit acceptable documentation of completion of high school or its equivalent no later

than the first scheduled day of the program. If a student's high school diploma/transcript is not provided by the class start, this fee will be refunded, and the student's enrollment will be voided.

For those with prior college training who wish to transfer credits, please see the *Transfer of Credit Policy* in this catalog under the section titled *General Policies and Information*.

### Pregnancy

Applicants to the **Massage Therapist/Physical Therapy Aide** program who are pregnant at the time of enrollment must provide authorization from their attending physician prior to starting the program.

In this program, students who become pregnant must obtain written authorization to give and receive massage.

In the **Medical Assistant** programs that applicants who **are pregnant** at the time of enrollment will be asked to provide authorization from their attending physician prior to starting the program, to refrain from receiving injections. And students who **become pregnant** while attending the program must obtain written documentation from their physician to refrain from receiving injections.

## Attendance & Academic Policies

### Attendance Policy

#### **Student Attendance Monitoring**

Student attendance will be monitored on a daily basis. Students are expected to be in class on time, as repeated absences or patterns of coming late or leaving early will result in disciplinary action. Students must be advised within the first opportunity after a missed class to discuss and implement actions and options to remedy absenteeism. Advisements must clearly outline the consequences of failing to meet minimum cumulative attendance requirements, including repeating a module, delaying externship, and/or delaying graduation, and include an action plan and timeline for attendance remediation. Students are strongly advised to call the school to inform their instructor of an upcoming absence, if possible. Failure to abide by the CHAC attendance policy will adversely affect academic progress and can lead to warning or termination.

#### **Minimum Standards (Excluding Externship)**

For all programs/courses except **MT/PTA**, a student must attend classes a **minimum of 70% overall** in order to successfully complete the program. For **MT/PTA** program/courses, a student must attend classes a **minimum of 90% overall** in order to successfully complete the program.

A student missing the final exam will receive an "Incomplete." A grade of Incomplete cannot be given as a final grade. The "I" grade will automatically change to an "F" grade if the student does not sit for the make-up exam within the program's allotted time period. This will require the student to repeat the module. If a student is terminated with a grade of "Incomplete" for any module, the "I" will be changed to a "W" (Withdrawn) and be reflected as such on the student's academic record.

#### **Tardies/Early Departures**

A **tardy** is defined as arriving late for the class session. "Class session" is defined as the scheduled portion of the class day for which a student signs to designate his/her attendance. An **early departure** is defined as leaving before a class session ends. **Four (4) tardies** for all programs except **MT/PTA**, where **Five (5) tardies** and/or early departures equal one day of absence. Calculation of absences resulting from tardies/early departures counts against student's cumulative attendance percentage.

#### **Termination for Consecutive Absences**

A student will be terminated for missing fourteen (14) consecutive calendar days. The 14 consecutive calendar days will not include school-scheduled breaks and any school-scheduled holidays published in the academic calendar in the catalog.

## Grading System

California Healing Arts College uses the following scale as its standard grading system.

GRADE	PERCENT	DESCRIPTION	GRADE POINTS	GRADE	DESCRIPTION
A	90-100	EXCELLENT	4.0	CR	CREDIT RECEIVED
B	80-89	GOOD	3.0	FRP	FAILED / REPEATED / PASSED
C	70-79	AVERAGE	2.0	FRF	FAILED / REPEATED / FAILED
C	70-79	AVERAGE	2.0	NG	NO GRADE / NO CREDIT
F	0-69	FAIL	0.0	I	INCOMPLETE
				W	WITHDRAWN
No percent values apply, and no grade points are awarded for the descriptors above.					

➤ **\*NOTE:** A “C” grade for these programs/courses will be indicated on student transcripts as noted above by referencing the program/course abbreviation. Final scores of 74% and below are considered failing for these programs/courses.

## Academic Standards

California Healing Arts College evaluates student academic performance on a 4.0 grading scale, whereby a cumulative grade point average (GPA) of either 2.0 or 2.14 (depending on the program) must be maintained for making satisfactory academic progress. See below for standards for a program/course.

For clinic/lab training (extern) or supervised practicum, student performance is graded by the program director or director of education via the extern site’s assessment ratings of student performance indicated on the skills evaluation form.

**MT/PTA:** Minimum cumulative 2.14 GPA is required (equivalent to 75% on a 100% grading scale). Final test scores or module grades of 74% and below are failing grades for these programs/courses. (*Refer to Remediation Policy regarding retesting for failed modules.*)

**MA, MCB & VA:** Minimum cumulative 2.0 GPA is required (equivalent to 70% on a 100% grading scale).

**Grading Formula – MA, MCB & VA except MT/PTA:** Final module grades are determined by total points received resulting from a weighted application of grading criteria, i.e., module exam (50%), quizzes/assignments/lab skills (20%), homework (20%), and attendance (10%). For example, a module test score of 80% is multiplied by 50% (resulting in 40 value points). This score is added to the resulting score for the other two grading criteria to determine a student’s overall module grade.

**Grading Formula – MT/PTA:** Final module grades are determined by total points received resulting from a weighted application of grading criteria, i.e., module exam (60%), quizzes/assignments/lab skills (30%), and attendance (10%). For example, a module test score of 80% is multiplied by 60% (resulting in 48 value points). This score is added to the resulting score for the other two grading criteria to determine a student’s overall module grade.

## CPR Training

Students are provided CPR training during enrollment and will receive a Basic Life Support Card upon passing the requisite exam with a **minimum score of 84%** (equivalent to a “B” letter grade), in accordance with guidelines set forth by the American Heart Association (AHA). The test consists of an online portion and a practice that is done in person. Alternatively, the student must obtain CPR certification during enrollment by completing a course conducted by AHA at his/her own expense.

Students who fail to attend the practice in-person portion of the CPR class will not obtain a card. CPR training is a required part of the curriculum.

**CPR for MA.** The CPR test serves as a quiz and, therefore, the score is calculated as part of the 20% grading criteria for determining a grade for the module. The final score achieved (whether passing or failing) will be averaged with other scores (e.g., quizzes, assignments, lab skills) and then multiplied by 20% to determine the value points. A student who fails the retest may take the CPR training with a class from another program, if available. Otherwise, s/he must obtain certification through AHA, as noted above.

## Satisfactory Academic Progress (SAP)

To remain in good academic standing and maintain financial aid eligibility, students must meet the following minimum Satisfactory Academic

Progress (SAP) standards as measured at the end of each grading and/or payment period:

1. Must maintain a minimum cumulative grade point average (CGPA) of 2.0.
2. Must maintain a rate of progress (ROP) of 66.67% or greater.
3. Must complete the program within 150 percent of the program length (Maximum Time Frame [MTF])

Satisfactory Academic Progress (SAP) is defined as the successful progression through an academic program. Every student must maintain satisfactory academic progress in order to remain enrolled at the college and to remain eligible to receive federal financial aid.

In order to receive federal financial aid, students must make satisfactory academic progress toward a certificate or diploma. SAP will be conducted at the point when the student has attended the scheduled credit or clock hours, as required by federal regulations, effective for all starts on or after July 1, 2011.

## SAP Requirements

**Standard 1 – Cumulative Grade Point Average or GPA (Qualitative Measure or “grade-based”):** The student must maintain a minimum qualitative measure of progress defined as the cumulative GPA, which is either a 2.0 or 2.14, depending on the program or course. Only those credits required in the student ‘s program of study are used in the CGPA calculation.

**Standard 2 – Maximum Timeframe:** The students must complete his/her certificate or diploma program/course within 150% of the published length, as reflected in the Program Chart contained in this catalog. Transfer credits are included in the maximum timeframe calculation. Students are expected to complete their program within 150 percent of the published length of the program (or 1.5 times the number of credits or hours in their program). Quantitative Measure or Rate of Progress calculations help assure that students will complete their programs within the maximum time frame.

**Effect of Transfer Credit on SAP:** Transfer credit awarded by the college has no effect on GPA calculations for SAP but does affect the Pace calculation. Transfer Credits are also included in the maximum timeframe calculation.

**Effect of Program Change on SAP:** Students who change programs will only have credits and grades that are applicable to the new program (including transfer credits) calculated in SAP and Maximum Timeframe. Any credits that were previously taken that are not part of the student ‘s new program of study will not be used in the calculations.

## SAP Statuses

1. **SAP Met:** When an SAP evaluation determines a student is meeting both GPA and Pace of Completion requirements, their SAP status will be SAP Met. Students in this status are eligible for financial aid funding.
2. **Academic SAP Warning:** Students who fall below either the qualitative or quantitative measure will be placed on the “SAP Warning” status for one payment period. As a result, the student will be required to meet with a student services representative to discuss the minimum requirement(s) not being met and corrective action necessary to satisfy SAP requirements. One-year programs (i.e., those with one academic year) will have one warning period; those programs with two academic years may have more than one warning period. Students placed on SAP Warning may still have federal aid disbursed to them for one (1) payment period.
3. **SAP Disqualification:** When a student on SAP Warning status fails to meet SAP at the next evaluation (next completed payment period) or if it is determined during an evaluation that a student cannot mathematically complete the program within the maximum timeframe, they are placed on SAP Disqualification. Students placed on SAP Disqualification are removed from the program and ineligible for federal financial aid.
4. **SAP Probation:** Students placed on SAP Disqualification who have successfully appealed their SAP status will be placed on SAP Probation. Students on SAP Probation are eligible for financial aid disbursements for 1 payment period.
  - a. If an appeal is approved and it’s determined a student can meet SAP standards by the end of the subsequent payment period, the student can be placed on SAP Probation without an academic plan.
  - b. If an appeal is approved and it’s determined a student will require more than 1 payment period to meet SAP standards again, they will be placed on SAP Probation and must follow an Academic Plan developed for the student by the college. At the end of the subsequent payment period, a review will take place to ensure the student is meeting the requirements of the Academic Plan.
  - c. Academic Plan- A plan developed by the college and tailored specifically for each individual student. The plan may include grade requirements, attendance requirements, tutoring requirements, and any other requirements deemed necessary by the college to position the student to be successful. For either status above, the student must sign and receive a form detailing his/her status as SAP Warning or SAP Failure. The form will indicate the reason for the warning/failure status and the corrective action needed to achieve the minimum requirement(s) to meet SAP. A student’s refusal to sign the form will not exempt him/her from the conditions of SAP Warning or SAP Failure and may lead to further disciplinary action including termination.

## SAP Terms and Other Information

**Credits Attempted:** Defined as all courses for which a student receives a grade – whether passing or failing – and includes “W” (Withdrawn) and “I” (Incomplete) grades. Therefore, any and all grades received will count toward the credit hour ratio detailed above in Standard 2 of the SAP requirements.

**Credits Completed:** Defined as all courses for which a student receives a passing grade.

**Credits Included in Credit Completion Calculation:** In addition to courses in which the student is enrolled, transfer credits are included in the calculation of completed credits. However, any credits audited by a student do not count as either credit attempted or completed.

**Impact of Repeated Courses:** Repeated courses count as credits attempted during each payment period in which the student is enrolled, and they may affect the pace (see Standard 2 above). However, a repeated course will count one time as credits completed the first time the student receives a passing grade for the course.

**Credit Completion Warning:** Students placed on SAP Warning for lack of credit completion are advised that, if any other SAP standards have generated a “hold” on their record, those standards and conditions take precedence over the credit completion warning.

**Regaining Financial Aid Eligibility for Credit Completion:** A student must successfully complete enough credits to meet the minimum 67% completion requirement in order to be removed from financial aid suspension.

### Probation for Attendance and Conduct

Probation serves as a method for both students and staff to acknowledge a student's substandard performance in attendance or conduct. Probation will occur if the student's cumulative attendance is below the minimum standard when formally reviewed at the end of his/her payment period or if s/he is determined to have exhibited misconduct (e.g., foul language, disrespect to staff/students, etc.). The Campus President also has the discretion to place a student on probation at any time, if deemed necessary, for incidents such as repeated absences, tardies/early departures, disruptive attitude/ bad behavior, or is found to be in violation of any other school policy.

Students placed on probation for attendance and/or conduct issues will sign and receive a written notice indicating the duration of and reasons for the probation, including corrective actions required to remain in good standing. If the student fails to comply with the stated corrective actions, s/he will be terminated. Exceptions may be made due to extenuating circumstances, at the discretion of the Campus President, and only upon receipt and approval of applicable supporting documentation and are defined as the following:

1. Military assignment
2. Medical emergency of the student or an immediate family member
3. Death of an immediate family member
4. Unexpected and severe life or financial conditions such as loss of a job, loss of housing, etc.

A student's refusal to sign the probationary form will not exempt him/her from the conditions of probation and may lead to further disciplinary action including termination. Periods of an approved leave of absence (LOA) and periods of non-enrollment after voluntary or involuntary withdrawal do not count as time elapsed toward the probationary period.

The length of probation is thirty (30) calendar days unless otherwise stated for a specific reason. At management's discretion, the student may be released from probation prior to the end of the documented probationary period if all conditions have been met. If the student has not satisfied the terms of probation but has made a substantive improvement, the Campus President may extend the probationary period for fifteen (15) calendar days. If the student fails to comply with the extended probationary conditions, s/he may be suspended or terminated.

### Course Incompletes

A student will receive an "Incomplete" grade for a module if s/he does not sit for the scheduled module final exam. A grade of Incomplete cannot be given as a final grade. The "I" grade will automatically change to an "F" grade if the student does not sit for the make-up exam within the program's allotted time period. This will require the student to repeat the module. If a student is terminated with a grade of "Incomplete" for any module, the "I" will be changed to a "W" (Withdrawn) and be reflected as such on the student's academic record.

