![Goodwill logo] **North Texas Institute**

**for Career Development**

# North Texas Institute for Career Development

**goodwill**

# 2020 CATALOG

**MAIN CAMPUS**

4005 Campus Drive

P.O. Box 15520 (Mailing Address)

Fort Worth, TX  76119

(817) 332-7866

Fax: (817) 536-8806

www.northtexasinstitue.org

Email: nti@goodwillfw.org

**CORPORATE OFFICIALS**

David Cox, Chief Executive Officer
Greg Hutchins, Chief Financial Officer
Elizabeth Butler, Vice President Human Resources
Romney Guy, Vice President Workforce Development

The information contained in this catalog is true and correct to the best of my knowledge.

Kristen Bostick-Williams, Director North Texas Institute

**BOARD OF DIRECTORS**

Noel "Kip Adams, Board Chair
John Boswell, Chair Elect
B. Frank Cain, Secretary
Pam Voight, Treasurer
Frank Shiels, Immediate Past Chair

Members

| | |
|---|---|
| Vianei Bruan | Will A. Courtney |
| David Goodroe | Patrick Gotcher |
| Mike Griffin | Dianne Hawkins |
| J.R. Labbe | Mary Anna Martinez |
| Bill Merritt | Pat McDowell |
| Catherine Schmuck | Surnedra Simmos |
| Charla Wise | Roger Yandell |
| Jeremiah "Jerry" Thompson | |

# TABLE OF CONTENTS

# ALL ABOUT NORTH TEXAS INSTITUTE FOR CAREER DEVELOPMENT

**INTRODUCTION**
Thank you for considering North Texas Institute for Career Development (NTI) for your educational needs. As the area in which we live continues to grow in population, the need for highly skilled professionals increase. At NTI we emphasize quality and individual attention in our training programs. NTI provides training for several professions and our instructors are committed to providing students with the skills necessary in today's job market. We challenge you to read this catalog, talk with our staff, faculty, and students and visit our school to see what our students do on a daily basis. We invite you to be a part of the NTI learning experience!

**HISTORY**
North Texas Institute for Career Development (NTI) was founded by Goodwill Industries of Fort Worth and has been in continuous operation since October 1960. In addition to providing the opportunity for our students to learn meaningful job skills, we also create a work-place environment so many of our students obtain practical work experience. Our office skills curriculum was initiated in August of 1993 and has since grown into a major educational institution in support of surrounding communities.

**LOCATION**
NTI's main campus is located in the Goodwill Regional Headquarters of southeast Fort Worth. This campus covers approximately 2,908 square feet of space dedicated to serving our students. The beautifully landscaped parking area has ample parking and is well lit for our night students. The building offers secure access entries, electronic touch doors for our students with disabilities, a common area for breaks and lunches as well as vending machines and water fountains.

**MISSION STATEMENT**
To empower students by providing training and meaningful job skills to prepare for the workforce.

**ACCREDITATION & LICENSING**
North Texas Institute for Career Development (NTI) is approved and regulated by the Texas Workforce Commission, Career Schools and Colleges Division, Austin, Texas. The school is on the approved vendor list for the Vocational Rehabilitation Services (VRS), Tarrant County Workforce Solutions (WIOA) and the Department of Veterans Affairs (VA).

**MEMBERSHIPS/AFFILIATIONS**
Membership affiliations of school, faculty or staff:
Colleyville Chamber of Commerce
Fort Worth Black Chamber of Commerce
Fort Worth Chamber of Commerce
Fort Worth South Rotary Club
National Association for Health Professionals
Society of Human Resource Management

# ADMISSIONS

**NONDISCRIMINATION POLICY**
This Campus does not deny admission or discriminate on the basis of age, race, sex, religion, national origin, veteran's status, disability, or sexual orientation. In addition, the institution complies with the Civil Rights Act of 1964, related Executive Orders 11246 and 11375, Title IX of the Education Amendments Act of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 and all civil rights laws of the State in which the campus is located.

**ADMISSIONS REQUIREMENTS**
Applicants must be U.S. citizens or nationals, or eligible non-citizens. Non-citizens are required to verify eligibility by providing a copy of the required residency card or visa. Applicants must have a valid social security card, valid driver license or other form of picture identification and proof of high school diploma/GED or demonstrate ability-to-benefit with passing TABE scores. A criminal background check will be conducted on all applicants who will be reviewed by the admissions panel.

Applicants must be 18 years of age with a high school diploma/GED. Applicants who do not possess a high school diploma/GED may be admitted under an Ability-to-Benefit (ATB) determination or must meet other program specific admissions requirements. To be admitted as an ATB student, an applicant must meet each specific program grade level skill in the areas of reading, math and language. The school will accept scores from the Test of Adult Basic Education (TABE.)

Students referred by agencies who have already tested should provide those scores to the school. Students who have not been tested may request free testing through their local school district. Please see a school representative for a list of testing centers in the Tarrant County area.

Age requirements for programs and/or seminars may be waived by the school Director pending specialized circumstances. In some cases the school Director may make functional grade-level determination for admission, based in whole or in part, on the student's past education and work experience. (For example, an applicant may not meet the math requirements but may possess experience in a work environment requiring the use of basic math skills on a daily basis.)

## ADMISSIONS PROCEDURES

Any individual who meets the school's admission requirements is eligible to apply to the school. To apply to North Texas Institute for Career Development (NTI), all applicants are required to complete the following:

- Attend a scheduled orientation. Orientation dates may be obtained by contacting a school representative.
- Complete a personal interview with the admissions department.
- Complete enrollment paperwork and include all required documentation.
- Complete assessment testing if applicable.
- Complete typing Assessment if applicable. (Online Training Programs)

Once these items have been completed, the admissions panel will review the information and inform the applicant of the admissions status. Students are enrolled on a space-available basis. If an applicant is not accepted by the school, all moneys paid will be refunded.

## FULL-TIME STUDENTS

Students must be enrolled a minimum of six clock hours per day to be considered full-time students.

## PART-TIME STUDENTS

Students enrolled less than six clock hours per day are considered part-time students.

## UNIFORM ARBITRATION ACT (Latest revision 2000)

As noted on the enrollment agreement, the campus agrees to provide all of the specialized equipment and instruments considered necessary for training. The student agrees that any dispute or claim by a student regarding the terms of this agreement or any other representation relied upon by the student in entering into this enrollment agreement, shall be decided by arbitration in accordance with the Rules and Procedures established by the Uniform Arbitration Act. This agreement of arbitration applies to any dispute whether based upon contract or tort. The student agrees that if for any reason he/she cannot continue the selected course of study, he/she will discuss the matter with the appropriate personnel. In the event that any legal action or outside collection activity is necessary by the school to collect any tuition due or owed, the student agrees to pay all collection costs, fees, and other expenses, in addition to attorney's fees and court costs. Collection costs, fees and expenses shall be ten percent (10%) of the entire balance due, unless prohibited by state law. Suit for collection may be filed in the county or parish, and state in which the school is located.

# FINANCIAL SERVICES

**GENERAL INFORMATION**
Financial aid is available for those who qualify. The purpose of financial aid is to assist those students who, without such an option, would be unable to attend school. The primary responsibility for meeting the costs of education rests with the individual students.

**PERIOD OF OBLIGATION**
The Period of Obligation is the period of time for which the school financially obligates the student. The student is obligated for the entire program of study. Students must pay all charges currently due before the first day of classes unless other payment arrangements have been agreed upon between the student and the school.

**SCHOLARSHIPS**
Scholarships are offered to eligible students for selected programs. Contact a school representative for more information. Scholarships are on a limited basis and cannot be combined with other scholarships awarded during the same award period. Scholarship recipients are required to maintain a satisfactory academic status throughout the duration of the training period. Failure to maintain satisfactory academic and/or attendance requirements may result in forfeiture of scholarship and repayment of awarded funds. It is further agreed that if the student breaches the scholarship contract by failing to begin or complete the program, the student is liable for the scholarship amounts which were paid by the North Texas Institute.

**INSTALLMENT PLANS**
Installment plans are available to eligible students. Eligibility includes complete enrollment into the school. Installment amounts are determined by the school. Students are required to meet all financial obligations by the end of the training period and prior to receiving a certificate of completion.
Application for an installment plan involves the following procedure:
- The installment plan agreement must be completed by the student and submitted to the school.
- The necessary paperwork may be obtained by contacting a school representative.
- During the acceptance interview, a school official will review the installment plan agreement to ensure the student understands his/her financial obligations. Failure to meet installment payments may result in termination from training.

**OTHER FUNDING OPTIONS**
Students attending NTI may also, if eligible, receive funds to meet educational costs from the Veterans Administration (VA), Department of Assistive and Rehabilitative Services (DARS), Tarrant County Workforce Solutions providing funding through the Workforce Investment Act (WIA), the Department of Labor providing funding through the Trade Adjustment Assistance (TAA) program, as well as other agencies. Please contact a school representative or the respective agency regarding these funding sources.

**REFUND POLICIES**

**Withdrawal Policy**
In accepting applicants, the campus assumes the obligation of furnishing an entire program, including instructors, equipment, laboratories, classrooms and other necessary facilities, at the stated cost. Therefore, except when the Enrollment Agreement is not accepted by the campus, cancellation of the Enrollment Agreement by the student may be made only by written notice delivered to the campus. In the event the campus is unable to perform any of the obligations under the Enrollment Agreement, by reason of fire, strike, work stoppage, riot, utility failures or shortages, damage by the elements, acts of nature, or any unavoidable casualty, the campus shall not be responsible for damages or tuition refund caused by delay or failure to perform hereunder, provided said delay does not exceed ninety days (90) and the campus evidences positive effort every thirty (30) days to reactivate the campus. Any monies due the student shall be refunded within sixty (60) days from the last date of attendance or within sixty (60) days from the date of receipt of payment in the event that the date of such receipt is after the student's last date of attendance, unless accrediting agency, federal, or state requirements specify another refund policy for applicants who cancel their enrollment anytime before actually starting their program. Reference the Texas Refund Policy for details regarding refunds.

**Withdrawal Before Class Begins:** The applicant will receive a refund of all monies paid if:
- the applicant is denied admission.
- the applicant requests the refund in writing within three (3) business days after signing the Enrollment Agreement.
- the applicant requests it in writing within three business days after an acceptance interview with an authorized campus official; or within three (3) business days of the first tour of the facilities and inspection of the equipment.

An applicant requesting cancellation prior to starting classes and under conditions not defined above will be refunded all monies paid in excess of the application fee.

**Withdrawal After Class Begins**: The total tuition for each period is determined by the Enrollment Agreement. The percentage attended of a period is based on the number of weeks attempted as a percentage of the number of weeks in that period, unless state requirements specify otherwise. The number of weeks attempted is calculated from the first date of the period to the last date of attendance.

**CANCELLATION AND REFUND POLICY FOR TRADITIONAL CLASSROOM PROGRAMS**
**Cancellation Policy:** A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than $100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

**REFUND POLICIES**


**Refund Policy:**
1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.

2. The effective date of termination for refund purposes will be the earliest of the following:

      a) the date of termination, if the student is terminated by the school;
      b) the date of receipt of written notice from the student; or
      c) ten school days following the last date of attendance.


3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than $100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than $100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75percent completion mark, after which no refund is due.)


5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

**REFUND POLICIES**

7. A full refund of all tuition and fees is due and refundable in each of the following cases:
   a) an enrollee is not accepted by the school;
   b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
   c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

*A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.*

8. **Refund Policy for Students Called to Active Military Service**
A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

   a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
   b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
   c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

      (1) satisfactorily completed at least 90 percent of the required coursework for the program; and

      (2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

# REFUND POLICIES

## Refund Policy for Seminars

1. Refund computations will be based on the period of enrollment computed on basis of course time (contact hours).

2. The effective date of termination for refund purposes will be the earliest of the following:
   a) the last date of attendance; or
   b) the date of receipt of written notice from the student.

3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than $100 shall be retained by the school.

4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.

5. A full refund of all tuition and fees is due in each of the following cases:
   a) an enrollee is not accepted by the school;
   b) if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or
   c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

## CANCELLATION AND REFUND POLICY FOR ASYNCHRONOUS DISTANCE EDUCATION COURSES

**Cancellation Policy:** A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contact is signed.

## Refund Policy:

1. Refund computations will be based on the number of lessons in the program

2. The effective date of termination for refund purposes will be the earliest of the following:
(a) the date of notification to the student if the student is terminated;
(b) the date of receipt of written notice from the student; or
(c) the end of the third calendar month following the month in which the student's last lesson assignment was received unless notification has been received from the student that he wishes to remain enrolled

3. If tuition and fees are collected before any lessons have been completed, and if, after expiration of the 72-hour cancellation privilege, the student fails to begin the program, not more than $50 shall be retained by the school.
4. If the student who enters an asynchronous distance education course terminates or withdraws after the expiration of the 72-hour cancellation privilege, the school may retain $50 of the tuition and fees and the minimum refund policy must provide that the student

will be refunded the pro rata portion of the remaining tuition, fees, and other charges that the number of lessons completed and serviced by the school or college bears to the total number of lessons in the program.

5. A full refund of all tuition and fees is due in each of the following cases:
(a) an enrollee is not accepted by the school
(b) if the program of instruction is discontinued by the school and this prevents the student from completing the program; or
(c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

6. **Refund Policy for Students Called to Active Military Service**
A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

(a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
(b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
(c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

(A) satisfactorily completed at least 90 percent of the required coursework for the program; and
(B) demonstrated sufficient mastery of the program material to receive credit for completing the program.

7. Refunds will be totally consummated within 60 days after the effective date of termination.

## TUITION AND FEES

**Program Tuition:** Please refer to the most current school catalog for tuition fees. Tuition is charged by the clock hour, based on the total tuition for programs/seminars as defined on the student's enrollment agreement. A fee of $10.00 per day will be charged for extensions exceeding the end date for the program.

**Damaged Property Fee:** Students will be charged for the repair or replacement of any campus property lost or damaged through negligence or willful mischief. This includes damage to any part of the building or its immediate surroundings or instructional equipment.

**Non-sufficient Funds Fee**: A fee of $25.00 will be charged on all personal checks returned by the bank for non-sufficient funds.

**Re-enrollment Fee:** A fee of $50.00 will be charged for re-enrollment. Students who have been forced to interrupt their education for any reason may request re-enrollment by contacting the admissions department. Re-enrollment will be determined after a review of the student's overall status. All re-enrollment students must have met satisfactory progress requirements for all prior terms. A maximum of one re-enrollment past the original start date is allowed.

**Replacement of Certificate Fee**: Once an original certificate is issued, copies may be issued for a fee of $5.00 per copy.

**Transcript Fee:** Graduates are issued an official transcript upon graduation free of charge, unless the student has unpaid financial or other remaining obligations to the school. A fee of $5.00 will be charged for each additional transcript.

## PAYMENT POLICY

Students must pay all charges currently due before the first day of classes unless other payment arrangements have been agreed upon between the student and the school. Students who fail to adhere to the payment policy are subject to termination. No academic records will be released until all financial obligations are satisfied.

# STUDENT SERVICES

**ACADEMIC ADVISEMENT**
Advisement is available for students requiring help in solving personal or academic problems. All faculty, staff and administrators at NTI take a genuine interest in the success and well being of each student and will make special efforts to provide assistance when students seek support.

Students' primary sources of assistance in regard to their academic program, e.g., lesson plans, course schedules, academic concerns or difficulties, are the instructors and the school Director. Concerns or questions regarding specific courses should be directed to the instructors. Grades, attendance and conduct are reviewed on a regular basis. Students will be notified if their academic standing or conduct is unacceptable. Failure to improve academic standing or behavior may result in further action. Academic advisement is provided for students who are experiencing difficulties with their class work.

Students who have occasional difficulty with a course are urged to seek assistance from their instructor. NTI faculty members are available for academic advising outside their regularly scheduled class hours. Appointments are scheduled at the discretion of the instructor.

