



2014 General Catalog

June 01, 2014 to May 31, 2015

Online & Correspondence Courses

Main Campus
28671 Calle Cortez, Suite F
Temecula, Ca. 92590
Phone: (951) 694-4784
Fax: (951) 694-4785

Non-main Campus
1970 Old Tustin, Suite C
Santa Ana, Ca. 92705
Phone: (714) 543-9828
Fax: (714) 543-9835

www.healthstafftraining.com

Campus Business Hours

Temecula Corporate Campus

10:00 a.m.-5:00p.m. Monday-Thursday
By Appointment – Friday

Santa Ana (Non-main Campus)

9:00 a.m.-3:00p.m. Tuesday-Thursday
By Appointment – Friday

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HEALTHSTAFF TRAINING INSTITUTE, Inc. (HSTi)
(A CALIFORNIA CORPORATION)

GENERAL CATALOG

HealthStaff Training Institute is a private institute with the main campus located at **28671 Calle Cortez, Suite F, Temecula, California 92590**, and a non-main campus at **1970 Old Tustin Ave., Suite C, Santa Ana, California 92705**. HealthStaff Training Institute is a non-accredited school but both campuses have been granted institutional "Approval to Operate" by the Bureau for Private Postsecondary Education. The Bureau's granting of Approval to Operate means that this institution and its operations comply with the state standards established under the law for occupational instruction by private postsecondary educational institutions.

HealthStaff Training Institute programs are not accredited by an accrediting agency recognized by the United States Department of Education. HealthStaff Training Institute offers the following programs/courses: Clinical & Administrative Clinical Medical Assistant (Front/Back Office), Administrative Medical Assistant (Front Office), Clinical Medical Assistant (Back Office), Computerized Office & Accounting, Drug and Alcohol Counseling, and Pharmacy Technician. Classes are both in residence and Correspondence education. The occupancy level provides a small classroom environment that allows for more one-on-one time between the student and instructor. The time spent between the student and instructor promotes for better quality learning. HealthStaff Training Institute's hybrid courses combine traditional, face-to-face classroom/lab instruction with an online learning component. Some are blended but not all. Online chat rooms and threaded discussions provide opportunities for exciting and productive instructor-students interaction, as well as the opportunity to connect with faculty members for help and guidance.

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 all training program at HealthStaff Training Institute.

Prospective enrollees are encouraged to visit the physical facilities of the school to discuss personal educational and occupational plans with school personnel prior to enrolling or signing an enrollment agreement.

All information in this school catalog is current and correct.

Certified by Judee R. Tompkins - Chief Executive Officer/President

Our History

Healthstaff Training Institute (HSTi) began in September 1986 when the training department of Pharmacy Enterprises, Inc. (PEI), a pharmacy management company formed an education division. When the anticipated expansion of HSTi exceeded the scope of Pharmacy Enterprises, the institute became a privately owned entity, keeping and carrying on the name of HealthStaff Training Institute. Since 1986, we have grown to offer solid allied healthcare programs and was one of the first vocational schools in Southern California to get approval from the then Bureau of Private Postsecondary Vocational Education (BPPVE), which is now known as Bureau of Private Postsecondary Education (BPPE). Our school continues to evolve as one of the primary providers of allied healthcare vocational training helping to fill the needs of the healthcare industry and those who are interested in receiving good, solid training and education. Every day we carry forward the mission to train and educate motivated and focused individuals into becoming efficient & capable allied healthcare or business professionals.

Mission Statement

rv10/14

The mission of HealthStaff Training Institute is to provide quality entry-level and retraining in vocational educational programs that are sound in concept and design and geared to serve those seeking solid foundations in the allied health and general business industries.

This mission is accomplished by imparting knowledge and skills needed for successful entry into many distinct employment opportunities available in the greater Temecula and Orange County labor market. Courses are designed to recognize the worth and dignity of all peoples and to be generally pertinent within the diversity of cultural and ethnic backgrounds represented in our student population. Instructors are selected primarily because of their achievements and professional experience within the vocation they teach, plus their ability to motivate and help the students develop to their greatest potential by providing training created in response to community needs.

