

HEALTHSTAFF TRAINING INSTITUTE, Inc.
(A CALIFORNIA CORPORATION)
GENERAL CATALOG
2009-2010

HealthStaff Training Institute's main campus is located at **1535 E. 17th Street, Suite 101, Santa Ana, California 92705**. HealthStaff Training Institute branch campus **IS OPENING SOON**. Both have been granted full Institutional approval from the Bureau for Private Postsecondary and Vocational Education pursuant to California Education Code, Section 94311. The Bureau's approval means that the Institution and its operation comply with the standards established under the law for occupational instruction by Private Postsecondary educational institutions. Institutional approval must be re-approved every three years and is subject to continuing review. HealthStaff Training Institute offers the following approved programs/courses: Clinical Medical Laboratory Assistant, Clinical and Administrative Medical Assistant, Medical Assistant Front/Back Office, Drug and Alcohol Counseling, Medical Billing & Coding, Pharmacy Technician, Phlebotomy Technician CPT-1 and Advance 20-hour Phlebotomy and Computerized Office & Accounting.

Instruction is in residence with the facility occupancy level accommodating 60 students at any one time in each location.

California State requires that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying the fact. A certificate is issued for successful completion of a total course at HealthStaff Training Institute.

Prospective enrollees are encouraged to visit the physical facilities of the school and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing an enrollment agreement. This school currently has available sponsored programs, government or otherwise, to provide grants, or to pay for portions of tuition and fees. They are: Employment Development Department (EDD), Workforce Investment Act (WIA) and Veteran Administration (VA), Vocational Rehabilitation program through Workman's Compensation programs, and Private Lending Institutions available for Orange County, Riverside and surrounding areas for those who qualify. Approved by the California state Approving Agency to enroll veterans and other eligible persons. HSTI also accepts Visa, MasterCard and American Express.

Persons seeking to resolve problems or complaints should first contact their Instructor. Request for further action may be made to the Director of Education or Campus Director. Unresolved complaints may be directed to the Bureau for Private Postsecondary and Vocational Education, 1625 N. Market Blvd. Suite #S202, Sacramento, CA 95834, P.O. Box 980818 West Sacramento, CA 95798-0818. Phone (916) 574-7720.

All information in the content of this school catalog is current and correct and is so certified as true by Judee R. Tompkins

Judee R. Tompkins, Campus Director

Mission

HealthStaff Training Institute, Inc. (HSTI) is a professional, private vocational educational institution, training technical health care, and professional personnel.

It is the overall objective of HSTI to conduct business in a moral, forthright, and effective manner while providing the medical and office community with properly trained technical personnel that perform their duties with expertise so as to be an asset to the employer.

Objective

The programs offered at HealthStaff Institute have three major objectives:

To provide the student with the knowledge and skills necessary for entry into the career of their choice, (2) To provide the student with an opportunity for on-site practical experience, and (3) To develop in students the confident and positive attitude that is necessary for success.

To translate these goals into practice, HealthStaff:

- ◆ Maintains a highly skilled and qualified instructional staff,
- ◆ Provides the student with a comprehensive curriculum, with emphasis on practical techniques,
- ◆ Realizes that each student has worthwhile aspirations and a valuable contribution to make to the community,
- ◆ Conducts business in an ethical and professional atmosphere that is a credit to vocational education.

Philosophy

HealthStaff Institute is dedicated to providing high caliber, entry-level vocational training in a relatively short period of time. The specially designed courses and curriculum are geared to quickly educate the dedicated student in one of several Allied Health fields & Professional Business atmosphere.

As the quality of health care for our nation's citizens is a critical concern, the properly trained health care professional becomes a priority. Health Staff Training Institute, Inc. endeavors to train and place competent persons. In addition, the staff at HSTI assumes a responsibility with each student. As a member of the community, a representative of vocational training, and an educational Institution, we are committed to uphold the basic tenets of education: honesty and integrity. To fulfill this commitment, HealthStaff uses current teaching techniques, state-of-the-art equipment, up-to-date curriculum, and a professional, qualified faculty to develop the potential and talent in all of our students.

We welcome you and encourage you to do your best!

History

HealthStaff Training Institute began in September 1986 when the education and training division of Pharmacy Enterprises, Inc. formed an education division. When the anticipated expansion of HSTI exceeded the scope of Pharmacy Enterprises, Inc., the Institute became a privately owned entity, carrying on the name of Healthstaff Training Institute (HSTI). Since 1986 we have grown to offer a broad range of courses and a growing, well-respected faculty. Our Institute continues to evolve to accommodate the needs of the healthcare marketplace and the interests of our students.

In 2009 HealthStaff Training institute joined the Healthcare of Today, Inc. network of businesses. Healthcare of Today, Inc. includes a broad range of healthcare services and organizations. While our location stayed the same, our inclusion in this network allows for our many active students and alumni to have access to a wider range of resources. Every day we carry forward the Healthcare of Today mission to provide compassionate healthcare by educating ambitious and highly capable health care professionals.

Healthstaff Training Institute, Inc., is a Healthcare of Today company and is owned and operated under the corporation laws of the State of California.

The Directors and Instructors hold a Certificate of Authorization for Service pursuant to California Education Code, Section 94720 issued by the Bureau for Private Postsecondary and Vocational Education, 1625 N. Market Blvd. Suite #S202, Sacramento, CA 95834, P.O. Box 980818 West Sacramento, CA 95798-0818 Phone (916) 574-7720.

Description of Facility

HealthStaff Training Institute main campus is located at **1535 E. 17th Street #101 in Santa Ana, California**. The campus is housed in an air-conditioned professional office building in the heart of Santa Ana, near the I-22, I-55 and I-5 freeways. There are (4) administrative offices, (4) four lecture classrooms, a computer lab, student lounge, and medical and pharmacy laboratories with teaching equipment sufficient to meet educational needs. The school consists of approximately 5,000 square feet with the occupancy capability of 60 students.

- ADA approved restrooms are located inside the building.
- Parking is readily available

Professional Advisory Board

HealthStaff has an active advisory board comprised of educators, allied health personnel, business managers and professional personnel who are working in the industry for which training is offered. The function of the board is to keep the course programs current with innovations in the medical community and to make recommendations regarding technological advancement in equipment and procedures. A list of the members serving on the advisory board can be obtained by request.

Memberships & Affiliations

- United Small Business of California
- Southern California Rehabilitation Evaluators
- California Medical Assisting Association
- National Center for Competency Testing

Accreditations, Approval and Membership

- California Bureau for Private Postsecondary Education (BPPE)
- California Association of Alcoholism & Drug Abuse Counselors (CAADAC)
- Employment Development Department (EDD)
- Approved for training of eligible persons under Work Force Investment Act
- Approved for training of eligible persons under Veterans and Administration Act

Admission Requirements & Procedures

All students are required to visit the HealthStaff Training Institute facility prior to enrollment to gain a better understanding of the programs offered by the College and to view its facilities and equipment.

Applicants with a high school diploma or its equivalent are required to submit:

1. A signed attestation affirming high school graduation or the equivalent
2. Pass a Wonderlic Scholastic Entrance examination with a minimum passing recommended by the publisher.

WONDERLIC T-71 Entrances Exam

Testing Program Name HSTI Training Program	Minimum Passing Score	D.O.T. Occupational Code	WONDERLIC Program Code
Medical Administrative Assistant HSTI Course Name: Administrative & Clinical Medical Asst	15	209.562-010	90927
Medical Administrative Assistant HSTI Course Name: Administrative Medical Assistant	15	209.562-010	90927
Clinical Medical Assistant HSTI Course Name: Clinical Medical Assistant	13	079.367-010	909083
Clinical Medical Assistant HSTI Course Name: Clinical Medical/Lab Asst.	13	079.367-010	909083
Social Worker HSTI Course Name: Certified Drug and Alcohol Counselor	21	195.107-018	91008
Medical Secretary HSTI Course Name: Medical Billing & Coding	17	201.362.014	90858
Pharmacy Assistant HSTI Course Name: Pharmacy Technician	16	074.381.010	90903
Phlebotomy HSTI Course Name: Phlebotomy CPT-1	15	079.364.022	90864
Computer Accounting Clerk Word Processing HSTI Course Name: Computerized Office & Accounting	15	209.562-010 203.382-030	90964 90854

- Entrance test scores are valid for one year.
- HealthStaff will provide admission testing in English and Spanish.
- HealthStaff does not provide English-as-a-Second Language instruction.
- All applicants are required to complete an enrollment application and engage in a personal interview with the Admissions Office.
- All applicants must be at least 18 years old.
- Upon enrollment, all applicants are required to complete an enrollment package that includes: reading, signing and dating required disclosures
- A registration fee is required upon enrollment.
- All applicants must sign or provide a health-screening certification within 30 days after enrollment.

**HSTI does not provide instruction in "English-as- a- Second Language"*

Credit For Previous Training

HealthStaff Training Institute may accept credit for previous training, provided that a 2.0 GPA or above was awarded to the student.

HealthStaff Training Institute will accept credit from other institutions accredited by an agency recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA). However, because of the nature of the programs offered at HSTI, credit for education received more than three (3) years ago will not be accepted. Transfer credits from HealthStaff Institute to other institutions is regulated by the rules governing those institutions.

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Official transcripts and documentation of previous experience must be received no later than 15 days after enrollment. The school reserves the right to accept or reject any and all previous credit and/or experience. Applies to veteran students, also refer to the "Notice to Veteran Students" section in the catalog.