### Withdraw Grades

A student who withdraws after attending any portion of a module or course will receive a grade of "W" or Withdrawal on their transcript. The "W" grade is a permanent mark with no grade points assigned. "W" grade for the module or course will not be included in the calculation of the GPA for SAP. Withdrawal credits are counted as attempted, but not earned and will be included in the calculation of the rate of progression in determining SAP.

**Make-up Work:** Make-up work may be completed to make up for quizzes, assignments, or other course content missed during classes. The make-up must be arranged between the student and the instructor. If a missed module exam is not made up within the established timeframe for a particular program, the student will receive an "F" grade and will have to repeat the entire module when offered again. **The highest numerical score applied to a make-up final exam is 75% (or 84% for the CPR exam), regardless of whether the actual score attained is higher.** This score will be calculated with other grading elements to determine the overall final grade for the module. All homework, assignments, and quizzes must be completed before taking the **final exam**. Students must consult directly with their instructor or program director to schedule and sit for a make-up test.

**The final exam or missed quizzes will be administered outside the student's normal class schedule. All make-up exams must be completed within 7 calendar days after the module ends.** Students cannot use Make-up work to make up class attendance hours missed. Missed class time is counted toward the total class hours missed.



## Course Repetitions

A student must repeat (retake) any failed module to attain a passing grade. Grades earned for repeated modules will replace the original grade in determining academic progress and GPA; however, all module final grades will be on the student's transcript. **A student cannot repeat a module s/he passed in order to obtain a higher grade.** There are limits as to how many times a student can repeat a module or a certain number of modules within a level, depending on the program (*see below*). To repeat a failed module during the next available offering, students in all programs must submit the Petition Request form to Student Services. If the request is not voided before the module start date, the student will be obligated to the schedule and tracked accordingly for attendance and academic purposes. *See Re-Entry Policy under General Policies and Information regarding repeating modules that a student passed during a previous enrollment.*

***Note: The Course Repetition policy does not apply to the extern modules. Students in all programs should refer to the Maximum- F Rule Policy (as applicable) for additional information regarding limits on repeating failed modules.***

**MA, MCB, MT & VA:** Students can take any module a maximum of three (3) times but must pass it by the third attempt. Therefore, a student may repeat any failed module a maximum of two (2) times. There is no charge for the first time a failed module is repeated, but a student must remit payment before being scheduled to repeat the module a second time. If a student fails a module after repeating it the second time, s/he will be terminated from the program.

## Maximum "F" Grades Allowed Before Termination

For all programs, students will be terminated for failing a certain number of modules or the same module after a certain number of times, depending on the program. This policy applies to all modules and levels, excluding externship. **This policy applies regardless of whether any failed modules have been repeated and passed and includes "F" grades resulting from remediation and from "Incompletes" that were not made up in time.**

**MA, MCB, MT/PTA & VA:** A student may receive an "F" as a module final grade no more than three (3) times overall during the normal length of the program. If a student attains a fourth module grade of "F", s/he will be terminated from the program.

## Externship and Clinical Experiences

Externship and clinical experiences are part of the program/course; therefore, students are still enrolled during this training. Students in all programs/courses with externship/clinical modules as part of their program must complete them with a satisfactory grade in order to complete the program/course successfully and receive a diploma. Except where noted, externship and clinical experiences are subject to the same policies and procedures as the rest of the program/ course.

A student will not be allowed to begin externship/clinical if s/he has not met minimum attendance requirements and/or has not passed all modules. **Certain extern/clinical sites may require a second criminal background check and/or documentation of CPR certification and/or additional health immunizations prior to placement at their site.** (*See the section titled Background Checks / Physical Exams under General Policies & Information*). *ALL STUDENTS SHOULD BE AWARE THAT THE EXTERNSHIP/CLINICAL EXPERIENCE COMPONENT OF THEIR PROGRAM IS ALMOST ALWAYS OFFERED DURING "DAY SHIFT" HOURS.*

The extern/clinical site will assign a supervisor who will evaluate student progress and performance, along with ongoing follow-up by CHAC. Students should expect the hours and days to vary depending on the host site. Shifts on externship/clinical experience can range up to 12 hours, occurring any hour of the day, afternoon, or evening and any day of the week. (*Refer to individual program outline and course description.*) Completing less than the projected weekly hours may result in an extension to the student's expected completion date. However, any hours completed in excess of the amount scheduled weekly will not count toward the student's completion total. The specific site will be determined by CHAC in conjunction with the student's completed Extern Questionnaire. **Evening schedules cannot be guaranteed. Additionally, the following distances for student travel from campus to the site may be required: 25 miles for MA, MCB, and VA.**

Students must arrange and pay for their own transportation to and from their assigned clinical or externship experience, including any parking charges at the host site.

Externship/clinical experiences for all programs consist of one or more modules. If a student withdraws or is terminated during the externship and re-enters the program within 24 months of withdrawal, externship hours completed will carry

over and the student will only need to complete the remaining hours; however, students reentering the program beyond the 24-month period will need to redo all externship hours. A student may request to change an externship site only one time unless prohibited by specific policy to a program. **If a student fails to complete externship after attending a second site, s/he may be terminated from the program/course.**

**Extern for MA, MCB, VA & MT/PTA:** Extern is scheduled for approx. 35-40 hours per week (6-8 hours per day) for 240 hours.

**Extern During Breaks:** Externship schedules may occur during winter and/or school breaks. If so, students are strongly advised to continue extern training with no interruption, as doing so will result in voided hours for the module and in their expected completion date being extended indefinitely. If a student's request for interruption is received and approved, s/he is further advised that the availability of sites cannot be guaranteed. Therefore, students whose externship is interrupted for any reason (e.g., LOA, request to change site) will more than likely be placed at another site upon their return to school and only after those students who are already in line for placement.

### **Background Check and Physical Exam**

Applicants to the **MT/PTA program** will be subject to a criminal background check during the admissions process and possibly again before extern placement, depending on the site. For the **MT/PTA program**, a background check will be conducted for purposes of live scan eligibility. If the check is unfavorable (felony conviction) the applicant will be denied admission. The cost of the background check is covered by California Healing Arts College and is generally conducted by the program director. Before being formally admitted to a program, a student who receives an unfavorable background check will have to sign an advisory form regarding their potential ineligibility for placement in off-site training, if s/he still wishes to enroll. Students may not have pending background check results past the cancellation period.

Students in the **MA, MCB & VA** programs are strongly encouraged to provide valid documentation of a physical exam detailing immunizations at least a few weeks prior to extern placement or clinical training. Students in the MA, MCB & VA programs will be informed if they must provide such documentation, as it depends on CHAC's extern agreement with certain sites. For all programs, a doctor will visit the campus to conduct a physical exam, if sufficient numbers of students needing the exam warrant a visit. Otherwise, students must visit the doctor designated by CHAC to take a physical exam. In all cases, the cost of the physical exam is covered by CHAC.

**Students are strongly advised that placement at a given site may be jeopardized if the requirements involving either a background check or physical exam are not met in a timely manner.**

### **Leave of Absence**

The Campus President or the Director of Education may grant leaves of absences and/or waive interim satisfactory standards for certain circumstances. At the time of a request for a LOA, a student must be satisfactorily progressing academically.

Students who find it necessary to take a leave of absence must make a written request to administration and approval is granted on an individual basis. LOA's that are properly approved will be maintained in the student's permanent file. LOA's approved for students receiving Title IV funding may not exceed 180 calendar days in one 12-month period. Students returning from a leave of absence may have to wait for the appropriate course to be offered, which may cause them to exceed their maximum program completion time. The tuition cost may be affected. Failure to return from a leave of absence will result in termination from the program. Standards of satisfactory progress will not be affected during an approved leave of absence.

If the student is a Title IV loan recipient, prior to granting the LOA, the effects that the student's failure to return from a LOA may have on the student's loan repayment terms, including the expiration of the student's grace period, will be explained.

### **Suspension and Termination**

Students are always required to follow all rules and abide by all regulations while on campus or at extern and to exhibit respect for others and self-discipline. **CHAC strives to maintain a safe learning/working environment and has a zero-tolerance policy for making threats to staff or students.** A student may be suspended or terminated for any of the following reasons:

1. Cheating or falsification/misrepresentation of material information in any School records including, but not limited to, application/enrollment paperwork, quizzes/exams, homework, and sign-in (attendance) sheets, whether inadvertent or deliberate.
2. Copyright infringement and/or unauthorized use/distribution of school materials, for which the appropriate authorities will be notified for possible prosecution under the fullest extent of the law.
3. Stealing, defacing, or mutilating any School property (e.g., computers, labs, classrooms, offices, restrooms).
4. Disobedience or disrespect toward an instructor or administrative staff member.
5. Disrespect toward another student or behavior creating a safety hazard to students and/or other persons at the School, as well as making any threatening comments while on campus, including breaks, or an externship.
6. Possession or being under the influence of recreational drugs, alcohol, or weapons on school premises.
7. Excessive absenteeism, including tardies and early departures.
8. Failure to meet financial obligations; or
9. Any other determined infraction of misconduct.

A student who is suspended from school is marked absent for all days s/he is on suspension and is not exempt from applicable school policies regarding poor attendance. Additionally, a student on the suspension will not be eligible to receive Title IV financial aid disbursements during the period of suspension. A student's refusal to sign the suspension form will not exempt him/her from the conditions of the suspension and may lead to further disciplinary action including termination. If terminated for consecutive absences, the date of determination of the student's withdrawal will be either the third or tenth consecutive day of absence, as applicable to a particular program, for purposes of determining an applicable refund. Students have the right to appeal suspension or termination (*see the section on Appeals*).

### Graduation Requirements and Ceremony

Upon successful completion of the training program, a student will earn a diploma and final official transcript, provided the student meets all the following conditions:

1. Achieves a minimum cumulative grade point average (GPA) of 2.0;
2. Achieves a minimum cumulative attendance percentage of 80% for all programs except for MT/PTA the minimum is 100%, as well as 100% for extern if required by a specific program;
3. Is present on the last scheduled day of the program; and
4. Satisfies all financial obligations to the School and completes an exit interview with the financial aid department regarding repayment of his/her loan(s).

Diplomas and final transcripts are issued generally within four to six weeks of the completion date. During this time, graduates can request a formal letter verifying completion of the program provided the above conditions are met.

CHAC holds a graduation ceremony for once a year, generally during the month of August, for graduates who completed their program during the last 12 months. Recognitions and awards are presented at the ceremony to those graduates with both perfect attendances during their program training and a cumulative GPA of 4.0 at the completion of the program. Students are advised that make-up of any absences, tardies, or early departures does not count as perfect attendance.

Please note that graduation ceremonies are currently suspended and will resume when the Centers for Disease Control determine it is safe to participate in large indoor gatherings.

# General Policies & Information

## Orientation for New Students

In addition to a general New Student Orientation, each department conducts a short presentation to all new starts, which is held before the first class session. The orientation includes an introduction to CHAC staff and a detailed overview of various CHAC policies as outlined in this catalog, and the Learning Management System for distance education classes. Prior to orientation, new students will sit for a picture for their ID badge and complete any outstanding paperwork.

## Dress Code

Students are expected to maintain a neat, clean appearance always during their training, both on campus and at externship and clinical sites. Because a variety of equipment is used during training, certain items of clothing, such as shorts and open shoes, may not be worn for safety reasons. Students are always required to wear their designated uniforms while attending the program. *Note: Individual programs may enforce a more stringent dress code policy.*

Prospective students are provided the dress code policy during the enrollment process, which identifies more stringent requirements for certain programs. During the admissions process, applicants sign an acknowledgment form that they agree to abide by the policy and have received a copy of the policy. Extern sites also may dictate a dress code policy somewhat different than that from CHAC. If so, the site's policy will override CHAC's. **Students are strongly advised to adhere to the dress code, as failure to do so can result in not being admitted to class or being dismissed from campus or externship site and marked accordingly for attendance. Repeated infractions also can result in probation, suspension, or termination.**

## Draping Policy

This applies only to a student enrolled in the MT/PTA program. Draping includes methods used by the massage therapist to protect modesty, privacy, warmth and/or comfort of a patient/client using sheets, towels, blankets or any item that serves this purpose. Genitals and the gluteal cleft of male and female clients and the breast area of female patients/clients are **NOT** to be exposed.

## Computer Lab / Resource Library

CHAC provides computer labs, a variety of software directly related to the various programs, and general applications such as typing tutors and applications for word processing and spreadsheet/database. Students are prohibited from downloading or using any external software on CHAC computers, which are to be used only for school/program purposes. In order to support the educational experience with materials commensurate with the level of education provided, and sufficient in quantity and scope to meet the educational objectives of the program, the school's learning resource system relies upon the electronic library resources provided by the Library Information Resources Network ("LIRN").

LIRN is a wonderful tool that students can access online on school premises or at home using the student's personal computing devices, at any time without restriction. LIRN includes a multitude of current periodicals, research journals, and databases related to the new program. In addition to LIRN, the school provides standard works of reference and video available for student review on school premises.