Objectives

rv10/14

It is HealthStaff's objective 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 to become an asset to the employer. The programs offered at HealthStaff Training Institute have *three major objectives*:

1. to provide the student with the knowledge and the skills necessary for entry or promotion into the career of his/her choice;
2. to provide the student with an on-site practical experience;
3. to develop a confident and positive attitude in each student that is necessary for success.

HealthStaff is also committed to provide the student with a current industry based curriculum emphasizing practical techniques while conducting business in an ethical and professional atmosphere, and embracing the fact that each student has worthwhile aspirations and a valuable contribution to make to the community.

Bankruptcy Statement

HealthStaff Training Institute 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 NO petition in bankruptcy filed against us within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Description of Facility

HSTi main campus is located at **28671 Calle Cortez, Suite F, Temecula, CA 92590**. The campus is housed in an air-conditioned professional office building in the heart of Temecula, right off the 15 freeway. There are two (2) administrative offices, one (1) lecture classroom, one (1) computer lab, and a student lounge. The school consists of approximately 2,000 square feet with the occupancy capability of 15-20 students.

HSTi non-main campus is located at **1970 Old Tustin Ave, Suite C; Santa Ana, CA 92705**. 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 is one (1) administrative office and (1) computer lab (3) classrooms which include: student computer and medical and pharmacy laboratories with teaching equipment sufficient to meet educational needs. The school consists of approximately 2,000 square feet with the occupancy capability of 15-20 students.

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

Blended Learning Classrooms

HSTi hybrid courses combine traditional or face-to-face classroom instruction with an online learning environment. Online chat rooms and threaded discussions provide opportunities for exciting and productive class interaction, as well as the opportunity to connect with faculty members for help and guidance. Chat rooms are open for discussion with peers at any time or with instructors during office hours. Each blended course also engages students with interactive learning exercises and animated activities while providing an audio visual advantage. Effective online learning requires more than simple text on a screen. Students are able to see and hear each lesson from any computer with access to the Internet.

For all of our hybrid programs, results of the test taken are return to the student on the same day or the following day at the latest. Responses/comments to the lessons or projects submitted are sent back to the students either on the same day or on the day third business day at the latest.

Equipment:

HSTi classroom are supplied with a Laboratory work area and Lecture room equipped with the following:

- Pharmacy Technician:
Anatomical Charts/Models Laminar-Flow Workbench ,Mortars and Pestle, crash carts, Pharmacological References, Triple beam and electronic balances, Ointment slabs, mortal pestle
- Medical Assistant:
Personal Computers, Centrifuge, Electrocardiograph Machines, Examination Tables, Mayo Stands, Microscopes, Sphygmomanometers, Stethoscopes, Surgical Instruments, Training Mannequins, Audiometer Scales, Thermometers/electronic Nebulizer, Wheelchair/crutches/walker, vein puncture arm, vein dots, and derriere for injections.
- Computerized Office and Accounting: Personalized lap top, and printing capability. All required software and operating programs.

Faculty and Staff

Judee R. Tompkins

Chief Executive Officer
& Facility Director

Lito Cabrera – Chief Academic Officer
& Chief Operations Officer

Kelvin Hongshin - IT Director

Anita Fellabaum - Registrar/Records

Raquel Villacarlos – Administrative Assistant

Gena Cerami – Placement Coordinator

Douglas Satkofsky, BA, MA – Drug & Alcohol Counseling Instructor

California Association of Alcoholism and Drug Abuse Counselor (CAADAC, CCJP, ICCJP), CBEST, CSET, and AADE certified

Peggy Stedman, CPT - Pharmacy Technician Instructor

California State Licensed Pharmacy Technician, Nationally Certified with PTCB

Teresa Labonte, CMA - Medical Assistant Instructor

Certified Medical Assistant, Surgical Technician, Phlebotomist

Jack Fitzgerald, BA, MA - Computerized Office and Accounting Instructor

ADMISSION REQUIREMENTS AND PROCEDURES

All students are required to visit the HealthStaff facility prior to enrollment to gain a better understanding of the programs offered by the college and to view the facilities and equipment. If the student is correspondence or online only student, they are required to log in with a HealthStaff member to orientate through the online classroom and website. HealthStaff is not equipped to admit students from other countries. **All courses are offered in English only.**

Applicants must be a high school graduate or its equivalent and required to submit:

1. A signed attestation affirming high school graduation or the equivalent. **(OR)**
2. A copy of high school diploma, GED or official transcript.
3. All students are required to take and pass the Wonderlic T71 entrance examination.
(*Entrance examination published by ACT. HSTi utilizes minimum passing score recommended by publisher.*) www.act.org
 - All students must possess the minimum of 6th grade English proficiency.