**GRADUATE EMPLOYMENT SERVICES**
While no school can guarantee employment or a starting salary after graduation, NTI is committed to assisting students in the transition from the school to the workforce. Employment success is greatly influenced by the student's academic performance, attendance record, previous employment history/record and overall attitude. Qualified staff offers students the following post-graduate services:

**Employment Advising** – Designed to assist students with reviewing and/or setting an employment plan.

**Job Searching Skills** – Purpose of this training is to enable the student to understand the process and procedure of securing and retaining employment. Provides assistance to students with resume writing, employment applications, interviewing techniques, personal appearance and post-interview follow-up.

**Job Club** – These weekly sessions provide the atmosphere, resources, equipment and staff to assist with job search activities.

**Job Placement** – The most important function of the Employment Services Department is contacting new and reputable employers to identify and develop current employment opportunities and refer qualified graduates for job placement.

**Job Fair** – Goodwill's annual job fair renders NTI students the opportunity to apply for and obtain competitive employment.

**Goodwill Staffing Services (GSS)** – The Employment Services Department collaborates with GSS in assisting students to secure skill related jobs.

While NTI is actively involved in the placement process of all graduates, it is the belief of the school that securing employment is ultimately the responsibility of the student. Statistics show that in a lifetime, people frequently change jobs; therefore, the school's goal is to train the student in job search and interviewing skills and teach the importance of job retention so that NTI training will prove to be a lifetime benefit to the student.

**STUDENT RESOURCES**
Resources are made available to students in the Open Placement Department. Resources may be accessed during classroom hours and at designated times outside classroom hours. Student resources include but are not limited to information regarding educational studies, food, clothing, housing, transportation, legal counsel and child care. Referrals to other services, to include personal counseling, are on an individual as needed basis and may be obtained from an administrative staff member.

**HEALTH, SECURITY, AND SAFETY**
NTI strives to provide its students with a secure and safe environment. Classrooms and laboratories comply with the requirements of the various federal, state and local building codes, and the Board of Health and Fire Marshal regulations.

Students are responsible for their own security and safety both on and off campus and must be considerate of the security and safety of others. The school has no responsibility or obligation whatsoever for any student's personal belongings that are lost, stolen, or damaged, whether on or off school premises or during any school activities. The school has no responsibility or obligation whatsoever with respect to any altercations or disputes between students, whether on or off the school's premises or for any damages or injuries arising there from. Students should immediately report any medical, criminal, or other emergency occurring on the school premises to the school Director or the VP of Workforce Development (or any other school employee if such officials are not available). Upon receipt of any report of a medical or criminal emergency, the school will, on behalf of the student, obtain the services of medical or security professionals as required. Following a criminal emergency, the school may require the reporting student to confirm in writing, on an incident report, the details of the criminal emergency reported. Students are encouraged to promptly and accurately report all crimes to school officials and the appropriate police authorities if necessary.

The Jeanne Cleary Disclosure of Campus Security Policy and Campus Crime Statistics Act requires the school to provide information on the campus security policies and procedures, specific statistics on criminal incidents and arrests on campus and make information and statistics available to prospective students and employees upon request. This information may be obtained from the Director.

# ADMINISTRATIVE POLICIES

**HOURS OF OPERATION**
The NTI business office is generally open from 8:00 a.m. – 4:30 p.m. Monday through Friday (excluding holidays).

**CLASS SCHEDULES**
Daily class times including breaks are posted in the classrooms. Each class period consists of lecture or lab with two fifteen-minute breaks. Class schedules over six clock hours per day will include one thirty minute lunch break. Classes are held on the following schedules:

- **Professional Truck Driver Training Program**: Monday through Friday from 8:00 a.m. – 3:00 p.m.

| 08:00 a.m. – 10:00 a.m. | Class Time |
|---|---|
| 10:00 a.m. – 10:15 a.m. | 15-minute break |
| 10:15 a.m. – 11:30 a.m. | Class Time |
| 11:30 a.m. – 12:00 p.m. | Lunch Break |
| 12:00 p.m. – 1:30 p.m. | Class Time |
| 1:30p.m. – 1:45 p.m. | 15-minute break |
| 1:45 p.m. – 3:00 p.m. | Class Time |

- **CDL Re-Certification Seminar**: Monday through Friday from 8:00 a.m. – 3:00 p.m.

| 08:00 a.m. – 10:00 a.m. | Class Time |
|---|---|
| 10:00 a.m. – 10:15 a.m. | 15-minute break |
| 10:15 a.m. – 11:30 a.m. | Class Time |
| 11:30 a.m. – 12:00 p.m. | Lunch Break |
| 12:00 p.m. – 1:30 p.m. | Class Time |
| 1:30p.m. – 1:45 p.m. | 15-minute break |
| 1:45 p.m. – 3:00 p.m. | Class Time |

**ONLINE TRAINING CLASS SCHEDULES**
Once enrolled, students will receive a welcome package that contains access to online textbooks and workbooks, course schedules, and login credentials. The student will have a New Student Orientation prior to beginning their program in order to familiarize you with the program timeline and how to navigate through the many resources we provide to supplement the video instruction. Each program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively.

Students have access to the Online Video Instruction and Resources 24 hours a day, 7 days a week, allowing you to complete your course schedule anywhere and anytime that you have high speed internet access.

Throughout each program Virtual Training Coordinators are there to provide ongoing support and assist with subject matter inquiries. Live, one-on-one, online mentoring support is available Monday-Thursday, 8:30 a.m. – 8:00 p.m. ET, and Friday, 8:30 a.m. — 5 p.m. ET. Progress is monitored daily and personalized assistance is provided by our Virtual Training Coordinators as needed to help keep each student on track.

## CANCELLATION OF CLASSES

Generally, it is the school policy to cancel classes for inclement weather conditions according to the school districts for that local area. The Fort Worth main campus will close for bad weather days when the Fort Worth Independent School District is closed. Students are encouraged to tune in to the local radio and/or television stations for information regarding closings.

## STUDENT CONDUCT AND DISCIPLINE

Students at NTI are expected to conduct themselves in a professional, mature and courteous manner at all times. NTI reserves the right to dismiss any student whose conduct is regarded as unsatisfactory or unacceptable.

Specifically, the following conduct will result in disciplinary action, which will vary depending on the degree and/or the severity:

1. Academic dishonesty such as cheating, plagiarism, or knowingly furnishing false information to the school.
2. Forgery, alteration, misuse, or mutilation of school documents, records, identification, educational materials, or school property.
3. Obstruction or disruption of teaching, administration, disciplinary procedures, or other school activities including public service functions or other authorized activities on or off premises.
4. Physical or verbal abuse of any person or conduct which threatens or endangers the health or safety of another.
5. Theft of or damage to property of the school or using or attempting to use school property in a manner inconsistent with its designed purpose.
6. Unauthorized entry to, use of, or occupation of school facilities.
7. Intentional or unauthorized interference with a right of access to school facilities or freedom of movement or speech of any person on the premises.
8. Use or possession of firearms, ammunition, or other dangerous weapons, substances or materials, or bombs, explosives, or incendiary devices prohibited by law.
9. Disorderly conduct or lewd, indecent, or obscene conduct or expression.
10. Hazing of other students.
11. Violation of a Federal, State, or local ordinance including, but not limited to, those covering alcoholic beverages, narcotics, gambling, sex offenses, or arson, on school property or at a school function. (Please refer to the Substance Abuse Policy established by the school for further information.)
12. Rioting, aiding, abetting, encouraging, or participating in a riot on campus grounds.
13. Failure to comply with the verbal or written directions of any school official acting in the performance of his/her duty and in the scope of his/her authority or resisting a security officer while acting in the performance of his/her duties.
14. Aiding and abetting or inciting others to commit any act of misconduct set forth in numbers 1 through 13 listed above.
15. Conviction of a crime which is of a serious nature. Upon filing of charges in court involving an offense which is of a serious nature, and it is administratively determined that the continued presence of the student would constitute a threat or danger to the school community. Such student may be temporarily suspended pending disposition of the charges in court.
16. Failure to pass drug testing or refusal to submit to drug testing following all vehicular accidents, regardless of severity. Drug testing must be conducted by an approved (NTI) facility.

Violation of any of the above may subject the student to any of the following:
- Reprimand.
- Imposition of specific restrictions.
- Disciplinary probation. Further violations will result in suspension if they

occur within the specified probationary period.
- Temporary suspension.
- Termination.

After being terminated, a student may be re-enrolled only after a written request is approved by the Director. Re-enrollment will be on a disciplinary probationary basis only. Any further violation of school policies will necessitate termination.

## SEXUAL HARASSMENT POLICY
Sexual harassment is illegal and will not be tolerated. NTI is committed to providing a learning environment that is free from unlawful harassment and that is in compliance with our company policy. The school's sexual harassment policy focuses on prevention, and encourages individuals to report prohibited behavior and ensures a commitment on the part of the school to take prompt and effective disciplinary action against any individual who violates it. While a consensual sexual relationship between an employee and student is not considered sexual harassment, it is prohibited. All employees and students are required to comply with this policy. Below are brief descriptions of topics relating to sexual harassment, including a legal definition, prohibited conduct, how to report sexual harassment, informal and formal resolutions, and the appeal process. This section also addresses non-reprisal for filing sexual harassment charges and the consequences of filing false and malicious complaints.

### Legal Definition
Sexual harassment may involve the behavior of a person of either sex against a person of the opposite or same sex, and occurs when such behavior constitutes unwelcomed sexual advances, unwelcomed requests for sexual favors, and other unwelcomed verbal or physical behavior of a sexual nature where:
- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's educational experience;
- Submission to or rejection of such conduct by an individual is used as the basis for educational decisions affecting such individual; or
- Such conduct is sufficiently severe and pervasive so as to alter the conditions of, or have the purpose or effect of substantially interfering with an individual's academic performance by creating an intimidating, hostile, or offensive educational environment.

### Prohibited Conduct
Sexual harassment may occur in a variety of relationships, including employees harassing students, students harassing students, students harassing employees, and involving other persons having business with, visiting the office or educational environment. Sexual harassment may occur when it is directed at members of the opposite gender or when it is directed at members of the same gender. NTI's policy on sexual harassment prohibits, but is not limited to, the following conduct:
- Unwelcomed sexual flirtations, advances, or propositions;
- Unwelcomed actions, words, or comments based on an individual's gender;
- Sexually suggestive or offensive personal references about an individual;
- Subtle pressure or requests for dates or sexual activities;
- Unwanted physical conduct or contact, including touching, pinching, brushing the body, and impeding or blocking one's movement;
- Sexually explicit or offensive jokes and references, pictures and photographs, suggestive objects, verbal comments, leering or whistling.

**Reporting Suspected Sexual Harassment**
An initial course of action for any student who feels that he or she is being sexually harassed is for that person to inform the harasser that the conduct is not welcomed and must stop. However, in some circumstances this course of action might not be feasible, might be unsuccessful, or the individual might be uncomfortable dealing with the matter in this manner. To encourage persons experiencing alleged sexual harassment to come forward, NTI provides several channels of communication and both informal and formal complaint resolution procedures.

**Informal Complaint Resolution, Information, and Advising**
Anyone may seek information or advising on matters related to sexual harassment without lodging a formal complaint. Persons who feel they are being harassed or are uncertain as to whether what they are experiencing is sexual harassment are encouraged to talk with an instructor or member of school management. When the informal resolution process is used, typically, the third party will meet privately with each person involved, try to clarify their perceptions, and attempt to develop a mutually acceptable understanding that can ensure that the parties are comfortable with their future interactions. Other processes, such as a mediated discussion among the parties or with the Director, also may be explored in appropriate cases. Possible outcomes of informal complaint resolution include explicit agreements about future conduct, changes in teaching or classroom assignments and/or other relief, where appropriate.

**Formal Complaint Resolution**
Formal complaints of sexual harassment should be reported first to the Director and then to the VP of Workforce Development. If results of the grievance are not satisfactory at this point, please contact the President/CEO. While not a requirement, filing a written complaint is strongly encouraged for the matter to be formally investigated. A complainant who chooses not to proceed with a formal complaint may be asked to state that preference in writing. The Director will be responsible for investigating the complaint. During the course of the investigation, the school will meet with and hear the complainant, the respondent, and witnesses identified by party. To the extent possible, complaints will be handled confidentially, with the facts made only to those who have a compelling need to know for purposes of investigation or resolution. The Director will make a determination as to whether there was a violation of policy and will inform the complainant and the accused student or employee of the final disposition of the complaint. The Director will decide what corrective action will be taken or whether any discipline will be imposed. Appropriate discipline may range from an oral reprimand up to and including termination/dismissal from school or employment or any other appropriate remedial action.

**Appeal of Formal Complaint Resolution and Disciplinary Action**
Either the complainant or person accused may file a written appeal to the President/CEO within five days of any decision concerning the resolution of the complaint. The written appeal must state in detail the reason(s) for the appeal. The President/CEO will review the Director's written record of the investigation and the Director's determination and may either affirm, amend, or return the recommendation for further investigation and deliberation by the Director. The President/CEO's review and decision will be the final decision. Written records relating to a finding that sexual harassment has occurred may be placed in the accused student or employee's official file.

**Non-Reprisal**
No employee, student, or member of the public may be subjected to restraint, interference, coercion or retaliation for action taken in good faith to seek advice about sexual harassment matters, to file a sexual harassment complaint, or to serve as a witness or otherwise assist in the investigation of asexual harassment complaint.

**False and Malicious Accusations**

A complaint whose allegations are found to be both false and brought with malicious intent will be subject to disciplinary action, up to and including termination from the school.

## STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Matters will arise about which reasonable people will disagree. NTI has developed a process to resolve student complaints and grievances. A grievance is defined as a difference or dispute between a student and the school or its employees with respect to the application of rules, policies, procedures, and regulations. Students with a grievance need to raise their concerns within ten calendar days of the event which gave rise to the grievance in order to ensure the matter is resolved in a timely fashion.

### Classroom Matters

Students with complaints or grievances related to classroom matters must first discuss their concerns with the instructor and, if necessary, the Director. If the matter is not resolved, students may bring the complaint to the attention of the VP of Workforce Development, who will meet with all parties involved to resolve the matter.

### Other Academic Matters

Students with grievances concerning academic policies, procedures or regulations not related to the classroom should discuss their concerns with the Director. If not resolved, the matter may be brought to the attention of the VP of Workforce Development for resolution.

### Non-Academic Matters

Students with grievances concerning non-academic matters, e.g., financial aid, should direct the matter to the Director. If not resolved, the matter may be brought to the attention of the VP of Career Development and Training Services for resolution.

Should the grievance remain unresolved, students will be advised to submit the matter in writing to the President/CEO. The President/CEO may review the matter with all the parties concerned, and may meet with the student. A decision will be returned within seven days of receipt of the written grievance.

If unsatisfied with the decision of the President/CEO, students may write to the:

**Texas Workforce Commission**
**Career Schools and Colleges**
**101 E. 15th Street**
**Austin, Texas78778-0001**

Complaint forms may be obtained by contacting the school director.

## EXAMINATION OF STUDENT RECORDS

1. Under the authority of the Family Educational Rights and Privacy Act of 1974, students have the right to examine certain files, academic records and documents maintained by the school which pertain to them.

2. Records are supervised by the Central Files Secretary. Students may request a review of their records by contacting a school representative. Such review will be allowed during the following business hours under appropriate supervision. Monday through Friday from 8:00 a.m. - 4:30 p.m. A copy of the records may be obtained for a fee of $.25 per page. When grades are included, the transcript fee of $5.00 also applies.

3. Students may request that the school amend its educational records on the grounds that they are inaccurate, misleading, or in violation of their right to privacy.