## Family Educational Rights and Privacy Act

California Healing Arts College complies with the confidentiality and student record availability provisions of the Family Educational Rights and Privacy Act (FERPA) of 1974 and the Buckley Amendment. The confidentiality of student and staff records is strictly protected. However, students who are adults, parents of minors, or guardians of "tax dependent" students have the right to inspect and challenge the information contained in the student's record. The school complies with Title IX of the 1972 Educational Amendments, the Equal Opportunity Act of 1972 (Title VII) of the Civil Rights Act of 1964, and Section 504, Rehabilitation Act of 1973. Student information will not be disclosed without the student's written consent or request. However, FERPA allows schools to disclose relevant information about a student, without consent, to regulatory agencies and the U.S. Department of Education or to comply with a judicial order or lawfully issued subpoena. The student has the right to file a complaint with the U.S. Department of Education if the institution fails to comply with FERPA requirements. Complaints should be directed to the Family Policy Compliance Office / U.S. Department of Education / 400 Maryland Avenue, SW / Washington, DC 20202-4605.

## Transcripts and Records

Copies of unofficial or partial transcripts are available to a student upon request. Official and/or sealed transcripts can be mailed to other institutions upon written request and permission from the student. Students must complete the Petition Request form to be processed by the Student Services department for receipt of their transcript. A student will be provided one official transcript upon request at no charge. An administrative fee of ten dollars (\$10.00) will be required for any additional official transcripts and five dollars (\$5.00) for non-official transcript. CHAC will withhold a student's transcript or grades if the student is in default on their tuition contract or is not in good financial standing. If the student has made a partial payment to his or her tuition obligation, the institution may withhold only that portion of the grades or transcript that corresponds to the amount of tuition or loan obligation that the student has not paid. If the student's course of study consists of only one course, the institution may withhold the grade(s) or the transcript until the tuition or loan obligation is paid in full. All grades received during a student's enrollment will be reflected on the transcript, including the following: F, W, FRP, and FRF (*see the section on Grading System for grade descriptions.*)

CHAC maintains a file for each student that contains all requisite information on his/her enrollment, financial aid, and academic progress. Upon written request, a student may review his/her file during enrollment in the presence of a CHAC employee and/or request to have the file copied, excluding any and all test materials. A copy of the file will be provided no later than 30 days following the request. Students have the right to review and/or amend their educational records no later than 30 days after the institution receives a written request. If the institution decides not to amend the record as requested by the student, the student will be notified of the decision and advised of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when s/he is notified of the right to a hearing. Following the hearing, if the institution still decides not to amend the record, the student has a right to place a clarifying statement in the record. The institution is not required to consider requests for amendments to grades or disciplinary decisions.

No officer, administrator, or employee of California Healing Arts College shall release information concerning any enrolled/terminated student or graduate to a third party without the student's prior written consent, with the exception of any regulatory agency. State law requires that this educational institution maintain school and student records for a five-year period. For graduates, a copy of the diploma and official transcript are maintained permanently.

## Sexual Harassment

Sexual harassment of students or applicants in any form is unacceptable conduct that will not be tolerated. Sexual harassment includes unwelcome sexual flirtations, advances or propositions, requests for sexual favors, verbal abuse of a sexual nature, subtle pressure or request for sexual activities, unnecessary touching of an individual, graphic verbal commentaries about an individual's body, sexually degrading words, a display of sexually suggestive objects or pictures, sexually explicit or offensive jokes, physical assault, and other verbal, visual, or physical conduct of a sexual nature while at the College. No student, applicant, faculty member, or another employee of California Healing Arts College shall threaten or insinuate, either explicitly or implicitly, that a student's or applicant's refusal to submit to sexual advances will adversely affect that person's application, enrollment, grades or educational experience. Similarly, no faculty member or employee shall promise, imply or grant any preferential treatment in connection with any student or applicant with the intent of rewarding for or engaging in sexual conduct.

Any student or applicant who feels that s/he is a victim of sexual harassment by any student, applicant, faculty member or other California Healing Arts College employee should bring the matter immediately, in person, to the attention of the Director of Operations or call the telephone number specified in this catalog. Any questions about this policy or potential sexual harassment should also be brought to the attention of school officials. California Healing Arts College will promptly investigate all allegations of sexual harassment in as confidential a manner as possible and take appropriate corrective action if warranted. Sexual harassment must be reported to Sahar Andisha and Cesar Morales, Title IX Coordinator, 500 E. Carson Plaza Drive, Suite 103, Carson, CA 90746, telephone # 310-826-7622 for supportive measures and investigation.

## Crime Awareness and Campus Security

Every year, CHAC publishes the *Campus Security Disclosure Statement* form that contains detailed information regarding crime statistics for the College. Additionally, the College distributes pertinent information related to the school's policies and procedures for maintaining campus security. This information provides the student with detailed information on the College's procedures and measures for crime prevention and instructions for reporting crimes. Information regarding sex

offenders can be obtained at the website <http://www.meganslaw.gov>.

### Statement of Non-Discrimination

The College does not discriminate based on race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or status, marital, parental, familial, veteran, or military service status, age, or disability. The College complies with all local, state, and federal laws barring discrimination. Accordingly, equal opportunity for employment and admission shall be extended to all persons. All inquiries or complaints regarding these laws and regulations should be directed to the Campus President or Director of Education, who will provide students with procedures available for resolving complaints relating to alleged unlawful discriminatory actions.

### Veterans Information

Instead of a high school diploma or equivalent, veterans may submit a valid DD-214 form for admission to a program. Additionally, veteran applicants must provide the original or certified copy of transcripts for any postsecondary educational training, as applicable. An evaluation of these transcripts will be done prior to enrollment to determine if any prior credits can be accepted toward enrollment at CHAC. If so, the applicant's enrollment will be shortened accordingly. All veteran applicants will meet with a VA certified school official in addition to the admission requirements included in this catalog. Transcripts and evidence of evaluation will be kept in the student's file.

CHAC also maintains a policy for the refund of the unused portion of tuition, fees, and other charges in the event the veteran or eligible person fails to enter the program, withdraws or is terminated at any time prior to completion. The policy also provides that the amount charged to the veteran or eligible person for tuition, fees, and other charges for a portion of the program does not exceed the approximate pro-rata portion of the total charges for tuition, fees, and other costs that the length of the completed portion of the program bears to its total length. For information or resolution of specific payment problems, the veteran should call the DVA at (800) 827-1000.

Veteran students who fail to comply with either SAP Warning/Failure requirements or attendance/conduct probationary conditions will be terminated.

To remain eligible for veterans' benefits, veterans and eligible persons must complete their program of study in the originally contracted length of time; therefore, the maximum timeframe policy does not apply. **Veterans and eligible persons who have not met the minimum SAP standards or the conditions of attendance/conduct probation by the end of the review period will be reported promptly to the VA, and their benefits will be interrupted. The student's academic progress is evaluated at the end of each module/course**

### College Program and Policy Changes

The College, at its discretion, may make reasonable changes in program content, materials, and equipment as it deems necessary in the interest of improving students' educational experience. The College reserves the right to make changes in organizational structure, policy, and procedures as circumstances dictate. When the class size and curriculum permit, classes may be combined to provide meaningful instruction and training and contribute to the level of interaction among students. When federal, state, accreditation, or professional policy or standard changes occur, the College is required to make appropriate changes and will attempt to minimize the effects of any change on current students.

### Job Placement Assistance

Placement assistance is a privilege of any graduate who requests it and who follows CHAC guidelines. The Career Services department has experienced and dedicated staff to provide graduates with job placement assistance. Placement assistance is available to all students who successfully complete the requirements for graduation in their respective program but may be denied to a student/graduate who is uncooperative with CHAC staff. **CHAC does not guarantee placement.**

While the securing of positions cannot be guaranteed, every avenue is pursued to assist students in obtaining desirable employment. CHAC will do everything possible to provide students with the best and most up-to-date job placement opportunities. Although locating a job close to the student's home is desirable, sometimes the best jobs are located within a reasonable distance from the student's home. Prior to externship and job placement, the Career Services department will instruct and guide students/graduates with career planning, interviewing techniques, résumé preparation, completing job applications, professional job counseling, professional attire workshops, interview follow-up, networking, and time management.

To assist staff in their career placement, students must adhere to the following guidelines:

- First impressions are vital. Being neatly dressed and having a clean appearance greatly enhance your chances of making a good impression. Smoking or chewing gum is not acceptable during job interviews, and excessive jewelry or body piercing may be cause for distraction during an interview.
- Being punctual for your interviews is crucial. In addition, you must advise your placement coordinator promptly of any cancellation or rescheduling of your interview(s), as s/he must be regularly informed of the status and results of your interviews
  - past, present, or future.
- The Career Services department always attempts to find employment within the student's area of interest; however, this may not always provide opportunities. In such cases, the department will look in other areas within a reasonable distance from the student's chosen area.
- The chance of placing a student is tremendously improved if the student also aggressively seeks employment opportunities and informs the Career Services department of his/her contacts and activities.
- The Career Services department never warrants guarantees or promises a particular level of compensation. Compensation depends solely on the discretion of employers and their assessment of the graduate's ability to meet the requirements for hire.
- It is essential that the student not only to be proficient in his/her field of study but also be able to sell his/her abilities during an interview.

***OUR PLACEMENT SERVICES ARE ALWAYS AVAILABLE TO CHAC GRADUATES!***

***PLACEMENT DOES NOT STOP WITH THE GRADUATE'S FIRST EMPLOYMENT SITE.***

***WE ENCOURAGE OUR GRADUATES TO RETURN FOR JOB PLACEMENT ASSISTANCE AT ANY TIME.***

### **Transfer of Credit to Another School**

The transferability of credits you earn at CHAC is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in your chosen program of study is also at the complete discretion of the institution to which you may seek to transfer. If the credits or diploma that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution (CHAC) will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CHAC to determine if your credits or diploma will transfer. Students are advised that CHAC has not entered into an articulation or transfer agreement with any other college or university to accept the transfer of credit. Upon receipt of a student's written request to transfer out, CHAC will offer guidance regarding the transfer process. Assistance may include, but is not limited to, providing the student an official transcript, syllabi, and/or course outlines/descriptions.

### **Transfer of Credit to CHAC**

California Healing Arts College has complete discretion as to which credits, if any, will be accepted from another institution. An applicant may appeal a transfer of credit decision (see Appeals policy in this catalog). CHAC does not have an articulation agreement with any other institution of higher education. Also, there is no option to earn credit through examinations such as the following: ACT Proficiency Examination Program (PEP), the Regents' College Examinations, the College Board's Advanced Placement (AP) program and College-level Examination Program (CLEP), the Defense Activity for Non-Traditional Educational Support (DANTES), Subject Standardized Testing (DSST), or any other widely accepted industry certification.

Credit allowed will be reflected in the enrollment agreement, and the length of the program will be shortened accordingly. Any applicable third party (e.g., rehabilitation counselor, DVA, etc.) will be notified of the student's adjusted enrollment. Students who are granted such credit may also have their tuition reduced on a pro-rata basis.

**Limitations for Transfer of Credit:** The maximum amount of the program that can be reduced by a transfer of credit is 30%, excluding externship, unless special circumstances warrant further consideration by the Campus President.

The theory portion of a course or level must have been taken no later than six (6) years ago, and the clinical/lab portion must have been taken no later than five (5) years ago.

**Requirements:** Applicants with documented prior training in their chosen program of study must request credit evaluation during the admissions process for consideration of receiving applicable credit for that training. Such requests and valid documentation must be presented to and approved by the program director or a designee prior to signing the enrollment agreement.

Valid documentation includes, at minimum, an official academic transcript and syllabi/course outline from an institution accredited by an agency recognized by either the U. S. Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA).

**Evaluation of Credits:** While there is no minimum GPA requirement, transfer of credit is evaluated on the quality of credits earned from another institution relative to their comparability and applicability to the enrollee’s chosen program at CHAC.

If a transfer of credit is accepted for a particular course, the grade earned at the other institution for that course will be added to the student’s academic record for the corresponding course at CHAC. *Note: CHAC does not issue “+ or -” letter grades (e.g., B+, C-), so only the letter grade (e.g., B, C) will carry over to the student’s record.*

**Testing for Transfer of Credit:** Instead of accepting a transfer of credit, CHAC may choose to administer a comprehensive written and/or oral exam for each course/module to measure or affirm the applicant’s previous education and training. The evaluation can include an assessment of lab skills, as applicable, for the applicant to demonstrate sufficient knowledge and skills in a clinical or lab setting. A minimum score of 75% on each exam is required in order to receive credit for that course. If passing, the grade earned on such exams will be added to the student’s academic record at CHAC. If an exam is failed, the student will not receive a transfer of credit and must take the course offered by CHAC.

**Courses Eligible for Transfer of Credit:** The chart below indicates those courses, designated by the program, that are eligible for review by CHAC for consideration of a transfer of credit. Courses that are taken outside of an institutional setting (e.g., workplace, apprenticeship, training programs) will not be considered.

<b>Program</b>	<b>Courses/Modules</b>
MA, MCB, VA, MT/PTA	None

**Tuition Calculation for Transfer of Credit:** Provided below are the steps taken by which tuition and fees will be adjusted following acceptance of a transfer of credit.

1. Divide the tuition charges by the total number of clock hours in the program to determine the per-hour tuition charge. (Refer to the Program Tuition Chart in this catalog.)
2. Multiply the number of clock hours approved for transfer of credit by the per-hour tuition charge to determine the amount of transfer of credit charges.
3. Subtract the transfer of credit charges from the tuition charges to determine the amount of prorated tuition.
4. The STRF fee will be prorated based on the prorated tuition charges.
5. Add the prorated tuition charges (step #3), the prorated STRF fee (step #4), and the registration fee to determine the adjusted total institutional charges.