<u>Wonderlic</u>	<u>Minimum Passing Score</u>
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- Entrance test scores are valid for one year.
- HSTi will provide admission testing in English.
- All applicants are required to complete an enrollment application and engage in a personal interview with the Admissions staff/personnel.
- 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.

Credit For Previous Training

HealthStaff may accept credit for previous training, provided that a 2.0 GPA or above was awarded to student. HealthStaff 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 prior to enrollment will not be accepted. Transfer credits from HSTi to other institutions are regulated by the rules governing those institutions. Official transcripts and documentation of previous experience must be received and reviewed prior to enrollment. The school reserves the right to accept or reject any and all previous credit and/or experience. The student must pass a challenged written exam and, when appropriate a practical exam as well, and provide documentation showing that the student has current experience in the field. If credit is granted, a tuition adjustment will be made on the Enrollment Agreement indicating the cost of credit approved. Applies to veteran students, also refer to the "Notice to Veteran Students" section in the catalog.

Notice concerning transferability of credits and credentials earned at our institution:

The transferability of credits you earn at HealthStaff Training Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the (Educational Program) _____ is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending HealthStaff Training Institute to determine if your certificate will transfer.

HealthStaff Training Institute has not entered into and articulations or transfer agreement with any other college or university.

Non-Discrimination and Disability Statement

HealthStaff 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, American Disabilities Act 1990, and Section 504, Rehabilitation Act of 1973. This policy of non-discrimination applies to all students, employees, and applicants for admission and employment and to all participants in institutionally sponsored activities.

STUDENT SERVICES**Housing -**

The availability of housing located reasonably near the institution's facilities and an estimation of the approximate cost or range of cost of the housing

- **HealthStaff does not maintain any dormitory facilities and assumes no responsibility to find or assist a student in finding housing.**

Monthly rental places for 1+ bedroom within 5-10 mile radius of the Temecula Campus (main) averages in the low \$700 to \$1100, while for the Santa Ana Campus (satellite), the average is in the low \$1000 to \$1400.

- **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.
Students are able to contact administrative officials and staff for local services.
- **Academic Advising** – Instructors and faculty are available to the student at any time, at any day. The student is able to get tutoring, guidance, and support through their educational path.

LIBRARY/LEARNING RESOURCES/REFERENCE MATERIALS

HealthStaff maintains a number of reference materials including textbooks, magazines, and other industry-related publications, as well as, a list of websites and information systems. It is available to students either on campus or home use. HealthStaff does not have an in house library but is able to direct students to local libraries around the surrounding community.

Temecula Public Library
30600 Pauba Rd, Temecula
(951) 693-8900

Santa Ana Public Library
20 Civic Center Plaza, Santa Ana
(714) 647-5250

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.

Student Rights / Grievance / Complaint Procedures

Students who have concerns or complaints with the school or its employees must bring them to the attention of their instructor or any directors present on campus. An official complaint must be in writing. If the concern or complaint is not resolved within a reasonable time (2-3 days), the concern or complaint will be brought to the attention of the school campus director, Mr. Lito Cabrera (Santa Ana Campus) and/or Ms. Judee Tompkins (Temecula, Main Campus).

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 Toll-Free or by completing a complaint form, which can be obtained on the Bureau's internet website www.bppe.ca.gov.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818 Telephone and Fax #'s (888) 370-7589 or (916) 431-6959 or by fax (916) 263-1897.

Student Conduct

Students must adhere to the standards set by HSTi. Professionalism and respect for others are practiced here at HSTi. Failure to comply will lead to suspension or to other disciplinary actions (dismissal from the institute). 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 other students, the classroom presentation by the instructor or the progress of the class in general.

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 practice.

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 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. Transcripts are kept permanently.

Job Placement Assistance

HealthStaff offers assistance to graduates in career planning and job placement life time. Career 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.