Affirmative Action Statement: A Promise

HealthStaff Training Institute is firmly committed to providing educational programs for all eligible applicants without regard to race, creed, color, religion, national origin, sex, age, or medical condition, except where a medical condition constitutes an occupational limitation. Federal sexual harassment guidelines have been adopted as a part of school policy.

HealthStaff also complies with the Equal Opportunity Act of 1972, Title VII of the Civil Rights Act 1964, and Section 504, Rehabilitation Act of 1973.

This policy of non-discrimination applies to all students, employees, applicants for admission and employment and to all participants in institutionally sponsored activities.

Academic Freedom

HealthStaff is dedicated to ensuring that all students and faculty enjoy academic freedom during their education process. In keeping with the desire to foster inquiry and critical thinking, the faculty is free to address significant issues, provided that their opinions offered are clearly presented as those of the individual, not those of HSTI.

Housing

HealthStaff does not have dormitories at any of its campuses and does not offer housing arrangement services for HSTI students.

Transportation

Regular bus and Metro line services offering multiple connections are available near most of the HSTI campuses. MTA riders may be eligible for student discount by providing proof of enrollment.

Grievance/Complaint Procedures

HealthStaff offers supportive training for entry-level employment opportunities. Problems don't usually occur but if something does arise, you are encouraged to first bring the matter in writing to the student's instructor or any administrator. Requests for further action may be made to the School Director. The recipient of the complaint shall transmit it as soon as possible to the School Director. The person authorized to resolve complaints will attempt to resolve the complaint within ten (10) days from the date in which it was received. Students, who are unable to resolve their complaint with the school, are encouraged to contact the President of HealthStaff Training by telephone or mail at:

Judee R. Tompkins
1535 E 17th Street Suite #101
Santa Ana, CA 92705
(714) 543-9828
Fax (714) 543-9835

If there is no resolution at the school after thirty (30) days, you have the right to contact the appropriate agency:

Bureau for Private Postsecondary and Vocational Education
1625 N. Market Blvd. Suite #S202,
Sacramento, CA 95834

P.O. Box 980818
West Sacramento, CA 95798-0818

Phone (916) 574-7720

Student Conduct

Students must adhere to the standards set by HSTI. Those whose conduct reflects discredit upon them or the school may be subject to termination.

Proper safeguards for the welfare, safety and educational opportunity for all students will be provided. Students must conduct themselves in a way that will not interfere with the learning process of any other student, the classroom presentation by the Instructor or the progress of the class in general.

Code of Conduct Infractions

The administration reserves the right to dismiss a student on any of the following grounds:

- Non-conformity with the school's rules and regulations
- Failure to abide by the rules and regulations of all clinical sites
- Possession of illegal drugs or alcohol upon school premises
- Incidents of an intoxicated or drugged state or behavior
- Possession of weapons or instruments construed as weapons upon school premises
- Behavior creating a safety hazard to other persons or to the facilities
- Disrespectful or lewd behavior towards another student, school administrator or faculty member, including profanity and/or elicit sexual advancements
- Defacing or destruction of school property
- Stealing: evidence of acting in a conspiracy or as an accomplice in a crime on school property
- Cheating or changing grades on test

Dress Code

Students are preparing for careers. Preparation includes developing the habit of wearing appropriate professional attire. All students are required to wear a standard uniform during class session. Students are required to purchase appropriate attire within 30 days of starting class.

No shorts, skirts, sandals or open-toed shoes will be permitted in the Clinical Laboratory. Any student wearing any combination of these articles will not be permitted to participate in medical lab practical.

Health & Safety

It is the policy of HSTI to maintain a safe environment for its students and staff members, and as such has annual fire and safety inspections. Exit signs are posted prominently throughout the classrooms, and a first-aid kit is located in the administrative office.

Drug-Free Workplace Policy

It is the policy of HSTI to maintain a drug-free environment. In accordance with the Drug Free School and Communities Act: HSTI prohibits the unlawful possession, use or distribution of illicit drugs and alcoholic beverages by students on its property or as part of any of its activities. Any student or employee who is involved with the unlawful possession, use or distribution of illicit drugs or

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alcohol will be subject to termination. Information concerning use and misuse of chemicals (including drugs and alcohol) shall be available as well as resource information of a chemical dependency program in the community. Anyone seeking information or help please contact an Administrator or Director of Campus. All conversations are held in strict confidence.

Student Records

Student records are maintained for five years from the date of student's graduation, termination or withdrawal. Records are available upon individual student request for a five year period only. For security purposes all records are destroyed after the five year term. The Family Educational Rights and Privacy Act (FERPA) of 1974 is a federal law, prohibits an institution from releasing the school records or any other information about a student to any third party without the written consent of the student.

Educational & Career Assistance

Students may seek personal assistance to meet their individual educational needs. Help with academics and practical procedures are available from a variety of staff members. Contact the Program Coordinator or Director to make arrangements.

Job Placement Assistance

HealthStaff Training Institute offers job placement assistance to assist graduates in career planning and job placement. Employment preparation begins the first week of class. Techniques such as networking, finding the hidden job market, writing an effective resume and interviewing techniques are taught in a practical classroom approach. ***HealthStaff Training Institute does not guarantee employment***

- All persons performing **Pharmacy Technician** functions must be registered with the California State Board of Pharmacy
- All persons performing **Phlebotomy in a clinical setting** must be registered with the California State Department of Health Services (HSTI can not guarantee qualification)
- The state of California is revising the requirement of all persons performing Drug and Alcohol Counseling. Please check with Administration for recent updates.

***Both require that Applicants must possess a High School Diploma or GED**

Student-Teacher Ratio

In evaluating the needs of the student attending class, it has been determined that the student-teacher relationship is of the greatest importance in assuring student progression. To maintain a realistic student-teacher ratio, and to support the commitment of the Instructor to work in close unison with the student, HSTI has established a maximum student-teacher ratio of 30:1 students for lecture and 20:1 for lab. Student may enroll in any given program at the beginning of any modular. Average is every 2nd and 3rd Monday. Please check with administration for actual start dates.

Class Hours:

Clinical and Administrative Medical Assistant

8:30 a.m. – 4:30 p.m. Daily M-F

Administrative Medical Assistant (Front Office)

Clinical Medical Assistant (Back Office)

8:30 a.m. – 4:30 p.m. Daily M-F

Clinical Medical Laboratory Assistant

8:30 a.m. – 4:30 p.m. Daily M-F

Certified Drug and Alcohol Counselor

9:00 a.m. – 3:00 p.m. Daily M-F

Medical Billing & Coding

8:30 a.m. – 3:30 p.m.

Pharmacy Technician

9:00 a.m. – 4:05 p.m. Daily M-F

Phlebotomy Technician CPT-1

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Advanced 20-hour Phlebotomy

To be announced

Computerized Office & Accounting

8:30 a.m. – 3:30 p.m.

*A ten-minute break will be allowed for each hour attended in class. Break times may vary at Instructor's discretion.

Campus Business Hours

8:30 a.m. – 5:00 p.m. Monday-Friday

Notice of Student Rights

You may cancel your contract for school, without any penalty or obligation, by midnight the fifth business day following your first class session as described in the Notice of Cancellation form that will be given to you at the first class you attend.

Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask the school for a sample copy.

After the end of the cancellation period, you may also have the right to stop school at any time, and you have the right to receive a refund for the part of the course not taken. Your refund rights are described in the contract. If you have lost your contract, ask the school for a description of the refund policy.

If the school closes before you graduate, you may be entitled to a refund. Contact the Bureau for Private Postsecondary and Vocational Education at the address and phone number printed below for information.

If you have any complaints, questions, or problems, which you cannot work out with the school, write or call:

Bureau for Private Postsecondary and Vocational Education

**1625 N. Market Blvd. Suite #S202,
Sacramento, CA 95834
Phone (916) 574-7720**

**P.O. Box 980818
West Sacramento, CA 95798-0818**

Cancellation Policy

You have the right to cancel this agreement for educational service, any equipment or other goods and services, until midnight of the fifth business day after the first class attended. Business day means a day on which you were scheduled to attend a class. Cancellation occurs when you give written Notice of Cancellation at the school address shown on the front page of this catalog. You can submit your cancellation by mail, in person, by fax or telegram. The Notice of Cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. You will be given one (1) Notice of Cancellation form on the first day of class.

An applicant not accepted by the school shall be entitled to a refund of all money paid. If a student cancels his/her contract and requests a refund in writing by the fifth business day after attending the first class, all monies collected by the school shall be refunded. If the student received any books, he/she must return the books within thirty (30) days of the date he/she signed a cancellation notice. If the books are not returned in good condition within the 30-day period, the school will deduct the cost of the books from the refund due to the student. A list of book prices is attached to the Enrollment Agreement.

The cost of physical exams, HPV series, and CPR courses are not refundable.

Calendar

HealthStaff operates on a continuous basis throughout the year. Class start and end dates can be found as an attachment to this catalog. The following holidays are observed for the student population:

- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day (and day after)
- Christmas (the 24th – Jan 2nd)
- New Year's Day

Semester Unit

HealthStaff Institute has adopted the semester unit basis of measuring student progress. One reason for adopting this system is that it makes it clearer when calculating a student's Grade Point Average (GPA). A semester unit is based on the following: **

1 semester unit...15 hours of classroom instruction/lecture

1 semester unit...30 hours of supervised laboratory/practical instruction

1 semester unit...45 hours of supervised externship at an approved facility

Grades are based on the result of written tests, laboratory final exams, daily classroom assignments, practical check-off and completion of homework assignments. Final grades are reported at the end of each course and posted to the student's permanent academic record.