**Associated Fees:** There are no fees for testing, evaluation, or granting transfer of credit; and there are no potential ramifications for financial aid.

### **Notice Concerning Transferability of Credits and Credentials Earned at Our Institution**

The transferability of credits you earn at CHAC is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or diploma that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution



will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CHAC to determine if your credits or diploma will transfer.

### Program Transfers

Students who have begun their training and wish to transfer to another program must seek permission from the Program Director. Students are required to meet with the Financial Aid Office before a program transfer may be granted. Students transferring to a completely new program will be dropped from the current program and enrolled in the new program as a new student under the current catalog and new enrollment agreement. Students transferring into a different program session, for example from day to evening weekend, will be transferred and charges will be adjusted accordingly.

### Re-Entry

Students who were terminated or who voluntarily withdrew from their program must submit a letter requesting approval to re-apply. The letter must clearly demonstrate that the condition(s) causing dismissal to have been corrected to afford CHAC management a measure of confidence in the student's ability to succeed. Upon such approval, the applicant may apply for another enrollment and must follow all admissions policies and procedures. Applicants must pass a theory and hands-on test for every module where past credit is requested, except for students seeking reentry within 12 months of their termination or withdrawal date. If a student was terminated for not fulfilling his/her financial obligations to CHAC, s/he must make arrangements to satisfy any outstanding balance to be considered for readmission. Students who are terminated or voluntarily withdraw a second time will not be eligible to reapply for 12 months from the date of determination of their second termination.

### Personal Property / Liability

CHAC is not responsible for loss or damage to personal property or for personal injury. This includes, but is not limited to, inadvertent needle sticks during medical program lab sessions or externship, contact with blood, or any other potential hazard that may occur while on the school grounds or at a school function outside the facility. CHAC strongly advises students to obtain their own health insurance coverage for the period of their enrollment in order to cover any potential costs due to unforeseen injuries while enrolled.

### Drug and Alcohol Prevention Program

In compliance with federal and state law, California Healing Arts College maintains a program to prevent the illicit use of drugs and the abuse of alcohol by its students and employees.

All enrolled students are informed that unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance or alcohol within the premises of the school or during any activities conducted off-campus is strictly prohibited and must sign a statement indicating that they are aware and will abide by CHAC's Drug Prevention program. Students violating this policy will be subject to immediate termination. Information on drug abuse prevention is available at the College for all students and employees. The program consists of:

1. Distribution of the *Drug & Alcohol Abuse Policy Statement* form (provided at the time of enrollment) that describes the perils of drug abuse, including life-threatening factors and other health risks associated with the use of illicit drugs and alcohol. Students are required to sign and date this form for inclusion in their files.
2. Availability of drug and alcohol counseling, community treatment or rehabilitation programs and/or services.
3. Referrals to workshops and seminars with outside experts are conducting lectures on anti-drug abuse. Faculty and student peers have an obligation to act on concerns regarding alcohol or drug abuse or dependency when encountered in the student. Students who need counseling assistance for drug or alcohol dependency should contact the Campus President, Program Director or Student Services for referrals. All referrals will be kept confidential.
4. The primary goal of students at the College is to achieve academic excellence. Illegal use of alcohol and other drugs will not be tolerated. Also, the irresponsible use of alcohol by persons of legal age will not be excused.
5. At no time will the College allow possession, use, and/or distribution of an illegal drug.

6. Students, employees, and guests must adhere to federal, state and local laws and regulations.
7. The College will impose disciplinary action against students and employees for violating these standards of conduct, which may include suspension, termination of employment, or completion of a drug or alcohol rehabilitation program.
8. Information on Drug Awareness programs, counseling, treatment, and other related services are available through: The Center for Drug Abuse Treatment and Referral Hotline: 1-800-662-HELP
9. Students and employees seeking assistance in overcoming a drug or alcohol-related problems are encouraged to contact this organization.

The following guidelines describe the actions that may be taken when students are suspected of violating drug or alcohol policies:

- Faculty or peers who suspect a student of alcohol or drug use/dependency (based on a pattern of behavior consistent with impairment) will document specific behaviors or confirmed evidence of such impairment. This documentation will be submitted in writing to the Campus President who will determine the action to be taken. If the Campus President and involved faculty feel the evidence is compelling and indicates a violation of drug and alcohol policies, the student will be confronted with the concerns and evidence. The Campus President and involved faculty will decide what type of follow-up is indicated, based on the outcome of this conference.
- If reasonable suspicion of alcohol or drug use occurs in the classroom or clinical setting, the student will be **immediately** removed from that setting. The faculty member will discuss the concerns with the student. If reasonable suspicion still exists, the Director of Education (or Campus President in his/her absence) will be informed and will determine what actions need to be taken. Screening for drugs or alcohol will be required. The student will have to give consent for such testing and authorization for results to be made available to the College.

### **Student/Employee Fraternization**

Employees of the College are prohibited, under any circumstances, to date or engage in any fraternization or undue familiarity with students, regardless of the student's age and/or regardless of whether the student may have consented to such conduct. Further, employees may not entertain students or socialize with students outside of the College environment. Similarly, any action or comment by an employee which invites romantic or sexual involvement with a student is considered highly unethical, in violation of College policy, and may result in disciplinary action up to immediate termination by the College. Inappropriate employee behavior includes, but is not limited, to flirting; making suggestive comments; dating; requests for sexual activity; physical displays of affection; giving inappropriate personal gifts; frequent personal communication with a student (via phone, e-mail, letters, notes, text messaging, social networks, etc.) unrelated to course work or official College matters; giving or accepting rides; giving or offering housing; selling or buying anything even of nominal value; providing alcohol or drugs to students; inappropriate touching; and engaging in sexual contact and/or sexual relations. We also expect that our students will behave in a professional manner towards faculty and staff and will follow the same guidelines as are presented here for employees. If student witnesses or hears of a College employee 's participation in an inappropriate relationship with a student, we ask that the incident be reported to the Campus President immediately.

### **Smoking**

California Healing Arts College maintains a smoke-free environment. Smoking areas are designated outside the school facility. Smoking is not permitted in restrooms, classrooms, or other interior areas of the College. Violation of this policy will result in disciplinary action.

### **Food and Drinks**

**No food (including candy and gum) or open drinks are allowed in school buildings unless approved by CHAC management. Only closed-lid bottles are permitted. Additionally, no food may be eaten in the front entrance areas, lobbies, hallways, bathrooms, or stairwells. A student lounge is available for eating and leisure during breaks. Students are strongly advised to respect the rights of all students and staff by maintaining a clean environment.**

### **Personal Calls and Visits**

**Students cannot use CHAC's office telephones for personal use, and cell phones must be turned off and out of sight while classes are in session.** Messages will be taken if CHAC receives a call for a student. If the call appears to be a valid

emergency, every effort will be made to find the student and relay the message.

Visitors are welcome to CHAC and must check-in at the front desk. A guided tour will be arranged by appointment. **Children are not allowed in classrooms or labs at any time and cannot be left unattended.** Students are strongly advised that, due to federal privacy laws, CHAC staff will not reveal a student's status to anyone visiting the campus, including family members. Exceptions will be made to those persons indicated by the student on his/her Buckley Amendment form or to comply with a judicial order or lawfully issued subpoena.

### Field Trips and Guest Speakers

Field trips to program-related medical clinics, laboratories, hospitals, or any facilities may be scheduled by the instructor. The purpose of field trips is to augment classroom instruction by exposing students to the working world in their respective career fields. Guest speakers may be invited to reinforce classroom training. Students are required to attend all scheduled field trips instead of attending school for that day, or they will be marked absent.

### Tutorial Assistance

California Healing Arts College provides tutorial assistance for students experiencing academic difficulties, and such students may be required to participate in remedial classes outside of regular class time. Instructors make every effort to identify students in need of assistance. However, students are urged to take the initiative in seeking help directly with their instructor or program director.

Faculty and staff are committed to assisting students with academic advising and tutoring when needed. Students are strongly encouraged to meet with their instructors to discuss any academic concerns.

### Student Academic Advisement

CHAC's faculty and staff are available to advise students on academic problems and, if necessary, to provide a referral to special counseling services when deemed appropriate. All efforts will be made to provide a supportive environment to assist each student in maintaining his/her academic progress in order to complete the program successfully.

### Change of Address

Students must submit a Petition Request form indicating any change of address or telephone number(s) immediately to the Student Services department. Request forms are available at the front desk.

### General Assistance (Housing, Child Care, Transportation)

CHAC does not have any dormitory facilities but maintains information pertaining to local temporary housing, child-care facilities, babysitting services, and local transportation, all of which will be provided upon request. If you are seeking part-time employment while at school, please see the Career Services department. If other information is required, please make your request at the front desk. In the city of Carson, one (1) bedroom apartment close to the institution is approximately \$800.00 to \$1,000.00 per month.

### Graduate Refresher Courses

The College offers its graduates skill refresher courses. Courses or modules may be audited at no additional charge, subject to space and equipment availability. The cost of any books and supplies will be the responsibility of the graduate. Upon requesting a refresher course, graduates will meet with the Program Director for an assessment of the graduate's specific needs. In order to audit the course, the graduate must have graduated from the College within the previous 12 months.

### Career Services

The Career Services Department is a vital part of the student's educational program. Although employment cannot be guaranteed, the purpose of the department is to assist students and graduates in obtaining desirable employment actively. The Career Services Department assists students and graduates in a broad range of career planning and advising including interviewing skills and follow-up, developing job opportunities through leads and networking; the full hiring cycle starting with resumes and job applications, and professional attire workshops.

Students and graduates are strongly encouraged to take advantage of every opportunity to work with the Career Services Department to sharpen their interviewing and presentation skills. Successful employment assistance is dependent upon a

mutual, dedicated effort by both the graduate and the Career Services Department. Graduates are also encouraged to aggressively seek employment opportunities on their own, keep records of their contacts, and inform their Career Services department of these efforts.

Employment assistance services are available to all students who successfully complete the requirements for graduation in their program. Employment opportunities may be limited for anyone who has a criminal background. Although a High School Diploma or GED (Ability-to-Benefit) may not be a requirement for enrollment into your respective program, without a High School Diploma or GED (Ability-to-Benefit), your employment opportunities may be limited.

### **Faculty Qualifications**

Instructors must have a combination of at least three years of work-related experience and training or education in the occupation/job title category for which they are hired to teach, all credentials needed for employment in the field of training.

### **Appeals**

Students may appeal decisions on suspension, termination, and denial of credit transfer if they believe them to be unjust. A written appeal must (i) specify the basis for the request, (ii) include any relevant documentation, and (iii) be submitted to the Campus President within five (5) days of such a decision. After review by management, the School will respond to the appeal within three (3) days of it being filed.

### **Student Appeal Process**

Students have the right to appeal decisions made and policies enforced by the College. Appeals may be requested based upon the following circumstances:

- Final grades
- Attendance
- Enforcement of College policies resulting in a change in status or disciplinary action
- Appeal of a final grade or attendance:
  - Students disputing a final grade or attendance must first meet with or email the instructor within five business days of the last scheduled class day.
  - The student must provide evidence substantiating the request.
  - The instructor must review, make a determination, and meet with the student to communicate the decision within three business days.
  - The student may appeal the instructor's decision and must email or turn in the hard copy of the appeal to the Program Director within three business days of the instructor's decision.
  - The Program Director must review, make a determination, and meet with the student to communicate the decision within three business days.
- The decision of the Program Director is final.
- Appealing enforcement of College policies:
  - Students disputing a decision based on enforcement of College policies resulting in a status change or disciplinary action must appeal in writing within five business days of the decision and submit documentation to the Director of Education.
  - An appeals panel will be convened within three business days of receipt of the appeal.
  - An appeals panel will review, make a determination, and meet with the student within three business days.
  - Prior to the appeal panel's final decision, students may choose to appear to present additional information.

### **Complaint Procedure**

When problems arise, students should make every attempt through CHAC's formal complaint procedure to find a fair and reasonable solution to the matter. Students are encouraged to bring any complaints first to the attention of their instructor who will attempt to resolve the problem. If the instructor is unsuccessful or unable to assist the student, then/ he will notify the program director and/or director of education.

If the problem still cannot be resolved, the Campus President will be notified; and s/he will investigate the complaint by gathering information and documentation. Upon the director's review and determination, the student will be informed of the decision and a summary of the decision maintained on file.

1. Contact the Accrediting Commission of Career Schools and Colleges (ACCSC) office by mail or email. Complaints received by phone will be logged along with a request for a written follow-up; an initial letter speeds up the process. The student's complaint letter must contain the following:
  - a. The nature of the problem(s);
  - b. The approximate date(s) that the problem(s) occurred.
  - c. The name(s) of the individual(s) involved in the problem(s), within the College and/or other students that were involved.
  - d. Copies of important information regarding the problem(s) – facts, not rumors, lead to solutions.
  - e. Evidence demonstrating that CHAC's complaint procedure was followed prior to contacting ACCSC; and
  - f. The complainant's signature.
  
2. Send by mail to: **Accrediting Commission of Career Schools and Colleges** 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201 Telephone: (703) 247-4212
  
3. Send by email to [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/Student-Corner/Complaints.aspx>

**Bureau for Private Postsecondary Education:** 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)  
Web site Address: [www.bppe.ca.gov](http://www.bppe.ca.gov) Unresolved complaints may also be directed to the state licensing agency by mail: Bureau for Private Postsecondary Education (BPPE) at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833.