- **Pharmacy Technicians** must be registered with the California State Board of Pharmacy to obtain a Pharmacy Technician's license. **The registration process includes Live Scan finger printing, which is electronically transmitted to the Department of Justice and Federal Bureau of Investigation for completion of a criminal record check. The California State Board of Pharmacy will likely deny your registration if you have a felony conviction.*
- **Drug & Alcohol Counseling** employers are required, by 2012, to have 66% of their staff approved by the California Foundation for Advancement of Addiction Professionals. **Certain employers may require a background check.*

Calendar

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

- | | |
|------------------------------------|-----------------------------------|
| • Presidents Day | February 17, 2014 |
| • Memorial Day | May 26, 2014 |
| • Independence Day | July 4th, 2014 |
| • Labor Day | September, 1st, 2014 |
| • Thanksgiving Day (and day after) | November 27th & 28th, 2014 |
| • Holiday Break | December 24th - January 1st, 2015 |
| • New Year's Day | January 1st, 2015 |

Semester Hour System Unit

HealthStaff has adopted the semester credit 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 credit unit is based on the following:

- 1 semester credit unit...15 hours of classroom instruction/lecture
- 1 semester credit unit...30 hours of supervised laboratory/practical instruction
- 1 semester credit unit...45 hours of supervised externship at an approved facility

A clock hour is defined as a period of 60 minutes with a minimum of fifty minutes of classroom instruction, laboratory, or other academic related work.

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 consecutive days of absences the student will be counseled and/or placed on probation.
- 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.

Online/Correspondence Students

It is a requirement that students must have access to a computer with webcam/microphone ability. Each modular is presented with lessons, assignments, handouts, and modular testing. Instructor will review educational activity on a weekly basis. This will include: message board, live classroom, and chat room forum with instructor and fellow classmates. Instructor is available during regular business hours for telephone communication. Student may Skype in to live classroom at any time. HealthStaff Training Institute student receive full access to course curriculum, however please follow your instructors lead. Students will be emailed progress reports, educational suggestions, and mid-point status. Student lessons or projects submitted to instructors will be returned to the student within three (3) days with the instructor's response and evaluations.

Leave of Absence Policy

Students may request a Leave of Absence (LOA) in an event of serious illness, death in the family, or any mitigating or emergency circumstances. A written request explaining the circumstances, length (number of days) of the LOA and any documentation to support the LOA must be submitted for review and must be approved by the Campus Director.

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 BPPE rule set by the Department of Education maximum of 180 days.

Students who fail to return to class as scheduled following a LOA will be terminated from the program and the college will invoke the Cancellation/Refund Policy.

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 within five school days, that Incomplete will be converted to an "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 at time of completion. A fee of \$10.00 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 (Military) 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 Department of Veteran Affairs nationwide toll-free number at (800) 827-1000; Education Services 888-442-4511

Monitoring of Progress

Progress reports are reviewed on the 5th 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, Warning and Dismissal

Students who fail to comply with the standard of attendance or satisfactory academic progress will be placed on probation and given written notification/warning 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/or 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/ warning status.

If after the thirty (30) days probation period the student continues to fall below the specified requirements of satisfactory academic progress, the student will then be dismissed from the program.

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

Grading System

Any assignment not submitted timely or any test missed will be marked as an, “incomplete.” Students are allowed one (1) week to make up a missed test or an incomplete assignment – it must be turned in to the instructor to be approved. If the student does not submit the assignment or complete a test that the student has missed within a week, a grade of an “F” will be submitted automatically.

The grading system is as follows:

Grade	GPA	Interpretation
A (90-100)	4.0	Excellent
B (80-89)	3.0	Above Average
C (70-79)	2.0	Average
F (0-69)	0.0	Fail
I	0.0	Incomplete
L		Leave of absence
T (Transfer Credit)		Credit
W		Withdrawal

Academic Reinstatement

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

Appeal Process

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 President. 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 Academic 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, acceptable performance of pertinent skills, and not to exceed Maximum Time Frame or 150% of normal program length.
- Achieving the minimum number of semester credits
- Meeting standards specified on probation agreement
- Meeting the specified conditions for incomplete, withdrawals, or probation status
- Tutoring is available upon student request and scheduling 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. 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 value. Students are expected to be the sole authors of their work. Examples of dishonesty or unethical behavior:

- Copying and pasting text from online 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 150% times the normal duration of time required to complete the program). A Leave of Absence is not counted in the maximum time frame. **A student who exceeds the maximum time frame prior to completion of the program "will be dropped" from the program.*

Graduation Requirements

To graduate, students are required to complete a prescribed course of study with a cumulative grade point average (CGPA) of 2.0 (C) and the required clinical externship hours with satisfactory evaluation or assessment, and within the maximum time frame and discharge all financial obligations to the school. Students completing these requirements will receive a certificate in his/her program of study.