4. Challenging the records for purposes of correcting or deleting any of the contents must be in writing with the reason fully stated. However, grades and course evaluations can be challenged on the grounds that they are improperly recorded. Challenge must be no later than ninety days after the last date of attendance. The procedure is as follows:
   The Director will review the written challenge and meet with the student. A decision will then be made to retain, change or delete the disputed information.
   a. Should further review be requested, a grievance hearing will be held at which time the student is afforded a full and fair opportunity to present evidence relevant to the disputed issues. The VP of Workforce Development will then make the final recommendation.
   b. A copy of the challenge and/or written explanation of the contents will then be included as part of the student's permanent record.

5. The following items are exempt from the Privacy Act:
   a. Parents' financial information and other financial need data.
   b. Records about students made by teachers or administrators which are maintained by and accessible only to the teachers or administrators.
   c. Campus security records.
   d. Employment records for school employees who are not also current students.
   e. Records compiled or maintained by physicians, psychiatrists, psychologists or other recognized professionals and paraprofessionals acting or assisting in such capacities for treatment purposes and which are available only to persons providing the treatment.
   f. The campus may not disclose academic, personal, or financial information to outsiders (employees, agencies, or individuals) without first receiving a written release from the student.

Written consent is required before education records may be disclosed to third parties, with the exception of the accrediting commissions and government agencies so authorized by law.

**EXIT INTERVIEW**

Students who choose to discontinue their training for any reason are required to go through an exit interview with a school official. The exit interview can help the school correct any problems and may assist students with their plans. In many cases, the problem hindering successful completion of the educational objective can be resolved during the exit interview.

**FACILITIES FOR DISABLED STUDENTS**

The campus provides a number of special facilities and services for individuals with disabilities who are qualified for such services by meeting established academic and technical standards requisite to admission and participation in a program of study.

The physical facilities available for students with disabilities include handicapped parking and wheelchair ramps for convenient accessibility to facilities. Convenient access is made available to classrooms, laboratories, Student Resource Center, break areas, restrooms, and all support service areas at the school for those students confined to a wheelchair. Any student with a qualified impairment of sensory, manual or speaking skills may be assisted with the provision of auxiliary educational aids. Auxiliary aids include interpreters or other effective methods of making orally delivered materials available to students with hearing impairments. The school expressly allows for third-party payment for auxiliary aids and services from agencies such as the Department of Assistive and Rehabilitative Services and/or charitable organizations. The school is committed to remaining compliant with ADA regulations.

**DRUG-FREE AND SMOKE-FREE SCHOOL**

NTI is designated a drug-free and smoke-free school. As such, the following activities are prohibited while the student is on the school's premises or otherwise engaged in student activities:

- The manufacture, possession, use, sale, distribution, dispensation, receipt, or transportation of any controlled substances or illegal drugs is prohibited. This includes all forms of narcotics, hallucinogens, depressants, stimulants, and other drugs whose use, possession, or transfer is restricted or prohibited by law.
- The consumption of alcoholic beverages.
- Being under the influence of alcohol, illegal drugs, or controlled substances in any manner during school hours whether or not consumed on school premises and whether not consumed outside of school hours.

A student who engages in such behavior will be subject to disciplinary action up to and including termination from the school.

*Exceptions*: *Drugs prescribed by a physician, dentist, or other person licensed by the state or federal government to prescribe or dispense controlled substances or drugs, used in accordance with their instructions, are not subject to the restrictions of this policy.*

Smoking is prohibited inside all career school buildings. Outdoor designated smoke areas are available.

# ACADEMIC STANDARDS

**SATISFACTORY ACADEMIC PROGRESS**
The school reserves the right to modify the course material and procedures to improve the training offered to its students. The grading system below is used by the school to evaluate academic performance and for evaluating compliance with the satisfactory academic progress standards. A fee of $10.00 per day will be charged for extensions exceeding the end date for the program. The grading system is the same for all students whether the student is full-time or part-time.

| LETTER | NUMERICAL % |
|---|---|
| A ... Excellent | 90% - 100% |
| B ... Above Average | 80% - 89% |
| C ... Average | 70% - 79% |
| D ... Failing | 0% - 69% (Academic Probation) |
| W...Withdrawal | |

**Needs Improvement**
In addition to a letter grade, an "N" is assigned if a student needs improvement in class participation and/or displaying relevant job skills while in the classroom. Any area assigned an "N" indicates that student advisement is recommended.

**Satisfactory**
In addition to a letter grade, an "S" is assigned if a student displays good class participation and/or relevant job skills while in the classroom.

**ONLINE TRAINING**
Quizzes and Exams are considered PASS/FAIL, with a minimum passing score of 80% for all Quizzes and 80% for all Final Exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, refocus efforts on these areas, and then re-assess for mastery of content.

**PROGRESS REPORTS**
Students receive a regular accounting as to their academic progress and status. The school will counsel the student placed on probation prior to the student returning to class (does not apply to Continuing Education Seminars). The date, action taken, and terms of probation will be clearly indicated in the student's permanent file. Student progress is evaluated through daily assignments, quizzes, written exams and hands-on assessments, if applicable. Progress is measured by use of a grade point system with satisfactory progress measured at the completion of each grading period.

**TRANSCRIPT**
Graduates are issued an official transcript upon graduation free of charge, unless the student has unpaid financial or other remaining obligations to the school. In addition, students are issued the first official transcript at no charge if they pick up the transcript in person or if the transcript is sent via regular postal mail. Fees for overnight and international mail, however, will apply. Additional transcripts are issued by written request only. Students may submit written request to the fax number or mailing address listed on page 1 of the school catalog. Please see "Tuition and Fees" section for transcript fees.

## ATTENDANCE AND TARDINESS POLICY

**Attendance**

Attendance is taken every day in class. Students are expected to attend classes as scheduled and remain for the entire class period. Students are required to be in attendance a minimum of 80% of the total program hours. An absence is ANY portion of the regularly scheduled class day for which the student is NOT in attendance. Exceptions for mitigating circumstances can be approved only by the Director. Students who do not meet the satisfactory attendance requirements will be terminated from the program. Students who fail to report to class within the first 3 days of training will be dropped from the roster.

The maximum amount of time allowed to complete any North Texas Institute for Career Development program and/or seminar is 150% of the program and/or seminar clock hours.

**Tardiness**

Students arriving to class late (10 minutes) are considered tardy. Tardiness will be deducted from the student's accumulative hours. Students are expected to return from scheduled breaks and lunches on time. Excessive tardiness will be handled at the discretion of the instructor.

**Absences**

A student is allowed no more than three consecutive absences to remain in the program. For online programs a student is allowed no more than two weeks of no logins to their coursework. Early departures will be deducted from the student's accumulative hours. Students in violation of the attendance policies, regarding absences, will be terminated from the program.

**Leave of Absence (LOA)**

A leave of absence does not negatively impact a student's attendance. A leave of absence is available to students enrolled in programs only; students enrolled in seminars are not eligible for a leave of absence. A student may be on leave for a total of 30 calendar days for a program of 200 or fewer clock hours and 60 calendar days for programs of more than 200 clock hours in a 12-month calendar period.

A student may have no more than two leaves of absence in a 12-month calendar period. Failure to return from a leave of absence on the scheduled date will result in automatic termination. If the student is incapable of visiting the school to sign the leave of absence request, the request form will be mailed to the student's home address and must be signed and dated by the student and returned within 5 calendar days.

The school Director may decide whether or not to grant a leave of absence. A written request for a leave of absence must be dated and signed by the student, school Director, and referring agency representative. Final signed copies must be forwarded to the referring agency, the student, and the student's permanent file.

## ACADEMIC PROBATION

Academic probation applies only to students enrolled in programs. Students will be placed on academic probation for grade averages less than 70% (less than 80% for online programs). The school will counsel the student placed on probation prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file.

Students terminated for not meeting the satisfactory academic standards may be re-enrolled with the school Director's approval, but not preceding at least one progress evaluation period for the program from which the student was terminated. Such re-enrollment does not circumvent the approved refund policy.

For course time of 41 to 200 hours, the school shall record a student's grades at the midpoint and end of each progress evaluation period. A student not making satisfactory progress at the midpoint shall be placed on academic probation for the remainder of the progress evaluation period. If the student does not achieve satisfactory progress by the end of the probationary period, the student's enrollment shall be terminated.

A+ CERTIFICATION SEMINAR (ONLINE TRAINING): Two 2 Week Grading Periods

MEDICAL BILLING SPECIALIST SEMINAR (ONLINE TRAINING): Two 2 Week Grading Periods

MEDICAL FRONT OFFICE ASSISTANT (ONLINE TRAINING): Two 2 Week Grading Periods

NETWORK+ CERTIFICATION SEMINAR (ONLINE TRAINING): Two 2 Week Grading Periods

PROFESSIONAL TRUCK DRIVER TRAINING: Two 3.5 Week Grading Periods

For schools approved on a course time basis and offering programs in excess of 200 hours, the school shall evaluate progress at least every eight weeks.

ADMINISTRATIVE ASSISTANT: Four 5 Week Evaluation Periods

The school shall place a student making unsatisfactory progress for the program at the end of a progress evaluation period on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period, but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.

If a student on academic probation fails to achieve satisfactory progress for the first probationary progress evaluation period, the student's enrollment shall be terminated.

The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive probationary progress evaluation periods shall be terminated.

When a student is placed on academic probation, the school shall counsel the student prior to the student returning to class. The date, action taken, and terms of probation shall be clearly indicated in the student's permanent file.

The school shall place a student who returns after their enrollment was terminated for unsatisfactory progress on academic probation for the next grading period. The school shall advise the student of this action and document the student's file accordingly. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment shall be terminated.

**APPEALS AND WAIVERS**
Students failing to meet the requirements of academic probation may request an academic waiver or make an appeal to the Director. The school Director will evaluate the appeal and may elect to waive satisfactory progress requirements in light of extenuating circumstances such as death in the family, student injury, student illness or other special circumstances. The appeal and the decision will be documented in the student's file, and the school Director's decision will be final.

**GRADUATION REQUIREMENTS**
A student is eligible for graduation if:
- The student has completed a program with a grade of 70% or better.
- The student has met all financial obligations to the school.
- The student completes the exit interview process.
- The student has passed the applicable licensing exam

**ONLINE TRAINING GRADUATION REQUIREMENTS**
A student is eligible for graduation if:
- The student has completed with a grade of 80% or better.
- The student has met all financial obligations to the school.
- The student completes the exit interview process.
- The student has passed the applicable licensing exam

**NATIONAL CERTIFICATION EXAM ELIGIBILITY**
In order to be registered for National Certification exams, students must have successfully completed 100% of the seminar/program content, including all Chapter Review Quizzes (80% min score), and Course Final Exams (80% min score) as well as any additional course-related assignments. Prior to registering for a student's exam(s), each student will be tested by an advisor to ensure exam readiness. Students will have a maximum of six (6) weeks to prepare for their certification exams. During this time, students will receive extensive online and in-person exam preparation assistance. To be "Cleared" to test, students will have to score an 80% or higher during the initial exam preparation course and test. After being "Cleared", student's certification exam dates will be scheduled by the school within two (2) weeks. Students who scores below 80%; will continue to receive exam preparation up to 90 days to be "Cleared" for payment and registration of the exam. Failure to do so will result in the student being terminated from the program and certification exam fees will be the student's responsibility. North Texas Institute for Career Development reserves the right to determine exam readiness.


**MAKE-UP WORK**
Class work missed due to absences is the student's responsibility and must be requested by the student. Students who miss submitting assignments prior to the deadline will be granted one week to make-up the missed work. Students who earn failing grades on assignments will be granted one week to re-submit work for a passing grade. All make-up work must be submitted prior to the grading deadline established by the instructor. Once make-up work is graded, course grades will be recalculated by the instructor.

**TRANSFERS**

Programs at the school are designed for employment purposes. The student should not assume that the courses in any program can be transferred to another institution for credit. While some institutions may accept some credits from these programs, the general rule is that courses taken in these programs are not transferable.

**PROGRAM CHANGES**

Once a student is enrolled in a program, completion of the program is required before enrollment into a separate program occurs. In the event that a student desires a program change, student will be required to terminate training from initial program and satisfy any outstanding tuition balances before enrolling into a separate program. Any applicable refunds will be issued according to the school's refund policy.

**WITHDRAWAL**

Students wishing to withdraw from training are required to complete a withdrawal form and attend an exit interview with the appropriate school official. Students withdrawing without written notice will be automatically terminated ten (10) days after last date of actual attendance. In all cases, tuition and fees will be charged according to the approved refund policy.

**TERMINATION**

Students may be terminated for violations of policies listed in this catalog to include (1) not maintaining satisfactory academic progress, (2) excessive absences, (3) improper conduct, and (4) failure to fulfill financial obligations to the school.

**RE-ENROLLMENT**

Re-enrollment of a student is at the discretion of the school Director. Students who have been forced to interrupt their education for any reason may re-apply for re-enrollment after 30 days by contacting the school Director. Students who were making satisfactory academic progress when they withdrew will be eligible to apply for re-enrollment provided all financial obligations to the institution are met. Students who were not making satisfactory progress may only be re-enrolled with the Director's approval and may be placed on academic probation or required to meet other special conditions. All students requesting re-enrollment will be required to go through a portion of the admissions process again. There is no provision for re-enrollment during the same grading period. Refer to the "Tuition and Fees" section of the catalog for re-enrollment fees.

# PROGRAMS OF STUDY

**GENERAL INFORMATION**
A program is a complete body of coursework divided into individual courses which merit a certificate upon satisfactory completion. Programs are designed to prepare students for entry-level employment. The school reserves the right to change the course content, materials, and equipment it deems necessary, with the approval of the Texas Workforce Commission, for the improvement of curriculum without any expense to the student. The approved program offerings are:

Administrative Training
Administrative Assistant (Not Enrolling At This Time)

Vocational Training
CDL Re-Certification Seminar
Professional Truck Driver Training Program

IT Training Online
COMP TIA ™ A+ Certification Training Program
COMP TIA ™ Network+ Certification Seminar

Healthcare Training Online
Medical Billing and Coding Specialist
Medical Front Office Assistant

**COURSE NUMBERING SYSTEM**
A course is identified by a letter or numeric prefix and a level code based on course content and level of training.
Prefix – A three or more letter abbreviation or a single digit used to identify the program or content.
Level – A one or more number and/or alphabet code follows the prefix indicating the level of the course.

**CLASS SIZE**
Typical class size is 10 to 12 students for all of the programs.

**EDUCATIONAL EQUIPMENT**
The following equipment is available for the various educational programs. Revisions to the equipment list may occur to meet current course objectives.
- Administrative Office program equipment may include the following depending on program area: Computers, software programs, calculators, headphones, keyboards, printer, scanner and projector.
- Medical program equipment may include the following depending on program area: Computers, printer, scanner, software programs, sphygmomanometers, thermometers, stethoscopes, hospital bed, wheelchair, and other non-electronic medical supplies.
- Vocational program equipment may include the following depending on program area: Trucks, trucking equipment, television, DVD player, computers, printer, scanner, software programs.

| ADMINISTRATIVE ASSISTANT PROGRAM |
|---|

**Fort Worth Campus**

**Program Description**
**500 Hours**

This program is designed to teach administrative skills and strengthen pre-existing clerical skills. The program will provide administrative and financial record keeping skills used in various office support positions and will provide training on a wide range of computer software applications and skills used in a modern innovative business working environment.

**Program Objective**
To give the student instruction to reach a typing speed of 45 wpm and ten-key speed of 8000 keystrokes per hour. The program will provide skills necessary to perform advanced administrative functions. The program will provide skills in Microsoft office software applications to generate documents, presentations, reports, tables, record keeping and perform financial accounting tasks related to the corporate office environment. The program will demonstrate basic time management skills. The student will develop an action plan to improve communication skills. The student will receive job skills training which will prepare them for entry level employment as Administrative Assistants, Accounts Receivable/Payable Clerks, Payroll Clerks, Audit Clerks, Advanced Typists, Business Office Assistants, Personnel Clerks, Data Entry Operators, and Customer Service Representatives.