**WIA** participants also may be directed to their respective WIA representatives. Participants are requested to see the Student Services department for their counselor's address and phone number.

**Massage Therapist Students are directed to CAMTC for any unanswered questions and for filing a complaint:** A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite 320, Sacramento, CA 95814, [www.camtc.org](http://www.camtc.org), phone (916) 669-5336, or fax (916) 669-5337.

### **No Weapons Policy**

The College prohibits all persons who enter College property from carrying weapons of any kind, regardless of whether the person is licensed to carry the weapon. Failure to abide by this policy will lead to dismissal from the College.

### **Student Record Retention**

The College will maintain student records for each student, whether or not the student completes the educational program, for a period ending five years after the date of the student's graduation, withdrawal, or termination (except for students who cancel their program). Student transcripts will be maintained indefinitely. The student records shall be retrievable by student name and shall contain all of the following applicable information:

- Written records and transcripts of any formal education or training relevant to the student's qualifications for admission to the College;
- Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;
- Copies of all tests given to the student before admission; records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation;
- A transcript showing all of the classes and courses or other educational services that were completed or were attempted but not completed and grades or evaluations given to the student;
- A copy of documents relating to student financial aid that is required to be maintained by law or by a loan

- guarantee agency;
- A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;
- A document specifying the amount of a refund, including the amount refunded for tuition and the amount for equipment, the method of calculating the refund, the date the refund was made, the check number of the refund, and the name and address of the person or entity to which the refund was sent;
- Copies of any official advisory notices or warnings regarding the student's progress; and
- Complaints received from the student, including any correspondence, notes, memoranda, or telephone logs relating to a complaint.
- The College shall maintain records of student attendance.

### **Student Tuition Recovery Fund (STRF) Disclosures**

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition

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

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

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

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

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

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four

(4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

## **Financial Assistance & Payment**

### **Tuition Payment**

Tuition is payable in advance and due at the time of enrollment, and students may enroll under one of the CHAC's tuition payment plans. Several payment plan options exist, and staff of well-qualified financial aid officers will assist students in financial advising and applying for aid through financial assistance programs. Students without a high school diploma or equivalent may not receive Title IV funds. CHAC participates in several types of Title IV programs, most of which are based on financial need. Those seeking financial assistance must first complete the Free Application for Federal Student Aid (FAFSA). Financial aid staff uses this form to determine a prospective student's needs and to assist in deciding what resources are best suited to his/her circumstances. Students who fail to make a good-faith effort to process their financial assistance paperwork or to make payments in a timely manner may be subject to disciplinary action.

Financial arrangements must be made with the financial aid department and prior to enrollment. Private payments are made through CHAC's business office or an authorized designated party, depending on the campus. Payments may be made with cash, check, money order, or credit card, and are payable to California Healing Arts College. Checks returned for insufficient funds will be charged the current processing fee, as published in this catalog. If tuition payments made by check are returned more than once for insufficient funds during the term stated on the enrollment agreement, all future payments must be in cash or by money order.

### **Past Due Accounts:**

Delinquent tuition payments over 30 days may cause an interruption to a student's training. Delinquent tuition beyond 180 days may be turned over to an outside agency for collection efforts. Students who have been dismissed for non-payment of tuition will not be considered for re-admittance until all delinquent tuition payments have been paid in full. CHAC reserves the right to withhold student transcripts for completed clock/credit hours that have not yet been paid.

### **Cancellation**

You have the right to cancel the enrollment agreement for the program of instruction, and obtain a refund of charges paid through attendance at the first class session, or seventh day of enrollment, whichever is later, including any equipment such as books, materials, and supplies or any other goods related to the instruction offered in the agreement. You may cancel until midnight of the 7th calendar day after any of the following: (a) the first class you attended; (b) you received a copy of a notice of cancellation, or (c) you received a copy of the agreement and applicable disclosures. Cancellation shall occur when you give written notice of cancellation at the address of the School shown on the front page of the enrollment agreement. You can do this by mail, hand delivery, or email; or, you may cancel by telephone. If you cancel the agreement, the School will refund any money that you paid within 45 days after receipt of your notice of cancellation. Additionally, the School also may reject an applicant for enrollment; and, an applicant accepted by the institution may cancel his/her agreement prior to the scheduled class start or may never attend class (no show). The School may consider a withdrawal after the class start as cancellation or no show and, therefore not consider the applicant as a new start.

Additionally, the School reserves the right to postpone or cancel a scheduled program or course if the registration is insufficient to establish a class.

### **Refunds After Withdrawal from Program**

As a student at CHAC, you have the right to withdraw from your program of study at any time. If you withdraw or are dismissed after the period allowed for cancellation of the agreement, which is until midnight of the 7th calendar day following the first class you attended, CHAC will remit a refund, less any applicable application/registration fee, not to exceed \$100.00, STRF fee, and those administrative charges listed in the School Catalog under the section titled *Other Fees* within 45 days following the date of determination of your withdrawal.

## Pro-Rata Refund Policy

CHAC applies a 60% pro-rata refund calculation for students who withdraw or are terminated from their training before completing the stated period of enrollment. Under a 60% pro-rata refund calculation, CHAC will retain only the percentage of charges proportional to the period of enrollment completed up to 60% or less by the student.

After completing more than 60% of the program, CHAC will retain 100% of the charges for the enrollment period. The percentage of the period of enrollment completed by the student is calculated by dividing the number of scheduled hours completed in the period as of the student's last date of attendance by the total number of program hours in the period of enrollment. A refund is calculated using the following steps:

1. Determine the institutional tuition charges for the period of enrollment.
2. Divide the tuition charges by the total number of hours in the period of enrollment to determine the tuition charges per hour.
3. The total institutional charges are calculated by multiplying the total scheduled hours completed as of the student's last date of attendance by the tuition charges per hour, and then add costs for the registration fee, STRF fee, and those administrative charges listed in the School Catalog under the section titled *Other Fees*, as applicable.

The refund will be any amount in excess of the total institutional charges (calculated in step 3) against the total payment paid to the School. The amount not paid by the student for the total institutional charges is the amount the student owes to the School.

**If the amount that you have paid is more than the amount that you owe for the time you attended, then a refund will be made within 45 days of the date of determination of your withdrawal/termination. If the amount that you owe is more than the amount that you have already paid, then you will have to make arrangements to pay the balance.**

### Refund Example

**The student completed 60% or less of the program:** A student enrolled in a 800 hour program but was terminated after completing 200 clock hours. The student paid \$5,000 as of the withdrawal date (charges listed below):

Tuition:	\$16700.00
Registration Fee	\$ 100.00
STRF	\$ 42.50
Books	\$ 320.00
Misc. Other	\$ 245.00 .

(a) Tuition charge per hour is \$20.88 (\$16,700.00 divided by 800 clock hours)

(b) Total institutional charges equal \$4,176.00 (\$20.88 x 200 hours) + \$100 reg fee + \$42.50 STRF fee + \$320.00 books + \$245.00 supply

(c) Refund amount is \$ 150.00. (\$5,000.00 – \$4,849.50)



## Determination of Withdrawal Date

The student's withdrawal date is the last date of physical attendance as determined by the institution from its attendance records. The withdrawal date for a student who does not return from an approved leave of absence (LOA) is set retroactively to the last date of attendance before the LOA started. A student on an approved LOA retains in-school status for purposes of Title IV loans. However, students are advised that some or all of the grace period of the loan may be used up if they do not return from an LOA as scheduled since the withdrawal date is set retroactively.

## Requirements for Federal Refund vs. CHAC Refund

In addition to the federal refund requirements for Title IV recipients, CHAC as an institution will calculate a 60% pro-rata refund for all students who withdraw or are terminated, regardless of whether they received Title IV funds. However, the federal formula for return of Title IV funds may result in a larger refund than the institution's refund policy, in which case both the institution and student return to the appropriate Title IV program the sum that results in the larger of the two calculations. Therefore, after Title IV funds are returned, the student still may owe a balance to the institution.

## Return of Title IV Funds

Effective October 7, 2000, all financial aid (Title IV) recipients who withdraw or are terminated and who have completed 60% or less of the payment period for which they have been charged are subject to the new federal refund regulations per 34 CFR 668, 682 and 685, published November 1, 1999. Federal regulations state that the amount of a Title IV refund is based on the percentage of Title IV funds earned by the student at the time of withdrawal. In order to determine whether Title IV funds must be returned, the School must calculate the following:

1. The percentage of the payment period completed, which is determined by the number of days attended in the payment period divided by the total number of days in the payment period. *(Note: "days" = calendar days for purposes of this formula and, therefore, includes weekends and holidays. Only scheduled breaks of five (5) days or more and approved leaves of absence (LOAs) are excluded.)*
2. The amount of earned Title IV aid, which is determined by the net amount of Title IV funds disbursed and that could have been disbursed for the payment period multiplied by the percentage of the payment period completed.
3. The amount of Title IV to be returned, which is determined by subtracting the earned aid from the aid that was actually disbursed to, or on behalf of, the student.

The institution will return the lesser of the total earned aid or the unearned institutional charges for the payment period. Unearned aid is allocated back to the Title IV programs in the following order, as specified by law:

- i. Direct Unsubsidized Loan Program
- ii. Direct Subsidized Loan Program
- iii. Direct PLUS Program

If excess funds remain after repaying all outstanding loan amounts, the remaining excess shall be credited in the following order:

- i. Federal Pell Grant Program
- ii. Federal SEOG Program (if applicable)
- iii. Other assistance awarded under this Title for which return of funds is required.

*NOTE: After the institution has allocated the unearned aid, any amount owed by the student to a grant program is reduced by 50%. Unearned loan funds received by the student are paid back per the terms of the borrower's promissory note.*

## Financial Aid Eligibility Requirements

To be eligible for federal financial aid, a student must meet all of the following:

- Be a citizen of the United States or an eligible permanent resident;

- Be enrolled in an eligible program;
- Be making satisfactory academic progress toward graduation;
- Not be in default on a financial aid loan nor owe a balance to a financial aid grant received at any post-secondary college or institution; and
- Have completed the United States Selective Service requirements, as applicable.

If you obtain a loan to pay for your educational program, you will have the responsibility to repay the full amount of the loan, plus interest, less the amount of any refund. If you withdraw, a refund calculation will be completed, and a refund of non-federal aid funds may be provided to you.

### Financial Aid Programs

The financial aid programs listed below are available at California Healing Arts College. The U.S. Department of Education establishes maximum loan amounts at either a fixed or variable interest rate for each academic year on an annual basis. The financial aid department will provide current information on loans and interest rates, including any additional information regarding Title IV funding programs.

**Federal Pell Grant:** Pell grant eligibility is determined by a standard formula that is revised and approved each year by the federal government. Grants do not have to be paid back. If you (the student) receive the full amount of your scheduled award, you will have used 100% per award year with maximum lifetime eligibility of 600 percent. Lifetime eligibility used (LEU) can be found on your Student Aid Report (SAR).

**Federal Supplemental Educational Opportunity Grant (FSEOG):** Grants are based on the funds available and do not have to be repaid. Need is determined by the financial resources of the student and parents, as well as the cost of attending school for the student’s program of choice.

**Federal Work-Study Program:** Federal Work-Study provides part-time jobs for undergraduate and graduate students with financial need, helping them to pay for the cost of their education. The program encourages community service work and work related to the recipient’s course of study. Federal Work-Study can help the student get valuable experience in his/her chosen field before leaving school.

**Direct Subsidized Loan:** Direct Subsidized loans are awarded to students who demonstrate financial need. For a subsidized loan, the U.S. Department of Education pays the interest while you are in school at least half-time, for the first six months after you leave school (referred to as a **grace period\***), and during a period of **deferment** (a postponement of loan payments).

There is a limit on the maximum period of time (measured in academic years) that you can receive Direct Subsidized Loans. In general, you may not receive such loans for more than 150% of the published length of the program. This is called your “maximum eligibility period.” You can find the published length of any program in the student catalog.

This means that your maximum eligibility period can change if you change programs. Also, if you receive Direct Subsidized Loans for one program and then change to another program, the Direct Subsidized Loans you received for the earlier program will generally count against your new maximum eligibility period. The student also becomes responsible for accrued interest during all periods, effective the date that s/he exceeds the 150% limit for completing the program.

**Direct Unsubsidized Loan:** Direct Unsubsidized loans are awarded to students regardless of financial need. Borrowers are responsible for paying the interest that accrues during all periods. Independent students and students whose parents cannot receive a Direct PLUS loan have higher Direct Unsubsidized loan limits. If you choose not to pay the interest while you are in school, during grace periods, and deferment or forbearance periods, your interest will accrue (accumulate) and be capitalized (your interest will be added to the principal amount of your loan).

**Direct PLUS Loan:** Direct PLUS loans allow parents to borrow on behalf of their dependent undergraduate children who are enrolled at least half time. As with Direct Unsubsidized loans, borrowers are responsible for the interest that accrues on Direct PLUS loans for the life of the loan.

### Other Available Financial Assistance Programs

#### Veterans Benefits

CHAC programs are approved for the training of Veterans and eligible persons under the provisions of Title 38, United States Code. Students interested in Veterans' Education Benefits should contact the Financial Aid Department. Veterans who are unsure of their eligibility should contact the Veterans Administration. The Financial Aid Officer/Director at the campus serves as the primary Certifying Official and submits Enrollment Certifications to the DVA for each module.