Students Right to Cancel / Withdrawal and Dismissal

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment - whichever is later.

The student may cancel the contract from the school without any penalty or obligations. Notice of cancellation or withdrawal must be in writing. Read the Notice of Cancellation form for an explanation of the student's cancellation rights and responsibilities. If the student has lost the Notice of Cancellation form, ask the school for a sample copy.

A student, who cancels within 3 business days of signing an enrollment agreement, is allowed a full refund of all monies paid. Subsequent to this 3-days cancellation period, an applicant requesting cancellation prior to the start of class is entitled to a refund of all monies paid less a registration fee of 10% of the contract price or \$100 whichever is less.

After the end of the cancellation period, the student also has the right to withdraw from the school at any time, and has the right to receive a refund for the part of the course not taken. Withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. 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 school. The student's refund rights are described in the contract. If the student has lost the 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 Education at the address and phone number printed below for more information.

Determination of Official Withdrawal from School

A student's official withdrawal date is determined by the date the student submitted notification to withdraw to a school director, the date the student was expelled or dismissed from school, or the earlier of the scheduled return from leave of absence or the date the student notifies the school that he/she is not returning.

Refund Policy

HSTI refund policy for the return for unearned institutional charges is as follows: **If the student cancels an enrollment agreement or withdraws during a period of attendance the refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro-rata refund.** Any money due to the applicant or student shall be refunded within forty five (45) days of formal cancellation by the student. Students who are terminated by the school shall receive a refund within forty five (45) 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 forty five (45) days, after the expected date of return.

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 registration fee.

Example: *If a student pays \$6025.00 for tuition (\$5775.00 for tuition fee + 250.00 non-refundable registration fee) in advance for a 720 hour course and withdraws after 200 hours, the tuition refund would be \$4170.83.*

$$520/720 \times 5775 = 4170.83$$

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

Rights & Responsibilities of Loan/Financial Assistance Recipients

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

Student Tuition Recovery Fund

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

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

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

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

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

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

1. The school closed before the course of instruction was completed.

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

Tuition & Fees

CLINICAL & ADMINISTRATIVE MEDICAL ASST.

Tuition	\$7260.00
Registration	250.00
Books	200.00
Supplies/Uniform	110.00
STRF – Non-Refunable	4.00
Total Program Cost	\$7824.00

CLINICAL MEDICAL ASSISTANT

Tuition	\$ 5900.00
Registration	250.00
Books	200.00
Supplies/Uniform	110.00
STRF – Non-Refunable	3.00
Total Program Cost	\$6463.00

ADMINISTATIVE MEDICAL ASSISTANT

Tuition	\$5760.00
Registration	250.00
Books	200.00
Uniform	85.00
STRF – Non-Refunable	3.00
Total Program Cost	\$6298.00

COMPUTERIZED OFFICE & ACCOUNTING

Tuition	\$4875.00
Registration	250.00
Books	375.00
Supplies/Testing	not included
STRF – Non-Refunable	2.50
Total Program Cost	\$5502.50

DRUG & ALCOHOL COUNSELING

Tuition	\$7575.00
Registration	250.00
Books	300.00
STRF – Non-Refunable	4.00
Total Program Cost	\$8129.00

PHARMACY TECHNICIAN

Tuition	\$7183.00
Registration	250.00
Books	391.00
Uniform	30.00
STRF – Non-Refunable	3.50
Total Program Cost	\$7857.50

California State Board of Pharmacy application includes but not limited to:

Photo, fingerprint, H.S. transcript, Self Quarry (actions regarding medical field negative actions) and California application fee.

California State Board of Pharmacy does not refund money.