Attendance Procedure

Students are expected to attend all regularly scheduled classes. It is the responsibility of a student to telephone in advance to advise the school when he/she will be absent or late. All students are considered full-time status, which is defined as the enrollment of at least 12 hours per week.

- Students may not be absent more than five (5) consecutive days in a module/subject. After five days of absences the student will be counseled and/or placed on probation status.
- A student absent for three (3) consecutive weeks (15 scheduled class days) will be terminated.

At midpoint of the program a student's overall attendance percentage is determined. If the minimum is not achieved the student will be counseled and/or placed on probation.

A class may be canceled or rescheduled if there is insufficient enrollment in the first session not to exceed thirty (30) days. If a class reschedule date exceeds thirty (30) days, the students enrollment will be terminated. Students will be required to complete a new enrollment agreement.

Daily Attendance

Instructors will take student attendance on a daily basis. Daily attendance records become part of the student's permanent record. The student may make arrangements with the Instructor(s) to make up the work and/or time missed during this period.

Correspondence Students- Attendance during each "live class session is expected. Each modular is presented in monthly lessons with weekly assignments. Be prompt and prepared to spend the entire time in class.

A student may re-enroll at a later date if authorized by the Instructor and School Director (and Career Counselor, if applicable). To re-enroll, the student must submit a written request for re-admittance to the School Director. The student

will be notified of his/her re-admittance status within forty-eight (48) hours after receipt of the written request. Students who are re-admitted must sign a new Enrollment Agreement, and will receive credit only for courses in which a 2.0 GPA was received. The time attended is counted towards maximum time frame.

Tardiness

HealthStaff understands that an occasional tardy may be unavoidable; however, excessive tardiness will cause the student to be counseled and/or placed on probation status.

Correspondence Students- Attendance during each "live class" session is expected. Tardiness is disruption to a good learning environment. Students in attendance less than 50 percent of any scheduled "live class" maybe considered absent. Be prompt and prepared to spend the entire time in class.

Leave of Absence Policy

The school must approve all Leave of Absence requests. If approved, a leave may be granted for a period of up to 60 calendar days for one 12-month period. *Students may not return in the middle of any given module. Return dates must fall on the first day of a scheduled module start date. (to be determined by administration).* This may extend the 60 days but must comply with BPPVE rule set by the Department of Education maximum of 180 days.

Make-Up Examination

If a student has an excused absence on the day a test is given, he/she will take the exam on the day of return with no penalties. Students who wish to retake a failed test will be given one (1) opportunity to re-take the test. A maximum score of 70% will be recorded for any re-take examinations.

Course Incompletes

An "Incomplete" will not be considered as a final grade. If students do not complete the required course work, that Incomplete will be converted to a "F". The "F" will be averaged in with the other grades in determining the average grade.

Transcripts

Upon written request, the student may receive, or have issued on his/her behalf, one (1) official transcript of grades completed at HSTI at no charge. A fee of \$5.00 will be charged for each additional transcript requested.

Course Evaluation

At various intervals, students are requested to participate in a confidential evaluation of different aspects of their education, including Instructor's efforts. For purposes of self-improvement, Instructors are provided with a summary of the results from the Director, but have no access to individual student evaluations.

Notice to Veteran Students

- Student progress is monitored monthly, students are placed on probation for thirty (30) days if 70% requirement is not being met, if at the end of the probation period standards are still not met, benefits will be terminated
- Student attendance is checked on a monthly basis. Students who are not meeting the graduation attendance requirements are placed on probation for thirty (30) days. If at the end of the probation period graduation requirements are not met, benefits will be terminated
- HSTI will notify Veterans Administration regarding changes of student status
- All prior Transcripts must be provided
- For information or for resolution to specific payment problems, the veteran should call the DVA nationwide toll-free number at (800) 827-1000
- Education services 888-442-4511

Course Completion

A course completion is defined as:

- Minimum of 2.0 grade point average, which is an indication of successful academic performance, as measured by passing examinations with 70% accuracy or better, timely completion of assignments, and acceptable performance of pertinent skills
- Achieved the minimum number of semester credits
- Achieved the minimum number of course hours required

Monitoring of Progress

Progress reports are reviewed, the 1st of every month by Director, Instructor and student. During the first increment (25%) of the program, a minimum of 67% of the attempted clock hours and "C" average (70%) are required. If the minimums are not achieved, the student will be placed on academic probation. The second increment is reviewed at 50% of the program, which requires a minimum of 67% of the attempted clock hours and "C" average (70%). If the minimums are not achieved, the student will be placed on probation for 30 days. If unsuccessful, the student will be terminated from the program.

Students who are placed on probation will be notified in writing that they are being placed on academic probation, which will begin at the start of the next module. Students on probation will be considered to be making satisfactory academic progress.

Academic Probation

Students who fail to comply with the standard of attendance or satisfactory academic progress will be placed on probation and given written notification of their probationary standing. One or more of the following may determine unacceptable progress assessment:

- Poor attendance (see Daily Attendance)
- Below academic standing
- Unsatisfactory mastery of pertinent skills

If a student falls below the standards set by the Institute, a consultation between the student and the Instructor(s) and the Program Coordinator will be scheduled. At this time arrangements will be made to re-establish satisfactory progress through makeup work and/or tutorial sessions. Within thirty (30) days, all missed course work and/or time is to be made up to be removed from probation status.

If after the thirty (30) days probation period the student has violated the standards set in probation agreed by student, the student will then be terminated from the program.

Students on probation will be considered to be making satisfactory academic progress.

Withdrawal

Students have the right to withdraw from their training program at any time. To officially withdraw from school, a student must initiate withdrawal procedures by informing the administration in writing. Refunds will be calculated in accordance with State and Federal refund policies. Unpaid charges resulting from these calculations will be billed to the student.

Grading System

The grading system is as follows:

<u>GRADE (%)</u>	<u>INTERPRETATION</u>
A (90-100)	Excellent
B (80-89)	Above Average
C (70-79)	Average
D (60-69)	Below Average
F (0-59)	Failed
T (Transfer Credit)	Credit

Reinstatement

Students failing a module must retake that module in order to continue the program. Repeating the module may not exceed 1.5% or 150% of the program length. A failed module may only be retaken once.

Appeals

Students who wish to appeal the determination of satisfactory progress probation; a grade, a suspension or a dismissal must submit a letter to the office of the Director. A two-person committee appointed by the Director will make an appeal recommendation. The appeal process may occur only once and any decision shall be deemed final. The committee will notify the student within forty-eight (48) hours regarding the course of action recommended. The appeal process may be denied in cases of drug-alcohol use/possession, carrying a concealed weapon, or physical violence.

Satisfactory Progress Guidelines

Satisfactory progress is expected of each student to remain in school. Satisfactory progress is determined by the following criteria:

- Maintaining a 2.0 grade-point average, which is an indication of successful academic performance, as measured by passing examinations with 70% accuracy or better, timely completion of assignments, and acceptable performance of pertinent skills
- Achieving the minimum number of semester credits
- Meeting standards specified on probation agreement
- Meet the specified conditions for incompletes, withdrawals, or probation status
- Tutoring is available each week to help students meet these guidelines

If a student falls below the criteria listed above, consultation with a school official will be scheduled. The student will receive a written notice of probation. At the end of probation period if student has not satisfied probationary status, checks will be held. Any student, whose training has been interrupted for academic reasons, or administrative withdrawals, may be reviewed for reinstatement. Request must be in writing and submitted to the campus Director.

HealthStaff does not have:

Non-credit, remedial courses, or non-punitive grades on satisfactory progress.

Plagiarism Policy

HSTI considers academic honesty to be of the highest values. Students are expected to be the sole authors of their work. Examples of dishonesty or unethical behavior:

- Copying and pasting text from on-line media
- Copying and pasting text from any web site
- Transcribing text from any printed material such as books, magazines, journals, and encyclopedias.
- Using, another student's work and claiming it as your own, even with permission from the other student. Any time you quote, summarize or paraphrase, you must acknowledge the original source.

Maximum Time Frame For Program Completion

All students are required to complete their program within a maximum time. (All programs must be completed within 1.5% times the normal duration of time required to complete the program). A Leave of Absence is not counted in the maximum time frame.

Financial Assistance

HealthStaff participates in the following sponsored programs to assist the student with the financial investment in their education. Some of the entities include but not limited to:

- Visa, Master Card, American Express
- Private Banking / Lending Agencies
- TFC loans
- Wells Fargo e-career loans
- Employment Development Department (EDD)
- Workforce Investment Act (WIA) (Orange County and Riverside areas)

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Applicant interested in more information regarding financial availability should contact the Financial Advisor at the College. Additional consumer information and forms are available to interested students. The Financial Advisor will be happy to assist in filling out the appropriate forms.

Applicants seeking re-training through **vocational rehabilitation** should make arrangements with their rehabilitation counselor. Applicants must ensure that they can meet the physical demands of the prospective jobs before considering enrolling in any program.

HealthStaff is approved by the California State Approving Agency to enroll Veterans and other eligible persons.

Refund Policy

If a student cancels his/her contract more than five (5) business days after attending his/her first class, he/she shall be entitled to a refund of all monies paid, less a Pro-rata calculation of tuition, registration fees, book charges and physical examination cost.

Enrollment time is defined as the time between the actual starting date and the date of the student's last day of physical attendance in the school. Any money due to the applicant or student shall be refunded within thirty (30) days of formal cancellation by the student. Students who are terminated by the school shall receive a refund within thirty (30) days from the student withdrawal date. In the case of a failure to return from a leave of absence, the student shall receive a refund within thirty (30) days after the expected date of return.