Eligible students must maintain satisfactory academic progress to continue receiving educational benefits.

The GI Bill and Post 9/11 are a few of the VA programs available for our veteran students. If you believe you may qualify, contact your local Veterans Administration Office for assistance.

### **Agency Programs**

Work Investment Act, State Rehabilitation, and Displaced Workers programs are available through various agencies. CHAC participates with several state and local agencies that provide these programs. If you are receiving unemployment benefits or are on a subsidy program, contact your local agency office to see if you qualify for one of these programs.

### **Military benefits for active duty service members, veterans, reservists, spouses and dependents**

The California Healing Arts College (CHAC) is currently in the application process to participate in different veteran benefits programs such as, but not limited to, following programs: Tuition Assistance, Vocational Rehab, Montgomery GI Bill®, Post 9/11 GI Bill®, Survivors and Dependents Assistance, Montgomery GI Bill® Selective Reserve, Reservist Educational Assistance Program, Transfer of Eligibility, and Military Spouse Career Advancement Accounts Program (MyCAA).

Students are advised to contact their Veteran's Educational Representative for information on veterans' educational benefits and other programs for which they may be eligible.

Upon approval to participate in the veteran benefits programs, CHAC will ensure any individual who is entitled to educational assistance under Chapter 31 or Chapter 33 is permitted to attend or participate in the course of education during the period beginning on the date on which the individual provides to CHAC a certificate of eligibility (COE) for entitlement to educational assistance under Chapters 31 or 33 and ending on the earlier of the following dates:

37

The date on which payment from the VA is made to CHAC; OR, 90 days after the date CHAC certified tuition and fees following the receipt of the COE.

CHAC will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or to require that an individual who is entitled to educational assistance or borrows additional funds due to the individual's inability to meet his or her financial obligations to CHAC due to the delayed disbursement of funding from the Department of Veterans Affairs. Service members who intend to participate in the Military Tuition Assistance (TA) program must seek funding approval prior to the program's start date. TA eligible courses will be considered if part of the student's evaluation plan, prerequisites are within the student's evaluated educational plan or is required for acceptance into a high-level degree program unless otherwise specified by Service regulations.

The Financial Aid Shopping Sheet which is a model aid award letter, and a supplement to the institutional award letter, designed to simplify the information that prospective students receive about costs and financial aid so they can easily compare institutions and make informed decisions about where to attend school. The Financial Aid Shopping Sheet will be provided upon enrollment.

### **Definitions**

The following definitions are common terms used in the financial aid industry:

**Academic Year:** A period of not less than 30 weeks of instructional time with a minimum of 24 semester credit hours (900 clock hours) of instruction for a full-time student. The midpoint of the academic year shall be a minimum of 15 weeks and at least 12 semester credit hours (450 clock hours). In effect, all students enrolled in programs less than one academic year would have aid eligibility reduced in proportion to the number of weeks or credit hours (the lesser of the two fractions) in the program of study in relation to the academic year.

**Credit Balance:** A credit balance occurs when Title IV tuition payments have been received by the institution in excess of the amount of charges assessed to the student. FSA credit balances are paid within 14 business days from the day the balance was credited unless the student otherwise authorizes to hold the credit balance until the end of the loan period.

**Family Contribution (EFC):** The calculated amount that a family contributes to offset the student cost of attendance.

**Need:** Financial need is the amount left over after subtracting the expected family contribution from your cost of attendance.

## Tuition Chart

Program/Course	Tuition	App/Reg. Fee <sup>2</sup>	Books	STRF	Misc. Other <sup>3</sup>	Total <sup>4</sup>
<b>Massage Therapist/Physical Therapy Aide<sup>1</sup></b>	\$15,995.00	\$100.00	Included	\$40.00	\$0.00	<b>\$16,135.00</b>
<b>Medical Assistant</b>	\$16,700.00	\$100.00	\$320.00	\$42.50	\$245.00	<b>\$17,407.50</b>
<b>Medical Coding &amp; Insurance Billing</b>	\$16,700.00	\$100.00	\$590.00	\$45.00	\$110.00	<b>\$17,545.00</b>
<b>Veterinary Assistant</b>	\$16,760.00	\$100.00	\$515.00	\$45.00	\$131.00	<b>\$17,551.00</b>

**The charges for a period of attendance and total charges for the entire program are the same.**

<sup>1</sup> All Massage Therapist/Physical Therapy Aide students, upon completing the program, are encouraged to apply for certification to CAMTC (California Massage Therapy Council). The cost of the certification fee is included in the tuition.

<sup>2</sup> Misc. Other includes STRF, the cost for uniforms, USB, fingerprinting and licensure (if applicable), all supplies other than textbooks, CPR training, and required physical exams/immunizations.

The physical exam must be completed before starting an externship.

<sup>5</sup> All applicants are charged a \$100.00 non-refundable application/ registration fee which is included in the total cost of the program.

<sup>3</sup> The total cost of tuition does *not* include transportation costs to/from externship or clinical sites. This cost is the student's responsibility. The schedule of total charges for a period of attendance and the estimated schedule of total charges for the entire educational program are listed above.

**CHAC reserves the right to revise tuition/fees and/or curricula/textbooks at any time, as required. Any changes in tuition or fees will not affect those students in attendance at the time of such changes.**

## Textbook Information

The Higher Education Opportunity Act (HEOA) requires institutions of higher education who receive federal financial assistance (including private institutions), to the maximum extent practicable, and in a manner of the institution's choosing, to disclose textbook information. All textbooks at California Healing Arts College, hard copies or electronic, are included in the total charges and are distributed at the beginning of each program/course and/or level, depending on the program. Textbooks, once distributed, are the property of the students apart from certain reference materials, such as Typing or Coding books, which must be returned to the institution upon completion of the course for which they were provided.

## Other Fees

**Program/Session Change:** A \$100.00 fee will be charged for any approved request to change a program or session (schedule) of a program. Written requests must be received one week prior to the requested change date.

**Transcript/ID Badge:** A \$20.00 fee will be charged for any additional official transcripts issued after the first one, which is provided at no charge and a \$10.00 fee will be charged for any non-official one. A \$10.00 fee will also apply to replace an ID badge.

**Returned Check:** A \$50.00 fee will be charged if a check is returned unpaid to CHAC. This fee is added to the amount of the bounced check, and the total payment must be paid.

**Late Payment:** A \$20.00 fee may be charged for late payments 10 or more days delinquent on agreed-to tuition installments made directly with CHAC unless the student has made prior arrangements with the administrative office.

**Additional Uniforms and Textbooks:** Charges will be at the current rate. Used books, if available, will be charged at one half of the current price.

### Program Chart

This chart reflects all program/course offerings, including the total length in clock hours, semester credit hours, and weeks. Following each program is the educational objective, prerequisites, program outline, and course description.

Programs	Clock Hours	Academic Credit Hours	Length In Weeks
Massage Therapist & Physical Therapy Aide (MT/PTA)	800	43 Quarter	36
Medical Assistant (MA)	800	43 Quarter	36
Medical Coding & Insurance Billing (MCB)	800	43 Quarter	36
Veterinary Assistant (VA)	800	43 Quarter	36

*NOTE: Clock hours above do not include additional hours required for homework and class preparation.*

### Program Advisories & Licensure/Certification Requirements

Under California law, the College must take reasonable steps to ensure you are eligible for licensure if you choose a program that prepares you for a field where licensure is required. There are numerous eligibility requirements for licensure, depending on the field (*see specific programs below*). Be sure to carefully read these requirements and do further research if you have any concerns about your ability to achieve licensure. You may discuss any concerns with your Admissions Advisor and Program Director. If you choose to pursue training even though you may not be able to achieve licensure, you must indicate that and sign a release to that effect. Licensure requirements for other states may vary. Students are responsible for obtaining the most recent application requirements for any state in which they intend to become employed.

#### Massage Therapist/Physical Therapy Aide

Although not required to practice in California, graduates may wish to pursue certification. Those who wish to use “Certified” in their title will have the choice either to obtain certification through the California Massage Therapy Council (CAMTC) and maintain that title, or to obtain a local permit and delete the term “Certified” from their professional title. Most localities will require municipal licensing to practice, but this varies by city. Students may submit their application and live scan, along with all necessary documents, to the program director and will be assisted with their application to the CAMTC for state certification/licensing.

While CAMTC does not accredit schools, it does approve massage programs. CAMTC also has the responsibility to determine that the training and curricula massage schools provide meets the legal requirements for applicants to obtain certification, including but not limited to minimum standards for training and curriculum and general education guidelines. California state-recognized certification makes it easy to prepare students for a successful career by:

- Requiring only one certificate to work in the entire state of California;
- Standardizing eligibility for all cities and counties;
- Offering affordable fees for massage professionals; and
- Further legitimizing the Massage Therapist profession.

#### **CAMTC’s Law related to unfair business practices as related to massage:**

- (1) Pursuant to California Business and Professions Code section 4611, it is an unfair business practice for a person to do any of the following:

- (a) To hold himself or herself out or to use the title of “certified massage therapy” or “certified massage practitioner,” or any other term, such as “licensed,” “certified,” “CMT,” or “CMP,” in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
- (b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.

**Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC.** Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq.

A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapist Council at One Capitol Mall, Suite 320, Sacramento, CA 95814, [www.camtc.org](http://www.camtc.org), phone (916) 669-5336, or fax (916) 669-5337.

To determine whether your training at ACHT will meet the requirements for licensure or certification at another state or U.S territory, please visit the relevant website for the location of your interest as requirements change from time to time.

### **Medical Assistant**

Although it is not required to work as a certified medical assistant in California, you may pursue the CMA credential. To do so, you must follow the guidelines through the American Association of Medical Assistants (AAMA).

To determine whether your training at ACHT will meet the requirements for licensure or certification at another state or U.S territory, please visit the relevant website for the location of your interest as requirements change from time to time.

## **Programs Delivery Method**

All programs at the school are offered in a blended format, where lectures are delivered online, class assignments are completed using the student online platform, and laboratory work is performed on campus. Academic requirements and expectations for residential and blended programs are identical, and all students have full availability of services and resources regardless of delivery method. Weekly schedules include in-person on campus hours and online synchronous and asynchronous hours. Activity in online synchronous and asynchronous hours must be academically related to count for academic credit, and integrity, i.e., student’s commitment to complete their own work without undue help, is expected.

## Massage Therapist & Physical Therapy Aide Program Description

CIP CODE: 51.3501

### Educational Objective

The program provides students with the basic skills, knowledge and habits necessary to perform directed routine treatments under the supervision of a licensed physical therapist or chiropractor in entry-level positions in the field of physical therapy or massage therapy. Therapists typically work in the physical therapy departments of hospital clinics, chiropractor offices, sports medicine or orthopedic clinics. Massage Therapists may also choose to work in a health spa or have their own business. Physical Therapy Aides work in the following positions: Physical Therapy Aide, Chiropractic Assistant, Orthopedic Assistant, Massage Therapist. Physical Therapy Aides can be found working for the following various types of organizations: Physicians' Office, Hospitals, Clinics, Medical Groups, Sport Medicine Clinics, Rehabilitation Centers, Sports & Fitness Centers, Orthopedic Clinics, Pain Treatment Centers, Extended Care Facilities. Upon completion, graduates will be assisted with the application process for state certification with the California Massage Therapy Council CAMTC.

### PROGRAM OUTLINE

Module	Course Title	Weeks*	Clock Hours**	Academic Quarter Credit Hours
MTP 100	Medical Terminology for Massage Therapists	4	80	5.0
MTP 101	Fundamentals of Therapeutic Massage	4	80	5.0
MTP 102	Anatomy and Physiology	4	80	5.0
MTP 103	Patient Management for Massage Therapy	4	80	5.0
MTP 104	Therapeutic Modalities	4	80	5.0
MTP 105	Introduction to Massage thru Physical Medicine and Rehabilitation	4	80	5.0
MTP 106	Sports Massage Therapy	4	80	5.0
MTP 115	Externship 1	4	120	4.0
MTP 117	Externship 2	4	120	4.0
<b>TOTALS</b>		<b>36</b>	<b>800</b>	<b>43.0</b>

*\*Total weeks for the program may be extended depending on holiday schedules.*

*\*\*This program requires completion of 100% of total clock hours. Hours missed must be made up. Additional 20 hours required per module for homework and class preparation.*

**Draping policy:** Draping includes methods used by the massage therapist to protect modesty, privacy, warmth and/or comfort of a patient/client by the use of sheets, towels, blankets or any item that serves this purpose. Genitals and the gluteal cleft of male and female clients and the breast area of female patients/clients are **NOT** to be exposed.

## Course Description

### **MTP 100: MEDICAL TERMINOLOGY FOR MASSAGE THERAPISTS**

They provide an understanding of medical terminology to the students through step-by-step methods that create an easy way to learn medical terminology. The students should learn how to decipher the meaning of useful medical terms by breaking them down into word parts. Through this format the students should reinforce the terms they have learned and improve their communication for success in the medical field. Muscular/skeletal anatomy, physiology and pathologies will be introduced using textbooks, videos, PowerPoint software and hands on palpation. The student will be introduced to muscular/skeletal anatomy through hands on palpation as shown through the “Navigating the Body” section of their Trail Guide.