Please inquire with the Administration office staff members with any questions or direction for specified questions regarding California State Board of Pharmacy

HSTi recommends for all Drug and Alcohol Counseling students to gain membership within Industry related organization. Fees are not covered by HSTi.

Additional Expenses Not Paid by HSTI

- ◆ Online programs Memberships, Registration, Applications for governing agencies.

- Physical Examination
- TB Test/ Chest X-ray (*if TB test is positive*)
- HBV Series and/or HBV Titer
- Additional Testing and/or National Certification

- HSTi is approved by the California Veterans state approving agency to enroll veterans and other eligible persons.
- HSTi policy states "Registration fees for Veterans" are \$10.00.
- HSTi does not participate in Federal Title IV funding of Pell Grants or student loans (Sub or Unsubsidized).
- **Total Program Cost above indicates:** Total cost of program, the schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.

Methods of Payments

HealthStaff participates in the following sponsored programs to assist the student with the financial investment in their education. HSTi does not participate in federal and state financial aid programs.

- Visa, Master Card, Private Payment Arrangements
- Private Banking Lending Agencies, TFC Loans

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 assist in filling out the appropriate forms.

Externship (Practical Training) Assignment

Externship 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 must be completed prior to placement in an externship facility
- Any student removed 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/Instructor will visit each training site on a regular basis

Externship Attendance

The externship facility will place the same demands on the student that are placed on their paid employees. HSTi attendance policy applies (see attendance). Students are encouraged to participate in their externship training on a full-time basis (20-40 hours per week).

Students in the **Medical Assistant** programs must complete the required number of externship hours at least four (4) months from the date they begin their externship. **Pharmacy Technician** students must complete their externship requirements at least six (6) months from the date they begin their externship. **Drug and Alcohol Counseling** students must complete the entire required hours (255) to be recognized by CAADAC, registration or testing must be completed within twelve (12) months of externship.

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 time-sheets 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 time sheets 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 the following:

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

CLINICAL & ADMINISTRATIVE MEDICAL ASSISTANT

In-class / On-line / Correspondence
(FRONT AND BACK OFFICE)

Course Description

930 Clock Hours / 42.0 Credit Hours

This nine hundred-thirty hour (930), 36 weeks program prepares the student for entry level employment in a clinical/administrative setting of a health care 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, and 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, certification in BLS and AED, and will be eligible to sit for certification upon completion of required employment.

COURSE	COURSE NAME	CLOCK HOURS	UNIT	LECTURE	LAB	EXTERN
AMA 100	<i>Introduction to Front Office</i>	50	2.0	15	35	
AMA 101	<i>Introduction to Health Insurance</i>	60	3.0	35	25	
AMA 102	<i>Introduction to Business Procedure</i>	50	2.5	35	15	
AMA 103	<i>Human Relations</i>	50	2.5	35	15	
AMA 104	<i>Medical Law & Ethics</i>	50	2.5	35	15	
AMA 105	<i>Medical Terms & Abbreviations</i>	50	3.0	50	0	
AMA 106	<i>Patient Billing & Collection / Financial Management</i>	50	2.5	35	15	
CMA 100	<i>Clinical Theory</i>	50	2.5	35	15	
CMA 102	<i>Clinical Assisting I</i>	50	2.5	30	20	
CMA 103	<i>Clinical Assisting II</i>	60	3.0	30	30	
CLA 101	<i>Laboratory Procedure I</i>	50	2.5	25	25	
CLA 102	<i>Laboratory Procedure II</i>	50	2.5	25	25	
EKG 101	<i>Electrocardiography & Basic Life Support</i>	50	2.5	35	15	
CMA 105	<i>Pharmacology, Drug Administration, Dosage Calculations, Diagnostic & Procedural Coding</i>	60	3.0	30	30	
CMA 104	<i>Career Preparation</i>	40	2.0	20	20	
CMA 106	<i>Externship</i>	160	3.5			160
TOTAL		930	42.0*	470*	300*	160

*Clinical Medical Terminology is taught continuously throughout the course

ADMINISTRATIVE MEDICAL ASSISTANT (AMA)

In-class / On-line / Correspondence

(FRONT OFFICE)**Course Description**

600 Clock Hours / 25.5 Credit Hours

This six hundred hour (600), 25 weeks 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, insurance billing, and secretarial/business skills for a medical office. Basic computer operations, administration of front office medical procedures, insurance forms, and 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 certification in BLS and AED and a certificate of completion.