**Admission Requirements:**

- Must be at least 17 years of age with parent consent or 18 years or older.
- Must present a valid picture ID and an original social security card.
- Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions requirements section of this catalog. The following academic scores are required: Reading-9th grade level, Math-8th grade level, and Language- 8th grade level. The school will accept scores from the following tests for specific subjects:
  - Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.

- Pass a criminal background check and drug screening.

## Clock Hours

| Code/Subject | Program Name | Lec/Lab/Ext/Total |
|---|---|---|
| KYBD 100 | Key-Boarding | 5/115/00/120 |
| BMTH 100 | Business Math | 20/20/00/40 |
| MSWN 100 | Microsoft Windows | 20/20/00/40 |
| MSWD 100 | Microsoft Word | 20/30/00/50 |
| MSEX 100 | Microsoft Excel | 20/30/00/50 |
| MSPP 100 | Microsoft PowerPoint | 20/20/00/40 |
| MSAC 100 | Microsoft Access | 10/10/00/20 |
| OFFT 100 | Office Technology | 20/30/00/50 |
| FRKP 100 | Financial Record Keeping | 20/30/00/50 |
| CPFN 100 | Capstone/Final | 5/15/00/20 |
| JBST 100 | Job Search Training | 5/15/00/20 |
| Total hours | | 165/335/00/500 |

**Synopsis/Summary of Programs and Hours**

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours; Y = externship hours and Z = total hours.

**KYBD 100**        **5/115/00/120**

**Key Boarding**: This program provides hands on training to improve existing keyboarding skills focusing on speed and accuracy. The student will learn to type up to a speed of 45 wpm and a ten-key speed of 8000ksph.

**BMTH 100**        **20/20/00/40**

**Business Math:** The student will be able to manage their time, become familiar with new business forms, develop accuracy in machine operation, increase and refine arithmetic skills, explore opportunities in the fields represented by the applications on the calculator or other 10 key office machine keyboards, such as the microcomputer.

**MSWN 100**        **20/20/00/40**

**Microsoft Windows**: This program provides instruction so that the student will be able to operate a mouse. Maneuver through screens, program applications, and icons. Utilize clipboard file manager. Manage icons and desktop.

**MSWD 100**        **20/30/00/50**

**Microsoft Word**: The student will be able to create Microsoft Word documents, save and edit the document. Format a document. Use auto features. Use mail merge to create letters, labels, and business cards.

**MSEX 100**                                                                    **20/30/00/50**

**Microsoft Excel**: The student will be able to prepare and manage workbooks as well as enable them to use the web, in addition to all material covered in beginning and intermediate programs.  The student will also be able to generate charts from data and integrate tables and graphics into Excel applications.

**MSPP 100**                                                                    **20/20/00/40**

**Microsoft PowerPoint:** The student will be able to embed and link objects and hyperlinks, and to set up, modify and create custom slide shows, integrate and publish them for the Web.  The student will also learn all material covered in introductory and intermediate programs.

**MSAC 100**                                                                    **10/10/00/20**

**Microsoft Access:** The student will learn how to access and utilize a database program. Student will also be able to create, modify and enhance a database using tables, queries, forms and reports.

**OFFT 100**                                                                    **20/30/00/50**

**Office Technology:** The student will learn administrative office skills including filing, proper office etiquette, e-mail and mail procedures, how to process business documents, office communication skills, planning and scheduling meetings, handling travel arrangements, internet skills, final analysis, confidential information, and employment skills.

**FRKP 100**                                                                    **20/30/00/50**

**Financial Record Keeping:** The student will earn basic record keeping skills and knowledge. Accurately enter information manually and electronically. File information in alphabetical, numeric, and chronological order. Apply basic math skills for record keeping tasks.

**CPFN 100**                                                                     **5/15/00/20**

**Capstone/Final:**  The student will recap the knowledge and skills learned in the program and utilize them to create a presentation using Microsoft Power Point.  The student will gain hands on practical experience in creating a final presentation and presenting it to their peers as would be done in a business meeting.
**Prerequisite: MSPP 100, MSWD 100**,        **MSEX 100**, **FRKP 100**

**JBST 100**                                                                     **5/15/00/20**

**Job Search Training:** This course provides instruction on how to secure employment. The student will learn to complete an application properly, create and present a professional resume, create a portfolio and gain valuable interviewing skills and techniques.

| CDL RE-CERTIFICATION SEMINAR |
|---|

### Fort Worth Campus

### Seminar Description
### 40 hours

CDL Re-certification Seminar is designed to refresh and update experienced CDL drivers on the most current industry knowledge/skills, defensive driving tactics, and changes required by the state of Texas to continue the safe operation of a commercial vehicle.

### Program Objective
Student will be knowledgeable of current laws, penalties, and industry standard changes applicable to the professional driver. Student will be refreshed on current commercial vehicle operational practices and safe driving techniques. Upon completion of the seminar student will possess the skills necessary to maintain or re-secure employment as a CDL driver.

### Admission Requirements
- Must possess a current CDL license, unrestricted of any outstanding tickets or warrants
- Provide original social security card/proof of ability to work legally in the United States
- Meet the Texas DPS Residency Requirements
- Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions section of the catalog. Test scores in the following grade levels are required: Reading- 7th grade; Math- 7th grade; Language- 7th grade. The school will accept scores from the following tests for specific subjects.
    - Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.
- Pass a criminal background check and drug screening at no cost to the student.
- Student must complete the Department of Transportation (DOT) physical examinations and pass a Department of Transportation (DOT) drug screening; including but not limited to urinalysis drug screening, and breath-alcohol test. (Long Form Required)

| | Student Hours | | | | |
|---|---|---|---|---|---|
| CURRICULUM | MINIMUM CLOCK HOURS | | | | |
| | Classroom | | Truck & Trailer | | |
| Class | Slides/DVD's | Discussions & Tests | Yard | Street | Total |
| **BASIC OPERATION** | | | | | |
| 1.2 Vehicle Inspection | 2.75 | 0.50 | 0.50 | 0.00 | 3.75 |
| 1.3 Basic Control & | 0.85 | 0.50 | 4.00 | 4.00 | 9.35 |
| Right/Left Turn Procedures | 1.00 | 0.50 | 0.00 | 4.00 | 5.50 |
| 1.5 Backing | 1.15 | 0.50 | 0.00 | 1.00 | 2.65 |
| 1.6 Coupling & Uncoupling | 1.60 | 0.50 | 0.50 | 0.00 | 2.60 |
| 1.7 General Knowledge & | 2.20 | 0.50 | 0.00 | 0.00 | 2.70 |
| Defensive Driving | 0.50 | 0.50 | 0.00 | 0.00 | 1.00 |
| 4.0 Air Brakes | 0.45 | 0.50 | 0.00 | 0.00 | 0.95 |
| **SAFE OPERATING PRACTICES** | | | | | |
| 2.2 Speed Management | 1.25 | 0.50 | 0.00 | 0.00 | 1.75 |
| 2.3 Space Management | 1.25 | 0.50 | 0.00 | 0.00 | 1.75 |
| 2.4 Night Operation | 0.75 | 0.50 | 0.00 | 0.00 | 1.25 |
| 2.5 Extreme Driving Conditions | 1.75 | 0.50 | 0.00 | 0.00 | 2.25 |
| **ADVANCED OPERATING PRACTICES** | | | | | |
| 3.0 CSA 2014: A Driver's Guide | 0.75 | 0.50 | 0.00 | 0.00 | 1.25 |
| 3.1 CSA: The 7 Basic's | 1.75 | 0.50 | 0.00 | 0.00 | 2.25 |
| **NONVEHICLE ACTIVITIES** | | | | | |
| 5.0 Hours of Service Requirements | 0.50 | 0.50 | 0.00 | 0.00 | 1.00 |
| Total Hours | 18.50 | 7.50 | 5.00 | 9.00 | 40.00 |

**Synopsis/Summary of Recertification Hours**
Hours are expressed in W/X/Y/Z format. W=Classroom Hours, X=Yard Hours, Y=Street Hours, and Z=Total Hours.

**Basic Operation**

**1.2  Vehicle Inspection**                                      3.25/.50/0/3.75
The Recertification student will understand/perform the appropriate and systematic vehicle inspection as required by the Federal Motor Carrier Safety Regulations regarding vehicle inspections. The student will be able to identify damaged, loose, and/or missing parts, report system defects, and understand that undiscovered malfunctions or vehicle problems can be unsafe and costly.

**1.3   Basic Control with Right/Left turn Procedures          2.85/4.0/8.0/14.85**

The recertification student will know and understand how to start, warm-up, and shut down the engine.  The student will know how to put the tractor-trailer in motion, how to stop the tractor-trailer and learn the proper straight line backing and right/left turning techniques.

**1.5   Backing          1.65/0/1.0/2.65**

The recertification student will learn to execute one of the most difficult, yet important, maneuvers in trucking; backing a tractor-trailer. It is stressed throughout this lesson of instruction that it takes practice and patience to successfully back a tractor-trailer.  It is also stressed that accuracy is more important than speed in this procedure.

**1.6   Coupling & Uncoupling          2.1/.50/0/2.60**

The recertification student will learn the step-by-step procedures used to couple and uncouple most standard tractor-trailer combination rigs. Given the serious hazards that exist for drivers performing the coupling/uncoupling procedure, it is vital that they do it "by the numbers."  The importance of following these procedures in the order in which they are presented is stressed, keeping in mind that the procedures may vary slightly from vehicle to vehicle depending on the equipment being used.

**1.7   General Knowledge with Defensive Driving          3.7/0/0/3.7**

It is a Federal requirement that each state must have minimum standards for the licensing of commercial drivers. This course contains information on safe driving and general information that all commercial drivers should know such as, inspection of equipment, safety, and driving skills while on the road.

**4.0   Air Brakes          .95/0/0/.95**

Recertification student will understand the various brake system components and how they work together. He/she will also learn how to keep the system maintained, spot warning signs of failure and how to brake properly in emergency situations.


**Safety Operating Practices**


**2.2   Speed Management          1.75/0/0/1.75**

The recertification student will learn/understand the science of speed and stopping distance; the role surface conditions play in speed management; the importance of adjusting speed for curves and grades; the relationship between speed and visibility; the influence of speed on traffic management; and the how and why of obeying the speed limit.

**2.3   Space Management          1.75/0/0/1.75**

The recertification student will know/understand the importance and concept of maintaining a cushion of space while operating a tractor-trailer as well as space management when executing a turn.

**2.4    Night Operation                                                                     1.25/0/0/1.25**
The recertification student will know/understand the unique challenges of night driving and the changes in general procedures a driver must make when driving under the cover of darkness.

**2.5    Extreme Driving Conditions                                              2.25/0/0/2.25**
The recertification student will learn how to safely operate under extreme driving conditions such as snow, ice, cold/hot temperatures, and the challenges of mountain driving.

**Advanced Operating Practices**

**3.0    CSA 2014:  A Driver's Guide                                             1.25/0/0/1.25**
The recertification student will be familiar with the Comprehensive Safety Analysis (CSA) 2014 program of the Federal Motor Carrier Safety Administration, which is the driver and carrier monitoring and evaluation system. The goal of CSA 2014 is to reduce crashes, injuries and fatalities on the nation's highways.

**3.1    CSA:  The 7 Basic's                                                           2.25/0/0/2.25**
The recertification student is given an in-depth knowledge of the heart of the CSA safety measurement process which has seven categories of 'safety related behaviors' referred to as Behavior Analysis and Safety Improvement Categories (BASIC's).

**Non-vehicle Activities**

**5.0    Hours of Service Requirements                                        1.0/0/0/1.0**
The recertification student will learn the basic concepts and requirements of the hours-of-service in the Federal Motor Carrier Safety Regulations (FMCSR) which includes operating within the legal limits and accurately completing a driver's record of duty status (driver's log).

## PROFESSIONAL TRUCK DRIVER TRAINING

**Fort Worth Campus**

**Program Description**
**208 hours**

**Program Description**

The Professional Truck Driver Training program is a comprehensive program designed to teach students to master the skills for the entry-level tractor-trailer driver; that is, the minimum training required to become a CDL driver.

**Program Objective**

Upon completion of the program, the student will be:
1. Qualified for a job based on MVR, employment history, and criminal history.
2. Aware of safety procedures; alcohol and drug effects; laws and penalties applicable to the professional driver.
3. Proficient at performing pre-trip, on the road, and post trip vehicle and equipment inspections.
4. Skillful in safe driving techniques.
5. Capable of map reading, log books/electronic log books, cargo documentation, emergency responsibilities, and regulations of transportation agencies.
6. Informed of expectations for a career in truck driving (i.e. as an over the road driver, students will travel all 48 states and Canada, in all kinds of weather and terrain).

Upon exiting the Professional Truck Driver Training Program and successful completion of the Texas Department of Public Safety Class A CDL examinations the student will possess the skills necessary to gain employment as an entry level tractor-trailer driver.

**Admission Requirements**

- Must be at least 21 years of age.
- Must present a valid Texas driver's license, unrestricted of any outstanding tickets or warrants
- Provide original social security card/proof of ability to work legally in the United States
- Meet the Texas DPS Residency Requirements
- Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions section of the catalog. Test scores in the following grade levels are required: Reading- 7th grade; Math- 7th grade; Language- 7th grade. The school will accept scores from the following tests for specific subjects:
  - Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.
- Pass a criminal background check and drug screening at no cost to the student.
- Student must complete the Department of Transportation (DOT) physical examinations and pass a Department of Transportation (DOT) drug screening; including but not limited to urinalysis drug screening, and breath-alcohol test. (Long Form Required)