If a course is canceled subsequent to a student's enrollment, the school shall:

- Provide completion of the course, or
- Provide a full refund of all monies paid

Sample Refund Calculator

Refunds will be calculated in clock hours using the elapsed time method. (See below):

The student is entitled to a refund based upon the portion of the program not completed, excluding a maximum registration fee of \$75. (CEC Sec 94870)

Example: If a student pays \$5850.00 for tuition (\$5775.00 for tuition fee + 75.00 registration fee) in advance for a 720 hour course and withdraws after 200 hours, the tuition refund would be \$4170.83.

*Refund Table, is included as part of the orientation packet prior to start of class.

Rights & Responsibilities of Financial Recipients

As a recipient of financial assistance, you have certain rights and responsibilities:

You have the right to:

- Know what financial programs are available at this campus;
- Know how financial services are distributed to you, the student;
- Receive an explanation of repayments concerning loans, the amount of interest you will be charged and the total amount of repayment;
- Know how we determine whether you are making satisfactory progress and what happens if you are not;
- Know the refund policy

The following are your responsibilities as a recipient of financial assistance:

- You must complete all application forms accurately and submit them in a timely manner
- You must provide the correct information.

In most cases misrepresentation of information on financial applications, forms is a violation of law and may be considered a criminal offense, which could result in indictment under the U.S. Criminal Code

Student Tuition Recovery Fund

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who were students attending schools approved by, or registered to offer Short-term Career Training with the Bureau for Private Postsecondary Vocational Education (Bureau).

You may be eligible for STRF if you are a California resident, prepaid tuition and the STRF fee, and suffered an economic loss as a result of any of the following:

- The school closed before the course of instruction was completed
- The school's failure to pay refunds of charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school
- The school's failure to pay or reimburse loan proceeds under the federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost
- The school's breach or anticipatory breach of the agreement for the course of instruction
- There was a decline in the quality of the course of instruction within thirty (30) days before the school closed, or if the decline began earlier than thirty (30) days prior to closure, a time period if decline determined by the Bureau
- The school committed fraud during the recruitment or enrollment or program participation of the student

You may also be eligible for STRF if you were a student that was unable to collect a court judgment, which was rendered against the school for violation of the Bureau for Private Postsecondary Vocational Education Reform Act of 1989.

You must pay the state-imposed fee for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

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

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

- You are not a California resident,
- Your total charges are paid by a third party, such as an employer, government program or other payer, and you have not separate agreement to repay the third party

Tuition & Fees

Please contact a HealthStaff employee to learn more about tuition and fees.

Externship (Practical Training) Assignment

Off-site training is scheduled to begin after the didactic and laboratory portions of the program are successfully completed, and when the student has met the stated requirements below:

- All makeup work and missed time must be completed prior to placement in an externship facility
- Any student removed or terminated from an externship site for absenteeism, attitude or unprofessional behavior will forfeit his/her participation in the program
- Students may only be reinstated once for the externship rotation portion of the program
- The Program Coordinator/Instructor will make the final decision as to the externship placement. The Program Coordinator or Instructor visits each training site

Requirements:

- Student must have a minimum of 84% attendance for pharmacy and 70% minimum for medical programs
- Student must have a minimum of 70% Grade Point Average
- Student must return all property of HSTI
- Phlebotomy Technician CPT-1 Requirements set forth by California Department of Health Services

Externship Attendance

The externship facility will place the same demands on the student, that they will face with any employer on the job. HSTI attendance policy applies. (see attendance)

Students are encouraged to participate in their externship training on a full-time basis (30-40 hours per week), but must participate a minimum of twelve (12) hours per week.

Students in the **Medical/Lab Assistant** program must complete the required number of externship hours at least four (4) months from the date they begin their externship. **Pharmacy** students must complete their externship requirements at least six (6) months from the date they begin their externship. **Drug and Alcohol Counselors** must complete the entire required hours (255) to be recognized by CAADAC, registration or testing must be completed within twelve (12) months of externship. **Phlebotomy** students must comply with requirements set for by California Department of Health Services.

Students may be required to participate on various days, hours and/or shifts that may or may not rotate at their externship site. This is due to the fact that tasks are divided throughout the day; therefore, a student may need to rotate in order to adequately complete his/her training.

Externship hours will be determined between the site and the student. Students are required to adhere to the set schedule of the facility. If the student requests a change of scheduled hours or days, he/she must comply with the procedures set forth by the externship site.

It is the student's responsibility to complete the timesheets at the externship facility on a daily basis, and obtain the signature of a staff member of the facility. While at the externship facility, students are required to submit timesheets as defined in the externship policy.

Externship Completion

All required paperwork must be returned to HealthStaff prior to graduation from the program. Completion is determined by

- ✓ All hours of participation documented and verified
- ✓ Extern completion summary form from supervisor of facility
- ✓ Original documentation

CLINICAL AND ADMINISTRATIVE MEDICAL ASSISTANT
(FRONT AND BACK OFFICE)
CATALOG DESCRIPTION

CLINICAL & ADMINSTRATIVE MEDICAL ASSISTING PROGRAM

960 Clock Hours / 45 Credit Hours
 30-45 weeks / 960 Hours

DOT 079.362-010 Medical Assistant
 DOT 201.362-014 Medical Secretary
 DOT 078.687-010 Lab Assistant (Blood & Plasma)
 DOT 079.362-014 Medical Record Tech.
 *DOT 079.364-022 Phlebotomist

*(If all requirements are met set forth by: Department of Health Services of California)

This nine hundred-sixty hour (960) program prepares the student for entry-level employment in a clinical/medical setting of a health facility. Students receive instruction in medical law and ethics, terminology, anatomy and physiology, human relations, use and care of diagnostic equipment, venipuncture, injections, pharmacology, universal precautions, vital signs, CPR, first aid, hematology, EKG, stress testing, holter monitor, urinalysis, and microbiology. basic computer operations, administration of front office medical procedures, insurance forms, CPT codes. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies, Upon completion of this program, graduates will receive a CPR card and Certificates for blood draws and injections, a certificate of completion, and eligible to sit for a certification if the desire.

MODULAR	Course Name	Clock Hours	Unit	Lec	Lab	Extern
<i>MODULAR I</i>						
	CMA 100 Clinical Theory (<i>Didactic</i>)	40	2	30	10	
	CMA 102 Clinical Assisting I (<i>Didactic/Practical</i>)	40	2	20	20	
<i>MODULAR II</i>						
	CMA 103 Clinical Assisting II (<i>Didactic/Practical</i>)	80	4	40	40	
<i>MODULAR III</i>						
	LA 101 Laboratory Procedures I (<i>Didactic/Practical</i>)	80	4	40	40	
<i>MODULAR IV</i>						
	LA 102 Laboratory Procedures II (<i>Didactic/Practical</i>)	80	4	40	40	
<i>MODULAR V</i>						
	EKG 101 EKG Technique (<i>Didactic/Practical</i>)	40	2	20	20	
	CMA 104 Career Preparation	40	1.5	15	25	
<i>MODULAR VI</i>						
	CLA 103 Intro to Business Procedures (<i>Didactic/Practical</i>)	60	3	40	20	
	CLA 104 Human Relations (<i>Didactic/Practical</i>)	20	1	10	10	
<i>MODULAR VII</i>						
	CCL 100 Introduction to Front Office (<i>Didactic/Practical</i>)	80	3	20	60	
	MIB 101 Introduction to Health Insurance (<i>Didactic/Practical</i>)	60	3	40	20	
	CLA 105 Medical Law & Ethics (<i>Didactic/Practical</i>)	60	3	40	20	
<i>MODULAR I THRU VI</i>						
	CMA 101 Medical Terms & Abbreviations (<i>Didactic</i>)	120	8	120		
	CMA 106 Externship	160	3.5			160
Total		960	45	470	330	160

HEALTHSTAFF TRAINING INSTITUTE

ADMINISTRATIVE MEDICAL ASSISTANT

560 Clock Hours / 22 Credit Hours
14-24 weeks /

DOT 079.362-010 Medical Assistant (Front Office)
DOT 201.362-014 Medical Secretary
DOT 079.362-014 Medical Record Tech.

This five hundred-sixty hour (560) program prepares the student for entry-level employment in a front office setting of a health care facility. The emphasis of the program is placed on medical ethics, terminology, human relations, secretarial and business skills for the medical office and insurance billing. Basic computer operations include Microsoft programs and Medisoft, administration of front office medical procedures, insurance forms, CPT codes. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies, Upon completion of this program, graduates will receive a certificate of completion.

MODULAR	Course Name	Clock Hours	Unit	Lec	Lab	Extern
CLA 103	Intro to Business Procedures (<i>Didactic/Practical</i>)	60	3	40	20	
CLA 104	Human Relations (<i>Didactic/Practical</i>)	20	1	10	10	
CCL 100	Introduction to Front Office (<i>Didactic/Practical</i>)	80	3	20	60	
MIB 101	Introduction to Health Insurance (<i>Didactic/Practical</i>)	60	3	40	20	
CLA 105	Medical Law & Ethics (<i>Didactic/Practical</i>)	60	3	40	20	
CMA 104	Career Preparation	40	1.5	15	25	
CMA 101	Medical Terms & Abbreviations (<i>Didactic</i>)	80	4	80		
CMA 106	Externship	160	3.5			160
Total		560	22	470	330	160

CLINICAL MEDICAL ASSISTANT

560 Clock Hours / 23 Credit Hours
14-24 weeks

DOT 079.362-010 Medical Assistant (Back Office)
DOT 078.687-010 Lab Assistant (Blood & Plasma)
*DOT 079.364-022 Phlebotomist

This five hundred-sixty hour (560) program prepares the student for entry-level employment in a clinical/medical setting of a health facility. Students receive instruction in medical law and ethics, terminology, anatomy and physiology, human relations, use and care of diagnostic equipment, venipuncture, injections, pharmacology, universal precautions, vital signs, CPR, first aid, hematology, EKG, stress testing, holter monitor, urinalysis, and microbiology. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies, Upon completion of this program, graduates will receive a CPR card and Certificate of completion.