Course	Course Name	Clock Hours	Unit	Lecture	Lab	Extern
AMA 100	<i>Introduction to Front Officer</i>	50	2.0	15	35	
AMA 101	<i>Introduction to Health Insurance</i>	60	3.0	35	25	
AMA 102	<i>Introduction to Business Procedures</i>	50	2.5	35	15	
AMA 103	<i>Human Relations</i>	50	2.5	35	15	
AMA 104	<i>Medical Law & Ethics</i>	50	2.5	35	15	
AMA 105	<i>Medical Terms & Abbreviations</i>	50	3.0	50	0	
AMA 106	<i>Patient Billing & Collection / Financial Management</i>	50	2.5	35	15	
AMA 107	<i>Basic Safety & Infection Control, Emergency Preparedness, Nutrition & Health</i>	50	2.5	35	15	
CMA 101	<i>Career Preparation</i>	30	1.5	15	15	
CMA 106	<i>Externship</i>	160	3.5			160
TOTAL		600	25.5*	290*	150*	160

CLINICAL MEDICAL ASSISTANT (CMA)

In-class / On-line / Correspondence

(BACK OFFICE)**Course Description**

600 Clock Hours / 25.5 Credit Hours

This six hundred hour (600), 25 weeks 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 certification in BLS and AED and a certificate of completion.

Course	Course Name	Clock Hours	Unit	Lecture	Lab	Extern
CMA 100	<i>Clinical Theory</i>	50	2.5	35	15	
CMA 102	<i>Clinical Assisting I</i>	50	2.5	30	20	
CMA 103	<i>Clinical Assisting II</i>	60	3.0	30	30	
CLA 101	<i>Laboratory Procedures I</i>	50	2.5	25	25	
CLA 102	<i>Laboratory Procedures II</i>	50	2.5	25	25	
EKG 101	<i>Electrocardiography & Basic Life Support</i>	50	2.5	35	15	
CMA 105	<i>Applied Anatomy and Physiology</i>	50	2.5	35	15	
CMA 107	<i>Pharmacology, Drug Administration, Dosage Calculations</i>	50	2.5	25	25	
CMA 101	<i>Career Preparation</i>	30	1.5	15	15	
CMA 106	<i>Externship</i>	160	3.5			160
TOTAL		600	25.5*	255*	185*	160

DRUG AND ALCOHOL COUNSELING
 In-class / On-line / Correspondence
 CAADAC/CFAAP
 California Alcohol and Drug Addiction Counseling

Course Description

636 Clock Hours / 28.5 Semester Credit/units

This six hundred thirty six hour (636), 29 weeks 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, and 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 completion of this program the student will receive a certificate of completion and official transcript. Graduates are eligible to apply for certification with CAADAC* and CFAAP*.

Course	Course Name	Clock Hours	Unit	Lecture	Lab	Extern
CDAC 101	<i>Addiction Basics and Drug Pharmacology</i>	48	3.0	48		
CDAC 102	<i>The Counseling Core Functions</i>	48	3.0	48		
CDAC 103	<i>Building Basic Counseling Skills</i>	48	3.0	48		
CDAC 104	<i>Ethics, Special Populations, & Treatment Issues</i>	48	3.0	48		
CDAC 105	<i>Counseling Families</i>	48	3.0	48		
CDAC106	<i>Advance Counseling Theories & Techniques</i>	48	3.0	48		
CDAC 107	<i>Career Preparation</i>	48	2.0	24	24	
CDAC 108	<i>Practicum (TAP – 21)</i>	45	3.0	45		
CDAC 109	<i>Externship (supervised field internship)</i>	255	5.5			255
TOTAL		636	28.5	357	24	255

The Drug and Alcohol Counseling program is approved by:

*California Association of Alcoholism & Drug Abuse Counselors www.caadac.org

*California Foundation for Advancement of Addiction Professionals www.cfaap.org

CAADAC Requirements:

- Certificate of completion from an approved institution.
- Official transcript must state the following: 288 core classroom hours, 45 classroom practicum hours, and 255 field experience hours.
- Application, portfolio processing, test, and fees to CAADAC.