### **MTP 101: FUNDAMENTALS OF THERAPEUTIC MASSAGE**

These courses should introduce the student to massage therapy. Provide training in Swedish massage theories, techniques, draping, and practice. Technique classes are supplemented by lecture, videos and software on stress reduction, anatomy and physiology, body alignment, and other effects of massage on the body. Muscular/skeletal anatomy, physiology and pathologies will be introduced using textbooks, videos, PowerPoint software and hands on palpation. The student will be introduced to muscular/skeletal anatomy through hands on palpation of the shoulder and arm.

### **MTP 102: ANATOMY AND PHYSIOLOGY**

This course should introduce the student to the physiology and common pathologies of all systems, health problems, videos and software on anatomy and the connection with different procedures, and how physical therapy plays an important role. Muscular/skeletal anatomy, physiology and pathologies will be introduced using textbooks, videos, PowerPoint software and hands on palpation. The student will be introduced to muscular/skeletal anatomy through hands on palpation of the forearm and hand.

### **MTP 103: PATIENTMANAGEMENT FOR MASSAGE THERAPY**

This course should introduce the student to business practice and office management skills. These courses should introduce the student how to communicate to patients and other medical staff. They should learn the importance of good customer service. The students should learn the necessity of correct documentation, electronic health records and basic computer skills. The course should be an overview of everything they need to be successful in the medical field. Muscular/skeletal anatomy, physiology and pathologies will be introduced using textbooks, videos, PowerPoint software and hands on palpation. The student will be introduced to muscular/skeletal anatomy through hands on palpation of the spine and thorax.

### **MTP 104: THERAPEUTIC MODALITIES**

This course should introduce the student to alternative treatments and disciplines to aid in patient/client care using multiple modalities. The student should learn how to incorporate hot stones, Shiatsu, Thai, Chakra/aura balancing, reflexology, acupuncture, aromatherapy, pregnancy, infant, child, adolescent, oncology, and animal massage principles. Muscular/skeletal anatomy, physiology and pathologies will be introduced using textbooks, videos, PowerPoint software and hands on palpation. The student will be introduced to muscular/skeletal anatomy through hands on palpation of the head, neck, and face.

### **MTP 105: INTRODUCTION TO MASSAGE THRU PHYSICAL MEDICINE&REHABILITATION**

This course should introduce the massage therapy student to the field of physical therapy and rehabilitation and the interrelation of both fields of study. The student will be instructed in massage therapy techniques and modalities with the emphasis on how massage therapy and physical therapy plays an important role in rehabilitation treatment. These courses should introduce the student to the physiology of common muscular/skeletal system health conditions, and the therapies and exercises used to alleviate those conditions. Muscular/skeletal anatomy, physiology and pathologies will be introduced using textbooks, videos, PowerPoint software and hands on palpation. The student will be introduced to muscular/skeletal anatomy through hands on palpation of the pelvis and thigh.

### **MTP 106: SPORTS MASSAGE THERAPY**

This course should introduce the student to sports massage therapy. It should provide training in Swedish massage and deep



tissue theories, pre-event, post-event, and inter-event massage, chair techniques and practice. This course looks at the different benefits of sports and exercise massage techniques, and how this affects the physiology of the body especially muscles, joints, the nervous system and circulation. Students will consider the therapeutic benefits of massage for athletes and how this can affect the body. The importance and role of the professional sports and exercise massage therapist should also be discussed. Muscular/skeletal anatomy, physiology and pathologies will be introduced using textbooks, videos, PowerPoint software and hands on palpation. The student will be introduced to muscular/skeletal anatomy through hands on palpation of the leg and foot.

### **MTP 115&117 EXTERNSHIP 1-2**

These modules provide the student, upon successful completion of the classroom portion of the program, the opportunity to work in an actual medical environment. This work allows students to continue the learning process about this profession as well as the opportunity to directly apply the knowledge and skills they have gained during their classroom training. Externship also serves as a method of applying valuable hands-on experience when students begin the search for regular employment. **Externships are normally conducted in affiliated clinics generally during daytime working hours from 8:00 am to 6:00 pm and scheduled for 35- 40 hours per week (6 -8 hours per day) for 240 hours.**

## Medical Assistant Program Description

CIP CODE: 51.080

### Educational Objective

This program prepares students for an entry-level position in the medical field as a front and/or back-office assistant. Positions are available in clinics, hospitals and doctors' offices. Upon successful completion of the training, the graduate will be able to perform EKG; prepare strips for evaluation; perform venipuncture; collect specimens; collect patient data; perform vital signs, CPR, and First Aid; perform simple lab tests (e.g., Urinalysis, Hematocrit); prepare patients for physical examinations and assist physicians in minor surgeries. Anatomy & Physiology, along with Medical Terminology, are emphasized.

*Prerequisites: All modules must be successfully completed before beginning externship. Students can enroll at the start of any module and will be scheduled for subsequent modules in the order specific to the campus and class session.*

### PROGRAM OUTLINE

Module	Course Title	Weeks*	Clock Hours**	Quarter Academic Credit Hours
MA 101	A&P / Off. Procedures/ CPR	4	80	5.0
MA 103	A&P /Cardio/Injections/Physicals	4	80	5.0
MA 105	A&P / Microbiology/ Nutrition	4	80	5.0
MA 107	A&P /Special Senses/Gyn/Prenatal)	4	80	5.0
MA 109	A&P / Vital signs/CLIA/ Med. Records	4	80	5.0
MA 111	Blood Chem./Phleb./ Hematology/OSHA	4	80	5.0
MA 113	Insurance coding/ Law & ethics/ Comm	4	80	5.0
MA 115	EXTERNSHIP	4	120	4.0
MA 117	EXTERNSHIP	4	120	4.0
<b>TOTAL S</b>		<b>36</b>	<b>800</b>	<b>43.0</b>

*\* Total weeks for the program may be extended depending on holiday schedules*

*\*\*Additional 20 hours required per module for homework and class preparation*

## Course Description

**MA 101 – Medical office procedures / Medical records management / CPR / Fundamentals of medical terminology & Structure of the body:** Covers the importance of maintaining a medical office environment that fosters a feeling of embracing and welcoming patients. The student learns the role of a medical receptionist, including scheduling appointments, establishing a matrix, maintaining schedules, and following up with appointments. Proper telephone techniques and the importance of interpersonal skills are also discussed, along with effective written communication for the medical office. The student also will learn various basic record filing systems and their uses. Additionally, the importance of creating and maintaining accurate and secure medical/business records is covered.

Various financial practices, including the “pegboard/write-it-once” system, billing and collection of patient accounts, and accounting terminology, are discussed. The student also will learn various credit arrangements for patient fees and banking procedures, including types of accounts and services. This course also trains students in CPR. Upon successful completion of the CPR requirements mandated by AHA; the student will receive a Basic Life Support card. Medical terminology relating to each system is also covered, along with the importance of accurate and complete medical record entries. This module also provides an overview of the integral workings of the human body, as the student will learn basic information regarding the diseases and disorders of specific body systems.

**MA 103 - Through MA 107 – Anatomy & Physiology:** These modules provide an overview of the integral workings of the human body. The student will learn common diagnostic examinations utilized to diagnose diseases and disorders, as well as basic information regarding the diseases and disorders of specific body systems. Medical terminology relating to each system is also covered, along with the importance of accurate and complete medical record entries. Students will begin training on various lab skills and procedures, such as performing EKGs, urinalysis, vital signs, injections, venipuncture, capillary samples, and microscope use.

**MA 109 - Through MA 113 – Clinical Assistant:** These modules cover the respiratory system, taking patient history, vital signs, and CPX. The evolution of medical insurance will be covered and the many options available in coverage today. Students will learn the terminology necessary to understand and submit medical insurance claims (including the CMS-1500 form), managed care, government insurance, as well as billing coding procedures. Additionally, these modules cover the proper procedures for venipuncture, capillary samples, and for assisting the physician with surgical procedures, including instrument identification, sterilization, sterile tray set-up, and how to maintain the sterile field, and basic principles of wound care. Students will be taught correct procedures for inoculating various types of culture media utilized in the medical office. Instruction in basic pharmacology will include the use of the *Physician's Desk Reference*, learning the names of basic medications, how they are used, and proper storage. Medical mathematics is also taught to ensure accuracy in calculating medication dosages, as is medical terminology with an emphasis on pharmacology, abbreviations, and medication names. Proper care of laboratory instruments and equipment, Quality Control, OSHA, and CLIA 88 regulations, HIPAA, and other federal regulations that apply to the medical office are also covered. The student will learn therapeutic communication, coping skills, and various rehabilitation methods, therapeutic modalities, body mechanics, and safe techniques for transferring/lifting patients.

**MA 115 and MA 117 – Externship:** These modules provide the student, upon successful completion of the classroom portion of the program, the opportunity to work in an actual medical environment. This work allows students to continue the learning process about this profession as well as the opportunity to directly apply the knowledge and skills they have gained during their classroom training. Externship also serves as a method of applying valuable hands-on experience when students begin the search for regular employment. **Externships are normally conducted in affiliated clinics generally during daytime working hours from 8:00 am to 6:00 pm and scheduled for 35- 40 hours per week (6 -8 hours per day) for 240 hours .**

## Medical Coding & Insurance Billing Program Description

CIP CODE: 51.0713

### Educational Objective

This program provides students with the basic knowledge and skills that will qualify them to work as an entry-level medical coding and biller in front-office duties in clinics, hospitals, medical groups, or insurance companies, including taking vital signs. Students will be exposed to billing forms, eligibility guidelines for Medicare, Medicaid/Medi-Cal, and billing procedures for dental care, Tricare, Blue Shield/Blue Cross, and Workers' Compensation. Students will learn the use of ICD-10, CPT, ICD-10-PCS, and HCPCS books for coding diagnoses and procedures. Students will use computers to perform the simulated practice of medical billing procedures and learn the function and impact of electronic health records (EHR, Spring Charts) while using the Medisoft application software.

*Prerequisites:* All modules must be successfully completed before beginning externship. Students can enroll at the start of any module and will be scheduled for subsequent modules in the order specific to the campus and class session.

### **PROGRAM OUTLINE**

Module	Course Title	Weeks*	Clock Hours **	Quarter Academic Credit Hours
<b>MCB 101</b>	<b>A&amp;P/Work. Comp/Dental</b>	4	80	5.0
<b>MCB 103</b>	<b>A&amp;P/Vital Signs</b>	4	80	5.0
<b>MCB 105</b>	<b>A&amp;P/ Disability</b>	4	80	5.0
<b>MCB 107</b>	<b>Medical Coding/Managed Care</b>	4	80	5.0
<b>MCB 109</b>	<b>Business Math. /Gov. Insurances</b>	4	80	5.0
<b>MCB 111</b>	<b>Off. Pro./Hosp./PD</b>	4	80	5.0
<b>MCB 113</b>	<b>EHR/Medisoft</b>	4	80	5.0
<b>MCB 115</b>	<b>Externship</b>	4	120	4.0
<b>MCB 117</b>	<b>Externship</b>	4	120	4.0
<b>TOTALS</b>		<b>36</b>	<b>800</b>	<b>43.0</b>

\* Total weeks for the program may be extended depending on holiday schedules

\*\* Additional 20 hours required per module for homework and class preparation

## Course Description

**MCB 101 – A&P/Work. Comp/Dental:** Provides a basic knowledge of the different prefixes, combining forms, and suffixes of the medical terms associated with the human body, as well as the digestive, integumentary, skeletal, and muscular systems. Focus is placed on the recognition, definition, spelling, and pronunciation of these medical terms while also learning the structures and functions of the body through a general study of anatomy and physiology. Students also will be introduced on how to code using the ICD 10-CM coding for these body systems. In this module, the student will also learn how to use CPT, ICD-10-CM, ICD-10-PCS and HCPCS coding procedures as they relate to Worker's Compensation. Additionally, students will learn the different types of compensations, federal and state regulations, use of the fee schedule, benefit periods, and completion of all necessary forms in the eligibility process. Students will learn ADA codes and how they are applied to some of the common treatments in general dentistry.

Also covered are dental terminology CDT, processing claims efficiently, various restrictions that insurance companies use regarding specific treatments, and how to get paid. Examples of different ADA forms used in the dental office will be discussed.

**MCB 103 – A&P:** Provides a basic knowledge of the different prefixes, combining forms, and suffixes of the medical terms associated with the blood, immune, lymphatic, nervous, cardiovascular, and respiratory systems of the human body. Terminology relative to mental illnesses and disorders also is covered. Focus is placed on the recognition, definition, spelling, and pronunciation of these medical terms while also learning the structures and functions of the body through the general study of anatomy and physiology and code using ICD-10-CM for these system

**MCB 105 – A&P/ Disability:** Provides a basic knowledge of the different prefixes, combining forms, and suffixes of the medical terms associated with the endocrine, genitourinary, and systems of the human body. As well as the eyes, ears, and pregnancy-related terms and how-to code using ICD-10-CM for these body systems. Focus is placed on the recognition, definition, spelling, and pronunciation of these medical terms while learning structures and functions of the body through the general study of anatomy and physiology. Students also will be introduced to and become familiar with CPT, ICD-10-CM, and HCPCS coding procedures, as they relate to medical disability claims in California. Different types of disabilities, state regulations, and use of the fee schedule, benefit periods, and completion of all necessary forms in the eligibility process are also covered.