# Clock Hours

| CURRICULUM | MINIMUM CLOCK HOURS | | | | |
| --- | --- | --- | --- | --- | --- |
| | Classroom | | Truck/ Trailer | | |
| Class | Slides/DVD's | Discussions & Tests | Yard | Street | Total |
| **BASIC OPERATION** | | | | | |
| 1.0 Orientation | 1.35 | 1.00 | 8.00 | 0.00 | 10.35 |
| 1.1 Control Systems | 0.75 | 1.00 | 0.00 | 8.00 | 9.75 |
| 1.2 Vehicle Inspection | 2.75 | 1.00 | 8.00 | 0.00 | 11.75 |
| 1.3 Basic Control & | 0.85 | 1.00 | 8.00 | 0.00 | 9.85 |
| Right/Left Turn Procedures | 1.15 | 1.00 | 0.00 | 8.00 | 10.15 |
| 1.4 Shifting | 0.50 | 1.00 | 4.00 | 4.00 | 9.50 |
| 1.5 Backing | 1.15 | 1.00 | 8.00 | 8.00 | 18.15 |
| 1.6 Coupling & Uncoupling | 1.60 | 1.00 | 8.00 | 0.00 | 10.60 |
| 1.7 General Knowledge & | 2.25 | 1.50 | 0.00 | 0.00 | 3.75 |
| Defensive Driving | 1.25 | 1.00 | 0.00 | 8.00 | 10.25 |
| 1.8 Special Rigs | 0.50 | 1.00 | 0.00 | 0.00 | 1.50 |
| **SAFE OPERATING PRACTICES** | | | | | |
| 2.0 Visual Search | 0.50 | 1.00 | 0.00 | 8.00 | 9.50 |
| 2.1 Communication | 0.50 | 1.00 | 0.00 | 8.00 | 9.50 |
| 2.2 Speed Management | 1.25 | 1.00 | 0.00 | 8.00 | 10.25 |
| 2.3 Space Management | 1.25 | 1.00 | 0.00 | 8.00 | 10.25 |
| 2.4 Night Operation | 0.75 | 1.00 | 0.00 | 0.00 | 1.75 |
| 2.5 Extreme Driving Conditions | 1.75 | 1.00 | 0.00 | 0.00 | 2.75 |
| 2.6 Hazard Perception | 0.50 | 1.00 | 0.00 | 0.00 | 1.50 |
| 2.7 Railroad Crossings | 0.55 | 1.00 | 0.00 | 0.00 | 1.55 |
| 2.8 Emergency Maneuver | 0.75 | 1.00 | 0.00 | 0.00 | 1.75 |
| 2.9 Skid Control and Recovery | 0.70 | 1.00 | 0.00 | 0.00 | 1.70 |
| **ADVANCED OPERATING PRACTICES** | | | | | |
| 3.0 CSA 2014: A Driver's Guide | 0.75 | 1.00 | 0.00 | 0.00 | 1.75 |
| 3.1 CSA: The 7 Basic's | 1.75 | 1.50 | 0.00 | 0.00 | 3.25 |
| 3.2 Handling Cargo | 0.75 | 1.00 | 0.00 | 0.00 | 1.75 |
| 3.3 Cargo Documentation | 0.50 | 1.00 | 0.00 | 0.00 | 1.50 |
| 3.4 Hazardous Materials & | 0.60 | 1.00 | 0.00 | 0.00 | 1.60 |
| Tanker Solution | 1.60 | 1.00 | 0.00 | 0.00 | 2.60 |
| 3.5 Security of cargo, truck and driver | 0.50 | 1.00 | 0.00 | 0.00 | 1.50 |
| 3.6 International Driving | 1.25 | 1.00 | 0.00 | 0.00 | 2.25 |
| **VEHICLE MAINTENANCE** | | | | | |
| 4.0 Vehicle Systems & | 1.75 | 1.00 | 0.00 | 0.00 | 2.75 |
| Air Brakes | 0.45 | 1.00 | 0.00 | 8.00 | 9.45 |
| 4.1 Preventative Maintenance | 0.75 | 1.00 | 0.00 | 0.00 | 1.75 |
| Diagnosing and Reporting | | | | | |
| 4.2 Malfunctions | 0.50 | 1.00 | 0.00 | 0.00 | 1.50 |
| **NONVEHICLE ACTIVITIES** | | | | | |
| 5.0 Hours of Service Requirements | 1.50 | 1.00 | 0.00 | 0.00 | 2.50 |
| 5.1 Accident Procedures | 1.25 | 1.00 | 0.00 | 0.00 | 2.25 |
| 5.2 Personal Health and safety | 1.25 | 1.00 | 0.00 | 0.00 | 2.25 |
| 5.3 Trip Planning | 0.75 | 1.00 | 0.00 | 0.00 | 1.75 |
| 5.4 Public and Employer Relations | 1.00 | 1.00 | 0.00 | 0.00 | 2.00 |
| 5.5 Basic Business Practices for TD | 0.50 | 1.00 | 0.00 | 0.00 | 1.50 |
| 5.6 Electronic Logging Devices | 1.00 | 3.00 | 4.00 | 0.00 | 8.00 |
| Total Hours | 41.00 | 43.00 | 48.00 | 76.00 | 208.00 |

**Synopsis/Summary of Courses and Hours**

Hours are expressed in W/X/Y/Z format. W=Classroom Hours, X=Yard Hours, Y=Street Hours, and Z=Total Hours.

**Basic Operation**

**1.0     Orientation                                          2.35/8/0/10:35**

The student will be provided with a basic understanding of the trucking industry, compliance with applicable regulations, the procedure for obtaining a CDL, the driver's qualifications he/she is subject to in this industry, and the commercial motor vehicle.

**1.1     Control System                                          1.75/0/8/9:75**

The student will be able to identify each of the controls and instruments required to operate the vehicle safely and efficiently.

**1.2     Vehicle Inspection                                     3.75/8/0/11.75**

The student will understand/perform the appropriate and systematic vehicle inspection as required by the Federal Motor Carrier Safety Regulations regarding vehicle inspections. The student will be able to identify damaged, loose, and/or missing parts, report system defects, and understand that undiscovered malfunctions or vehicle problems can be unsafe and costly.

**1.3     Basic Control with Right/Left turn Procedures        4.0/8/8/20.0**

The student will know and understand how to start, warm-up, and shut down the engine. The student will know how to put the tractor-trailer in motion, how to stop the tractor-trailer and learn the proper straight line backing and right/left turning techniques.

**1.4     Shifting                                               1.5/4/4/9.5**

The student will be introduced to shifting patterns and procedures so he/she can efficiently perform basic gear shifting maneuvers such as shift up and down through the gears on a variety of types of conventional transmissions. The student will learn the techniques of double clutching and time shifts, allowing for smooth and fuel efficient performance and how to select the proper gear for speed and highway conditions.

**1.5     Backing                                              2.15/8/8/18.15**

The student will learn to execute one of the most difficult, yet important, maneuvers in trucking; backing a tractor-trailer. It is stressed throughout this lesson of instruction that it takes practice and patience to successfully back a tractor-trailer. It is also stressed that accuracy is more important than speed in this procedure.

**1.6     Coupling & Uncoupling                                 2.6/8/0/10.6**

The student will learn the step-by-step procedures used to couple and uncouple most standard tractor-trailer combination rigs. Given the serious hazards that exist for drivers performing the coupling/uncoupling procedure, it is vital that they do it "by the numbers." The importance of following these procedures in the order in which they are presented is stressed, keeping in mind that the procedures may vary slightly from vehicle to vehicle depending on the equipment being used.

**1.7    General Knowledge plus Defensive Driving                6.0/0/8/14.0**

It is a Federal requirement that each state must have minimum standards for the licensing of commercial drivers. This course contains information on safe driving and general information that all commercial drivers should know such as, inspection of equipment, safety, and driving skills while on the road.

**1.8    Special Rigs                                              1.5/0/0/1.5**

The student will be introduced to the characteristics of special rigs. There are a wide variety of tractors and trailers in the trucking industry and there is a need for specialized training before operating them.

**Safe Operating Practices**

**2.0    Visual Research                                           1.5/0/8/9.5**

The student will learn the skills needed to perform a safe and effective visual search while on the road. This includes the basics of seeing ahead and to the sides, including the importance of scanning at least 12 seconds ahead of the vehicle. Instruction also covers the two types of mirrors found on most tractors and the proper use of those mirrors - the basics of seeing to the rear.

**2.1    Communication                                            1.5/0/8/9.5**

The student will be introduced to the basic principles of communication. This includes appropriate processes and procedures a professional driver should follow when communicating to others. The student will also have a basic understanding of the cues/clues other drivers give when communicating their intentions.

**2.2    Speed Management                                         2.25/0/8/10.25**

The student will learn/understand the science of speed and stopping distance; the role surface conditions play in speed management; the importance of adjusting speed for curves and grades; the relationship between speed and visibility; the influence of speed on traffic management; and the how and why of obeying the speed limit.

**2.3     Space Management                                        2.25/0/8/10.25**

The student will know/understand the importance and concept of maintaining a cushion of space while operating a tractor-trailer as well as space management when executing a turn.

**2.4    Night Driving                                            1.75/0/0/1.75**

The student will know/understand the unique challenges of night driving and the changes in general procedures a driver must make when driving under the cover of darkness.

**2.5    Extreme Driving Conditions                               2.75/0/0/2.75**

The student will learn how to safely operate under extreme driving conditions such as snow, ice, cold/hot temperatures, and the challenges of mountain driving.

**2.6    Hazard Perception                                        1.5/0/0/1.5**

The student will be introduced to the visible characteristics of road conditions that present a hazard to safe operation and the characteristics of other road users that make them a potential danger.

**2.7    Railroad Crossings**                                      **1.55/0/0/1.55**

The student will be introduced to the dangers associated with highway-rail grade crossings, the engineering controls in place to make crossings safer, the regulations requiring drivers to slow down and/or stop at rail crossings, and the safest methods available for crossing railroad tracks.

**2.8    Emergency Maneuvers**                                     **1.75/0/0/1.75**

The student will be introduced to the importance of, and methods for, carrying out evasive steering, emergency stops, off road recoveries, and proper responses to brake failures and blowouts.

**2.9    Skid Control & Recovery**                                  **1.70/0/0/1.70**

The student will be introduced to the conditions that cause skids, the major types of skids, and the procedures for recovering from skids.

**Advanced Operating Practices**

**3.0    CSA 2014:  A Driver's Guide**                             **1.75/0/0/1.75**

The student will be familiar with the Comprehensive Safety Analysis (CSA) 2014 program of the Federal Motor Carrier Safety Administration, which is the driver and carrier monitoring and evaluation system. The goal of CSA 2014 is to reduce crashes, injuries and fatalities on the nation's highways.

**3.1    CSA:  The 7 Basic's**                                      **3.25/0/0/3.25**

The student is given an in-depth knowledge of the heart of the CSA safety measurement process which has seven categories of 'safety related behaviors' referred to as Behavior Analysis and Safety Improvement Categories (BASIC's).

**3.2    Handling Cargo**                                           **1.75/0/0/1.75**

The student will learn the importance of properly handling cargo, including proper and legal securement, proper weight distributions, and safe loading. This includes the Federal Motor Carrier Safety Regulations on this topic as well as safe operating practices.

**3.3    Cargo Documentation**                                      **1.5/0/0/1.5**

The student will be introduced to the basics of freight documentation, as well as pick-up and delivery.

**3.4    Hazardous Materials with Tanker Solution**                 **4.2/0/0/4.2**

The student will be given a general overview of hazardous materials basics, as well as some of the responsibilities associated with hazmat transportation and tanker solutions.

**3.5    Security of cargo, truck and driver**                      **1.5/0/0/1.5**

The student will be made aware of the many security issues facing truck drivers today, stressing throughout this lesson that security is paramount to the safety and success of every driver and that they are the first line of defense when it comes to the security of the truck, the load, and themselves.

**3.6　International Driving**　　　　　　　　　　　　　　　**2.25/0/0/2.25**

The student will be given a general understanding of the many differences involved with operating a commercial motor vehicle in a foreign country. Cross-border issues are discussed as well as safety, security, and regulatory issues.

**Vehicle Maintenance**

**4.0　Vehicle Systems with Air Brakes**　　　　　　　　　**4.2/0/8/10.2**

The student will be introduced to the design of a tractor-trailer, the vehicle's key systems and parts so he/she will know the key components and the function of each key component. The student will have a basis understanding of the importance of troubleshooting and maintenance and receive additional training about air brakes in the class and on the street

**4.1　Preventive Maintenance**　　　　　　　　　　　　　**1.75/0/0/1.75**

The student will know/understand the importance of preventive maintenance and servicing to prevent breakdowns and accidents.

**4.2　Diagnosing and Reporting Malfunction**　　　　　　　**1.5/0/0/1.5**

The student will have a basic understanding of diagnosing and reporting vehicle malfunctions as well as the driver's role in troubleshooting.

**Non-vehicle Activities**

**5.0　Hours of Service Requirements**　　　　　　　　　　**2.5/0/0/2.5**

The student will learn the basic concepts and requirements of the hours-of-service in the Federal Motor Carrier Safety Regulations (FMCSR) which includes operating within the legal limits and accurately completing a driver's record of duty status (driver's log). A daily log is required from each student during the full course.

**5.1　Accident Procedures**　　　　　　　　　　　　　　**2.25/0/0/2.25**

The student will learn the basic responsibilities at the scene of an accident, how to evaluate an accident to determine preventability and how to prevent fires.

**5.2　Personal Health and Safety**　　　　　　　　　　　　**2.25/0/0/2.25**

The student will know/understand the following: personal health and driving; the dangers of driver fatigue; the effects of alcohol/controlled substances on the human body and federal regulations surrounding alcohol/controlled substance consumption; the importance of safety in the work environment; and the necessity of transportation security measures.

**5.3　Trip Planning**　　　　　　　　　　　　　　　　　**1.75/0/0/1.75**

The student will be introduced to the techniques used to plan the most effective and efficient trip plan possible. This includes taking into consideration all aspects of the trip from having proper paperwork on hand to planning an efficient and legal route of travel with an accurate estimation of time, fuel and expenses.

### 5.4    Public and Employer Relations                    2.0/0/0/2.0

The student will be aware of the drivers' highly visible and important role in representing the trucking industry, appropriate contact with the public, good customer relations, job requirements and how to apply for a job.

### 5.5    Basic Business Practices for Truck Drivers         1.5/0/0/1.5

The student will be introduced to the basic business concept and ideas that are important for them to be successful in the transportation industry.

### 5.6    Electronic Logging Devices                        4.0/4.0/0/8.0

The student will be introduced to the basic business concept and ideas that are important for them to be successful in the transportation industry.

## MEDICAL BILLING AND CODING SPECIALIST

**Online Training**

**Program Description**
**340 Hours**

**Medical Billing and Coding Specialist**

This 18-week course covers the skill set and knowledge required to fulfill a position as an Insurance Billing Specialist. This will include an introduction to diagnosis coding (ICD-9 and ICD-10), procedure coding (CPT and HCPCS), billing and reimbursement processes and understanding insurance companies; as well as Medical Insurance Billing as a Career, HIPPA & HITECH, Health Insurance basics, Medical Record Documentation, Electronic Data Exchange, Claim Reimbursement, Fees, BCBS, Managed Care, Private Insurance, Medicare, Medicaid, Tricare, CHAMPVA, Workers Compensation, and Disability Income Insurance.

**Admission Requirements**
- Must be at least 18 years of age.
- Must present a valid picture ID and an original social security card.
- Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions requirements section of this catalog. The following academic scores are required: Reading- 7th grade level, Math- 7th grade level, and Language- 7th grade level. The school will accept scores from the following tests for specific subjects:
  - Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.
- Pass a criminal background check and drug screening.
- Type a speed of 35 wpm and pass a typing assessment with a 50% or above. (Typing assessment provided through Typing Tutor https://www.typing.com administered by North Texas Institute for Career Development).
- Email capabilities and access to a personal email account.
- Successfully complete the 5 Keys to Excellence course within the allotted time, and prior to starting your online class.
- Evidence of successful Certified Medical Administrative Assistant Certification (CMAA)
- To add in the admission requirements that if a prospective student has at least 6 months professional job history in medical billing, medical front office setting, or medical field then the requirement of the Certified Medical Administrative Assistant Certificate is not a necessary prerequisite.
  - **Students are required to pass a certification exam to complete the program**

## Subject Outline

| Medical Billing and Coding Specialist | Video/Slide Lecture & Review | Text/ Courseware Review | Interactivities (Non-Graded) | Quizzes/ Exams | Assignments | Discussions | Total Clock Hours |
|---|---|---|---|---|---|---|---|
| Introduction to Medical Billing and Coding | 2 | 1 | 0 | 0.5 | 1 | 0.5 | 5 |
| Healthcare Law | 2 | 3 | 0.5 | 0.5 | 3 | 1 | 10 |
| Introduction to Health Insurance Terms | 2 | 1 | 0 | 0.5 | 1 | 0.5 | 5 |
| Pharmacology for Coders | 10 | 0 | 4.5 | 0.5 | 4 | 1 | 20 |
| ICD-10-CM | 12 | 12 | 8 | 1 | 6 | 1 | 40 |
| CPT and HCPCS Level II Coding | 12 | 12 | 8 | 1 | 6 | 1 | 40 |
| Abstracting Information from Medical Documents | 10 | 0 | 4.5 | 0.5 | 4 | 1 | 20 |
| New Patients, Insurance Claims and EOBs | 2 | 3 | 0.5 | 0.5 | 3 | 1 | 10 |
| Submitting Electronic Claims and CMS 1500 | 3 | 2 | 0.5 | 0.5 | 3 | 1 | 10 |
| Blue Cross/Blue Shield | 10 | 3 | 2.5 | 0.5 | 3 | 1 | 20 |
| Medicare | 10 | 3 | 2.5 | 0.5 | 3 | 1 | 20 |
| Other Healthcare Programs | 10 | 3 | 2.5 | 0.5 | 3 | 1 | 20 |
| ICD-10-PCS | 12 | 12 | 8 | 1 | 6 | 1 | 40 |
| Survey of Hospital Billing | 10 | 3 | 2.5 | 0.5 | 3 | 1 | 20 |
| **Total Medical Billing and Coding Hours** | | | | | | | **280** |
| Medical Terminology | | | | | | | |
| A Foundation in Medical Terminology | 2 | 2 | 5.5 | 0.5 | 0 | 0 | 10 |
| The Skeletal and Muscular Systems | 2 | 2 | 5.5 | 0.5 | 0 | 0 | 10 |
| The Cardiovascular and Respiratory Systems | 2 | 2 | 5.5 | 0.5 | 0 | 0 | 10 |
| The Digestive, Urinary, and Reproductive Systems | 2 | 2 | 5.5 | 0.5 | 0 | 0 | 10 |
| Nervous and Integumentary Systems and Special Senses | 2 | 2 | 5.5 | 0.5 | 0 | 0 | 10 |
| The Lymphatic, Immune, and Endocrine Systems | 2 | 2 | 5.5 | 0.5 | 0 | 0 | 10 |
| **Total Medical Terminology Hours** | | | | | | | **60** |
| **Total Program Hours** | | | | | | | **340** |