MODULAR	Course Name	Clock Hours	Unit	Lec	Lab	Extern
CMA 100	Clinical Theory (<i>Didactic</i>)	40	2	30	10	
CMA 102	Clinical Assisting I (<i>Didactic/Practical</i>)	40	2	20	20	
CMA 103	Clinical Assisting II (<i>Didactic/Practical</i>)	80	4	40	40	
LA 101	Laboratory Procedures I (<i>Didactic/Practical</i>)	80	4	40	40	
LA 102	Laboratory Procedures II (<i>Didactic/Practical</i>)	80	4	40	40	
EKG 101	EKG Technique (<i>Didactic/Practical</i>)	40	2	20	20	
CMA 104	Career Preparation	40	1.5	15	25	
CMA 106	Externship	160	3.5			160
Total		560	23.5	470	330	160

*CMA 101 Medical Terms & Abbreviations
Covered in each modular over all grade will be recorded as final.

*(If all requirements are met set forth by: Department of Health Services of California)

COURSE DESCRIPTIONS for MEDICAL PROGRAMS

Clinical & Administrative Medical Assistant

960 clock hours / 45 credit units

CCL100 INTRODUCTION TO FRONT OFFICE 80 Clock Hours /3 Units

To provide the student with the basic functions and understanding of front office operations in the medical office. Patient reception, telephone techniques, appointment scheduling and time management. Daily functions also include correspondence and mail, dictation and transcription, the computer, filing methods, record keeping, computer operations and word processing

CLA103 INTRODUCTION TO BUSINESS PROCEDURES 60 Clock Hours / 3 Units

Student will cover more in-depth operations of a business such as banking services and procedures, professional fees and credit arrangements, managing practice finances, assisting with research management of responsibilities, and utilizing computer software. Programs such as Excel and Medisoft will be introduced

CLA104 HUMAN RELATIONS 20 Clock Hours /1 Unit

Basic study of relating and communicating. Attitudes, patient communication techniques, relating to co-workers and employers and problem solving

CLA105 MEDICAL LAW AND ETHICS 60 Clock Hours / 3 Units

Understanding the protocols of medical practice and systems (the business structure of medical practices). Covering delivery of medical care, fee for service, managed care, preventive care and public health

CMA100 CLINICAL THEORY 40 Clock Hours / 2 Units

OSHA regulations, the medical assistant's responsibilities and conduct, professional liability, medical law and ethics and an overview of the medical environment, to include specialties and different types of medical practices, will be discussed. Skills required for success and a brief history of medicine will be addressed.

CMA 101 MEDICAL TERMS AND ABBREVIATIONS 120 Clock Hours / 6 Units

Students will be provided with an overview of anatomy and physiology. Subjects covered will include body planes and cavities, directional terms, abdominal regions and an introduction to medical terminology. Word roots, combining forms, suffixes and prefixes will be introduced and examined. Flash cards are utilized to allow the student to identify the different parts of medical terms. Protocols for providing patient care will be discussed. The following systems will be examined: muscular, skeletal, cardiovascular, digestive, respiratory, endocrine, and female reproductive.

CMA102 CLINICAL ASSISTING I 40 Clock Hours / 2 Units

Student will participate in an eight (8) hour CPR training class sponsored by the American Heart Association. Clinical patient assessments, proper charting, chart preparation and vital signs will be introduced. Students will demonstrate their ability to take and chart vital signs with 100% accuracy. Vital signs include respiration, pulse, temperature, blood pressure, height and weight. Introduction to medical asepsis, assisting in routine physical examinations, and positioning and draping of patients will be demonstrated. Systems including special senses and nervous will be discussed. Office emergency and first aid will also be examined.

CMA103 CLINICAL ASSISTING II 80 Clock Hours / 3 Units

Sterilization, surgical asepsis, administration of medications, pharmaceutical terms, types of medication, the proper use of the PDR, and assisting in minor surgery procedures will be explored. Students will demonstrate the ability to identify different types of surgical instrumentation as well as setting up typical exam trays.

CMA104 CAREER PREPARATION 40 Clock Hours / 2 Units

The student will prepare to enter the job market for an entry-level position. Job search, interview techniques, application completion and resume writing will be discussed and demonstrated. Each student will create and format their resume, complete an application, mock interview.

CMA106 EXTERNSHIP 160 Clock Hours / 3.5 Units

160 hours on the job training under the guidance of the Medical Program Director

EKG101 ELECTROCARDIOGRAM TECHNIQUE 40 Clock Hours / 2 Units

Patient and procedural preparation and technique will be demonstrated. Student will learn proper electrode placement and use of equipment. EKG mounting will be demonstrated. Circulatory system will be reviewed.

HEALTHSTAFF TRAINING INSTITUTE

LA101 LABORATORY PROCEDURES I

80 Clock Hours / 4 Units

Universal Precautions are introduced to students, as well as discussions about the medical assistant's responsibilities in the laboratory. Students will demonstrate their ability to perform venipuncture, collect blood samples using the capillary method, labeling and collection of specimens and basic operation of laboratory equipment.

LA102 LABORATORY PROCEDURES II

80 Clock Hours / 4 Units

This course will introduce students to the constituents of urine and blood and the ability to perform and collect urine. Microbiology, blood chemistries and CLIA regulations will be discussed and reviewed.

MIB101 INTRODUCTION TO HEALTH INSURANCE & BILLING

60 Clock Hours / 3 Units

Billing and collecting procedures, Health Insurance and managed care, coding and claims processing, student will utilize Medisoft programs. Procedures for completing simple forms

Front and Back office programs please refer to the course pertaining to the specific catalog description.

ADMINISTRATIVE MEDICAL ASSISTANT

560 Clock Hours / 22 Credit Hours

CLINICAL MEDICAL ASSISTANT

560 Clock Hours / 23 Credit Hours

CLINICAL MEDICAL/ LAB ASSISTANT PROGRAM

CATALOG DESCRIPTION

CLINICAL MEDICAL LAB ASSISTANT

760 Clock Hours / 35 Credit Hours Unit

DOT 079.362-010 Medical Assistant (back office)

DOT 078.687-010 Lab Assistant (Blood & Plasma)

DOT 381.687-022 Lab Cleaner

* DOT 079-364-022 Phlebotomist

* (If all requirements are met set forth by: Department of Health Services of California)

This seven hundred-sixty hour (760) program prepares the student for entry-level employment in a clinical setting of a health facility. Students receive instruction in medical law and ethics, terminology, anatomy and physiology, human relations, use and care of diagnostic equipment, venipuncture, injections, pharmacology, Universal Precautions, vital signs, CPR, first aid, hematology, EKG, urinalysis, and microbiology. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies. Upon completion of this program, graduates will receive a CPR card, certificates for successful blood draws and injections, a certificate of completion, and eligible to sit for a certification if the desire.

MODULAR	Course Name	Clock Hours	Unit	Lec	Lab	Extern
<i>MODULAR I</i>						
	CMA 100 Clinical Theory (Didactic)	40	2	30	10	
	CMA 102 Clinical Assisting I (Didactic\Practical)	40	2	20	20	
<i>MODULAR II</i>						
	CMA 103 Clinical Assisting II (Didactic\Practical)	80	4	40	40	
<i>MODULAR III</i>						
	LA 101 Laboratory Procedures I (Didactic\Practical)	80	4	40	40	
<i>MODULAR IV</i>						
	LA 102 Laboratory Procedures II (Didactic\Practical)	80	4	40	40	
<i>MODULAR V</i>						
	EKG 101 EKG Technique (Didactic\Practical)	40	2	20	20	
	CMA 104 Career Preparation	40	1.5	15	25	
<i>MODULAR VI</i>						
	CLA 103 Communication in the Workplace Part I (Didactic)	60	3	40	20	
	CLA 104 Human Relations (Didactic)	20	1	10	10	
<i>MODULARS I thru VI</i>						
	*CMA 101 Medical Terms & Abbreviations (Didactic)	120	8	120		
	CMA106 Externship	160	3.5			160
Total		760	35	375	225	160

*Medical Terns & Abbreviations final grade is and average of modular I through VI

HEALTHSTAFF TRAINING INSTITUTE

COURSE DESCRIPTIONS

Clinical Medical / Lab Assistant

760 clock hours / 35 credit units

CMA100 CLINICAL THEORY 40 Clock Hours / 2 Units
OSHA regulations, the medical assistant's responsibilities and conduct, professional liability, medical law and ethics and an overview of the medical environment, to include specialties and different types of medical practices, will be discussed. Skills required for success and a brief history of medicine will be addressed.

CMA102 CLINICAL ASSISTING I 40 Clock Hours / 2 Units
Student will participate in an eight (8) hour CPR training class sponsored by the American Heart Association. Clinical patient assessments, proper charting, chart preparation and vital signs will be introduced. Students will demonstrate their ability to take and chart vital signs with 100% accuracy. Vital signs include respiration, pulse, temperature, blood pressure, height and weight. Introduction to medical asepsis, assisting in routine physical examinations, and positioning and draping of patients will be demonstrated. Systems including special senses and nervous will be discussed. Office emergency and first aid will also be examined.