**MCB 107 – Medical Coding/Managed Care:** Students will be introduced to and become familiar with CPT, and HCPCS coding procedures, as well as the history and future of ICD-10-CM, and ICD-10-PCS. The billing practices of managed care and Blue Cross insurances like HMOs, PPOs, IPAs, EPOs, and other types of private insurance are also covered.

**MCB 109 – Government Medical Insurance / Business Math:** Students will be introduced to and become familiar with CPT, ICD-10-CM, ICD-10-PCS, and HCPCS coding procedures as they relate to various major governmental insurance programs, such as Medicare, Medi-Cal, and Tricare. Students will learn the two different types of coverage available under these programs, who is eligible, and what services are covered, and they will be instructed on how to fill out the CMS-1500 claim form for these types of government insurance. Additionally, basic math used by healthcare professionals will be reviewed, including how to apply math with billing practices.

**MCB 111 – Law & Ethics /Hospital Billing / MS Word / Professional Development:** Shows students how to complete the UB-04 universal claim form for inpatient hospital services, including all procedures and regulations for various health care coverage. Students will also learn the difference between inpatient and outpatient levels of care and hospital services available through convalescent homes, hospice facilities, surgery centers, and home health care, including regulations and billing procedures for these services. Additionally, various regulations guiding the medical office within a hospital or medical clinic are covered. Students will study material safety rules, labor laws, patient privacy and confidentiality rules, and the influence of the court system on medical practices.

Students will be trained in MS Word, including basic functions and set up of the computer, and must complete various projects in MS Word by creating, formatting, and editing texts/documents and tables. Professional development is also covered, as it deals with the planning of the student's career and preparation for employment, including assessment of skills, application of human relations in the work environment, attitude, and appearance. Students will be taught time management, dress code, personal financial management, and generally acceptable workplace behavior. In addition, résumé preparation, interviewing techniques, employment tests, and salary negotiations are discussed to prepare the student for an interview. Mock interviewing will be conducted in the classroom. Students will also be prepared for

interview-related rejection, as well as the adjustment process needed after acceptance of a new position.

**MCB 113 – Medisoft / EHR:** Focuses on one of the popular billing programs available in many medical billing settings. Students will learn to correctly complete the CMS-1500 form for various types of insurance while utilizing the Medisoft program.

Also covered are front office management procedures, developing customer service skills, alpha and numeric filing, proper telephone techniques and maintaining a functional and comfortable office setting for patients. Students will develop the skills necessary for appointment scheduling, handling various types of mail, office inventory, assisting in obtaining patient information, and completing encounter forms. Provides a review of the history of the electronic health records and current trends in healthcare information and management support systems, including the transition from paper-based health electronic records.

**MCB 115 and MCB 117 – Externship:** These modules provide the student, upon successful completion of the classroom portion of the program, the opportunity to work in an actual medical billing environment. This work allows students to continue the learning process about this profession as well as the opportunity to directly apply the knowledge and skills they have gained during their classroom training. Externship also serves as a method of applying valuable hands-on experience when students begin the search for regular employment. **Externship is normally conducted in affiliated clinics generally during daytime working hours from 8:00 am to 6:00 pm and scheduled for 35 - 40 hours per week (6-8 hours per day) for 240 hours six weeks.**

## Veterinary Assistant Program Description

CIP CODE: 51.0808

### Educational Objective

This program is designed to provide graduates with the basic skills necessary to assist Veterinarians and Veterinary Technicians in a variety of settings. Veterinary Assistants play an important role as members of the veterinary healthcare team by assisting with: the feeding, exercising, and handling of animals; kennel work; cleaning and setting up equipment and cages; collecting and analyzing laboratory specimens; assisting with surgical preparation and clean-up; taking radiographs; helping with dental prophylaxes; client communications and relations; and clerical/office tasks. In this program, students will learn veterinary anatomy, physiology, and terminology; computer basics; office/hospital procedures; pharmacology and pharmacy procedures; and vaccinations. Students also are introduced to basic animal care and nursing and how to perform surgical preparations using aseptic techniques. Students will learn how to aid the Veterinarian and Veterinary Technician with the physical monitoring of patients during surgical procedures and their post-operative recovery. In addition, students will learn how to assist in laboratory procedures including the collecting, safe handling, and analysis of urine, blood, and fecal samples. Veterinary Assistants can be found working in a variety of places including veterinary hospitals/clinics, emergency, and specialty hospitals, animal shelters, zoo and wildlife centers, animal control departments, diagnostic laboratories, grooming and boarding facilities, pet-sitting agencies, pharmaceutical, and supply distribution facilities, and animal research agencies.

*Prerequisites: All modules must be successfully completed before beginning externship. Students can enroll at the start of any module and will be scheduled for subsequent modules in the order specific to the campus and class session.*

<b>Module</b>	<b>Course Title</b>	<b>Weeks*</b>	<b>Clock Hours**</b>	<b>Quarter Academic Credit Hours</b>
<b>VA 100</b>	<b>Hospital Basics</b>	4	80	5.0
<b>VA 200</b>	<b>A&amp;P /Medical Terminology/Clinical Assistant</b>	4	80	5.0
<b>VA 300</b>	<b>Pharmacology</b>	4	80	5.0
<b>VA 400</b>	<b>A&amp;P /Animal Behavior &amp; Restraint</b>	4	80	5.0
<b>VA 500</b>	<b>Animal Care</b>	4	80	5.0
<b>VA 600</b>	<b>A&amp;P /Surgical Assistant</b>	4	80	5.0
<b>VA 700</b>	<b>A&amp;P/Laboratory Assistant</b>	4	80	5.0
<b>VA 900</b>	<b>Externship</b>	4	120	4.0
<b>VA 901</b>	<b>Externship</b>	4	120	4.0
<b>TOTALS</b>		<b>36</b>	<b>800</b>	<b>43.0</b>

\* Total weeks for the program may be extended depending on holiday schedules

\*\* Additional 20 hours required per module for homework and class preparation

## Course Description

**VA 100 - Hospital Basics:** This course provides an overview of veterinary practices including the history of veterinary medicine, types of practices, practice design, members of the veterinary care team, ethics and laws, and occupational health and safety in the veterinary practice. Students are introduced to veterinary office and hospital procedures and the importance of good customer service skills. Students will learn how to interact with clients in a professional manner over the phone and in person, and how to handle difficult situations that may arise. Additionally, obtaining a patient history, vaccination status, and presenting complaint as to why the client has sought veterinary care for their animal will be covered. The basics of conducting a physical exam on an animal and how to correctly document it in a paper file or electronic health record will also be covered. Students will be able to recognize the AKC dog and CFA cat breeds. Additionally, common behaviors, nutrition, basic training, equipment, and housing needs, proper handling and restraint, basic health care, and common diseases for dogs and cats will be covered. This course will provide an opportunity for the student to develop basic front office skills. The student will learn how to prepare day sheets, create and file a patient record, check patients in and out of the office, and effectively work well with other departments or facilities. Students will review office policies, scheduling, canceling and rescheduling appointments, basic invoicing, billing, receipt of payments, as well as the necessary documentation steps. Students will learn how to input client and patient information, update patient reminders, prepare estimates, and create invoices in Avimark.

**VA200 – Anatomy & Physiology, Medical Terminology, Clinical Assistant:** This course teaches the student word parts including prefixes, root words, suffixes, combining forms, and compound words. Students learn how to use word parts to form words and define medical terms using word analysis and the combining forms for body parts and anatomy. Students also will learn suffixes for surgical procedures and diseases, as well as the terms for direction, position, and movement. Students will be introduced to the structure and function of cells. Additionally, students will learn about the nervous, endocrine, and sensory systems including their terminology, structures, functions, major organs, common diseases and medical conditions. Students will learn about the common behaviors, nutrition, equipment and housing needs, proper handling and restraint, basic health care and common diseases of rabbits and pocket pets.

**VA300 – Pharmacology** This course introduces the student to various categories of drugs and their clinical uses. Students are taught legal issues involving controlled substances, how to properly fill medications, inventory control, and vaccinations. Students learn to identify dosage forms and calculate drug dosages. Students will be able to list and compare routes by which various types of drugs are administered. Students also learn how to properly label and package dispensed drugs and how to safely store and handle them. Proper inventory control, including restocking supplies and checking inventory dates, will be covered. How to safely store, handle, and dispose of biological and therapeutic agents, pesticides, and hazardous waste will be reviewed. Students also learn the various vaccination protocols for domesticated animals and proper vaccination reconstitution and administration. Additionally, students will learn about the immune system, including basic terminology, structure, function, common diseases and disorders, and the role it plays in vaccinations. Students will learn about the care of laboratory and research animals, zoo animals, and wildlife rehabilitation. Students will be able to recognize different avian species. Additionally, common behaviors, nutrition, basic training, equipment, and housing needs, proper handling and restraint, basic health care, and common diseases for avian will be covered.

**VA400 – Anatomy & Physiology/Animal Behavior & Restraint:** In this course students are introduced to the basic behaviors of various animals, including livestock and poultry. How animals learn behaviors as well as how to distinguish between normal and abnormal behaviors will be covered. Students learn about common behavioral problems in various species. Students are taught how to safely put animals into, and take them out of, cages and are introduced to various restraint devices and their uses, including the muzzle, Elizabethan collar, restraint pole, and feline restraint bag. Students will be able to demonstrate the various restraint positions and holds for designated procedures and learn the potential dangers of handling sick, injured, and small animals. Hospital safety will be taught including potential hazards in the hospital and how to recognize and protect against zoonotic diseases. OSHA guidelines and regulations will be reviewed as well as general safety in a veterinary facility. Students learn how to utilize personnel safety equipment and how to appropriately dispose of hazardous waste. Additionally, students will learn about the musculoskeletal and reproductive systems including their terminology, structures, functions, major organs, common diseases and medical conditions.

**VA500 – Animal Care:** This course provides instruction on how to safely care for hospitalized animals. Students will obtain a basic understanding of common diseases and medical conditions and learn how to evaluate emergency situations and triage incoming patients. Students learn how to administer topical and oral medications as well as intravenous and subcutaneous administration of fluids. Students also will learn how to monitor vital signs including temperature, heart rate,



respiratory rate, mucous membrane color, dehydration status, and capillary refill time. Additionally, grooming and skin care are covered in this course, during which students learn basic grooming and dipping of small animals as well as how to clean external ear canals, trim nails, and express anal glands. Students will be able to apply and remove bandages and splints and understand the basics of infection and wound care. Students will learn nursing care for recumbent patients including turning, padding, and cleaning. Isolation procedures for animals with infectious diseases also will be covered, including how to safely and properly handle suspected rabies-infected animals and samples. Students will learn about the care of equine including breed identification, common behaviors, nutrition, basic training, equipment and housing needs, proper handling and restraint, basic health care, and common diseases. Euthanasia and post mortem care will also be addressed for small animals.

**VA 600 – Anatomy & Physiology/Surgical Assistant:** This course is designed to introduce the student to the roles and responsibilities in small animal surgery. Students learn about surgical preparation and surgical suite procedures. Students will learn the principles of asepsis and how to assist the veterinarian or veterinary technician with the preparation of patients using an aseptic technique. Students are introduced to surgical instruments including scalpels and blades, sutures, scissors, needle holders, forceps, retractors, and dental instruments, and will learn the care and maintenance of surgical instruments and supplies. Students will demonstrate how to correctly fold and wrap surgical gowns, drapes, and instrument packs for sterilization. Students learn sterilization and disinfection techniques and procedures, assist with the pre- and post-operative care of animals, and maintain a surgical log. Students learn about common drugs used before, during, and after surgery as well as emergency drugs. Students are introduced to the recovery of patients, pain management, and postoperative complications. Students will learn how to perform CPR and rescue breaths on an animal. Additionally, students will learn about the cardiovascular and respiratory systems, including their terminology, structures, functions, major organs, common diseases, and medical conditions.

**VA 700 - Anatomy & Physiology/Laboratory Assistant:** This course will introduce students to the role of a veterinary assistant in laboratory procedures. Students will learn how to collect properly, stain, and analyze urine, blood, skin, and fecal samples for diseases and parasites. Additionally, students will be able to identify common blood collection tubes and various internal and external parasites. Students will also learn how to use microscopes and run diagnostic tests and be introduced to laboratory record-keeping to record and file lab results accurately. Proper laboratory maintenance, including the stocking of supplies and care of laboratory equipment, will be covered. Additionally, students learn about radiology and ultrasound as a means of diagnosis. Basic safety practices and techniques are taught. Students will be able to properly position and restrain patients for radiographs and ultrasounds. Animal nutrition will be covered, including the nutritional needs of animals, nutrients essential to all life, and different types of diets. Additionally, the digestive and renal systems will be covered, including their structures, functions, major organs, common diseases, and medical conditions. Care for bovine and swine will be covered, including common behaviors, nutrition, basic training, equipment, and housing needs, proper handling and restraint, basic health care, and common diseases.

**VA 900 and VA 901 – Externship:** These two modules provide the student, upon successful completion of the classroom portion of the program, the opportunity to work in an actual veterinary environment, such as at a hospital/ clinic, animal shelter, zoo or wildlife center, and animal control departments and research agencies. This work allows students to continue the learning process about this profession as well as the opportunity to directly apply the knowledge and skills they have gained during their classroom training. Externship also serves as a method of applying valuable hands-on experience when students begin the search for regular employment. **Externship is normally conducted in affiliated clinics/facilities generally during daytime working hours from 8:00 am to 6:00 pm and scheduled for 35 -40 hours per week (6 -8 hours per day) for 240 hours.**