**Clock Hours: 340/00/00/340**

**Synopsis/Summary of Courses and Hours**
Hours are expressed in W/X/Y/Z format. W = clock lecture hours, X = clock lab hours Y = externship hours and Z = total hours.

| **Introduction to Medical Billing and Coding** | **5/00/5** |
|---|---|

**Introduction to Medical Billing and Coding** is the first section. Here, students are introduced to the personal and professional qualifications required to become a Certified Billing and Coding Specialist (CBCS) through the National Healthcareer Association (NHA). They will also explore career opportunities in this field.
**Prerequisite: None**

| **Healthcare Law** | **10/00/10** |
|---|---|

**Healthcare Law** covers HIPAA Privacy Rule and Security Rule, as well as protected health information of patients. Fraud and abuse, Stark Law, and the False Claims Act will also be covered to best prepare students in healthcare las.
**Prerequisite: Introduction to Medical Billing and Coding**

| **Introduction to Health Insurance Terms** | **5/00/5** |
|---|---|

**Introduction to Health Insurance Terms** covers terms in health insurance and those used by healthcare providers. Managed care and third-party reimbursment methods are explained as well.
**Prerequisite: Healthcare Law**

| **Pharmacology for Coders** | **20/00/20** |
|---|---|

**Pharmacology for Coders** section teaches students the definition of Pharmacology, and coveres Generic and Brand Names, Drug Classifications, formularies, and medication lists. Therapeutic uses of medications are covered as well as routes of Administration.
**Prerequisite: Introduction to Health Insurance Terms**

| **ICD-10-CM** | **40/00/40** |
|---|---|

**ICD-10-CM** section begins with an overview of ICD-10-CM coding manual, and covers the format of ICD-10-CM. Also covered are the ICD-10-CM Coding Guideline, ICD-10-CM Coding Conventions, and the Steps for Assigning ICD-10-CM Codes.
**Prerequisite: Pharmacology for Coders**

| **CPT and HCPCS Level II Coding** | **40/00/40** |
|---|---|

**CPT and HCPCS Level II Coding** covers Healthcare Common Procedure Coding System, Organization of the CPT Code Book, CPT Coding Conventions, Organization of the HCPCS Level II Code Book; and Steps for Assigning CPT and HCPCS Level II Codes.
**Prerequisite: ICD-10-CM**

| **Abstracting Information from Medical Documents** | **20/00/20** |
|---|---|

**Abstracting Information from Medical Documents** section includes Coding from SOAP Notes, Coding from a Consultation Report, Coding from Operative Reports, Coding from Emergency Room Records, Coding from Procedure Reports.

**Prerequisite: CPT and HCPCS Level II Coding**

**New Patients, Insurance Claims and EOBs** 10/00/10

**New Patients, Insurance Claims and EOBs** will cover Electronic, Paper and Hybrid Medical Records. Students will explore practice management software, patient portals, and developing an insurance claim. The will also learn New Patient Procedures, Medical Necessity, Explanation of Benefits (EOB), and Collection Practices.

**Prerequisite: Abstracting Information from Medical Documents**

**Submitting Electronic Claims and CMS 1500** 10/00/10

**Submitting Electronic Claims and CMS 1500** is the section in which students learn Electronic Data Interchange (EDI), Electronic Claims Submission, and the 1500 Claim Form. Details of the National Uniform Claim Committee will also be covered.

**Prerequisite: New Patients, Insurance Claims and EOBs**

**Blue Cross/Blue Shield** 20/00/20

**Blue Cross/Blue Shield** details are covered so that students will be prepared to perform job duties deciphering procedures for Participating and Nonparticipating Providers. They will also be able to determine and execute categories of Allowable Fee, and Usual, Customary and Reasonable (UCR). Students also learn Blue Shield Claims Submissions.

**Prerequisite: Submitting Electronic Claims and CMS 1500**

**Medicare** 20/00/20

**Medicare** section covers Medicare Parts A, B, C and D. Students become knowledgeable in Participating and Nonparticipating Providers, as well as Advance Beneficiary Notice (ABN), Supplemental Insurance, and NCCI. Students also learn Medicare Claims Submissions.

**Prerequisite:  Blue Cross/Blue Shield**

**Other Healthcare Programs** 20/00/20

**Other Healthcare Programs** are covered here including Medicaid, TRICARE, CHAMPVA, Workers' Compensation, and Claims Submissions for each.

**Prerequisite:  Medicare**

**ICD-10-PCS** 40/00/40

**ICD-10-PCS** section begins with an overview of ICD-10-PCS, and covers the ICD-10-PCS Code Structure, Index and Table Conventions, Code Components and Definitions Used in ICD-10-PCS.

**Prerequisite:  Other Healthcare Programs**

**Survey of Hospital Billing** 20/00/20

**Survey of Hospital Billing** is the section in which students are trainined on the following practices and procedures: Hospital Revenue Cycle, Chargemaster, Master Patient Index, Prospective Payment Systems, Principal Diagnosis, and Present on Admission.

**A Foundation in Medical Terminology**                                    **10/00/10**

**A Foundation in Medical Terminology** teaches students the Fundamentals of Medical
Terminology, and an Overview of the Human Body. At the end of the section, students
are then given an opportunity to practice what they have learned.

**Prerequisite:  Survey of Hospital Billing**


**The Skeletal and Muscular Systems**                                      **10/00/10**

**The Skeletal and Muscular Systems** section provides thourough overviews of both the
Skeletal System and the Muscular System. At the end of the section, students are then
given an opportunity to practice what they have learned.

**Prerequisite:  A Foundation in Medical Terminology**


**The Cardiovascular and Respiratory Systems**                             **10/00/10**

**The Cardiovascular and Respiratory Systems** section provides thorough overviews of
both the Cardiovascular System and the Respiratory System. At the end of the section,
students are then given an opportunity to practice what they have learned.

**Prerequisite:  The Skeletal and Muscular Systems**


**The Digestive, Urinary, and Reproductive Systems**                       **10/00/10**

**The Digestive, Urinary, and Reproductive Systems** section provides thorough
overviews of the Digestive System, the Urinary System, and the Reproductive System. At
the end of the section, students are then given an opportunity to practice what they have
learned.

**Prerequisite:  The Cardiovascular and Respiratory Systems**


**Nervous and Integumentary Systems and Special Senses**                   **10/00/10**

**Nervous and Integumentary Systems and Special Senses** section provides overviews
of the Nervous System, the Integumentary System, and Special Senses. At the end of the
section, students are then given an opportunity to practice what they have learned.

**Prerequisite:  The Digestive, Urinary, and Reproductive Systems**


**The Lymphatic, Immune, and Endocrine Systems**                           **10/00/10**

**The Lymphatic, Immune, and Endocrine Systems** section provides overviews of the
Lymphatic System, the Immune System, and the Endocrine System. At the end of the
section, students are then given an opportunity to practice what they have learned.

**Prerequisite:  Nervous and Integumentary Systems and Special Senses**

## Medical Billing and Coding Specialist Resources

| Name | Publisher | Year Published |
|---|---|---|
| A Guide to Health Insurance Billing | Cengage | 2000 |
| CPT Standard Edition | American Medical Association | 2019 |
| HCPCS Level II | American Medical Association | 2019 |
| ICD-10-CM Professional for Physicians | American Medical Association | 2019 |
| ICD-10-PCS | American Medical Association | 2018 |
| Professional Review Guide for the CCA Examination | Cengage | 2019 |
| Merriam-Webster's Medical Desk Dictionary | Smithmark | 1996 |
| Medical Terminology for Health Professions | Cengage | 2012 |

## Basis of Grades

Quizzes and Exams are considered PASS/FAIL, with a minimum passing score of 80% for all Quizzes and 80% for all Final Exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content

| MEDICAL FRONT OFFICE ASSISTANT |
| :---: |

**Online Training**

**Program Description**
**160 Hours**

Medical Front Office Assistant program is designed to equip you with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administrative Assistant (CMAA) certification.

Attaining the Certified Medical Administrative Assistant national certification proves that you have the expertise to perform routine administrative tasks to help keep the physician's offices and clinics running efficiently.

This 11-week online certification program provides comprehensive training in areas including Medical Office Procedures and Administration, Human Anatomy, Physiology, and Medical Terminology, and Medical Office Computer Applications. Upon completion of the program, you will be skilled in areas of **Medical Office Administration, Medical Front Office Assistant, Medical Office Specialist, Medical Receptionist, Front Desk Representative, Health and Medical Administrative Services, Patient Centered Care Coordinator** and prepared for the Certified Medical Administrative Assistant (CMAA) healthcare certification, increasing your marketability in the field and allowing for greater flexibility in your career path.

Medical administrative assistants may work at physicians' offices, hospitals, outpatient care centers, insurance companies and an assortment of other facilities. They provide administrative support to medical staff such as medical coders, medical transcriptionists and billing clerks

- **Students are required to pass a certification exam to complete the program**

**Admission Requirements:**

- Must be at least 17 years of age with parent consent or 18 years or older.
- Must present a valid picture ID and an original social security card.
- Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions requirements section of this catalog. The following academic scores are required: Reading-7th grade level, Math- 7th grade level, and Language- 7th grade level. The school will accept scores from the following tests for specific subjects:
  - Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.
- Pass a criminal background check and drug screening at no cost to the student.
- Type a speed of 35 wpm and pass a typing assessment with a 50% or above. (Typing assessment provided through Typing Tutor https://www.typing.com and administered by North Texas Institute for Career Development.)
- Successfully complete the 5 Keys to Excellence course within the allotted time, and prior to starting your online class.

| GES147: Certified Medical Administrative Assistant (CMAA) | Textbook Reading | Slide Presentation | Quizzes/ Exams | Interactivities (Non-Graded) | Assignments | Discussions | Total Clock Hours |
|---|---|---|---|---|---|---|---|
| Becoming an Administrative Medical Assistant | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Managing Stress and Improving Communication | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Law, Ethics and Healthcare | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Improving Your Medical Office | 2 | 2 | 0.5 | 0.5 | 0.5 | 0.5 | 6 |
| Computers in the Ambulatory Care Setting | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Telecommunications and Patient Scheduling | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Midterm | | | 2 | | | | 2 |
| Medical Terminology: Word Parts, Plurals, Abbreviations | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Managing Medical Records | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Written Communication | 2 | 2 | 0.5 | 0.5 | 0.5 | 0.5 | 6 |
| Working with Medical Documents | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Medical Billing and Coding: An Overview | 8 | 4 | 1.5 | 3.5 | 6 | 1 | 24 |
| Daily Financial Practices | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| The Administrative Medical Assistant as Office Manager | 4 | 2 | 0.5 | 1.5 | 3 | 1 | 12 |
| Final Exam | | | 2 | | | | 2 |
| **Total Program Hours** | | | | | | | 160 |

**Clock Hours: 160/00/00/160**

**Synopsis/Summary of Courses and Hours**
Hours are expressed in W/X/Y/Z format. W = clock lecture hours, X = clock lab hours Y = externship hours and Z = total hours.

| **Becoming an Administrative Medical Assistant** | **12/00/12** |
|---|---|

**Becoming an Administrative Medical Assistant –** Introduction to the qualities and job duties typically assigned to a medical administrative assistant, as well as the significance and responsibilities associated with a certification in this field. Students learn ambulatory healthcare settings, and their scope of practice in tandem with the overall healthcare team.
**Prerequisite: None**

| **Managing Stress and Improving Communication** | **12/00/12** |
|---|---|

**Managing Stress and Improving Communication –** Covers best practices in managing stress and burnout. This section also trains students on the different types of communication, as well as barriers to effective communication. Student also learn about the stages of grief and patient interview techniques.
**Prerequisite: Becoming an Administrative Medical Assistant**

## Law, Ethics and Healthcare 12/00/12

**Law, Ethics and Healthcare** - Master an understanding of ethical guidelines for healthcare providers and learn about a diverse range of health insurance coverage options and how eligibility effects different people. Learning objectives in this section include an understanding of Health Insurance Portability and Accountability Act (HIPAA), Americans with Disabilities Act (ADA), Occupational Safety and Health Administration (OSHA), informed consent, advance directives, ethical guidelines for healthcare providers, and medical identify theft.
**Prerequisite: Managing Stress and Improving Communication**

## Improving Your Medical Office 6/00/6

**Improving Your Medical Office** - Discuss the practicalities of opening and closing a medical facility and the responsibilities that come with the role. Understand various safety issues that a medical assistant may face, and best practices in the medical office and reception area.
**Prerequisite: Law, Ethics and Healthcare**

## Computers in the Ambulatory Care Setting 12/00/12

**Computers in the Ambulatory Care Setting** - Covers the role of computers in the Medical Office and how they relate to patient care and scheduling. This includes Electronic Medical Record (EMR), Electronic Health Record (EHR), cloud computing, Mobile Health (mHealth), and safeguarding Protected Health Information (PHI).
**Prerequisite: Improving Your Medical Office**

## Telecommunications and Patient Scheduling 12/00/12

**Telecommunications and Patient Scheduling -** Covers the role of telecommunications such as telephone techniques, faxing and emails, and how they relate to patient care and scheduling. This includes the patient porta, patient scheduling methods, cancellations and no-shows, ad dealing with irate patients.
**Prerequisite: Computers in the Ambulatory Care Setting**

### Medical Terminology:  Word Parts, Plurals, Abbreviations 12/00/12

**Medical Terminology:  Word Parts, Plurals, Abbreviations** - Develops the fundamental knowledge of how to communicate using medical terminology, and how to use this vocabulary when it comes to managing medical records. This section covers the importance of medical terminology, understanding Word Parts (Roots, Prefixes, Suffixes), abbreviations and acronyms in medical records, and a review of plural endings.
**Prerequisite: Telecommunications and Patient Scheduling**

### Managing Medical Records 12/00/12

**Managing Medical Records –** introduces the purposes and categories of medical record and identifies electronic, paper and hybrid medical records. This section defines and discusses best practices for flow Sheets, SOAP Notes, filing paper records, Release of Information (ROI), and Personal Health Records (PHR).
**Prerequisite: Medical Terminology:  Word Parts, Plurals, Abbreviations**

### Written Communication 6/00/6

**Written Communication** - Covers and reviews the correct composition of a business letter, meeting agenda, business email, medical document, and medical billing file. Also understand the importance of proofreading in medical communication on and off-line.
**Prerequisite: Managing Medical Records**

### Working with Medical Documents 12/00/12

**Working with Medical Documents** – Reintroduces the purposes and types of medical record. Understand electronic signatures and the role of medical transcriptionist/medical scribe.
**Prerequisite: Written Communication**

### Medical Billing and Coding:  An Overview 24/00/24

**Medical Billing and Coding:  An Overview** – Introduction to health insurance terms, private and government-sponsored insurers, and code sets (ICD-10-CM/PCS, CPT, and HCPCS Level II). Claim forms (CMS-1500 and UB-04) are also discussed along with electronic claims, pre-authorizations, medical necessity, Explanation of Benefits (EOBs), Fair Debt Collection Practices Act, and Advance Beneficiary Notice (ABN).
**Prerequisite: Working with Medical Documents**

### Daily Financial Practices 12/00/12

**Daily Financial Practices -** Teaches the ins and outs of daily financial practices within a medical setting. Master dealing with insurance claims and payments, including accounts receivable, accounts payable, provider fees, improving patient payments, claims denial strategies, practice management software, managing patient accounts, and office petty cash.
**Prerequisite: Medical Billing and Coding:  An Overview**

### The Administrative Medical Assistant as Office Manager 12/00/12

**The Administrative Medical Assistant as Office Manager** – Master understanding of job duties and office managerial tasks including your office's policy & procedure manual, staff meetings, physician credentialing, and Clinical Documentation Improvement (CDI). Students will have the opportunity to navigate practice websites.
**Prerequisite: Daily Financial Practices**

## COMP TIA ™ A+ CERTIFICATION TRAINING PROGRAM

**Online Training**

**Program Description**
**290 Hours**

## Program Description

This course will prepare students for CompTIA A+ certification. You can earn this certification after passing two essential exams. The CompTIA A+ Certification Exam 220-901, covers the foundational hardware knowledge a PC support technician should know. The CompTIA A+ Certification Exam 220-902 covers the operating system, virtualization, mobile device management and hardware troubleshooting skills.
CompTIA™ A+ Certification is vendor neutral and internationally recognized, giving professionals a competitive advantage no matter what country you're working in and what hardware you're working with. This course offers enrollment with vouchers. The vouchers are prepaid access to sit for the certifying CompTIA™ certification exams (CompTIA Core 1 220-1001)
and Core 2 220-1002) upon completion of the course and eligibility.