CMA103 CLINICAL ASSISTING II 80 Clock Hours / 3 Units
Sterilization, surgical asepsis, administration of medications, pharmaceutical terms, types of medication, the proper use of the PDR, and assisting in minor surgery procedures will be explored. Students will demonstrate the ability to identify different types of surgical instrumentation as well as setting up typical exam trays.

LA101 LABORATORY PROCEDURES I 80 Clock Hours / 4 Units
Universal Precautions are introduced to students, as well as discussions about the medical assistant's responsibilities in the laboratory. Students will demonstrate their ability to perform venipuncture, collect blood samples using the capillary method, labeling and collection of specimens and basic operation of laboratory equipment.

LA102 LABORATORY PROCEDURES II 80 Clock Hours / 4 Units
This course will introduce students to the constituents of urine and blood and the ability to perform and collect urine. Microbiology, blood chemistries and CLIA regulations will be discussed and reviewed.

EKG101 ELECTROCARDIOGRAM TECHNIQUE 40 Clock Hours / 2 Units
Patient and procedural preparation and technique will be demonstrated. Student will learn proper electrode placement and use of equipment. EKG mounting will be demonstrated. Circulatory system will be reviewed.

CMA104 CAREER PREPARATION 40 Clock Hours / 1.5 Units
Job search, interview techniques, application completion and resume writing will be discussed and demonstrated. Each student will create and format their resume, complete an application, mock interview.

CLA103 COMMUNICATION IN THE WORKPLACE PART I 60 Clock Hours / 3 Units
Students will be given the challenge of relating their knowledge of managed care and its close relationship to how they perform daily interactions with patients when scheduling appointments, answering telephones, greeting patients, performing front office procedures, and collecting demographic information.

CLA104 HUMAN RELATIONS 20 Clock Hours / 1 Units
Verbal and non-verbal communication skills, cultural diversities, and management styles will be discussed. Students will review basic human behavior. Handling difficult patients, problem solving, and trouble-shooting techniques will also be addressed.

CMA 101 MEDICAL TERMS AND ABBREVIATIONS 120 Clock Hours / 8 Units
Students will be provided with an overview of anatomy and physiology. Subjects covered will include body planes and cavities, directional terms, abdominal regions and an introduction to medical terminology. Word roots, combining forms, suffixes and prefixes will be introduced and examined. Protocols for providing patient care will be discussed. The following systems will be examined: muscular, skeletal, cardiovascular, digestive, respiratory, endocrine, and female reproductive.

CMA106 EXTERNSHIP 160 Clock Hours/ 3.5 Units
Each student will be assigned four weeks to extern at a pre-approved HealthStaff facility. The student will report to their instructor after completion of 80 hours to complete and update resume and again at the completion of the 160 hours. Students are expected to adhere to externship facility policies and procedures. Students will be required to wear uniform and contact instructor as well as facility supervisor if they are unable to extern. Questionnaires will be provided to the facility and the student will be responsible for returning these forms to school.

Certified Drug and Alcohol Counseling
CATALOG DESCRIPTION

CERTIFIED DRUG & ALCOHOL COUNSELING

600 Clock Hours / 26 Semester Credit/units

* DOT 045.107-010 Case Manager/Counselor
DOT 045.107-038 Resident Counselors
DOT 045.107-050 Clinical Counselors

This six hundred hour (600) program prepares the student for entry-level employment as a Drug and Alcohol Counselor in different recovery settings. Students receive instruction in The basics of addiction, the 12 Core functions of a counselor, basic counseling skill and methods, chemical dependency and the family, ethics and special treatment issues, advanced counseling skills and methods. Students will be required to participate in a 255-hour externship in an approved facility, and 45 hours of educational required classroom lecture covering TAP 21 “Addiction Counseling Competencies, and the 12-Core Functions. Upon successful completion of this program the student will receive a certificate of completion, Transcript of completed courses. The graduate of the program qualifies to apply for National and State testing with CAADAC and any other agencies accepting the units.

Course Name		Clock Hours	Unit	Lec	Lab	Extern
CDAC 101	Addiction Basics & Drug Pharmacology	45	2.5	20	25	
CDAC 102	The Counseling Core Functions	45	3	25	20	
CDAC 103	Building Basic Counseling skills	45	2.5	20	25	
CDAC 104	Ethics, Special Populations & Other Treatment Issues	45	2.5	20	25	
CDAC 105	Counseling Families	45	2.5	20	25	
CDAC 106	Advance Counseling Theories & Techniques	45	2.5	20	25	
CDAC 107	Career Preparation	30	1.5	15	15	
CDAC 108	Practicum Practicum TAP 21	45	3	45		
CDAC 109	Externship	255	6			255
Total		600	26	185	160	255

Program in review for CAADAC accreditation: (California Alcohol And Drug Addiction Counseling)

Requirements:

- **Certificate of Completing from an Approved Institution**
- **Competition documentation or transcript must state the below:**
 - **270 core classroom**
 - **45 classroom practicum**
 - **255 hour in the field experience**
- **Membership of CAADAC**
- **Application for Testing required**

COURSE DESCRIPTIONS

- Certified Drug and Alcohol Counselor** **600 clock hours / 26 credit units**
- DAC 101 Addiction Basics & Drug Pharmacology** **45 Clock Hours\2.5 Credit Units**
This modular gives the student basic knowledge and skills to understand the various aspects of chemical addiction, it's processes, signs, symptoms and addictive behavior will be explored. Student will learn the specifics of cocaine, heroin, marijuana and other commonly abused substances and their addictive properties. Other drug dependencies along with co-dependency and multiple addictions will also be covered. Various approaches to substance abuse treatment, recovery, the role of spirituality and 12-step programs such as Narcotics Anonymous, Alcoholics Anonymous, Al-Anon and Gambles Anonymous will be covered.
- DAC 102 The Counseling Core Functions** **45 Clock Hours\ 3 Credit Units**
This modular covers the 12 core functions of the counselor in addition the student will learn about the DSM-IV (Diagnostic and Stoical Manual of Mental Disorders) classifications of substance abuse disorders, limits an parameters in identifying substance abuse disorders vs other disorders, along with dual and multiple diagnoses.
- DAC 103 Building Basic Counseling Skills** **45 Clock Hours\ 2.5 Credit Units**
This modular gives the student basic knowledge and skills to understand the basic techniques on active listening, attentiveness, reflection, paraphrasing, and summarization. They will also cover the basics of group process, group dynamics, dealing with denial and resistance, defense mechanisms, and other specifically group-related approaches.
- DAC 104 Ethics, Special Populations & Other Treatment Issues** **45 Clock Hours\ 2.5 Credit Units**
This modular will cover the role and dynamics of the family in chemical dependency counseling. Relevant issues will include: co-dependency, enabling and collusion, adult children of alcoholics, family-of-origin issues, prevention and treatment in adolescents, sex addiction, domestic violence, couples and multi-family counseling, guilt and shame in the recovery process.
- DAC 105 Counseling Families** **45 Clock Hours\ 2.5 Credit Units**
This modular will cover the ethical guidelines that pertain to the substance abuse counseling field. Critical topics will include confidentiality laws, informed consent, client privileged, expectations to confidentiality, dual relationships, peer confrontation, and more. Student will cover special issues relevant to chemical dependency counseling such as HIV-AIDS awareness, gambling, sex addiction, multi-cultural awareness and sensitivity, counseling special populations, women's issues, and fetal alcohol syndrome will be covered.
- DAC 106 Advanced Counseling Theories & Techniques** **45 Clock Hours\ 2.5 Credit Units**
This modular will cover the theories of personality development and how each method of therapy is created. Seriously depressed and/or suicidal client, counselor burnout vs. counselor resilience, the 12 phases of relapse particularly the work of renowned relapse preventions Terence T. Gorski will be studied. Issues related to counseling and the criminal justice system: therapeutic treatment communities and the continuum of car for the criminal justice offender. A systematic review for the written portion of the IC&RC written exam will be conducted.
- DAC107 Career Preparation** **30 Clock Hours\ 1.5 Credit Units**
This portion of the program is designed to assist the student to complete in the current labor market. The course will cover resume writing, job search techniques, and interview techniques, application completion. Each student will create and format their resume, conduct a job search survey in their demographic area.
- DAC108 Practicum** **45 Clock Hours\ 3 Credit Units**
This portion of the program is designed to meet the requirement needed to complete the 300-practicum requirements as outlined by CAADAC. These 45 hors of educational requirements provide the student with the guidelines under the TAP-21 "The Knowledge, skills and Attitudes of Professional Practice" and the 12-Core Functions of a counselor to prepare the student for the environments and population they will work directly with.
- DAC109 Externship** **255 Clock Hours\ 6 Credit Units**
During this modular the student will participate in supervised on-the-job training experiences this combined effort between the school and externship facility. Students are able to apply the knowledge acquired in the classroom to real life situations. Evaluations occur routinely to provide the student the opportunity to discover any apparent weakness while receiving support from the Instructor.