Recommended:

- CAADAC Membership

COMPUTERIZED OFFICE & ACCOUNTING

In-class / On-line / Correspondence

Course Description

510 Clock Hours / 21.5 Credit Hours

This five hundred and ten hour (510), 20 weeks program prepares the student for entry level employment in administration positions and office environments and well as entry level bookkeeping. Students receive instruction in Windows, Microsoft Office and QuickBooks. These skills can be utilized in general and specialized office settings. This program allows the student to obtain the technical skills and knowledge necessary to utilize computer software applications efficiently. Programs include but are not limited to Windows, Microsoft Word, Excel Outlook, PowerPoint, QuickBooks and internet operations. Upon completion of this program, graduates will receive a Certificate of Completion and be eligible to sit for certification exams if so desired.

Course	Course Name	Clock Hours	Units	Lecture	Lab
CO 100	<i>Keyboarding Skills/ Functions, 10-Key, Speed/Accuracy Building</i>	50	2.0	10	40
CO 200	<i>General Office Skills, Machines, Business English, Terminology, Office Etiquette</i>	50	2.5	25	25
CO 300	<i>Windows, Internet, Computer Etiquette</i>	50	2.0	15	35
CO 400	<i>Document Development, Editing, Formatting, Advanced Styles, Doc. Sharing</i>	50	2.0	15	35
CO 500	<i>Formulas, Charts, Graphs, Templates</i>	50	2.0	15	35
CO 600	<i>Presentation Development, Templates, Importing, Slide Show/Output Formulas, Charts, Graphs, Templates E-Mail Techniques, Scheduling, Contact Management, Calendar</i>	60	2.5	20	40
CA 100	<i>Record Keeping, Accounting, AR/AP, Invoicing, Banking, Account Set Up</i>	60	2.5	20	40
CA 200	<i>Navigation, Data Management</i>	50	2.0	20	30
CA 300	<i>On-Line Banking, Report Generation</i>	50	2.0	20	30
CP 100	<i>Career Preparation: Job Search & Interview Techniques, Resume Preparation</i>	40.0	2.0	20	20
TOTAL		510	21.5	180	330

PHARMACY TECHNICIAN
In-class / On-line / Correspondence

Course Description

720 Clock Hours / 27.5 Credit Hours

This seven hundred twenty hour (720), 30 weeks program prepares the student for entry level employment as a Pharmacy Technician in different pharmacy settings. Students receive instruction in pharmacy law and drug legislation, drug nomenclature, dosage forms, weights, measures and calculations. Emphasis is placed on terminology, anatomy and physiology as it relates to various diagnosis, medications, drug classifications, chemotherapy and antibiotic, automated drug distribution, sterile preparation and extemporaneous compounding. Students are required to participate in a 240 hour externship in an approved hospital or pharmacy where they perform various pharmacy functions. Upon completion of this program, the student will receive a certificate of completion, qualify to apply to California State Board of Pharmacy for registration/licensing, and are eligible to sit for a national certification exam if they desire.

Course	Course Name	Clock Hours	Unit	Lecture	Lab	Extern
PT 100	<i>Pharmacy Law</i>	50	3.0	50		
PT 200	<i>Pharmacy Operations I</i>	50	2.0	10	40	
PT 300	<i>Pharmacy Operations II</i>	50	2.0	10	40	
PT 400	<i>Internal Medicine I</i>	50	3.0	40	10	
PT 500	<i>Internal Medicine II</i>	50	3.0	40	10	
PT 600	<i>Hospital Procedures & Operations</i>	50	2.0	10	40	
PT 700	<i>Pharmacology I</i>	50	2.0	20	30	
PT 800	<i>Pharmacology II</i>	50	2.0	20	30	
PT 900	<i>Pharmacy Compounding</i>	50	2.0	10	40	
PT 920	<i>Career Prep</i>	30	1.5	15	15	
PT 950	<i>Externship</i>	240	5.0			240
TOTAL		720	27.5	225	255	240

California State Board Requirements:

- High school diploma or GED
- Course completion certificate
- Finger printing process (*Live Scan clearance from DOJ and FBI*)
- Application and fees submitted to California State Board of Pharmacy