This 19-week program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high-speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

- **Students are required to pass a certification exam to complete the program**

**Admission Requirements:**

- Must be at least 18 years of age.
- Must present a valid picture ID and an original social security card.
- Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions requirements section of this catalog. The following academic scores are required: Reading- 7th grade level, Math- 7th grade level, and Language- 7th grade level. The school will accept scores from the following tests for specific subjects:
  - Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.
- Pass a criminal background check and drug screening.
- Email capabilities and access to a personal email account.

- Successfully complete the 5 Keys to Excellence course within the allotted time, and prior to starting your online class.

## Subject Outline

| CompTIA™ A+ Certification Training | Video Lecture and Review | Text/ Courseware Review | Offline Exercises | Quizzes/ Exams | Terms/ Abbreviation Review | Total Clock Hours |
|---|---|---|---|---|---|---|
| CompTIA A+ 220-901 | | | | | | |
| Unit 1 | 3 | 9 | 9.5 | 6.5 | 6 | **34** |
| Unit 2 | 2 | 5 | 2.5 | 6.5 | 6 | **22** |
| Unit 3 | 1 | 5 | 5.25 | 5.75 | 5 | **22** |
| Unit 4 | 1 | 2 | 8.25 | 5.75 | 5 | **22** |
| Unit 5 | 1 | 3 | 5.25 | 5.75 | 5 | **20** |
| Unit 6 | 2 | 3 | 4.5 | 12.5 | 6 | **28** |
| CompTIA A+ 220-902 | | | | | | |
| Unit 1 | 4.25 | 11 | 4.5 | 7.25 | 7 | **34** |
| Unit 2 | 2.75 | 4.5 | 2 | 5.75 | 5 | **20** |
| Unit 3 | 2 | 4.5 | 2.75 | 5.75 | 5 | **20** |
| Unit 4 | 1.25 | 2.25 | 9.5 | 5 | 4 | **22** |
| Unit 5 | 1.5 | 7 | 8.5 | 5,.75 | 5 | **22** |
| Unit 6 | 1 | 2 | 6 | 11 | 4 | **24** |
| **Total Program Hours** | **22.75** | **58.25** | **68.5** | **77.5** | **63** | **290** |

**Clock Hours: 160/00/00/160**

**Synopsis/Summary of Courses and Hours**
Hours are expressed in W/X/Y/Z format. W = clock lecture hours, X = clock lab hours Y = externship hours and Z = total hours.

### COMP TIA ™ A+ (220-901) UNIT 1 & UNIT 2          56/00/56

UNITS 1 & 2: Learn to understand and operate BIOS/UEFI tools, motherboard components, CPU and RAM types, PC expansion cards, and power supplies. Understand storage devices, display devices, peripheral devices, network architecture devices, and characteristics of TCP/IP.
**Prerequisite: None**

### COMP TIA ™ A+ (220-901) UNIT 3 & UNIT 4          44/00/44

UNITS 3 & 4: Master PC connection interfaces, network cables and connectors, Wi-Fi networking standards, internet connection types, and networking tools. In unit 4, learn about laptop components, displays, features, and mobile devices.

   **Prerequisite: COMP TIA ™ A+ (220-901) UNIT 1 & UNIT 2**

**COMP TIA ™ A+ (220-901) UNIT 5 & UNIT 6**                                                **48/00/48**

UNITS 5 & 6: Understand SOHO's, printers, and how to maintain a printer. Cover troubleshooting best practices for RAMP, CPU, RAID, networks, mobile devices, and printers.
**Prerequisite: COMP TIA ™ A+ (220-901) UNIT 3 & UNIT 4**


**COMP TIA ™ A+ (220-902) UNIT 1 & UNIT 2**                                                **54/00/54**

UNITS 1 & 2: Learn the fundamentals of Microsoft Operating Systems. Continue on to learn about Windows OS security, Microsoft command line tools, and Windows control panel utilities. In unit 2, learn about the basic features of mobile operating systems, how to secure mobile devices, and how to configure basic mobile device network connectivity and email.
**Prerequisite: COMP TIA ™ A+ (220-901) UNITS 1-6**


**COMP TIA ™ A+ (220-902) UNIT 3 & UNIT 4**                                                **42/00/42**

UNITS 3 & 4: Understand client-side virtualizations, basic cloud concepts, Windows networking on a client/desktop, and SOHO wireless and wired networks. Additionally, learn about common security threats and vulnerabilities, security best practices, and how to safely destroy and dispose of data.
**Prerequisite: COMP TIA ™ A+ (220-902) UNITS 1 &2**

**COMP TIA ™ A+ (220-902) UNIT 5 & UNIT 6**                                                **46/00/46**

UNITS 5 & 6: Develop an understanding of safety procedures, how to handle prohibited content and activity, proper communication techniques, and how to explain privacy to clients. Lastly, in unit 6 cover troubleshooting best practices for PC operating systems, PC security issues, common mobile and OS security issues, and you'll cover troubleshooting theory.
**Prerequisite: COMP TIA ™ A+ (220-902) UNITS 3 &4**

## COMPT TIA ™ A+ Certification Training Program Resources

| Name | Publisher | Year Published |
|------|-----------|----------------|
| Video Lecture Instruction | Cyanna | 2016 |
| Online Labs/ Simulations | Cyanna | 2016 |
| Book | A+ Guide to IT Technical Support, Ninth Edition 2017 | |

## Basis of Grades

Only the Unit and Final Exams count toward the final, overall grade for this course. Additional resources in the classes are expected to be accessed and/or completed based on the need, experience level, and/or study goals for each student. To earn a certificate in CompTIA  A+ Certification Training (Vouchers Included), students must complete 290 hours of training with a passing grade. although it is recommended for students to earn a 100% before continuing. This method is used as a formative assessment tool to assist student in improved learning. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content.

Exams are graded assessments that students can take up to two times. A score of a 70% or higher is required to pass the exam. This method is used a summative assessment to check what has been learned to date. This is to ensure students has a snapshot to allow the student to identify how well learning tasks or objectives have been completed.

## NETWORK+ CERTIFICATION SEMINAR
### Online Training

### Seminar Description
### 110 Hours

Network + Certification validates that you have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support. Upon completion of this seminar, you will be prepared for the international, vendor-neutral certification in a growing and in-demand field.

This 6-week seminar is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high-speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the seminar. This seminar is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the seminar effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

- **Students are required to pass a certification exam to complete the seminar**

**Admission Requirements:**

- Must be at least 18 years of age.
- Must present a valid picture ID and an original social security card.
- Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions requirements section of this catalog. The following academic scores are required: Reading- 7th grade level, Math- 7th grade level, and Language- 7th grade level. The school will accept scores from the following tests for specific subjects:
  - Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.
- Pass a criminal background check and drug screening.
- Email capabilities and access to a personal email account.

- Successfully complete the 5 Keys to Excellence course within the allotted time, and prior to starting your online class.
- Individuals should have 6 months professional experience with computers and/or completed a computer-based certification course (i.e. A+ certification)

# Course Outline

| GES329 - CompTIA™ Network+ Certification Training | Video Lecture and Review | Text/ Courseware Review | Offline Exercises | Quizzes/ Exams | Terms/ Abbreviation Review | Total Clock Hours |
|---|---|---|---|---|---|---|
| Unit 1 | 2.75 | 4 | 4 | 4.5 | 2 | **17.25** |
| Unit 2 | 2.5 | 4.5 | 5 | 4.5 | 2 | **18.5** |
| Unit 3 | 5 | 5.25 | 5 | 4.5 | 2 | **21.75** |
| Unit 4 | 1.25 | 2.75 | 5 | 4.5 | 2 | **15.5** |
| Unit 5 | 2.5 | 4.5 | 5 | 4.5 | 2 | **18.5** |
| Unit 6 | 2.5 | 4.5 | 5 | 4.5 | 2 | **18.5** |
| **Total Program Hours** | **16.5** | **25.5** | **29** | **27** | **12** | **110** |

## COMP TIA ™ Network+ Certification Seminar

This course builds on existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that students will use on the job in any type of networking career. This seminar is a complete and thorough review of the knowledge needed to configure and troubleshoot both wireless and wired hardware. Sections covered include the following: Network architecture; Network Operations; Network Security; Troubleshooting; And Industry Standards, Practices, and Network Theory. In this course, students learn the fundamentals needed to prepare for the CompTIA Network+ certification exam (N10-007) and start a career as a network technician.

### COMP TIA ™ Network+ Certification Seminar Resources

| Name | Publisher | Year Published |
|---|---|---|
| Video Lecture Instruction | Cyanna | 2016 |
| Online Labs/ Simulations | Cyanna | 2016 |
| Network + Guide to Networks | Cengage | 2018 |

### Basis of Grades

Quizzes are non-graded assessments that students can take an infinite number of times, although it is recommended for students to earn a 100% before continuing. This method is used as a formative assessment tool to assist student in improved learning. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content.

Exams are graded assessments that students can take up to two times. A score of a 70% or higher is required to pass the exam. This method is used a summative assessment to check what has been learned to date. This is to ensure students has a snapshot to allow the student to identify how well learning tasks or objectives have been completed.

Only the Unit and Final Exams count toward the final, overall grade for this course. Additional resources in the classes are expected to be accessed and/or completed based on the need, experience level, and/or study goals for each student. To earn a certificate in CompTIA Network+ Certification Training (Voucher Included), students must complete 110 hours of training with a passing grade.

**TECHNOLOGY AND EQUIPMENT REQUIREMENTS**

THE COMPUTER EQUIPMENT UTILIZED TO ACCESS MEDCERTS TRAINING PROGRAMS MUST MEET THE FOLLOWING MINIMUM REQUIREMENTS UNLESS OTHERWISE NOTED.

MINIMUM HARDWARE AND OPERATING SYSTEM
• Intel Pentium or Celeron, or AMD Sempron 1.6 GHz or faster
• 2 GB RAM or more
• Windows 10, Windows 8, Windows 7 or Vista
• Sound card and speakers

SOFTWARE
• Internet Explorer 10.0 or higher or Firefox 18 or higher
• HIGHLY RECOMMENDED:  Microsoft Office 2007 or higher (MS Word, MS Excel and MS PowerPoint).  There are other applications that perform the same functions (Google Docs, Sheets, Slides, etc.) that are also recommended and acceptable.
• Adobe Flash Player 11.5 or higher
• Adobe Reader 11.0

INTERNET CONNECTION AND E-MAIL
• A reliable broadband Internet connection, either cable or DSL of at least 1000 Kbps for adequate audio-video quality
• An e-mail address

BROWSERS
• • PC: Mozilla Firefox 2.0 or higher; Google Chrome 5.0 or higher
• • Mac: Safari 5.0 or higher; Mozilla Firefox 2.0 or higher

MISCELLANEOUS
• RX-3000 program:  Video Recording Device (video-ready phone, webcam, camcorder)
• OPTIONAL:  Printer

TECHNOLOGICAL COMPETENCY
• Ability to use e-mail to correspond
• Ability to browse the Web

## CERTIFICATIONS

## Healthcare Certifications

### CMAA - Certified Medical Administrative Assistant

The Certified Medical Administrative Assistant (CMAA) credential is offered by the National Healthcareer Association (NHA). CMAAs are responsible for various administrative duties and often have direct patient contact. It demonstrates the ability to perform routine administrative tasks in a physicians' office, nursing home, hospital or clinic to keep it running efficiently.

As CMAA you may perform some of the following tasks:
- Operate computer systems or other types of technology to accomplish office tasks
- Greeting patients and helping them fill out forms
- Answer calls, schedule appointments, and maintain files of patients
- Update and maintain patient and other practice information
- Coordinate the collection and preparation of operating reports such as time and attendance

By attaining CMAA certification, students validate their training and competence, and assure allied health employers that they are qualified for entry-level positions. Furthermore, hospitals, physicians' offices, nursing homes and other healthcare facilities may give preference to candidates with medical administrative assistant certification.

### CBCS - Certified Billing and Coding Specialist

Certified medical billing/coder specialists work in a variety of settings, including hospitals, outpatient and inpatient clinics, surgical centers, and dental offices. Any place that provides medical services requires the services of a certified medical billing/coder specialist. Certified medical billing/coder specialists work in conjunction with physicians and other medical providers and, in addition to coding services, provide education to providers regarding medical record requirements and conduct chart reviews for completeness.

As a CBCS you may perform some or all of the following tasks:
- Accurately locate documentation in the patient record to support coding and billing process
- Assign codes for diagnoses and procedures
- Submit claims for reimbursement based on payer policies and procedures
- Coach providers on the best documentation practices to support quality coding and optimal reimbursement

Graduates of this program will be employable by private health care practices, clinics, government agencies, insurance companies and other health care facilities.

## IT Certifications

*(NOTE: to achieve A+ Certification students must pass both the A+ Essentials and the A+ Practical Application Exams)*

### About the A+ Certification

A+ Certification is a computer industry recognized credential that certifies the competency of PC Service Specialists. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric.

**Skills Measured by CompTIA A+ Certification**

Key knowledge areas and skill sets measured by the CompTIA A+ certification exam include:

• A+ certified professionals understand the fundamentals of computer technology, networking, and IT security.
• A+ certified professionals understand operating system (OS) functionality and troubleshooting methodology.
• A+ certified professionals can identify hardware, peripheral, networking, and security components.
• A+ certified professionals can categorize various types of storage devices and backup media.
• A+ certified professionals can explain the types and features of motherboard components.
• A+ certified professionals know how to perform proper computer safety procedures and best practices.
• A+ certified professionals possess practical interpersonal communication skills to better interact with colleagues.
• A+ certified professionals can install, configure, upgrade and maintain PC workstations, the Windows OS, and SOHO networks.
• A+ certified professionals can install and configure input devices, such as mouse, keyboard, biometric devices & touch screens.
• A+ certified professionals can use a variety of troubleshooting techniques and tools to effectively resolve PC, OS, and network connectivity issues.