PHARMACY TECHNICIAN CATALOG DESCRIPTION

PHARMACY TECHNICIAN

720 Clock Hours / 26.5 Credit Hours

*DOT 074.382-010 Pharmacy Technician
 DOT 074.381-010 Pharmacy Assistant
 DOT 299-367-014 Stock Clerk Pharmacy
 DOT 203.362-010 Clerk Typist

*(If all requirements are met set forth by: California State Board of Pharmacy)

This seven hundred-twenty hour (720) program prepares the student for entry-level employment as a Pharmacy Technician in different Pharmacy settings. Student's amative instruction in Pharmacy law and drug legislation, drug nomenclature, forms of medication, weights, measures and calculations. Emphasis is placed on terminology, anatomy and physiology as it relates to various medications, chemotherapy and antibiotic, drug distribution, sterile preparation and the daily operations of a pharmacy. Students will be required to participate in a 300-hour extern in an approved hospital or pharmacy where they perform all pharmacy operations. Upon successful completion of this program the student will receive a certificate of completion, and qualify to apply to California state Board of Pharmacy for registration and be eligible to sit for a certification if they desire.

<u>Course</u>	<u>Course Name</u>	<u>Clock Hours</u>	<u>Unit</u>	<u>Lec</u>	<u>Lab</u>	<u>Extern</u>
PT 101	Pharmacology <i>Cancer, Antibiotics, Endocrine</i>	52.5	3.5	52.5		
PT 101	Pharmacy Practice <i>Modular I, Cassette Filling, Reference Paper,</i>	52.5	2.0	11.5	41	
PT 102	Pharmacology <i>Respiratory, Urinary, Cardiovascular</i>	52.5	3.5	52.5		
PT 102	Pharmacy Practice <i>Pharmacy Law, Typing, Computer IV Order Entry, Unit Dose Profiling</i>	52.5	2.0	12.0	40.5	
PT 103	Pharmacology <i>Digestive, CNS I and CNS II</i>	52.5	3.5	52.5		
PT 103	Pharmacy Practice <i>Aseptic Techniques and I.V. Admixture Crash Cart, Safety of Hazardous Material (Open Book Test)</i>	52.5	2.0	13.5	39	
PT 104	Pharmacy Practice <i>Outpatient Prescriptions, Career Prep, Prepackaging, Trade and Generic Overall, Math Final</i>	105	4.0	18.0	87	
PT 105	Externship	300	6.0			300
Total		720	26.5	212.5	207.5	300

California State Board of Pharmacy Approved for Registration as a Pharmacy Technician

Requirement include:

- High School Diploma or GED
- Course Completion certification
- Finger Printing Process (*Live Scan clearance from DOJ and FBI*)
- Application and Fees submitted to **California State Board of Pharmacy**

COURSE DESCRIPTIONS

Pharmacy Technician

720 clock hours / 26.5 credit units

PT101 PHARMACOLOGY 101

52.5 Clock Hours / 3.5 Units

This course introduces the student to major types of antibiotics, antivirals, antiretrovirals, antifungals, corticosteroids, hormones, chemotherapy, vitamins, and herbs. Define therapeutic effects, side effects, and administration effects of drug classes. Students gain knowledge of classification, brand/trade and generic names of medications. Provides a brief history of pharmacology, explains role of pharmacist and pharmacy technician, introduces student to terminology related to drugs as well as legislation and drug testing approval.

PHARMACY PRACTICE 101

52.5 Clock Hours / 2 Units

This course introduces the student to drug uses and various subfields in pharmacy. Introduction to abbreviations and symbols in regards to prescriptions and medication orders. Distinguish to legend and OTC drugs. Identify reference materials, National Drug Code, multiple dosage forms and routes of administration. Students gain knowledge of proper cassette filling and patient profiling.

PT102 PHARMACOLOGY 102

52.5 Clock Hours / 3.5 Units

This course introduces the student to respiratory, urinary, and cardiovascular systems and their mechanism of action. Students are aware of the 5 patient rights, and able to recognize different dosage forms and routes of administration. Knowledge of the goals of asthma treatment, specific pulmonary diseases, and understand the differences in antihistamines, decongestants, antitussives, and expectorants.

PHARMACY PRACTICE 102

52.5 Clock Hours / 2 Units

This course introduces the student the skills necessary to interpret, transcribe, and maintain records of physician's medication orders. Designed to train students in the administration of supply, inventory, and data entry. Provides students with skills to input IV orders into the computer system and to distinguish among common law, statutory law, regulatory law, ethics and professional standards. Introduction of pharmaceutical mathematics including conversion of measurements within the metric system and interpreting and solving calculation problems.

PT 103 PHARMACOLOGY 103

52.5 Clock Hours / 3.5 Units

This course introduces the student to various aspects of the central nervous system, digestive system, topicals, ophthalmics and otics. Knowledge of classification, brand/trade and generic names of medications. Awareness of anesthetics and their uses. Knowledge of specific drugs and classes used to treat seizures, Parkinson's disorder, multiple sclerosis, attention-deficit disorder, and Alzheimer's disease.

PHARMACY PRACTICE 103

52.5 Clock Hours / 2 Units

Introduces the student to sterile products, hand washing techniques, safety techniques, and aseptic techniques in regards to parenteral compounding, and preparation of sterile products. Provides necessary skills of human relations in regards to telephone technique, customer service and advisement. Introduces the student to pharmaceutical percentage calculations and the skills to identify various units of measure, and converting temperatures.

PT 104 PHARMACY PRACTICE 104

105 Clock Hours / 4 Units

Provides the student with necessary skills to interpret, prepare, label, and maintain prescriptions in a community pharmacy, packaging and label operations as well as extemporaneous compounding. Exploration of the role, of pharmacy technicians in an institutional pharmacy with emphasis on the daily pharmacy operations. Introduces the student to the future and growth of the pharmacy field along with the tools to create a cover letter, resume, and successfully complete an interview.

PT105 EXTERNSHIP

300 Clock Hours / 6 Units

This 300 hour on-the-job training experience is a combined effort between the school and externship facility. Students are able to apply the knowledge acquired in the classroom to real life situations. Evaluations occur routinely to provide the student the opportunity to discover any apparent weakness while receiving support for the Instructor.

PHLEBOTOMY COURSES
CATALOG DESCRIPTION

- **DOT 079.364-022 Requirements** *are set forth by: Department of Health Services of California)*

20 Hours Advance Phlebotomy

20 Clock Hours / 1.3 Credit Hours/Units

This twenty-hour (20) program prepares the student for the National Certification Test. Advanced discussion of the role of the Phlebotomist, techniques, skills and equipment for the provision of safe and effective collection procedures: Profession, Legal and Ethical, Special Procedures,, Communication, Specimen Handling Quality Control and Quality Assurance, Testing and Test results. Arterial blood gas procurement, routine Venipunctures, and skin punctures, Student will learn proper vein selection, equipment and technique of blood draws. Technician safety in relationship with OSHA Guidelines and HIPPA. Regulations. Upon completion of this program graduates will receive certificate of completion.

<u>Course</u>	<u>Course Name</u>	<u>Clock Hours</u>	<u>Unit</u>	<u>Lec</u>	<u>Lab</u>	<u>Extern</u>
PHT-2	Phlebotomy Advance	20	1.3	20	0	0

Phlebotomy Technician CPT-1

100 Clock Hours / 4.5 Credit Hour Units

This one hundred hour (100) program prepares the student for employment in a clinical/medical and laboratory setting of a health facility. Introduction to the role of Phlebotomy including: Technician Safety and OSHA Guidelines. Course will also cover Anatomy and Physiology, the Circulatory system and Infection control. Patient identification and specimen collection included the equipment and common Laboratory test. Student will learn proper vein selection, equipment and technique of blood draws. Advance discussion and clinical practice preparing the student for National Certification and Job readiness. Upon completion of this program graduates will receive certificate of completion, and qualify to sit for National Testing and Certification with Department of Health Services of California.

<u>MODULAR</u>	<u>Course Name</u>	<u>Clock Hours</u>	<u>Unit</u>	<u>Lec</u>	<u>Lab</u>	<u>Extern</u>
<i>MODULAR I</i>						
PHT-1	Phlebotomy Basic	20	1.3	20	0	0
PHT-2	Phlebotomy Advance-20	20	1.3	20	0	0
PHT1-C	Phlebotomy Clinical <i>Clinical procedures and practice</i>	20	1	05	15	0
PHT-E	Externship	40	1	0	0	40
Total		100	4.5	45	15	40

CP CAREER PREPARATION

The student may attend career preparation workshop or courses offered at the campus: Including but not limited to job search, interview techniques, application completion and resume writing will be discussed and demonstrated. Each student will create and format their resume, complete an application, mock interview.

Phlebotomy courses in preparation for certification by California Department of Lab Services. **Qualifications are set forth by: the Department of Health Services of California (Laboratory Field services Branch).** HSTI does not guarantee applicant meet certification requirements.

- Requirement include but not limited to:
 - High School Diploma or GED
 - 20 hour Basic Phlebotomy and/or 20 hour Advance
 - Practical documented performance on patients 50 venipuncture 10 capillary
 - Certificate of National Testing

Application and Fees to **the Department of Health Services of California (Laboratory Field services Branch).**

MEDICAL BILLING & CODING

240 Clock Hours / 11 Credit Hours

DOT 214.362-042 Medical Billing clerk
 DOT 214.482-018 Medical Insurance
 DOT 079.362-010 Medical Assistant (Front Office)
 DOT 201.362-014 Medical Secretary
 DOT 079.362-014 Medical Record Tech.

This **two hundred & forty hour (240)** program will prepare students who aim to find an administrative job in the health care industry. The student with the skills needed for medical billing and collecting procedures, including medical coding. Emphasis on: Insurance basics, reimbursement, plans and payers. Claims processing patient information, charges and payment methods, compliance and regulations. Coding Linkage and Compliance, ICD-9-CM coding and reimbursement, terminology of (CPT), Health Claims Examining, forms and procedures. Medisoft software programs, and 10-key operations.