**Network + (N10-005 exam)**

**About the Network + Certification**



Network + Certification is a computer industry recognized credential that certifies the competency of Network Technicians. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric.

**Skills Measured by Network+ Certification**

Here are some of the key skills covered in the CompTIA Network+ certification exam:

• Network+ certified professionals can manage and troubleshoot a basic network infrastructure.
• Network+ certified professionals can install, operate and configure wired and wireless networks.
• Network+ certified professionals can identify and explain common networking protocols and ports.
• Network+ certified professionals can identify and troubleshoot performance and connectivity issues.
• Network+ certified professionals can install, configure and differentiate between common network devices.
• Network+ certified professionals can describe networking technologies and basic network design principles.
• Network+ certified pros possess the skills to adhere to wiring standards and use modern network testing tools.

# MICROSOFT OFFICE SUITE SEMINAR

### Seminar Description
### 235 Hours

The Microsoft Office Suite Seminars are lecture-based trainings along with hands-on trainings. These seminars are designed to teach beginner, intermediate, and expert levels of the Microsoft applications. Students can take their certification exam and receive an industry level certification for each application at the end of each course.

Students will learn how to perform basic, intermediate, and expert Microsoft functions using the Microsoft Office applications. Upon completion of these seminars, students will be able to navigate through the Microsoft Word, PowerPoint, and Excel interface and have a firm understanding on common and advanced document creating and editing techniques.

### Admission Requirements
- Must be 16 years of age
- Must present a valid picture ID and an original social security card

### Prerequisites

Students must score an 85% or higher on the Microsoft Word, PowerPoint, and Excel Northstar Digital Literacy Assessments. Those who score below an 85% must take corresponding Goodwill Digital Career Accelerator courses to establish a basic knowledge of the Microsoft Office applications.

### Synopsis/Summary of Seminars and Hours

**MICROSOFT WORD CORE**                                           **30 Hours**

This seminar introduces basic and intermediate Microsoft Word techniques and tools such as knowing the document elements, how to save a document in different formats, basic editing skills, and using the Quick Access Toolbar while using Microsoft Word 2016 software. After completing the required lesson plans, students will have the opportunity to earn their MOS Specialist certification through CertiPort.

**Prerequisite**: 85% or Higher on Northstar Digital Literacy Assessment for Microsoft Word.

**MICROSOFT WORD EXPERT**                                **45 Hours**

This seminar goes through more advanced editing techniques such as customizing themes and templates, protecting documents, mail merging, and macros whole using the Microsoft Word 2016 software. After completing the required lesson plans, students will have the opportunity to earn their MOS Specialist, Expert, or Master certification through CertiPort.

**Prerequisite**: Completion of Microsoft Word Core and Certification Exam.

**MICROSOFT POWERPOINT**                                 **25 Hours**

This seminar teaches basic, intermediate, and advanced skills in Microsoft PowerPoint such as creating new presentations, utilizing slide masters, enhancing presentations with graphics, video, and audio, and compressing and sharing PowerPoint files. After completing the required lesson plans, students will have the opportunity to earn their MOS Specialist or Master certification through CertiPort.

**Prerequisite**: 85% or Higher on Northstar Digital Literacy Assessment for Microsoft Word and PowerPoint or completion of Microsoft Word Core.

**MICROSOFT EXCEL CORE**                                   **25 Hours**

This seminar introduces basic and intermediate Microsoft Excel techniques and tools such as how to format worksheets, keyboard shortcuts, using formulas, organizing data, and using data tools while using the Microsoft Excel 2016 software. After completing the required lesson plans, students will have the opportunity to earn their MOS Specialist certification through CertiPort.

**Prerequisite**: 85% or Higher on Northstar Digital Literacy Assessment for Microsoft Word, PowerPoint, and Excel or completion of Microsoft Word Core.

| **MICROSOFT EXCEL EXPERT** | **30 Hours** |
| --- | --- |

This seminar goes through more advanced Excel tools and functions such as custom cell formats, LOOKUP functions, Pivot Tables, and Macros using the Microsoft Excel 2016 software. After completing the required lesson plans, students will have the opportunity to earn their MOS Specialist, Expert, or Master certification through CertiPort.

**Prerequisite**: Completion of Microsoft Excel Core and Certification Exam.

| **MICROSOFT OUTLOOK** | **20 Hours** |
| --- | --- |

This seminar teaches basic, intermediate, and advanced skills in Microsoft Outlook such as creating and responding to messages, utilizing calendar functions, managing emails, and using the Tasks function while using the Microsoft Outlook 2016 software. After completing the required lesson plans, students will have the opportunity to earn their MOS Specialist or Master certification through CertiPort.

**Prerequisite**: 85% or Higher on the Northstar Digital Literacy Assessment for Email and Microsoft Word.

| **MICROSOFT ACCESS** | **60 Hours** |
| --- | --- |

This seminar teaches basic, intermediate, and advanced skills in Microsoft Access such as designing, creating, and managing databases, building tables, retrieving data, and designing reports while using the Microsoft Access 2016 software. After completing the required lesson plans, students will have the opportunity to earn their MOS Specialist or Master certification through CertiPort.

**Prerequisite**: 85% or Higher on Microsoft Word, PowerPoint, and Excel and completion of Microsoft Word Core or Microsoft Excel Core.

# 2020 SCHOOL CALENDAR

## Enrollment Period

- Students may enroll until the last business day before the first day of the program term

| CDL Re-Certification Seminar | | | |
|---|---|---|---|
| **Start Date** | **End Date** | **Start Date** | **End Date** |
| 01/20/2020 | 01/28/2020 | 03/23/2020 | 03/31/2020 |
| 05/11/2020 | 05/19/2020 | 07/20/2020 | 07/28/2020 |
| 09/28/2020 | 10/06/2020 | 11/09/2020 | 11/17/2020 |
| **Professional Truck Driver Training Program** | | | |
| **Start Date** | **End Date** | **Start Date** | **End Date** |
| 01/20/2019 | 03/09/2020 | 02/24/2020 | 04/13/2020 |
| *03/23/2020 | 05/11/2020 | 04/06/2020 | 05/25/2020 |
| 05/11/2020 | 06/22/2020 | 06/15/2020 | 07/27/2020 |
| 07/20/2020 | 09/07/2020 | 08/24/2020 | 10/12/2020 |
| 09/28/2020 | 11/16/2020 | H 11/02/2020 | 12/21/2020 |
| H* 11/23/2020 | 01/11/2021 | H 12/07/2020 | 01/25/2021 |
| **Microsoft Office Suite Seminar** | | | |
| **Start Date** | **End Date** | **Start Date** | **End Date** |
| 01/20/2020 | 03/16/2020 | 02/24/2020 | 04/20/2020 |
| 03/23/2020 | 05/18/2020 | 04/06/2020 | 06/01/2020 |
| 05/04/2020 | 06/29/2020 | 06/08/2021 | 08/03/2020 |
| 07/06/2020 | 08/31/2020 | 08/10/2020 | 10/05/2020 |
| H 11/09/2020 | 01/11/2021 | H 12/07/2020 | 02/01/2021 |

## Online Training

| COMP TIA ™ A+ Certification Training Program | | | |
|---|---|---|---|
| **Start Date** | **End Date** | **Start Date** | **End Date** |
| 01/20/2020 | 06/10/2020 | 02/24/2020 | 07/06/2020 |
| 03/23/2020 | 08/03/2020 | 04/06/2020 | 08/17/2020 |
| 05/04/2020 | 09/04/2020 | 06/08/2020 | 10/19/2020 |
| 07/06/2020 | 11/16/2020 | 08/10/2020 | 12/14/2020 |
| H 09/09/2020 | 01/18/2021 | H10/12/2020 | 02/22/2021 |
| H 11/09/2020 | 03/22/2021 | H 12/07/2020 | 04/12/2021 |
| **Medical Billing and Coding Specialist** | | | |
| **Start Date** | **End Date** | **Start Date** | **End Date** |
| 01/20/2020 | 06/10/2020 | 02/24/2019 | 07/06/2020 |
| 03/23/2020 | 08/03/2020 | 04/06/2020 | 08/17/2020 |
| 05/04/2020 | 09/17/2020 | 06/08/2020 | 10/19/2020 |
| 07/06/2020 | 11/09/2020 | 08/10/2020 | 12/07/2020 |
| H 09/07/2020 | 01/11/2021 | H 10/12/2020 | 02/15/2021 |
| H 11/09/2020 | 03/22/2021 | H 12/07/2020 | 04/05/2021 |

| Medical Front Office Assistant | | | |
|---|---|---|---|
| **Start Date** | **End Date** | **Start Date** | **End Date** |
| 01/20/2020 | 04/06/2020 | 02/24/2020 | 05/11/2020 |
| 03/23/2020 | 06/08/2020 | 04/06/2020 | 06/22/2020 |
| 05/04/2020 | 07/20/2020 | 06/08/2020 | 08/24/2020 |
| 07/06/2020 | 09/21/2020 | 08/10/2020 | 10/26/2020 |
| 09/07/2020 | 10/19/2020 | 10/12/2020 | 11/23/2020 |
| H 11/09/2020 | 12/21/2020 | H 12/07/2020 | 01/18/2021 |
| **Comp TIA ™ Network+ Certification Seminar** | | | |
| **Start Date** | **End Date** | **Start Date** | **End Date** |
| 01/20/2020 | 03/02/2020 | 02/24/2020 | 04/06/2020 |
| 03/23/2020 | 05/04/2020 | 04/06/2020 | 05/18/2020 |
| 05/04/2020 | 06/15/2020 | 06/08/2020 | 07/20/2020 |
| 07/06/2020 | 08/17/2020 | 08/10/2020 | 09/21/2020 |
| 09/07/2020 | 10/19/2020 | 10/12/2020 | 11/23/2020 |
| H 11/09/2020 | 12/21/2020 | H 12/07/2020 | 01/18/2021 |

*This constitutes an extra class in the schedule.*

*H- This represents holiday breaks are happening within this class period. Therefore, the student may receive extra time due to the school closing to observe the holidays.*

# 2020 CLOSURE DATES

The school will be closed for the following holidays and staff in-service days.

| | |
|---|---|
| January 1, 2020 | New Year's Day |
| January 17, 2020 | Staff In-service |
| February 21, 2020 | Staff In-service |
| March 9-13, 2020 | Spring Break |
| March 20, 2020 | Staff In-service |
| April 17, 2020 | Staff In-service |
| May 15, 2020 | Staff In-service |
| May 25, 2020 | Memorial Day |
| June 19, 2020 | Staff In-service |
| July 3, 2020 | Independence Day |
| July 17, 20120 | Staff In-service |
| August 21, 2020 | Staff In-service |
| September 7, 2020 | Labor Day |
| September 18, 2020 | Staff In-service |
| October 18, 2019 | Staff In-service |
| November 20, 2020 | Staff In-service |
| November 23-27, 2020 | Thanksgiving/Fall Break |
| December 21 thru January 4, 2021 | Christmas/Winter Break |

\* See Administrative Policies for bad weather procedure.

## STAFF AND FACULTY

North Texas Institute for Career Development's greatest strength has been the quality of staff and instructors that support the curriculum with their knowledge, skill, and experience. NTI focuses on hiring experienced individuals who come from various walks of life. This uniqueness allows students not only to benefit from the curriculum but provides the benefit of the instructors' experiences and abilities to empathize with each and every student's life challenges.

| | |
|---|---|
| **Romney Guy** | *Vice President, Workforce Development* |
| | *Bachelor of Science in Counseling associate studies and Master of Science in Clinical Sociology* |
| **Bobbie Hodges** | *Sr. Director, Workforce Development* |
| | *Bachelor of Science in Recreation Therapy and Master of Science in Therapeutic Recreation* |
| **Kristen Bostick-Williams** | *Regional Director, Educational Programs and Partnerships/North Texas Institute for Career Development* |
| | *Bachelor of Arts in Communication and Master of Business Administration* |
| **Renaldo Williams** | *NTI, Director of Virtual Training Program* |
| **Priscilla Perez** | *Administrative Assistant, NTI* |
| **Jami Ward** | *NTI Recruiter* |
| **Mary Simmans** | *Virtual Training Coordinator* |
| **Charlotte Cosby** | *Virtual Training Coordinator* |
| **Bradley Cheek** | *Administrative Assistant, NTI* |
| **Bill Waters** | *Instructor, Professional Truck Driver Training* |
| **George James** | *Instructor, Professional Truck Driver Training* |
| **Charles Dorsett** | *Instructor, Professional Truck Driver Training* |
| **Nancy Smith** | *Medical Front Office Assistant & Medical Billing &Coding Specialist* |
| **David Grimes** | *COMP TIA A+ Certification Training Program &* |
| **Joseph Fisher** | *Instructor, A+ Certification Seminar & Network +Certification Seminar* |
| **Barbara Whatley** | *Instructor, Medical Front Office Administrative & Medical Billing Specialist Seminar* |
| **Victoria Burk** | *Instructor, Microsoft Office Suite* |
| **Sandy Mead** | *Online Programs Representative* |

# 2020 TUITION AND FEES

**MICROSOFT OFFICE SUITE SEMINAR**

### Microsoft Office Suite Seminar
| | |
|---|---|
| Registration Fee [1] | $ 100.00 |
| Tuition | $ 400.00 |
| Books [2] | |
| Total | $ 500.00 |

**VOCATIONAL TRAINING**

### CDL Re-Certification Seminar
| | |
|---|---|
| Registration Fee [1] | $ 100.00 |
| Tuition | $ 662.00 |
| Books/Supplies [2] | $ 55.00 |
| Total | $ 817.00 |

### Professional Truck Driver Training
| | |
|---|---|
| Registration Fee [1] | $ 100.00 |
| Tuition | $ 3,310.00 |
| Books/Supplies [2] | $ 90.00 |
| Total | $ 3,500.00 |

### Other Fees:
| | |
|---|---|
| DOT Physical/Drug Testing [2] | $ 150.00 |
| Licensing Fees [2] | $ 112.00 |
| Total | $ 262.00 |

**ONLINE TRAINING**

### Medical Front Office Assistant
| | |
|---|---|
| Registration Fee [1] | $ 100.00 |
| Supplies | $ 300.00 |
| Tuition[3] | $ 1,495.00 |
| Total | $ 1,895.00 |

### Medical Billing & Coding Specialist
| | |
|---|---|
| Registration Fee [1] | $ 100.00 |
| Supplies | $ 300.00 |
| Tuition[3] | $ 2,195.00 |
| Total | $ 2,595.00 |

### COMP TIA ™ A+ Certification Training Program
| | |
|---|---|
| Registration Fee [1] | $ 100.00 |
| Supplies | $ 300.00 |
| Tuition[3] | $ 2,395.00 |
| Total | $ 2,795.00 |

### COMP TIA ™ Network+ Certification Seminar
| | |
|---|---|
| Registration Fee [1] | $ 100.00 |
| Supplies | $ 300.00 |
| Tuition[3] | $ 1,695.00 |
| Total | $ 2,095.00 |

- [1]REGISTRATION FEES MAY NOT BE REFUNDED IN SOME CIRCUMSTANCES. PLEASE REFER TO THE REFUND POLICY.

- [2]FEES ARE APPROXIMATE AND SUBJECT TO CHANGE.

- [3]REGISTRATION COST FOR CERTIFICATION EXAM IS INCLUDED IN TUITION. HOWEVER, THIS DOES NOT COVER THE COST FOR EXAM RE-TAKES OR SECOND ATTEMPTS.

- BACKGROUND CHECKS AND DRUG SCREENINGS ARE AT NO COST TO THE STUDENT. ***EXCLUDES CDL PHYSICAL/DRUG TESTING***

- A FEE OF $10.00 PER DAY WILL BE CHARGED FOR EXTENSIONS EXCEEDING THE END DATE FOR THE PROGRAM.