MODULAR	Course Name	Clock Hours	Unit	Lec	Lab
MBC 101	Medical Terminology & Anatomy	24	1.5	24	0
MIB 102	Health Insurance & Insurance Programs	24	1.0	12	12
MIB 103	Managed Care and Special Plans	12	.5	6	6
MBC 104	Intro to Medical Billing	36	1.5	12	24
MBC 105	Human Relations	12	.5	12	0
MBC 106	Diagnostic & Procedural Coding	48	2.5	24	24
MBC 107	Medical Law & Ethics of the professional	32	1.5	16	16
MCB 108	Delinquent & Collections	24	1.0	12	12
MCB 109	Computer Skills	28	1.0	10	18
Total		240	11	128	112

HEALTHSTAFF TRAINING INSTITUTE

COURSE DESCRIPTIONS

Medical Billing & Coding

240 clock hours / 11 Credit Units

MBC 101 MEDICAL TERMINOLOGY & ANATOMY

24 Clock hours / 1.5 Credit Units

Students will be provided with an overview of anatomy and physiology. Subjects covered will include body planes and cavities, directional terms, abdominal regions and an introduction to medical terminology. Word roots, combining forms, suffixes and prefixes will be introduced and examined. Flash cards are utilized to allow the student to identify the different parts of medical terms

MIB 102 HEALTH INSURANCE & INSURANCE PROGRAMS

24 Clock hours / 1 Credit Unit

Student will be provided clarification of the different health insurance programs. Medicare and Medicaid who is eligible. Identify the patient, Workers Compensation, Disability and benefit programs will be discussed. Understanding the difference between compulsory and elective laws related. Private, and company insurance plans will be covered including co-pays, authorization, and billing procedures, and. Procedures for completing sample forms

MIB103 MANAGED CARE & SPECIAL PLANS

12 Clock hours / .5 Credit Unit

Class will cover the Health Maintenance Organization Act of 1973, and the American Health Security Act of 1993. CHAMPUS and CHAMPVA. Student will define a prepaid health plan, and identify types of prepaid health plans.

MBC 104 INTRO TO MEDICAL BILLING

36 Clock hours / 1.5 Credit Units

Student will utilize MediSoft software program and text to manage patient accounts. Entering Patient information, working with cases, charges, and transactions, payments and adjustments. Understanding of insurance providers, HCFA claims and forms.

MBC 105 HUMAN RELATIONS

12 Clock hours / .5 Credit Units

Basic study of relations and communication. Students will learn about attitudes, patient communication techniques, relating to co-workers and employers and problem solving.

MBC 106 DIAGNOSTIC CODING

48 Clock hours / 2.5 Credit Units

Student will learn coding procedures and terminology. Methods of payment, and documentation. Understanding of how to use CPT and RVS coding systems. Coding of Disease will be covered or diagnostic coding and physicians fee profile. ICD-9-CM will be use in the class.

MBC 107 MEDICAL LAW & ETHICS OF THE PROFESSIONAL

32 Clock hours / 1.5 Credit Units

Understanding the protocols of medical practice and systems (the business structure of medical practices). Covering delivery of medical care, fee for service, managed care, preventive care and public health. (OSHA) regulations, the Medical Assistant's responsibilities and conduct, professional liability, Medical Law and Ethics and an overview of the medical environment, to include specialties and different types of medical practices, will be discussed. Skills required for success and a brief history of medicine will be addressed.

MCB 108 DELINGUENT & COLLECTIONS

24 Clock hours / 1 Credit Unit

Will learn procedures and techniques required for tracing delinquent claims and insurance problem solving. Office and Insurance collection strategies, communicating fees, credit arrangements, file review and appeals process.

MCB 109 COMPUTER SKILLS

28 Clock hours / 1 Credit Unit

Skills can be utilized in specialized and general office settings. Review and assist with each students technical skills and knowledge necessary to demonstrate productivity and efficiency with Microsoft Word, Excel, and 10-Key.

COMPUTERIZED OFFICE & ACCOUNTING

CATALOG DESCRIPTION

360 Clock Hours / 16 Credits Hours Units

DOT 169.167-010	Administrative Assistant
DOT 239.567-010	Front Office Assistant
DOT 352.667-010	Receptionist
DOT 213.362-010	Computer Operator
DOT 203.582-054	Data Entry
DOT 216.482-010	Accounting Clerk
DOT 215.382-014	Payroll Clerk
DOT 210.382-014	Bookkeeper

This **three hundred-sixty hour (360)** program prepares the student for entry-level employment in administrative positions and office environments. These skills can be utilized in specialized and general office settings. This program allows the student to obtain the technical skills and knowledge necessary to utilize computer software applications efficiently. Programs included but not limited to: Windows XP, Word, Excel, Access, PowerPoint, QuickBooks pro, and Internet operations.

Upon successful completion of this program, graduates will receive a certification of completion, and eligible to sit for a certification if the desire.

Course	Course Name	Clock Hours	Unit	Lec	Lab
<i>Modular I</i>					
ITK	Introduction to Keyboarding	12	.5	6	6
BOS1	Business Office Skills	36	2	16	20
<i>Modular II</i>					
COA 1	Microsoft Word	48	2	20	28
COA 2	Microsoft Excel	48	2	20	28
COA 3	Microsoft PowerPoint	24	1.5	6	18
COA 4	Microsoft Access	48	2	24	24
COA 5	Microsoft Outlook	48	2	12	36
QBPI	QuickBooks Pro	48	2	12	36
<i>Modular III</i>					
COA 6	Microsoft Office Integration	24	1	12	12
PWI	PC Windows, & Internet	12	.5	6	6
RSD	Resume and Job Skills Development	12	.5	6	6
Total		360	16	140	220

COURSE DESCRIPTIONS

Computerized Office & Accounting

360 Clock Hours / 15.5 Credit Units

ITK INTRODUCTION TO KEYBOARDING 12 Clock Hours / .5 Units

A review of keyboard, split keyboard, proper positioning, function of keys, 10 key pad. Students will build basic typing skills, work on speed and accuracy. Create own text utilizing keyboard functions.

BGS 1 BUSINESS OFFICE SKILLS 36 Clock Hours/ 2 Units

This course reviews many of the basic skills needed in today's offices such as telephone and organizational skills, filing, Business English and letter writing, an overview of business office machines and their usage terminology, and other topics needed to properly prepare an individual to work in a modern office setting.

COA 1 MICROSOFT WORD 48 Clock Hours / 2 Units

As the student progresses through all levels, the following topics will be taught and mastered: Navigating a document, editing, formatting, tabs and tables, page appearance, style and templates, merging, macros, newspaper columns, internet basics, advanced styles, topics and task outlines, as well as sharing documents.

COA 2 MICROSOFT EXCEL 48 Clock Hours / 2 Units

Beginning a presentation, drawing tools, Clip Art and Word/Art, organization charts and Microsoft Graph, templates and slide master, slide shows, output, and presentation options and guidelines, creating a custom template, working with graphic objects, importing and embedding objects, advanced drawing techniques, animation and multimedia, and working with meeting notes.

COA 3 MICROSOFT POWERPOINT 24 Clock Hours / 1.5 Units

Beginning a presentation, drawing tools, Clip Art and Word/Art, organization charts and Microsoft Graph, templates and slide master, slide shows, output, and presentation options and guidelines, creating a custom template, working with graphic objects, importing and embedding objects, advanced drawing techniques, animation and multimedia, and working with meeting notes.

COA 4 MICROSOFT ACCESS 48 Clock Hours / 2 Units

Creating and working with tables, using and designing select queries. Techniques of table design. Enhanced form design, sub-form design, customizing reports, designing parameter and action queries, outer join and cross tab query techniques, design enhancements, using command buttons and macros with forms, using macros to provide user interaction and automate tasks, advanced report techniques, and an introduction to the Internet

COA 5 MICROSOFT OUTLOOK 48 Clock Hours / 2 Units

Introduction to mail and other mail techniques, working with appointments and events, working with contacts, managing tasks, advanced mail topics, arranging and viewing mail messages, using folders, scheduling and managing meetings, using templates and forms and customizing the Outlook Bar, working with contacts, and the Outlook Journal.

QBPI QUICKBOOKS PRO 48 Clock Hours / 2 Units

QuickBooks procedures related to record keeping and accounting Managing revenue, and expenses. Create invoices, record account receivables and payable. Write checks and make deposits. Period ending procedures of general journal entry. Inventory processing and sales. Company set up and customizing accounts.

COA 6 MICROSOFT OFFICE INTEGRATION 24 Clock Hours / 1 Unit

An introduction to the Microsoft Office Shortcut Bar and Office Assistant, how to use the shortcut bar to work with documents, copying and linking data, embedding objects, shared Microsoft Office tools and features, special PowerPoint integration features, using the Office Builder, using Outlook, and customizing the Shortcut Bar.

PWI WINDOWS & INTERNET 24 Clock Hours / 1 Unit

The goal of this course is to provide students with the knowledge and skills necessary to plan and maintain a windows environment, windows, and internet terminology. Emphasis is placed on World Wide Web (www) emerging Internet services, addressing, scheme, internet connectivity and band with issues.

RSD RESUME AND JOB SKILLS DEVELOPMENT 24 Clock Hours / 1 Unit

An overview of the process and development of resumes and job skills. Resumes will be developed and reviewed. Job interview skills will be reviewed and refined

HealthStaff Training Institute Inc.

Providing Career Education since 1986

Campus Location

1505 E. 17 St. Suite #122

Santa Ana, California 92705

714) 543-9828

Contact Person: _____

Program of Interest: _____

Notes:
