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A message to our Students…

Welcome to Career Quest Learning Centers, Inc.! We are honored you have chosen to attend our career school. This catalog describes some of the policies, services, staff, and facilities of Career Quest Learning Centers, Inc. You should become familiar with them as soon as possible and use them throughout your course of study. I am certain you will be challenged, yet rewarded handsomely for your investment in this education. What you put in to your education is exactly what you will get out of it! I personally challenge you to push yourself in an effort to exceed your own expectations. This short-term investment will produce long-term results. It is up to you to make it happen. All of the needed resources are provided to you. It is up to you to attend each of your classes every day and earn the grades you are capable of earning.

The staff and faculty of Career Quest Learning Centers want to help make this educational experience a rewarding one. We expect all of our staff, faculty and students to act and conduct their behavior in a professional, business-like manner. This includes arriving to class and appointments on-time and being courteous and respectful to everyone. By following these few simple rules, and using common sense, there is no reason this educational experience cannot be successful and rewarding.

What you do within your new learning environment is up to you. All of us at Career Quest Learning Centers want you to succeed. Please remember, in the event you need additional help, we have resources available here. If we can keep all lines of communication open, everyone will succeed.

I look forward to meeting each of you during the coming months. Good luck with your studies. You are now one step closer to reaching your new career goals!

Sincerely;

Robert McCart
President and CEO

I certify that this catalog is true and correct in content and policy.

This catalog is current as of the time of printing. Career Quest Learning Centers, Inc. reserves the right to make changes in course content, equipment, materials, organizations, available industry certifications, policy, and curriculum as circumstances dictate, subsequent to publication. The Institution expects its students to have knowledge of the information present in this catalog and in other official publications.
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WELCOME TO CAREER QUEST LEARNING CENTERS, INC.

Investing in education is a serious decision. When you explore training options, which may increase your salary level and employment potential, you are, in effect, investing in yourself. At Career Quest Learning Centers, Inc. we encourage a student population of responsible adults because we know that they are the best learners. When personal success is the end product of the training process, it virtually guarantees the success of any academic program.

We concentrate on job-specific training. Our well established, long-term relationships with area employers keep us alert to any new developments in the labor force. We are aware of employer needs in regards to employee skills as they happen. Our goal is to provide quality training in key skill areas in the most practical time frame. Always prominent in our training is the intention to make your learning experience meaningful and enjoyable.

This Institution offers both Comprehensive Training programs, which focus on skills within today’s automated office, as well as Continuing Education courses. Whichever type of training you choose, we deliver quality instruction. If you are a motivated student who recognizes the need to keep ahead of your job market competition, then you are the type of individual we want to participate in our Institution. The staff and faculty of the Institution derive tremendous satisfaction from assisting students make their “dream jobs” a reality. We hope you will join us so that you, too, will experience career satisfaction and enjoy the economic and social rewards of a position ideally suited to your interests and abilities.

OUR HISTORY

Career Quest Learning Centers, Inc. was founded in 1995. The Institution’s curriculum is designed to provide skills in the areas most demanded by local employers. The Institution offers career training in various industries and professions including business, information technology, and health care. Our partnership with local employers enables us to keep pace with the continually changing technology skills needed in the business marketplace. This connection to businesses throughout Michigan allows our students to be front runners in the local job market.

FACILITIES & EQUIPMENT

Our facilities are designed from the ground up to help make learning a pleasure for every student. We are located at 3215 S. Pennsylvania Avenue, Lansing, Michigan. We offer a comfortable environment in which to work and learn and there is ample free parking. The classroom facilities contain lecture classrooms, laboratories, and individual student computer workstations.

In 2007 Career Quest Learning Centers, Inc. opened its first Branch Campus located at 209 E. Washington Avenue, Suite 241, Jackson, MI 49201. This Branch is located in the Commonwealth Commerce Center in the heart of downtown Jackson. And, in 2010 a Kalamazoo Branch opened at 5115 Portage Road, Kalamazoo, MI 49002 to better serve the West Side of Michigan.

Career Quest Learning Centers provides an illegal drug, tobacco, and alcohol free work and classroom environment. Smoking is only permitted in designated areas away from facility entrances. All facilities are accessible to the physically challenged.

EDUCATIONAL OBJECTIVE

Our educational objective is to prepare students for new or better careers. Our Comprehensive Training programs are designed to help students develop skills in high demand careers. Because the skills taught are diverse, students will be qualified to participate in a number of positions within the workforce. These skills will provide students with the basis upon which they can work and steadily advance into more professionally and financially rewarding careers. Continuing Education courses are designed to assist students in upgrading or improving their existing skills in order to achieve upward or lateral mobility in their current positions.

INSTITUTIONAL MISSION

The mission of Career Quest Learning Centers, Inc. is to provide students with the skills required for employment and/or career advancement.

INSTITUTIONAL PHILOSOPHY

We are dedicated to the belief that all students should have the opportunity to
develop skills that will enable them to secure and retain productive and rewarding career positions. Career Quest Learning Centers, Inc. is committed to providing educational offerings which deliver the maximum amount of training in the minimum amount of time. The dedication to the overall success of our students forces the Institution to continually strive to maintain its reputation of delivering high quality training through a combination of a qualified, experienced staff and well-organized curricula which reflects current industry standards.

The focus of all instruction is on “hands-on” training with actual workplace procedures and equipment used in today’s offices. Career Quest Learning Centers, Inc. develops all curricula to relate directly to the needs of local business and industry and copyrights course guides and text materials. In addition, the software is also designed to facilitate the development of the technical skills that will help secure gainful employment in the areas of instruction.

In keeping with its mission and purpose, Career Quest Learning Centers, Inc., strives to:

1. Educate and train students with equipment found in today’s automated offices;
2. Assist students in developing their technical skills to meet industry standards;
3. Provide students with skilled and experienced staff who are devoted to the personal and career development of every student;
4. Offer job placement assistance services in the pursuit of securing appropriate employment.

While Career Quest Learning Centers, Inc. actively assists students in their job search, we cannot guarantee employment to any student.

COMPETENCY-BASED LEARNING

Career Quest Learning Centers, Inc. training is tailored to meet the individual needs of students by assessing their individual goals and skill levels. Instructors are always available to assist students as they work through “hands-on” projects and ensure that students master each goal and objective sequentially throughout the training. This methodology ensures that students develop the required knowledge and skills necessary before progressing to more advanced levels.

COMPREHENSIVE TRAINING PROGRAMS

Career Quest Learning Centers, Inc. offers several Comprehensive Training Programs. Students interested in developing job skills, which will enable them to enter the workforce, are encouraged to enroll in one of these programs which have specific vocational objectives. The use of textbooks and lab supplies are included in the program tuition cost.

Certificates of Completion are awarded to students upon meeting the Program Graduation Requirements.

CONTINUING EDUCATION COURSES

Individuals whose objectives in pursuing training include personal enrichment or career enhancement are encouraged to enroll in one or more Continuing Education Course. The focus of this training is primarily for students who wish to learn specific skills or who already possess specific job skills and they want to expand or enhance those skills. All Continuing Education Courses are offered during the hours of operation. The use of textbooks and lab supplies are included in the tuition cost of each course. Continuing Education courses are available only if classroom capacity permits.

CORPORATE TRAINING

Career Quest Learning Centers, Inc. are not solely training sources for individuals. We are happy to offer specialized training to companies with new skills training or upgrading on a contractual basis. Please contact our Admissions Office for details regarding corporate training programs.

ADMISSION POLICIES & PROCEDURES

ADMISSIONS PROCEDURES

Individuals interested in learning more about the Institution and its training programs should contact the Institution to schedule an appointment to meet with an Admissions Representative. All applicants are required to complete a personal interview with an Admissions Representative in order to

While Career Quest Learning Centers, Inc. actively assists students in their job search, we cannot guarantee employment to any student.
mutually determine what educational offering best meets the needs of the applicant.

**STUDENT RELEASE**

Upon enrollment at this institution each student hereby gives Career Quest Learning Centers, Inc. absolute and irrevocable right and permission, with respect to any testimonials/statements provided, or in which the student may be included with others, to be used for marketing and promotional purposes. Each admitted student also grants the institution absolute and irrevocable right and permission, with respect to any photographs/video taken of students, or in which the student may be included with others, to be used for marketing and promotional purposes. Students hereby release and discharge Career Quest Learning Centers from any claims and demands arising out of, or in connection with, the use of the testimonial/statements and/or photographs/video, including any and all claims for libel. This acknowledgement and release shall also ensure to the benefit of the legal representatives, licensees, and assigns of Career Quest Learning Centers as well as the persons or corporations for whom they took the testimonial/statements and/or photographs and video. This acknowledgement will be revoked if the student provides a written request statement to the Campus President.

**ADMISSION REQUIREMENTS**

Applicants enrolling in any Comprehensive Training Program or Associate Degree Programs must follow the requirements as defined on each Program Description found in this School Catalog. The Campus President may conduct an Admissions Exit Interview with applicants applying for admission.

**ADMISSION TO CONTINUING EDUCATION COURSES**

There are no prerequisite educational requirements for admission into Continuing Education Courses.

**SCHEDULING POLICIES & PROCEDURES**

For students enrolled in a Comprehensive Training Program, the minimum attendance schedule consists of 12 hours per week. For students taking Continuing Education courses, the minimum attendance schedule is 2 hours per week.

**DROP/ADD PERIOD**

The official registration drop period extends five (5) business days into a term or module. If you are dropping a course please contact the Campus President to ensure that you receive the proper refund. Students are responsible for obtaining or forfeiting the work missed in class sessions not attended. Course instructors are not obligated to update students who add a course beyond the first meeting of the class. First term students who have posted attendance during their initial enrollment period may be administratively withdrawn from the institution for failure to post reasonable attendance or it is determined by the institution the probability of the student returning to classes is unlikely. In the event a first term student is administratively withdrawn from the institution during the Drop/Add Period, all financial obligations incurred by the student will be waived by the institution.

**ENROLLMENT PERIODS**

The institution defines Enrollment Periods in three (3) week modules. Students will be scheduled into the appropriate courses for their program of study each module.

**SEMESTER CREDIT HOURS**

The institution defines one semester credit hour as equivalent to a minimum of 15 clock hours of lecture, 30 clock hours of laboratory, or 45 clock hours of externship (work-based) instruction. Total program credits will be rounded down to the nearest whole number.

**TRANSFER OF CREDIT BETWEEN CQLC PROGRAMS**

Students may transfer to a different program within the Institution. A $100 registration fee will apply. Students must complete an Application for Program Transfer. The Campus President, Registrar, and Financial Aid Officer must approve such transfers. Once approved, the Admissions Representative will complete a new Enrollment Agreement with the student. Students will receive full credit for any required course(s) in the new program that were previously completed successfully, assuming coursework is comparable in
nature, content, and level of credit earned as determined by the institution. The student must pay any additional tuition costs required as a result of the transfer.

**TRANSFER BETWEEN DAY & EVENING SESSIONS**

Students may transfer between day and evening sessions in the same program if extenuating circumstances require the transfer. This may include changes in work hours, to resolve child care problems or similar issues. The student must submit a written request to the Campus President requesting the transfer. The request must explain the circumstances requiring the transfer. It is strongly suggested the transfer occur at the beginning of the subsequent term.

**TRANSFER OF CREDIT FROM ANOTHER INSTITUTION**

Previously earned academic credit is evaluated on a course-by-course basis. Students may transfer credits from other nationally or regionally accredited post-secondary public or private institution which is recognized by the United States Department of Education. Admission and transfer of credit will be based upon an evaluation of the academic transcript by the Office of the Registrar or designee. Credit for courses with a final grade of “B” (3.0 GPA) or better may be accepted under the following conditions:

- A Request to Evaluate Prior Academic Credit must be completed by the student prior to commencing classes.
- Credit must have been awarded within the past three (3) years.
- There is comparability in the nature, content, and level of credit earned to the appropriate and applicable course and program offered by the institution.
- An unofficial transcript and course descriptions documentation must be furnished by the student from the educational institution previously attended with this request for prior academic credit evaluation.
- An official transcript is required before credit will be accepted.
- The official transcript must be received within six (6) weeks of enrollment date.
- Transfer students will be informed of the amount of credit which will transfer prior to their enrollment, if possible, but at the latest, prior to the end of their first academic term/module in which they are enrolled.

- A course competency examination may be required.
- Students may transfer in up to 50% of the course requirements for the program.

The institution will recognize, in its entirety, a related diploma earned from a nationally or regionally accredited post-secondary public or private institution when enrolling into an associate degree program. Only the remaining degree level courses and credits will be required for successful associate degree completion.

**RE-ENTRY TO PREVIOUSLY WITHDRAWN FROM PROGRAM**

Students who wish to resume classes after having, voluntarily or involuntarily, withdrawn for any reason from their program of study may do so within 180 days of their last date of attendance with Campus President approval. Tuition will be assessed proportionally based on previous credit earned and attempted. Re-entry students will be responsible for any additional tuition resulting from a tuition increase whether such increase was announced prior to or after the withdrawal date. Any prior balances or financial obligations to the Institution must be cleared before the student will be permitted to re-enter. Subsequent withdrawal and re-entry will only be permitted upon written appeal and approval from the Campus President. A $100 Registration Fee applies. A student will not be permitted re-enter within 30 days of the student's Date of Determination from previous withdrawal.

**ATTENDANCE, TARDINESS, MAKE-UP TIME & LEAVES OF ABSENCE**

**ATTENDANCE STANDARDS**

As stated in the opening paragraph of this catalog, investing in education is a serious decision. At Career Quest Learning Centers, Inc., we believe our students are responsible adults, and as such are responsible for their own actions. It is difficult to successfully develop marketable skills without regular,
consistent attendance. As students are expected to progress and complete according to their attendance schedule of record, they are encouraged to attend their training sessions as scheduled. Students are expected to submit all assignments and take all tests according to the Course Schedule (or make other arrangements in advance of the scheduled due date.) Missing a scheduled activity, for any reason, including illness, in no way relieves the student of the responsibility for completing all work in the course to the satisfaction of the instructor, according to the approved schedule. Each student is responsible for taking tests at the approved time and place, and for submitting assignments on time. Student's attendance is recorded daily. Make-up time is available on request, depending upon the availability of workstations. In the final analysis, however, it is the students who must involve themselves in their education, be here when they are scheduled to be here, and make use of the many educational resources and facilities that are at their disposal.

If students experience problems with their attendance schedules, they may request a revised schedule. If a student needs to lower the number of contact hours scheduled per week, that number cannot be less than the minimum number of hours required per week for their type of training. Though Career Quest Learning Centers, Inc. will try to accommodate schedule changes, students are discouraged to make changes once the initial schedule has been arranged.

Students are expected to attend all scheduled class sessions for each course. Attendance Points will be deducted for each course absence up to a potential reduction of 15% of the final course grade. Make-up sessions are available and students are expected to participate.

**TARDINESS**

Career Quest Learning Centers, Inc. expects students to be on time and remain involved during the entire duration of all scheduled activities, appointments and training sessions. Students are expected to be in class, seated, and prepared to begin their class session at the scheduled start time. A student that is not in class, seated and prepared to begin their class session at the scheduled start time, or if he/she leaves early, will not receive professionalism/attendance points for that scheduled class period and may not be permitted to take the daily quiz.

**MAKE-UP SESSIONS**

Students with excessive absences may be required to make-up hours missed from training sessions in an effort to develop skill competencies according to their progress schedule. Make-up time is available to all students and will be scheduled in advance during normal hours of operation.

**LEAVE OF ABSENCE**

Students may request a Leave of Absence. To request a Leave of Absence (LOA) students are to be directed to a Student Services Coordinator (SSC) or Director of Education (DOE) / or his/her designee from the academic team. The Academic Team member will discuss the request with the student to determine if the LOA is necessary. Additionally, the team member will counsel the student on the consequences of the LOA on the student’s program completion.

If the student has a "specific and acceptable purpose" for which the student can provide required documentation, such as military orders, illness/injury requiring hospitalization and/or rehabilitation for them or an immediate family member, maternity leave, etc., the Academic Team Member will prepare the LOA Request form with the student and submit the request with copies of documentation to the Campus President for review and approval. If approved, the complete LOA request (including supporting documentation) will be forwarded to the Office of the Registrar.

A submitted LOA request without supporting documentation will not be processed and will be returned for completion. *(Note: Under no circumstances will LOA Requests be back dated and approved.)*

Limitations for LOA’s:

1. Students must have an academic record (posted grades) and be in good academic and financial standing in order to request an LOA. (Students cannot be on an academic improvement plan).
2. Students will not be allowed to request an LOA in the first term (due to not having an academic record with the school).
3. Students must be current with regard to their financial obligations with the school.
4. Students who have completed 80% or more of a term will not be approved for
LOA. (Note the student will be able to request an LOA commencing at the beginning of the next term if they are able to remain in “active status” when the term begins.

Return from LOA:  
Students are expected to return from LOA on the date listed on the LOA form. The Academic Team Member and the Registrar will collaborate on preparing the student for return from LOA, ensuring class schedule and status changes are updated. If a student fails to return from a Leave of Absence, the date the student is scheduled to return will be the date of termination.

LOA Time Extension:  
If additional LOA time is requested by the student, a new request must be filled out and signed by the student in advance of the expiration of the original LOA. The student must supply the necessary documentation to justify the extension (a new doctor’s note, letter from case worker, etc.) However, the LOA timeframe must not exceed 180 calendar days from the start of the original or any prior LOA within a 12-month period.

LOA Policy and Procedure for Externs Only:  
This section will outline a special circumstance involving students that are delayed for their scheduled Externship due to lack of site availability. It is intended for internal use only by Career Services. Students on Externship will not be allowed to request an LOA using this exception.

Occasionally a student scheduled to begin their externship is delayed due to the lack of an available externship site. Should the Director of Career Services (DOCS) determine the delay will be longer than two weeks, the DOCS may request to place the student on LOA until an externship site is available up to a maximum of 30 days. Should a site become available, the DOCS will notify the Office of the Registrar to return the student to active status so the student can begin their externship. Under this circumstance only, the requirement for the student to remain on LOA for a minimum of 21 days will be waived.

To process the Externs Only LOA, the standard LOA form and documentation will be required.

ABSENCES  
The Institution regards students who miss a class session for which they are scheduled to be absent for that session. The Institution does not distinguish between types of absences. There are no “excused” absences. Any student who misses a scheduled training session will not receive attendance/participation points and should make-up the work from that session as soon as possible. Students who miss 14 consecutive days will be dismissed from the Institution, unless extenuating circumstances exist. In the event of extenuating circumstances, appropriate file documentation will be required. Students that know in advance of an absence should make arrangements with the instructor to complete the required work ahead of time. When an unscheduled absence occurs, it is the responsibility of the student to contact the instructor to find out what was assigned and discussed on the day of the missed class. It is recommended that you communicate via e-mail with your instructor when you are off campus.

STUDENT SERVICES  
OUR “OPEN DOOR” POLICY  
Any member of the faculty and administrative staff is available to a student for counseling. Career Quest Learning Centers, Inc. welcomes feedback from students regarding policy, instruction and curriculum. The Campus President’s door is always open should a problem arise or if you would like to share your enthusiasm and excitement when you find suitable employment. Please let us know!

REQUESTING ACADEMIC TRANSCRIPTS  
Student records, including Academic Transcripts, are confidential. Academic Transcripts may be provided directly to students and parents of dependent students. Academic Transcripts may not be provided to any other individual, employer, institution or any other party without the student’s written request.

1. At the time of graduation, completion or withdrawal, the Registrar will print a final Academic Transcript from the Student Information System to be placed in the student’s administrative file.
2. Student requests for copies of their academic transcript are fulfilled by the Office of the Registrar.

3. Electronic Delivery is rapidly becoming the preferred method of delivery for Institutions of Higher Learning, employers and other agencies. Effective January 10, 2014, all requests for transcripts will be submitted to the Office of the Registrar electronically through the Career Quest Learning Centers website (www.cqlc.edu).

4. The fee for processing academic transcripts is $5.00 each, via electronic method of delivery. Students also have the option to request a paper copy of their academic transcripts delivered via US Mail or overnight delivery. The fee for this option is $5.00, plus the price of postage and/or overnight fees.

5. Upon graduation, all graduates of Career Quest Learning Centers programs will receive a copy of their academic transcript with their Diploma free of charge.

6. Academic Transcripts will be withheld by the institution until the Student’s Ledger Account is current or when other payment arrangements are approved.

**STUDENT RECORDS & ACADEMIC TRANSCRIPTS (FERPA)**

Academic transcripts are prepared and reviewed at the scheduled completion dates of each grading period. In accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA), student records at Career Quest Learning Centers, Inc. are only open for inspection to students and parents of dependent students to review and challenge any and all parts of said records. This inspection is welcomed by appointment during regular business hours. The following items are exempt from FERPA:

2. Letters of recommendations received after December 31, 1974, the Act permits students to waive their right to access if the letters are related to admissions, employment, or honors.
3. Records about students made by instructor or administrators, which are maintained by and accessible only to the instructors or administrators.
5. Employment records for school employees who are not current students.
6. Records compiled or maintained by physicians, psychiatrists, psychologists, or other recognized professionals or paraprofessionals acting or assisting in such capacities for the treatment purposes and which are available only to persons providing the treatment.

**Confidentiality of Education Records**

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records.

1. FERPA affords the right to inspect and review the student’s educational records within 45 days of the day the Institution receives a request for access. Students should submit to the Registrar or other appropriate official written requests that identify the records they wish to inspect. The school official makes arrangements for access and notifies the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request is submitted, the official advises the student of the correct official to whom the request should be addressed.

2. FERPA affords the right to request the amendment of the student’s educational records that the student believes are inaccurate or misleading. A student may ask the school to amend a record that he or she believes is inaccurate or misleading. The student should write the Campus President, clearly identifying the part of the record he or she wants changed, and specify why it is inaccurate or misleading. If the school decides not to amend the record as requested by the student, the school notifies the student of the decision and advises the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the appeal procedures are listed in this publication.

3. FERPA affords the right to consent to disclosures of personally identifiable information contained in...
the student’s educational records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to School officials, or officials of institutions with which the school has consortial agreements, with legitimate educational interests. A school official is a person employed by Career Quest Learning Centers, Inc. in an administrative, supervisory, academic, or support staff position a person or company with whom the school has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Directors; or a student serving on an official committee, such as the Committee on Student Conduct, or assisting another School official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibility.

4. FERPA affords the right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. The name and address of the office that administers FERPA is Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue SW, Washington, DC 20202-5901.

The Institution reserves the right to refuse to permit a student to inspect those records excluded from the FERPA definition of educational records and to deny transcripts or copies of records not required to be made available by FERPA if the student has an unpaid financial obligation to the school or if there is an unresolved disciplinary action against him or her. Fees are not assessed for search and retrieval of the records, but there may be a charge for copying and postage.

Directory Information
The Institution identifies the following as directory information: name; Career Quest Learning Center student identification (ID) number; class; address (home and e-mail); telephone listings; major and secondary-concentration fields of study; participation in officially recognized sports, extracurricular activities, and off-campus study programs; dates of attendance; degrees, honors, certificates, and awards received from the school; and individually identifiable photographs and electronic images of the student solicited or maintained directly by Career Quest Learning Centers, Inc. as part of the educational record.

This institution maintains student records for all students enrolled. Student records include enrollment data, payment of fees, attendance, progress information, certificates earned and various placement information. These records will be maintained for at least five (5) years following a student’s departure. Student’s grade records and transcripts will be retained in perpetuity by the Institution. Should students desire an official copy of their academic transcript, a written request should be provided to the Office of the Registrar for processing. There is no charge for the initial request. There will be a $5.00 fee for each request thereafter.

COURSE AUDIT POLICY
Current students are permitted to “audit” a course(s) at no additional charge if the institution has updated the course content and version from an earlier course version previously completed. Program Graduates from the institution may choose to return to Career Quest Learning Centers, Inc. at any time and audit previously completed courses at no charge. This graduate benefit is made available to program graduates in an effort to maintain or refresh previously completed subject matter.

The following conditions apply:
1. There will be no charge for auditing a class.
2. Courses will be made available to audit on a space-available basis.
3. Active students can audit a course as long as it does not interfere with the expected graduation date, i.e. take the course during a different session than current schedule.
4. Program Graduates can audit a course as long as the course was successfully completed during an earlier enrollment period.
5. Textbooks are not included.
6. Upon successful completion of an audited course a course grade of “AC” (audited course) will be posted to the student’s academic transcript. An audited course grade will not count towards the calculation of Satisfactory Academic Progress.
7. Students who audit a course will be expected to complete all of the same projects and course requirements as first-time students.
8. Students auditing a course are expected to follow all of the academic and student conduct requirements.
9. Students will have the financial responsibility to pay for Industry Certifications following the audited course.

**STUDENT PORTAL ACCESS**

The institution makes available the following information to all students through a secure online portal.

- **Academic Review** – A list of courses taken and scheduled for, and a grade, if applicable.
- **Student Ledger** – The students financial aid disbursements, payments, charges and current balance.
- **Program Course Progress** – Here a student can see what they have completed, what is in progress and what is still required.
- **Schedule of Courses** – A schedule of courses by term, including room and instructor.
- **Attendance Summary** – The student’s attendance percentage by class.
- **Financial Aid Awards** – Lists the student’s financial aid award package, if applicable.

**1098-T** – The student can print their own 1098-T for tax time.

**STUDENT COMPLAINT PROCEDURE**

Most problems or complaints that students may have with the Institution or its administration can be resolved through a personal meeting with the school staff. If, however, this action does not bring the situation to a close to the satisfaction of students, they may submit a written complaint to the Campus President. The written complaint should contain (1) the nature of the problem(s), (2) approximate date(s) that the problem(s) occurred, (3) name(s) of the individual(s) involved in the problem(s) – staff and/or other students, (4) copies of important information regarding the problem(s), (5) evidence demonstrating that the Institution’s complaint procedure was followed prior to this point in time, and (6) student signature. Students who file a written complaint can expect to receive a written response within ten (10) business days.

Students may of course call the Campus President to schedule an appointment at any time if they prefer not to follow the written complaint procedure. If a student’s questions or concerns are not resolved to the student’s satisfaction, then the student may bring the situation to the attention of the institution’s, Licensing Board: the Michigan Department Licensing and Regulatory Affairs, P.O. Box 30714, Lansing, MI 48909, 1-866-MY-GOALS (694-6257). Complaints may be filed with the State of Michigan at www.michiganps.net and/or the Council on Occupational Education, 7840 Roswell Road, Bldg 300, Suite 325, Atlanta, GA 30350, (770) 396-3898.

**Waiver of Jury Trial and Availability of AAA Rules**

Students at this Institution understand that they and the School are irrevocably waiving rights to a trial by jury, and are selecting instead to submit any and all claims to the decision of an arbitrator instead of a court. It is understood that the award of the arbitrator will be binding, and not merely advisory.

Students may at any time, before or after admission, obtain a copy of the Rules of the American Arbitration Association (AAA), at no cost, from the Campus President.

**CAMPUS SECURITY AND CRIME AWARENESS POLICY**

It is the policy of Career Quest Learning Centers, Inc. to provide a safe, secure and crime free learning environment. As required by Public Law 101-542, as amended by Public Law 102-325, Title II, Crime Awareness and Campus Security Act of 1990, Section 294, Policy and Statistical Disclosures, Career Quest Learning Centers, Inc., has implemented these policies regarding campus security.

**CRIME STATISTICS**

By October 1st of each year, Career Quest Learning Centers, Inc. will distribute a copy of its annual security report to all enrolled students via their student e-mail accounts. Additionally, a copy of the annual security report will be provided to all employees via their e-mail accounts. Hard copies will also be available. This report will include statistics for crimes which occurred on or near the campus.

**CRIME REPORTING POLICY**

It is the policy of Career Quest Learning Centers, Inc. that all incidents of criminal
actions and other emergencies that students, faculty or administrative staff become aware of will be reported immediately to the Campus President, or to his/her designee. This report can be verbal or written depending on the severity of the incident. The Campus President or his/her designee will investigate such reports and take legal or other action deemed necessary by the situation. The Campus President will contact the appropriate emergency personnel to deal with the incident and will maintain a record of all incidents that occur. In case of a medical emergency, life threatening situations, fire or natural disaster, or criminal action, 9-1-1 should be called to obtain immediate emergency assistance. The Campus President or his/her designee should be notified immediately if emergency assistance has been called.

TIMELY WARNING
Career Quest Learning Centers, Inc. will make timely warnings to the campus community of crimes reported or other incidents that pose the potential for danger to students or employees. Depending on the nature of the incident, the following procedures will be followed:

a. An incident presenting eminent danger/ injury, such as a robbery, assault, fire or natural disaster: 9-1-1 should be called immediately and all affected students, faculty and administrative staff will be evacuated from the building or escorted to a safe location by the Campus President or his/her designee.

b. An incident presenting the possibility of future danger: students, faculty, and administrative staff will be notified verbally or in writing of the incident and advised of the caution that individuals should take in protecting themselves.

PREPARATION OF ANNUAL CRIME STATISTICS
In preparing annual crime statistics, Career Quest Learning Centers, Inc. will tabulate data on all reported incidents on campus. In addition, the institution will contact the appropriate law enforcement agencies to gather data on crimes that have occurred in close proximity to the campus. These statistics will be included with the statistics gathered through campus reporting. All cumulative data will be included in the annual security report and distributed to students, faculty, and administrative staff by October 1st of each calendar year.

REPORT CRIMES TO:
Students and employees should report criminal offenses to the Campus President and local authorities:

Lansing Police Department
3400 S. Cedar Street
Lansing, MI 48910
(517) 272-7454 (Non-Emergency)
911 (Emergency)

Jackson Police Department
216 E Washington Avenue
Jackson, MI 49201
(517) 788-4127 (Non-Emergency)
911 (Emergency)

Kalamazoo Police Department
150 E. Crosstown Parkway, Suite A
Kalamazoo, MI 49001
(269) 337-8994 (Non-Emergency)
911 (Emergency)

BUILDING SECURITY & ACCESS
The Lansing and Kalamazoo Campuses of Career Quest Learning Centers, Inc. are located on major streets. The schools are open to the public. Due to its size, location and excellent safety record, the institutions do not employ campus security personnel. Faculty and administrative staff are to take whatever measures are required to protect themselves and students in the event of a safety or security emergency.

The Branch Campus in Jackson of Career Quest Learning Centers, Inc. is located in a large commercial office complex, which is open to the public. This location has maintained an excellent safety record in part due to the fact full time security staff are employed by the property managers.

Students have access to instructional facilities during normal class hours. Students are to sign in on the attendance list upon arrival for class, and sign out upon departure. Students and employees should notify the Campus President immediately if an unauthorized visitor is observed in the classrooms, labs, or administrative offices. Before and after business hours, the institution’s administrative and educational facilities are locked. The Campus President will only issue keys to employees. Employees are to exercise reasonable care to secure keys issued to them. Replacement keys are to be requested from the Campus President. Members of the
campus community should be aware that the building is not locked and secured, nor are there security personnel on-site. When leaving class and going to the parking lot, particularly at night, it is always a good practice to walk in pairs or for a student to ask an instructor to accompany him/her to their vehicle.

**CAMPUS SECURITY AUTHORITY**

Career Quest Learning Centers, Inc. does not employ any security personnel and no employees have any law enforcement authority. The Campus President is responsible for the Main Campus security. A building security company is contracted by the Branch Campus property managers. Students and employees are encouraged to accurately and promptly report all crimes to the local authorities and to notify the Campus President of the incident being reported. Students are encouraged to discuss sensitive concerns they may have with the Campus President who may be able to assist students to report crimes on a voluntary and confidential basis.

**CAMPUS SECURITY INFORMATION PROGRAMS**

Crime prevention and personal safety are issues that concern all students, faculty, and administrative staff. It is the policy of Career Quest Learning Centers, Inc. that all students will have access to a copy of the School Catalog prior to beginning classes. That catalog will contain the Campus Security and Crime Awareness policies of the institution. These policies will be addressed during new student orientation. All employees will receive the Career Quest Learning Center Employee Handbook, which will also contain information on safety and security. These policies will be addressed during new employee orientation, which is conducted by the Campus President or his/her designee. Students and employees are responsible for their own security and safety both on campus and off campus and must be considerate of the security and safety of others. The institution has no responsibility or obligation for any personal belongings that are lost, stolen or damaged, whether on or off campus premises or during any school activities.

**CRIME PREVENTION PROGRAMS**

Career Quest Learning Centers, Inc. does not directly provide any crime prevention programs. The institution encourages students to utilize programs in the community that are designed for this purpose. The Crime Prevention Association of Michigan is located at 1407 S. Harrison, Suite 333 in East Lansing, Michigan. A calendar of the crime prevention training programs that are available may be obtained at: www.preventcrime.net or by calling (800) 414-CPAM.

**OFF-CAMPUS LOCATIONS**

All Career Quest Learning Centers, Inc. instructional programs occur at either the Main Campus or Branch Campuses.

**DRUG AND ALCOHOL ABUSE EDUCATION PROGRAM**

Federal regulations require institutions participating in Federal Student Aid programs to provide its students, staff and faculty information pertaining to the prevention of drug and alcohol abuse. Students are expected to dress and act in a businesslike manner while attending classes. At the discretion of the school administration, a student may be dismissed from school for serious incident or repeated incident of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons upon school premises, behavior creating a safety hazard to other persons at school, disobedient or disrespectful behavior to other students, to an administrator, or faculty member, failure to conform to building or administrative policies; including failure to uphold financial obligations, or any other stated or determined infractions of conduct. Any student convicted of a drug or alcohol crime may be dismissed from school immediately. Possession, distribution, or use of alcohol or illicit substances on school premises may bring immediate expulsion.

**Federal Penalties and Sanctions for Illegal Possession of a Controlled Substance**

21 U.S.C. 844(a)

1st conviction: Up to 1 year imprisonment and fined at least $1,000 but not more than $100,000, or both.

After 1 prior drug conviction: At least 15 days in prison, not to exceed 2 years and fined at
least $2,500 but not more than $250,000, or both.

After 2 or more prior drug convictions: At least 90 days in prison, not to exceed 3 years and fined at least $5,000 but not more than $250,000, or both.

Special sentencing provisions for possession of crack cocaine: Mandatory at least 5 years in prison, not to exceed 20 years and fined up to $250,000, or both, if:
(a) 1st conviction and the amount of crack possessed exceeds 5 grams.
(b) 2nd crack conviction and the amount of crack possessed exceeds 3 grams.
(c) 3rd or subsequent crack conviction and the amount of crack possessed exceeds 1 gram.

**21 U.S.C. 853(a)(2) and 881(a)(7)**
Forfeiture of personal and real property used to possess or to facilitate possession of a controlled substance if that offense is punishable by more than 1 year imprisonment. (See special sentencing provisions re: crack.)

Forfeiture of vehicles, boats, aircraft or any other conveyance used to transport or conceal a controlled substance.

**21 U.S.C. 844a**
Civil fine of up to $10,000 (pending adoption of final regulations).

**21 U.S.C. 853a**
Denial of Federal benefits, such as student loans, grants, contracts, and professional and commercial licenses, up to 1 year for first offense, up to 5 years for second and subsequent offenses.

**18 U.S.C. 922(g)**
Ineligible to receive or purchase a firearm.

**Miscellaneous**
Revocation of certain Federal licenses and benefits, e.g. pilot licenses, public housing tenancy, etc., are vested within the authorities of individual Federal agencies.

Note: These are only Federal penalties and sanctions. Additional State penalties and sanctions may apply.

**State of Michigan Drug Laws**

**Schedule I Substances**
Schedule I drugs include those that have a high potential for abuse and serve no legitimate medical purpose. The following substances are some examples of those drugs included under the Schedule I heading:
- Ecstasy (MDMA)
- LSD
- Peyote
- Hallucinogenic Mushrooms
- GHB (date rape drug)
- Marijuana

(List of Schedule 1 Controlled Substances under MCL 333.7211, 7212)

**Schedule II Substances**
These drugs are substances that have a high potential for abuse and addiction but have an approved medical use in the United States. These drugs, when used for medical reasons, are extremely regulated due to their addictive natures. A few common examples are:
- Cocaine
- Opium
- Morphine
- Hydrocodone
- Oxycodone
- Methadone
- Methamphetamines

(List of Schedule 2 Substances under MCL 333.7213, 7214)

**Schedule III Substances**
Scheduled III drugs have a lower risk of dependency than those included in schedules I and II. However, the risk is still considered moderate. These drugs also have accepted medical uses. Some common examples in drug possession cases are:
- Ketamine (anabolic steroids)
- Morphine (lower potency)
- Hydrocodone with aspirin or acetaminophen

(Schedule 3 substances under MCL 333.7215, 7216)

**Schedule IV Substances**
These drugs have a low risk of abuse and limited addictive tendencies. Some of the most common drug possession charges in this category are:
- Valium
- Rohypnol
- Xanax

(List of Schedule 4 Substances under MCL 333.7217, 7218)
Schedule V Substances
Substances in this category have a very low risk of abuse, but the potential still exists. Many of these substances can be obtained over the counter, including:
- Cold medicine with ephedrine
- Cough syrups with Codeine
(List of Schedule 5 Substances under MCL 333.7219, 7220)

Michigan Penalties – Possession of a Controlled Substance
If you are found in possession of Schedule I or II controlled substances, you could face the following penalties:
- More than 1,000 grams (felony) - Life in prison and fines up to one million dollars.
- Between 450- 1,000 grams (felony) - Up to 30 years in prison and $500,000 in fines.
- Between 50- 450 grams (felony) - Up to 20 years in prison and $250,000 in fines.
- Between 25-50 grams (felony) - Up to 4 years in prison and $25,000 in fines
- Possession of Ecstasy or Methamphetamines
- Under Michigan drug laws, Possession of Ecstasy (MDMA) or Meth in any amount has a penalty of up to 10 years in prison and $15,000 in fines.

Possession of Marijuana
Under Michigan drug laws, Possession of Marijuana in any amount has a maximum penalty of up to 1 year in prison and $2,000 in fines.
(References: Michigan Criminal Laws – MCL 333.7403)

Additional Penalties – Park Zone
If you are caught in a public park possessing any amount of any controlled substance you can face up to 2 years in prison.

Michigan Possession Penalties – First Offense
If you have never been convicted of similar drug charges before, a judge will likely suspend your sentence for a term of probation. However, if you violate the terms of probation your sentence will be immediately activated.

Mandatory Life Sentence for Repeat Drug Possession Offenders
If you are convicted for a second or subsequent offense of possessing or distributing a Schedule I or II drug where the amount is greater than 50 grams you will be sentenced to life in prison.
(Ref: MCL 333.7413)
This sentence is mandatory. If you are sentenced under this law you will not be eligible for probation, parole, or any other sentence reduction or early release.

ALCOHOL, DRUG & WEAPONS POLICY
The possession, use and/or sale of alcoholic beverages, and/or any illegal drugs is strictly forbidden on the campus (including the parking lot and adjacent areas) of Career Quest Learning Centers, Inc., or at any activity sanctioned by the institution. To assist in the enforcement of Michigan underage drinking laws and the enforcement of Federal and State drug laws, Career Quest Learning Centers, Inc. will notify Local and State policing agencies when any such activity occurs on or near the campus. All students and employees receive the Career Quest Learning Centers, Inc. alcohol, drug, and weapons policies and prevention information during new student or new employee orientation. Any student or employee in violation of this policy may be terminated from school or employment immediately. The possession and/or use of any weapons, including but not limited to knives and firearms, is strictly prohibited on campus and are cause for immediate termination.

STUDENT CONDUCT REQUIREMENTS
Students are expected to dress and act in a businesslike manner while attending classes. At the discretion of the school administration, a student may be dismissed from school for serious incident or repeated incident of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons upon school premises, behavior creating a safety hazard to other persons at school, disobedient or disrespectful behavior to other students, an administrator, or faculty member, failure to conform to building or administrative policies; including failure to uphold financial obligations, or any other stated or determined infractions of conduct. Any student convicted of a drug or alcohol crime may be dismissed from school immediately. Possession,
distribution, or use of alcohol or illicit substances on school premises may bring immediate expulsion.

If a student is suspended from school, for any reason, they may not make-up and coursework missed during the time of the suspension and will receive a grade of “0”.

Refunds for students terminated because of not maintaining the Institution’s Conduct Requirements will be made according to the guidelines in the Cancellation and Refund Policy.

SEX OFFENSES

Students and employees should immediately report all sex offenses to the Campus President or his/her designee. Physical evidence is crucial for the successful prosecution of sex offenders and therefore should be preserved for proof of a criminal offense should the student or employee determine he/she will report the offence to law enforcement personnel. The Campus President, or other personnel selected by the student, will assist the student in notifying authorities if the student requests such assistance.

The Institution will change the training schedule of a student after an alleged sex offense if requested by the student.

This Institution does not have professionally trained on-campus staff to provide educational programs to promote the awareness of rape, acquaintance rape, and other forcible and non-forcible sexual offenses. Nor does it have on-campus counseling to sexual assault victims. The following off-campus resources are available:

1. Council Against Domestic Assault
(517) 372-5572 (24-hour crisis line)
2. Listening Ear Crisis Intervention
(517) 337-1717
3. Michigan Coalition Against Domestic & Sexual Violence
(517) 347-7000
4. Michigan Family Violence Help Line
(800) 996-6228 (24-hour crisis line)

Career Quest Learning Centers, Inc. will convene, as needed, a disciplinary committee for hearing accusations of on-campus sex offenses between members of the institution’s staff and/or student body. The disciplinary committee will consist of the Campus President and one other staff member as approved by both the accuser and the accused. If parties involved in the proceedings are not able to agree on an independent staff member, the Campus President will select a staff member and conduct the proceedings. Career Quest Learning Centers, Inc. has established the following procedures for campus disciplinary proceedings: 1) both the accuser and accused are entitled to have others present during a disciplinary proceeding; 2) both parties shall be informed of the outcome of any institutional disciplinary proceeding brought alleging a sexual offense.

The following sanctions may be imposed:

1. Require the accused to provide proof that professional counseling is being received.
2. Administratively dismiss the accused.
3. Suspend the student, or suspend the disciplinary proceedings, pending the completion of legal proceedings.
4. Dismiss the accuser’s accusations as unfounded if appropriate.

The Michigan State Police maintains the Michigan Public Sex Offender Registry. Students and employees may obtain information concerning registered sex offenders who might be present on campus or in the immediate area at www.mipsor.state.mi.us, or by calling the Sex Offender Hotline at (517) 322-5098.

EMERGENCY PROCEDURES FOR STUDENTS, STAFF AND FACULTY

MEDICAL EMERGENCIES

In the event of sickness or accident these procedures are to be followed:

1. If you become ill or are injured in an accident on campus, notify your instructor immediately.
2. If the illness or accident requires emergency care, the school will obtain emergency assistance by calling 9-1-1.
3. The school will notify the individual you have designated as your Emergency Contact.
4. First-Aid Kits are located throughout the Institution for minor emergencies. All staff members are aware of the location of the First-Aid Kits. There is at least one in each classroom
5. In the event of illness or injury your instructor will complete an Incident
Report and submit that report to the Campus President.

BUILDING EMERGENCIES

Fire Emergency
All students should familiarize themselves with the evacuation plans posted in the classrooms and throughout the building. In the event of a fire in the school building, students should:

- Immediately notify an instructor so that a fire evacuation may be initiated if the alarm has not already sounded.
- Remain calm; quickly secure personal belongings only; walk, do not run, to nearest exit in accordance with the diagram posted. Cooperate with the instructor or administration, and follow directions given.
- Before opening the classroom door, the instructor will feel the door quickly with the back of his/her hand.
- If the door is hot, the hallway on the other side is probably on fire. The instructor will advise students to use an alternate exit if possible.
- If the door is cool, the instructor will kneel down and check the air coming in under the door. If the air is cool, the hallway may be safe to enter.
- When opening the door to the hallway, the instructor will kneel behind the door while he/she opens it just a little with his/her face turned away from the opening. Listen and smell for fire and smoke.
- Assist the instructor in closing all windows and doors behind you as you leave.
- Crawl low under the smoke to escape.
- If escape through the doors is not possible, your instructor will assist you in exiting through the nearest unobstructed window.
- If your clothing catches fire, STOP right where you are. DROP to the ground. ROLL over and over to put out the flames.
- Upon exiting the building students and instructors will gather in the far side of the student parking lot at a safe distance from the building.
- The instructor will determine if all students have safely exited the building and inform the Campus President.
- Fire extinguishers are located throughout the facility. The evacuation of students, employees and guests is the primary objective. Staff that is familiar with their use after evacuation procedures have been initiated may use a fire extinguisher.
- It is the responsibility of ALL students to follow these procedures. No student should leave his/her group as attendance will be taken when in a safe place outside the building. Students and instructors will gather in the far side of the parking lot at a safe distance from the building following evacuation.

Natural Disaster
In the event of natural disasters, the following procedures should be followed:

- Tornado
  - Stay away from windows
  - stay inside if you are not told to evacuate.
  - Proceed in an orderly fashion to the inside hallway away from windows.
- Floods and Flash Floods
  - Stay in the building.
  - Do not evacuate unless you are told to do so.
- Severe Thunderstorms and Lightning
  - Stay inside; move away from windows, water faucets, sinks and metal objects.
  - Proceed in an orderly fashion to the inside hallway away from windows.
  - Do not use telephones.
  - When instructed turn off computers and other electrical equipment you may be using.

Emergency Evacuation for Students with Special Needs
If you need special help or assistance during an emergency evacuation, be sure to tell your instructor or an administrator.

ACADEMIC PROGRESS
STANDARDS & GRADING POLICY

Academic Progress
Students are expected to satisfactorily complete their program of study in a timely manner. This Satisfactory Academic Progress (SAP) policy will be applied
consistently to all students. Each student has a prescribed Enrollment Period, which specifies his or her Start date and expected Graduation date. Students are expected to complete training by their Graduation date. However, students have a **Maximum Allowable Timeframe** of no more than 150% times the normal length of the program as measured in credit hours attempted. For example, if a program requires successful completion of 40 semester credit hours, the student may not attempt more than 60 semester credit hours (150% x 40). Students must maintain satisfactory academic progress (SAP) in order to remain eligible to continue as regular students at the institution and to retain eligibility for Federal Student Aid (FSA). A regular student is one who is enrolled for the purpose of receiving a degree or diploma. All periods of a student’s enrollment at the institution are used in determining SAP (only courses that count or would count toward the new program are used when a student changes programs). All undergraduate students must have a minimum cumulative GPA (CGPA) of 70% in order to graduate from any program. Students who are not achieving satisfactory academic progress will receive written notification. Notifications may consist of a warning, academic probation, or dismissal, and the notification will also include requirements and instructions to appeal (see Student Appeal Process below). All students are expected to maintain progress through coursework toward successful completion of their program of enrollment. The following standards will govern satisfactory progress:

The cumulative grade point average (CGPA) will be calculated at the end of each payment period. The calculation will be based on all Program courses attempted. In all calculations, a grade of "I" (Incomplete) will be treated as zero (0) credits earned. When the incomplete work is submitted and a final grade assigned, the CGPA will be recalculated and the academic status adjusted as appropriate. Transfer Credits (TC) are counted as credits attempted and earned and will count toward the maximum allowable timeframe, but are not counted in the CGPA. SAP is determined by calculating the student’s grade point average and the student’s rate of progress towards completion of the academic program.

Evaluation periods and required SAP minimums are detailed in the table below.

<table>
<thead>
<tr>
<th>Evaluation Step</th>
<th>Percent of Program Attempted</th>
<th>Minimum CGPA</th>
<th>Minimum Pace of Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0 – 24.9%</td>
<td>60%</td>
<td>50%</td>
</tr>
<tr>
<td>2</td>
<td>25 – 49.9%</td>
<td>65%</td>
<td>60%</td>
</tr>
<tr>
<td>3</td>
<td>50 – 150%</td>
<td>70%</td>
<td>67%</td>
</tr>
</tbody>
</table>

If at any time it is determined it is impossible for a student to successfully complete the program within the maximum timeframe, pace of completion or CGPA, the student will be dismissed and will not be permitted to reapply in the same program.

**Financial Aid Warning**

This is the status assigned to a student who fails to make SAP at the end of any given payment period. The student will be notified of warning status in writing. The institution encourages the student to seek academic advisement to regain regular status prior to the end of the next payment period. A student on warning status may receive FSA for one payment period despite the determination the student is not maintaining SAP. No appeal is necessary. A student who does not achieve SAP requirements by the end of the warning period will be dismissed unless he or she files an appeal and the appeal is granted (see Student Appeal Process below). Students whose appeals are granted are placed in financial aid probation status.

**Financial Aid Probation**

This is the status assigned to a student who fails to make SAP in the payment period following the payment period in which the student was placed on financial aid warning status and who has successfully requested an appeal. If a student is granted an appeal, the student will be placed on financial aid probation status for one additional payment period or until a student is able to meet SAP standards by a specific point as outlined in the student’s academic plan. A student on probation status is eligible to receive FSA. Failure to make SAP during the probation period or to comply with the academic plan designed by the institution will result in the student’s dismissal from the institution as a regular student and they will no longer be eligible for Federal Student Aid.

**Academic Plan**

Once placed on probation, an Academic Plan will be created. The Academic Plan will serve as a roadmap to guide a student toward meeting his/her SAP goal within a specified time and method. The plan will be designed by either the Program Chair or Student Advisor, approved by the Director of
Education, and communicated to the student in writing. The plan that is implemented will be regularly evaluated and refined as internal and external developments warrant. While on an Academic Plan, the student is required to attend academic advising sessions.

**Student Appeal Process**
A student who wished to appeal a disciplinary action and/or decision made in reference to the Satisfactory Academic Progress policy must submit a typed letter to the Director of Education. This letter must contain information about the student’s reason regarding the action and/or decision and reasons why the student is wishing to appeal. Students must provide supportive documentation along with their letter in order to support their position and any mitigating circumstances that may have existed. Mitigating circumstances include, include, but are not limited to, death in the family, illness, or other serious reasons. The letter should also include how the circumstances have changed that will now allow him/her to attain satisfactory academic progress once the probationary period is over.

The student will be notified of the Director of Education’s decision within ten (10) business days following the receipt of the student’s appeal letter. Additional time may be required to thoroughly review the student’s appeal. A student who wishes to appeal any SAP decision made by the Director of Education must submit a typed letter to the Campus President with supportive documentation explaining the reason why the student is wishing to appeal the earlier decision. The Campus President will notify the student within ten (10) business days of the receipt of the letter. Additional time may be required to thoroughly review the student’s appeal. The Campus President’s decision shall be final.

**GRADING POLICY**
Academic performance for students enrolled in a Comprehensive Training Program is measured through the assignment of grades and grade points. The Institution measures progress using a 0% - 100% scale as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>GPA</th>
<th>Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% - 90%</td>
<td>4.0</td>
<td>A</td>
</tr>
<tr>
<td>89% - 80%</td>
<td>3.0</td>
<td>B</td>
</tr>
<tr>
<td>79% - 70%</td>
<td>2.0</td>
<td>C</td>
</tr>
<tr>
<td>69% - 60%</td>
<td>1.0</td>
<td>D</td>
</tr>
<tr>
<td>Below 60%</td>
<td>0.0</td>
<td>F</td>
</tr>
<tr>
<td>Pass</td>
<td>---</td>
<td>P</td>
</tr>
<tr>
<td>Fail</td>
<td>---</td>
<td>F</td>
</tr>
<tr>
<td>Incomplete *</td>
<td>---</td>
<td>I</td>
</tr>
</tbody>
</table>

* An “Incomplete” will be changed to a final grade if the course work is not satisfactorily completed within three weeks of assignment of the “Incomplete” grade or, if other arrangements are not made with the Institution.

A 60% or greater GPA is required to pass each course within a Comprehensive Training Program. In the event a course is attempted but a failing grade is earned, that course must be repeated and successfully completed within the *Maximum Allowable Timeframe*. The cost to repeat a failed course is $100 and will automatically be added to the student’s ledger card. A payment Installment Note will be created (or revised) and issued to the student. The student has seven (7) days from the date of receipt to dispute all retake fees assessed.

In addition, students must remain current on their CQ Loans throughout their entire enrollment period. Failure to remain current on any financial obligation to the Institution may result in disciplinary actions up to and including permanent dismissal. Students not current on tuition payments will be prohibited from participating at the official campus commencement graduation ceremony and will not be recognized as an honor student.

**Treatment of Transfer Credits**
Students may request to transfer in credits from another accredited institution in accordance with the Credit Transfer Policy. Any such courses which are accepted in transfer will be included in the credits attempted and the credits earned. Transfer credits are not included when calculating the CGPA.

**Treatment of Repeat Courses**
Courses may be repeated for the purpose of establishing a GPA or CGPA and improving academic standing. Each attempt counts in the computation of successful completion percentages, but only the highest grade earned will be included in the computation of the GPA and CGPA.

**Treatment of Incomplete Courses**
Incomplete grades are assigned to those students who fail to complete any required course work by the end of the module. This grade is not included in the calculation of the
CGPA but will count as credit hours attempted for the purpose of calculating the successful course completion percentage.

**Treatment of Withdrawals**

Students who withdraw from a course and receive a “W” grade will have that course counted as credit hours attempted for the purpose of calculating the successful course completion percentage. This grade is not included in the calculation of the CGPA.

**CLASSROOM EXPECTATIONS**

**Homework, Assignments, Quizzes and Exams**

- Students should expect to study and/or complete assignments/projects outside of scheduled class time at a rate of two hours for every one hour of scheduled class time.
- In the event of an absence you are responsible for contacting your Instructor regarding any required assignments. All assignments will be due on the scheduled due dates.
- Students must be present to take the *Daily Quiz*. *Daily Quizzes* cannot be made-up outside of class.
- Students are required to take assessments (exams, test, and quizzes) on the day they are scheduled. If a student is absent from school on the day of an assessment, he/she must complete the assessment on their first day back on campus. If the assessment is not taken on the first day back on campus the score earned will be “0” for the missed assessment.
- Any late work (assignment or assessment) will result in a deduction of 10% per day, excluding Friday, Saturday, Sunday and scheduled holidays. Any late work (assignment or assessment) must be completed within one calendar week (7 days) of the original due date or will result in a grade of “0”.
  - Example: You have an exam scheduled for Thursday. You are absent on Thursday and the following Monday. You return on Tuesday and take the exam during the scheduled makeup time. A deduction of 20% of the total points possible for the exam would be subtracted from your exam grade.
- Students who are on campus, and skip class on a scheduled assessment day will receive a “0” score on the scheduled assessment.
- All work (assignment or assessment) must be completed by the last day of the term or you will receive a “0” on missing work.
- Makeup assessments will be administered outside of the students regularly scheduled class time.
- If you arrive late to class while an assessment is in progress, as a courtesy to your classmates please enter the classroom quietly and begin your assessment. Due to your tardiness you will receive 10% off your assessment.
- Any student caught with a cell phone on their person (at desk, in hand, or on lap), during an assessment, will automatically receive a “0” grade for that assessment, no questions asked. As a result, students are encouraged to keep their cell phones in their bag or leave them with their instructor.
- Please remember to always look over your work before you hand it in. It is very important that you follow all directions. If directions are not followed your grade may be affected.
- All Medical Proficiencies must be successfully completed by the last day of the term. If proficiencies are not completed by the last day of the term the student will receive a failing grade for the course.

**ACADEMIC HONESTY**

Academic honesty is expected of all Career Quest Learning Center students. Academic dishonesty includes, but is not limited to cheating, plagiarism, and theft. Any student found guilty of academic dishonesty is subject to disciplinary action. Disciplinary action against a student found guilty of academic dishonesty may include, but is not limited to: (1) a failing grade for the test or assignment in question; (2) a failing grade for the course; and/or (3) a recommendation for dismissal from the school. Students may appeal the Academic Dishonesty determination by submitting a written notice of appeal to the Campus President within seven (7) days of the date they were notified of determination. The Campus President will notify the student in writing of the outcome of their appeal within...
seven (7) days of receipt of the appeal. The appeal and its outcome will be documented in the student’s file.

Plagiarism – Plagiarism is the use of ideas or material taken from another for either written or oral presentation without giving credit to the originator. The offering of materials assembled or collected by others in the form of projects or collections without acknowledgment is also considered plagiarism. The faculty and students consider plagiarism as a serious offense for which the student will be subject to disciplinary action and failure of the course. All non-original material used must contain citations as to origin and follow fair usage policies for academic work.

Dress Code – Appropriate dress standards have been established in order to present and maintain, at all times, a professional appearance to employees and visitors. Students must strictly adhere to the dress code requirements of their specific program. Electronic devices, such as cell phones, pagers, blue tooth headsets, ear buds, MP3 and iPods, are not permitted and must be turned off when entering the classroom. They should be stored out of sight in a backpack or pocket. Additionally, students are not permitted to bring food or drinks into classrooms.

Students in Medical Programs
These standards allow for comfortable performance duties, promotion of safety and prevention of the spread of infectious organisms. All medical students are expected to keep themselves, neat, clean and well groomed at all times. The health profession maintains high standards for personal appearance and grooming. Anyone not conforming to this policy will be appropriately counseled, receive a written notice, and may lose professionalism points. The Instructor will dismiss the student from the classroom for continued failure to comply with these regulations.

ID Badge: Student identification badge is to be worn at all times above the waist.

Hair: Natural hair color with a clean and neat appearance; hair that is shoulder length or longer must be pulled back neatly. Facial hair must be clean, neat and well groomed.

Headwear: Religious or medically related head covers may be worn. All other types of headwear are not acceptable, such as hats, baseball caps, doo-rags, scarves, visors, sports head bands, ear buds, blue tooth headset, sunglasses, etc.

Jewelry and Accessories: One ring is allowed without a raised setting, no bracelets, hair ornaments or necklaces (with the exception of medic alert tags). Pierced earrings should be gold/silver tone or pearl, studded only, one earring per ear (no rods or cartilage piercings). Facial, eyebrow, tongue, and nose piercings will be removed during school or replaced with a clear flat retainer. No other visible body piercing is allowed. Visible tattoos must be covered.

Clothing: Medical students are expected to wear clean, pressed, appropriately sized SCRUBS DAILY. Proper undergarments must be worn at all times, but not visible. Low necklines, low riding hip hugger pants, bare midriffs (when arms are raised above head and skin is exposed), Capri pants, non-scrub apparel or excessively tight clothing should not be worn. No sweatshirts, hoodies or jackets can be worn in the classroom. On “cold” days an undershirt or mock turtle neck may be worn under scrubs. Solid color scrub jackets may be worn. If the scrub top exposes cleavage, a shirt must be worn under the scrub top.

Footwear: Clean, closed-toe shoes must be worn with socks or stockings. Clean, neat, athletic shoes or slip on style shoes with a back strap are acceptable. Boots, slippers, or moccasins are not acceptable footwear. In winter months, boots must be placed in a plastic bag or backpack.

Grooming: Students are to be clean, well groomed, and free of offensive body odors and smell of smoke. Perfumes, colognes or fragrant lotions are not permitted. Nails should be no more than ¼ inch in length. No glitter, chipped, or nail jewelry is allowed. Clear or
natural nail polish and white French tip is allowed.

Immunization Documentation
Immunizations are extremely important to students during their tenure at Career Quest Learning Centers and as a future professions working in the medical filed. During your program, and in the future, much of what you do in the health care setting will come under Federal Occupational Safety and Health Act (OSHA) guidelines. Under these, and other guidelines, there are certain sets of immunizations that are required of all healthcare workers. Each student in the Medical Assistant (MA) and Medical Administrative Assistant (MAA) program must meet the Centers for Disease Control and Prevention recommendations for immunization of healthcare workers. All Career Quest MA and MAA students are required to provide documentation of vaccination, or immunity to: Measles/Mumps/Rubella (MMR), Diphtheria/Tetanus(Td, Tdap) (within the last 10 years) and Hepatitis B series (3 doses over 6 months). It is also required to provide documentation of a current Tuberculosis (TB) skin test given within the last 12 months making it current during your externship course. Some externship sites require Varicella and Influenza vaccinations. If you are accepted at a site that requires these vaccinations, you will be expected to provide this documentation, otherwise it is not required. This institution must have complete and accurate immunization documentation to ensure that you, and your externship site, are protected during your medical training. Please use the recommended schedule to plan the proper timing of your immunizations. When gathering past immunization documents, it may be beneficial to contact the primary or secondary school you attended or the county health department in which you received your immunizations. Students are expected to make copies of all immunization records and hand-in the copies to the front desk (mailbox located at receptionist desk). Please keep the originals for your permanent records. Once the form is received, it will be evaluated. Any areas needing additional documentation will be discussed with the student as soon as possible.

Students in Business and IT Programs
These standards allow for comfortable performance duties and promotion of safety. All students are expected to keep themselves, neat, clean and well groomed at all times. Anyone not conforming to this policy will be appropriately counseled, receive a written notice, and may lose Professionalism points. The Instructor will dismiss the student from the classroom for continued failure to comply with these regulations.

ID Badge: Student identification badge is to be worn at all times above the waist.

Hair: Natural hair color with a clean and neat appearance. Facial hair must be clean, neat and well groomed.

Headwear: Religious or medically related head covers may be worn. All other types of headwear are not acceptable, such as hats, baseball caps, doo-rags, scarves, visors, sports head bands, ear buds, blue tooth headset, sunglasses, etc.

Jewelry and Accessories: All jewelry must be professional. No large earrings. Facial, eyebrow, tongue, and nose piercing will be removed during school or replaced with clear flat retainer. No other visible body piercing is allowed. Visible tattoos must be covered.

Clothing: Students will be required to wear CQLC polo shirts. Students will be required to wear dress slacks, khaki pants, or jeans without holes to school. Pants are required to be appropriately sized for optimal performance in a professional setting. No sweatshirts, hoodies or jackets can be worn in the classroom. For additional warmth, students can wear solid-colored shirts beneath their polo shirts.

Items that should not be worn:
- Cutoffs, shorts, capri pants or jeans with holes
- Leggings
Footwear: Clean tennis shoes, sandals, or boots are acceptable. Flip flops are not acceptable footwear.

Grooming: Nails should be at a length that does not interfere with class work.

TERMINATION, APPEAL & REINSTATEMENT

Students will be dismissed the earlier of (1) receipt of notification by the student of a desire to withdraw, (2) date on which a progress review for a probationary student indicates that the student did not meet minimum criteria for being released from probation, (3) date on which a student is dismissed from school for failure to uphold school conduct codes, or (4) failure to return from a Leave of Absence. Students may also be terminated for failure to uphold financial obligations as agreed upon with the school. Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due the school based on the Cancellation and Refund Policy.

APPEAL - DISMISSAL

Students have the right to appeal dismissal decisions made by the school administration by submitting a written request to the Campus President describing any mitigating circumstances or conditions which warrant special consideration. If the appeal is accepted, the student may be reinstated according to special terms and conditions stipulated by the Campus President.

REINSTATEMENT

If an appeal is denied or if the student chooses not to appeal the decision, an application for reinstatement must be submitted to the Campus President no earlier than 30 days from the date of determination. Students who do not pursue or win an appeal may be reinstated under special conditions. A $100 Registration Fee and other charges may apply. A re-entry will not be permitted within 30 days of the student’s Date of Determination from previous withdrawal.

GRADUATION REQUIREMENTS

Graduation requirements are specific to the program. Please review the Program Description within this catalog for detailed program information.

PROGRAMS WITH REQUIRED EXTERNSHIPS

All externships are required courses. The Institution will establish a suitable externship site for its students. However, it is ultimately the student’s responsibility to successfully complete the externship course. Externships can be either paid or unpaid. This decision is decided by the externship site. Externships are evaluated weekly by means of a completed time slip detailing the activities and procedures performed that week. A final evaluation is submitted to the school by the on-site supervisor. This final evaluation is used to help determine the student’s final course grade. A school representative will supervise the externship experience and be the liaison between all parties. Students may be subject to a Criminal Background Investigation prior to starting the Externship course.

Continuing Education Courses

Students must meet the following criteria before being considered a successful completer from Continuing Education courses.

1. Successful completion of all academic requirements of the course(s) with a final grade of 60% or greater within the Maximum Allowable Timeframe;
2. Meet all financial obligations to the institution.

CERTIFICATE OF COMPLETION

A Certificate of Completion will be awarded to all students who meet the program’s Graduation Requirements.

PLACEMENT ASSISTANCE SERVICES

TRAINING PROGRAMS

Students will receive placement assistance services throughout the program of study. Placement services include, but are not limited to, (a) assistance with the development of a functional resume, cover letter and thank you notes, (b) access to job leads, (c) participation in mock interviews, and (d) invitations to on-campus and community networking events. Assistance will also be provided in developing interviewing techniques and other skills that help in securing employment. The institution’s
Placement department will continue to work with students as they approach graduation to obtain employment in their field of study. A criminal background history may adversely affect a student’s ability to secure training related employment. If applicable, students are strongly encouraged to discuss any criminal convictions with an Admissions Representative prior to enrollment.

While Placement Assistance Services are available, Career Quest Learning Centers, Inc. cannot guarantee employment to any student.

CONTINUING EDUCATION COURSES
There are no Placement Assistance Services offered to students enrolled in any of the Continuing Education courses.

FINANCIAL AID
Career Quest Learning Centers, Inc. believes that students and their families have primary responsibility for a student’s educational costs. However, many families are unable to immediately fund the entire cost of education. To that end, the Institution makes available several financial assistance programs to students who qualify. The following sections describe the policies and procedures that govern financial aid at Career Quest Learning Centers, Inc. Students must remain current on their financial obligations throughout their entire enrollment period. Failure to remain current on any financial obligation to the Institution may result in disciplinary actions up to and including permanent dismissal. In addition, students must remain current on their CQ Loans throughout their entire enrollment period. Failure to remain current on any financial obligation to the Institution may result in disciplinary actions up to and including permanent dismissal. Students not current on tuition payments will be prohibited from participating at the official campus commencement graduation ceremony and will not be recognized as an honor student.

WHAT IS FINANCIAL AID?
Financial aid encompasses all funding that students receive because of their enrollment in a postsecondary institution. Such financial aid includes, but is not limited to, loans, grants, scholarships, workforce agency funds, Veterans Benefits, and employer tuition assistance. Specific questions regarding these various Financial Aid options can be answered by a representative of the Institution’s Financial Aid Office. All required paperwork and applications must be submitted to the Financial Aid Office upon completion.

Scholarships
The Institution makes available its own need-based scholarship program to all students who qualify. The Career Quest Scholarship defines “Need” using the criteria established by the U.S. Department of Education’s Free Application for Federal Student Aid (FAFSA). Students with an Expected Family Contribution (EFC) of zero (0) will be eligible for a scholarship in the amount of $1000. Scholarships will be made available on a first-come, first-served basis up to a total allotment of $1,000,000.

Students Who Are Eligible:
1. Prospective Students
   a. All prospective students must meet with a Financial Aid Officer to determine “need”.
   b. Scholarship recipients will receive a $500 credit to their account after officially starting classes (following the drop/add period). If, for any reason, a scholarship recipient’s enrollment is cancelled, the scholarship award will be cancelled at the same time.
   c. A subsequent $500 credit will be applied to the student’s account after beginning the second half of the diploma or associate degree program (mid-point).

2. Currently Active Students (Active on or after 11/25/2013)
   a. All currently Active students must meet with a Financial Aid Officer to determine “need”.
   b. Active students who are eligible for the Career Quest Scholarship will receive a $1000 credit applied to their account upon graduation.
   c. Institutional loan payments will be suspended until graduation or withdrawal from the program when the student’s scholarship funds are greater than, or equal to, the student’s total institutional loan amount.

3. Returning and Re-Enrolling Students
   a. All Returning and Re-Enrolling students must meet with a Financial Aid Officer to determine “need”.
   b. The Career Quest Scholarship amount will be prorated based on...
the percentage of the program remaining upon the student’s return, up to $1000.

b. Returning and Re-Enrolling

Students who are eligible for the Career Quest Scholarship will receive the scholarship amounts credited to their account upon graduation.

c. Institutional loan payments will be suspended until graduation or withdrawal from the program when the student’s scholarship funds are greater than, or equal to, the student’s total institutional loan amount.

Recipients of the Career Quest Scholarship will be charged a one-time $25 processing fee at the time the scholarship funds are applied to the recipient’s account. Students participating in the Career Quest Scholarship program are not eligible for additional tuition discount programs. The Career Quest Scholarship Terms & Conditions and additional program information is available in the Financial Aid office.

Loans

The Institution makes available its own Loan Program to all students. Specific terms apply. Federal Loans are also available to those students who qualify.

Grants

The Institution makes available the Federal Pell Grant to those students who qualify.

Tuition Discounts

In an effort to help support the mission of local workforce development agencies, the Department of Veterans’ Affairs, and the educational goals of our students and their families, the Institution will make available tuition discounts for those students who qualify.

- The institution’s Michigan Works! Tuition Discount is made available to all students who are receiving Financial Aid towards their tuition at this Institution from the Michigan Works! WIA Adult, WIA Youth, WIA Dislocated Worker or JET/PATH Programs. The Institution’s Michigan Works! Tuition Discount is available to an amount up to $5255 towards direct tuition charges for each recipient who enrolls in a Comprehensive Training Program. The following eligibility requirements must be met:
  - The recipient must have an Active case with a Michigan Works! case manager prior to enrollment.
  - Written approval for Tuition Assistance at this Institution from the student’s case manager prior to commencing classes.
  - The tuition discount applies to direct tuition charges only. Discount will be applied to the student’s account and will be prorated over the remaining payment periods for his/her program.
  - Students participating in the Michigan Works! Tuition Discount program are eligible for Title IV funds, but are advised against accepting funding that exceeds direct program charges.
  - Students participating in the Michigan Works! Tuition Discount program are not eligible for additional tuition discount programs.
  - Immediate family members, however, are eligible for the Share the Knowledge Tuition Discount (10% tuition discount).
  - If the recipient petitions for a change in Program, the tuition discount will adjust to percent of new total tuition charges remaining for their Program.

- The Institution’s Armed Forces Tuition Discount is made available to all students and spouses who are considered a Veteran or on Active Duty status. The Institution’s Armed Forces Tuition Discount is in the amount of a 15% reduction in tuition for each recipient within an eligible Program. The following eligibility requirements must be met:
  - Proof of eligibility is required as follows:
    - Veterans: Valid DD214 (discharge papers)
    - Active military members: Valid military identification card or Certificate of Eligibility
• Spouses: Valid military identification card
  o The tuition discount applies to program tuition only. The discount will be applied to the student’s account and will be prorated over the remaining payment periods for his/her Program.
  o If any recipient petitions for a change in Program, the tuition discount will adjust to a percentage of the new total tuition charges remaining for their Program.
  o If a military member and his/her spouse are both enrolled at Career Quest Learning Centers, Inc., they are both eligible for the tuition discount provided proper documentation is submitted.
  o Students participating in the Armed Forces Tuition Discount program are eligible for Title IV funds, but are advised against accepting funding that exceeds direct program charges.
  o Students participating in the Armed Forces Tuition Discount program are not eligible for additional tuition discount programs. Immediate family members, however, are eligible for the Share the Knowledge Tuition Discount (10% tuition discount).
  o The 15% Armed Forces Tuition Discount is effective starting August 31, 2012.

• The institution’s Share the Knowledge – Family Tuition Discount is made available to any student and his/her immediate family members who are attending Career Quest Learning Centers, Inc. at the same time. The amount of the Share the Knowledge Tuition Discount is 10% of total tuition cost for each family member that attends this Institution. The discount will be applied to any remaining tuition balance. The following eligibility requirements must be met:
  o Applicable to immediate family members only (father, mother, son, daughter, brother, sister, stepchildren, spouses and grandparents/grandchildren) of an attending or enrolling student.
  o If one student is currently attending, he/she must have a cumulative GPA of 2.5 or greater with no less than 80% attendance at the time of application for Share the Knowledge Tuition Discount.
  o The tuition discount applies to Program tuition only and will not result in any cash payments to the student. The discount will be applied to student’s account prorated over the remaining payment periods for his/her Program.
  o Recipients may attend different Career Quest Learning Centers, Inc. campuses.
  o To apply, enrolling, and/or current students must complete a Tuition Discount Application. This form is available through the Admissions Office. The application can be completed at any time prior to the recipient’s graduation.
  o The 10% Share the Knowledge Tuition Discount is effective starting August 31, 2012.
  o If all but one family member withdraws or drops from Career Quest Learning Centers, Inc. the earned discount completed will be applied, any balance remaining will be forfeited by the remaining student.
  o Students receiving the Share the Knowledge Tuition Discount must be current on monthly payment plans for balances owed towards tuition. A student will not receive a tuition discount until all monthly payments are current.
  o If the recipient petitions for a change in Program, the tuition discount will adjust to percent of new total tuition charges remaining for their Program.

• The institution’s AAS Early Enrollment Tuition Discount is available to all currently active students enrolled in a diploma level
program. This tuition discount will provide a 10% discount on tuition fees associated with the re-enrollment into one of the institution's AAS degree programs prior to diploma program completion.

- The tuition discount applies to program tuition only. The discount will be applied to the student's account and will be prorated over the remaining payment periods for his/her Program.
- If any recipient petitions for a change in AAS Degree Program, the tuition discount will adjust to a percentage of the new total tuition charges remaining for their Program.
- Students participating in the AAS Early Enrollment Tuition Discount program are eligible for Title IV funds, but are advised against accepting funding that exceeds direct program charges.
- Students participating in the AAS Early Enrollment Tuition Discount program are not eligible for additional tuition discount programs. Immediate family members, however, are eligible for the Share the Knowledge Tuition Discount (10% tuition discount).

**Workforce Development Agency Funds**
This Institution is a proud partner of the local workforce development agencies. This Institution has several approved Programs which have met the stringent requirements of local Workforce Development Boards and are deemed "in high demand". Occasionally, the local workforce development agencies have tuition funding available to those participants who qualify.

**Veterans Benefits**
The Workforce Development Agency, State of Michigan, Veterans’ Services Division, State Approving Agency has approved the Lansing Campus and Jackson Campus of Career Quest Learning Centers, Inc. to train veterans and other eligible persons. Appropriate applications and paperwork must be completed by the student and approved by the U.S. Department of Veterans Affairs Regional Office.

**Employer Tuition Assistance**
The Institution may accept Tuition Assistance payments from participating employers. Approvals must be accepted by all parties prior to the commencement of classes unless other arrangements are made with the Campus President.

**TITLE IV PROGRAMS IN WHICH THE INSTITUTION PARTICIPATES**
Career Quest Learning Centers, Inc. participates in the Federal Pell Grant program, the Stafford Loan Program and the Federal PLUS Loan Program.

**Pell Grant**
The Pell Grant is an award that does not have to be repaid. Pell Grants are awarded only to undergraduates who have not earned a bachelor's or professional degree. Applying for the Federal Pell Grant is the first step in the financial aid process. Prospective students must complete a Free Application for Federal Student Aid (FAFSA) to determine eligibility for the Pell Grant. Awards are based on student eligibility, cost and length of the program. The FAFSA may be filled out online at FAFSA on the Web at www.fafsa.ed.gov or may be returned to Career Quest Learning Centers, Inc. for electronic filing.

**Stafford Loan Program (Subsidized)**
This loan program provides a maximum of $3,500 for programs one year in length. An additional $4,500 is available for programs in which there are subsequent award years. These loans are interest free while a student is in school and for six months after graduation or withdrawal. Eligibility for this loan program is determined by the successful completion of the FAFSA.

**Stafford Loan Program (Unsubsidized)**
This loan program provides a maximum of $6,000 for programs one year in length. Interest accrues from the point the student receives the loan money, but repayment can be deferred for up to six months after graduation or withdrawal. Loan payments can also be deferred up to six months after graduation or withdrawal.

**Federal Parent PLUS Loan Program**
This loan program is for parents of Dependent students (as defined by the Federal Government) who wish to take out a loan for their child's education. The amount a parent can borrow is determined on an individual basis utilizing the cost of attendance and the
amount of other financial aid received. Interest accrues from the point the loan money is received. Payments must begin within 60 days of the second disbursement of the loan (but can be deferred while the student is in school).

APPLYING FOR FINANCIAL AID
Anyone wishing to apply for Federal Title IV financial assistance must complete a Free Application for Federal Student Aid (FAFSA). The Institution's school code is 039153. These applications are available in the Financial Aid Office or online at www.fafsa.ed.gov. In order to insure that applicants have a complete aid package no later than the date classes begin, paperwork should be completed as soon as possible. Once the paperwork is completed an appointment is scheduled with a Financial Aid Administrator. The Financial Aid Office will assist students with form completion and answer any questions.

ELIGIBILITY REQUIREMENTS FOR FEDERAL TITLE IV AID
In general, an applicant is eligible for Federal Title IV financial assistance if the requirements listed below are met. The applicant must:
- Be enrolled as a regular student in an eligible program
- Be a U.S. citizen or eligible non-citizen
- Not be in default on any Federally Guaranteed Student Loan
- Not owe a repayment on any federal grant
- Not be enrolled at another institution receiving Title IV funds at the same time

STUDENT COST OF ATTENDANCE
An average cost of attendance for a student attending Career Quest Learning Centers, Inc. consists of allowances for room and board, transportation expense, plus one academic year’s tuition, fees, books, and supplies.

REQUIREMENTS FOR FINANCIAL AID TRANSCRIPTS
It is a requirement of federal regulations that institutions determine all previous federal Title IV aid received by a student prior to disbursement of funds. Career Quest Learning Centers, Inc. uses the National Student Loan Data System (NSLDS) to obtain financial aid information from each school at which a student was previously enrolled. Financial Aid disbursements are withheld until this verification of previous aid has been completed.

REQUIREMENTS FOR CITIZENSHIP VERIFICATION
If a student applies for federal Title IV financial assistance, a database match will be conducted to determine the student's eligibility status with the Social Security Administration (SSA) and the Immigration and Naturalization Service (INS). If the SSA or the INS is unable to complete the match, the student will be asked to submit additional documentation. The Financial Aid Office will assist the student in completing and submitting the necessary federal forms for additional SSA or INS verification. Financial aid disbursements will not be made until citizenship status has been verified.

REQUIREMENTS FOR FINANCIAL VERIFICATION
Federal regulations require that some student aid applications be subject to a process called verification. This process involves gathering proof of the information submitted on the student’s FAFSA and verifying the information is correct. The procedures covering verification are:

TIME PERIOD WITHIN WHICH REQUIRED DOCUMENTATION MUST BE PROVIDED
Unless extenuating circumstances intervene, the required documentation must be provided within 30 days of the date the applicant is notified that he/she has been selected for Verification. All financial aid disbursements are withheld until this process has been completed.

CONSEQUENCES OF FAILURE TO PROVIDE THE INFORMATION WITHIN THE 30-DAY PERIOD
Students will receive no disbursement of funds if they fail to provide the information required for verification. In addition, they will be expected to make cash payments to the Institution to cover their cost of education. If the results of the verification satisfy the requirements, the funds for which the student is eligible will be released. If the verification results are inconsistent with previously provided information, the student will be called into the Financial Aid Office and the items that were not valid will be discussed. If the Institution has reason to believe that any application has been intentionally submitted under false or fraudulent circumstances, such application will be referred to the Office of the Inspector General.
REQUIRED DOCUMENTATION
Copies of the student’s and spouse’s prior year federal income tax returns must be submitted. If the applicant is a dependent student, parents’ tax returns must also be submitted. The applicant must complete a Verification Worksheet. The Financial Aid Office will give the worksheet to the applicant. Each applicant has the following rights and responsibilities with regard to verification:

- The right to be informed that he/she has been selected for verification and what the responsibilities of such selection are.
- The consequences for not meeting those responsibilities, explained in detail orally and, when necessary, in writing.
- The applicant will be informed of his/her right to appeal aid decisions. Such appeals must be made in writing to the Campus President within 10 calendar days of the date of the decision. The Institution will inform the applicant of the results of the appeal within 30 calendar days of the receipt of the applicant’s appeal.
- Information must be correct as of the date of verification or as of the date the first Institutional Student Information Record (ISIR) is received by the Institution.

ELECTRONIC APPLICATION PROCESSING
Career Quest Learning Centers, Inc. participates in a program known as Electronic Data Exchange, which provides an Institutional Student Information Record (ISIR) that is used by the Financial Aid Office to establish eligibility for Title IV financial assistance programs.

FEDERAL AID APPLICATIONS
The Free Application for Federal Student Aid (FAFSA) must be completed by the applicant and submitted to the Financial Aid Office. The Financial Aid Office will transmit the information electronically to the central processor and an ISIR will be received by Career Quest Learning Centers, Inc. electronically. The applicant will receive a Student Aid Record (SAR) from the Department of Education.

Correction of Information
If, as the result of verification or another documentation process, it becomes necessary to correct any of the information on an ISIR, the Financial Aid Officer will note the corrections on the current ISIR and submit the corrections electronically. A new ISIR containing the correct information will then be generated. If the corrections result in a change in eligibility, the applicant will be so informed by the Financial Aid Office and the Financial Aid Administrator will complete an updated Estimated Student Counseling Worksheet with the student.

DISBURSEMENT PROCEDURES
For Programs that are measured in credits, an academic year is defined as 24 semester credits and a minimum of 30 weeks of instruction. Using this definition, Title IV aid is disbursed at the beginning of each payment period. Programs less than one academic year are divided into two equal payment periods. First disbursements of loans are not made until the student has been in school for 30 calendar days and has completed a loan entrance interview with a Financial Aid Administrator. Federal Pell Grants are posted directly to the student’s account at the beginning of each period (or when received and processed). Each student will receive a receipt indicating that the grant has been posted to his/her account. If a credit balance occurs in a student’s account, the credit balance will be discussed with the student. Students may request that funds be held for budgeting purposes or against future charges, returned to the student for living expenses, or refunded to the lender to reduce loan balances. Credit balances requested by the student will be disbursed within 14 working days of the date of the request.

RETURN OF TITLE IV FUNDS POLICY
There are two types of refunds: the institutional refund and the return of Title IV funds. The Financial Aid Office is required by federal statute to recalculate federal financial aid eligibility for students who withdraw, drop out, or are dismissed, prior to completing 60% of a payment period or term. The federal Title IV financial aid programs must be recalculated in these situations. If a student leaves the Institution prior to completing 60% of a payment period or term, the Financial Aid Office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of federal aid earned using the following Federal Return of Title IV funds formula:

- Percentage of aid earned equals the number of days completed up to the withdrawal date, divided by the total days in the payment period or term. (Any break of five days or more is not counted as part of the days in the term.)
Funds are returned to the appropriate federal program based on the percent of unearned aid using the following formula:

- Aid to be returned equals (100% minus the percent earned) multiplied by the amount of aid disbursed toward institutional charges.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student would be required to return a portion of the funds. In some cases when Title IV funds are returned, the student borrower may owe a debit balance to the Institution.

If a student earned more aid than was disbursed to him/her, the institution would owe the student a post-withdrawal disbursement which must be paid within 30 days of the student’s withdrawal.

Refunds are allocated in the following order:

- Unsubsidized Federal Stafford Loan
- Subsidized Federal Stafford Loan
- Federal Perkins Loan
- Federal Parent (PLUS) Loan
- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- other Title IV assistance
- other state aid
- private and institutional aid
- the student

**Example of Return of Title IV Policy**
The student attends 20 days in a 125-day payment period. Twenty (20) divided by 125 = 8.0%.

**Amount To Be Returned**
The amount of Title IV funds to be returned is then determined by subtracting the amount earned from the amount disbursed. For the above example, if the amount of Title IV funds disbursed for the payment period is $2000 in Federal Pell Grant funds, with no loans, then $2000 x 8.0% = $160.00 EARNED and the amount to be returned would be the amount disbursed minus the amount earned ($2000 - $160 = $1840).

**Amount of Unearned Institutional Charges**
The school must also determine the amount of unearned institutional charges by subtracting the percentage earned (8.0%) from 100% = 92% and multiplying this percentage by the charges for the payment period. Institutional charges for the payment period are determined by:

**Total Tuition and Fees**
Total Credit Hours in Program x Credit Hours in payment period.

**Example:**
$16,000
24 credit hours x 12 credit hours = $8000

$8000 x 92% = $7360

After both the amount to be returned and the amount on unearned institutional charges are calculated, the school must return the lesser of the two amounts. In this example, the school would return $1840.00 in Title IV Pell Grant funds.

**The FSA Student Loan Ombudsman Group may be contacted by any of the following:**

Via on-line assistance:
http://studentaid.gov/repayloans/disputes/prepare

Via Telephone:
(877) 557-2575

Via Fax:
(202) 275-0549

Via Mail:
U. S. Department of Education
FSA Ombudsman Group
830 First Street, N. E., Mail Stop 5144
Washington, D.C. 20202-5144

**CANCELLATION & REFUND POLICY**

All refunds due will be made within 45 days (1) of the last day of attendance if written notification of withdrawal has been provided to the Institution by the student, or (2) from the date the Institution determines withdrawal by the student.

Students are not required to request a refund.
REFUND POLICY FOR CAREER TRAINING PROGRAMS

FULL REFUND OF TUITION FEES
The student will receive a full refund of tuition and fees if:
1. The applicant gives the school written notice of cancellation within three business days after signing the Enrollment Agreement; or
2. The applicant is not accepted for admission; or
3. The course is canceled by the school.

Retention of tuition and fees collected in advance for a student who does not commence class will not exceed the $100 Registration Fee.

Students who have not visited the institution prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the facilities and inspection of the equipment. Refunds shall be made within 45 days of the planned start date.

PARTIAL REFUND
Tuition charges are applied equally based on the payment periods of the training program. If termination or withdrawal occurs after beginning classes, the percentage of tuition earned equals the number of days completed up to the withdrawal date, divided by the total days in the payment period, plus the Registration Fee. Any break of five days or more is not counted as part of the days in the term. Once the student has attended 60% or more of the payment period, the school has earned 100% of the tuition charges for that payment period.

Some of the training programs are longer than 12 months. In these instances, if a student withdraws during the first 12 months of training, they will be released from any financial obligation to pay for tuition beyond the first 12 months.

NO REFUND
If termination or withdrawal occurs after the first 50% of the enrollment period, the Institution will retain 100% of the tuition, plus the Registration Fee.

GENERAL INFORMATION

NON-DISCRIMINATION POLICY
Career Quest Learning Centers, Inc., admits students of any sex, religion, race, color, nationality, and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of sex, religion, race, color, disability, nationality, or ethnic origin in administration of its educational policies, admissions policies, and other school administered programs. The Institution provides reasonable accommodations to students with special needs.
TEXTBOOK COSTS AND USAGE
The cost of textbook rental is included in the tuition cost of the Program. Used textbooks will be issued at the beginning of every term and it is the student’s responsibility to return the textbooks in similar condition to the Institution at the end of each term. Students will be charged $500 for the replacement cost and administrative fees for textbooks not returned or damaged while under students’ care. Each student has the option to purchase new textbooks for personal use directly from the Amazon.com website. Amazon.com requires that all purchases be completed with a credit card and are paid in full prior to processing and shipping. Career Quest will provide a Master Book List to students wanting to purchase their textbooks. The Master Book List provides the required books by program, ISBN number and list price.

PROGRAM / COURSE / SCHEDULE MODIFICATIONS
Career Quest Learning Centers, Inc. reserves the right to modify Program content, classroom schedules, available industry certifications, and course content at its discretion in an effort to better prepare its graduates for local area employment requirements and industry demands.

MICHIGAN VOTER REGISTRATION INFORMATION
To register to vote you must be…
• a U.S. citizen;
• at least 18 years of age by election day;
• a resident of Michigan and the city or township where you are applying to register to vote.

You can register to vote for federal, state, and local elections by mail; at your county, city, or township clerk’s office; or by visiting any Secretary of State branch office. In addition, the following State agencies offer voter registration services to their clients: Department of Human Services, the Department of Community Health and the Department of Career Development. Military recruitment centers also provide voter registration services.

You must register at least 30 days before the election. This gives the clerk time to process the forms and send you a Voter Identification Card. You must also re-register to vote whenever you move to a new city or township. If you move within a city or township, you must update your address. This can be handled through your local clerk, at a Secretary of State branch office, by mail, or at any other location where voter registrations are accepted. Michigan voters must use the same residential address for voter registration and driver’s license purposes. Consequently, if you submit a driver’s license address change, it will be applied to your voter registration. Similarly, if you submit a voter registration address change, it will be applied to your driver’s license.

If you have never voted in Michigan and register by mail, you must appear in person to vote in the first election in which you wish to participate. This requirement does not apply if (1) you personally hand-deliver the mail registration form to your county, city, or township clerk's office instead of mailing the form, (2) you are 60 years of age or more, (3) you are disabled, or (4) you are eligible to vote under the Uniformed and Overseas Citizens Absentee Voting Act. If you have never voted in Michigan and register by mail, you may also be subject to a new identification requirement provided under federal law. The identification requirement is explained on the mail-in registration form.

For more information about Michigan voter registration visit:

State of Michigan
Secretary of State
http://www.michigan.gov/sos

State of Michigan Voter Registration Application

United States Election Assistance Commission:
The U.S. Election Assistance Commission (EAC) was established by the Help America Vote Act of 2002 (HAVA). EAC is an independent, bipartisan commission charged with developing guidance to meet HAVA requirements, adopting voluntary voting system guidelines, and serving as a national clearinghouse of information on election administration. EAC also accredits testing laboratories and certifies voting systems, as well as audits the use of HAVA funds.

State of Michigan Voter Information Center
INDUSTRY CERTIFICATION TESTING

Industry certifications are an integral part of demonstrating mastered proficiencies to an employer. All Training Programs are designed to help students prepare for such exams. As part of our commitment to each student’s success, both in the classroom and the workforce, our students will have the opportunity to sit for the certification exams which map to their Program at no additional charge (some restrictions apply; i.e. course GPA and Attendance rate). Certification exams are expected to be completed prior to the last scheduled day of the term/module for the course leading to certification. Students must be current on their financial obligations to the institution before industry certifications will be paid on behalf of the student. Students must have maintained course GPA and attendance requirements prior to the institution paying for certification examinations. In the event a certification exam is not successfully passed, it is the student’s responsibility to make payment arrangements with the Institution for additional attempts of the exam. This institution does not guarantee or promise the availability of all certification exams, as certification exam requirements may change from time to time.

DISTANCE EDUCATION

This Institution may make available its courses online via distance education at no additional cost to the student. It is understood the student has access outside of Career Quest Learning Centers to the internet through a high speed connection and the student has basic computer and internet skills which are required Technical Competencies of the program. In the event a student does not have access to the internet outside of the institution, the Media Center is available to all students during regular business hours. All students will have access to the Institution’s high speed internet connection as space permits. Introduction workshops are available to help students navigate the internet and distance education requirements.

WITDRAWAL PROCEDURE

Students wishing to officially withdraw from the institution must provide the Office of the Registrar with notification of their intent to withdraw. Initial notification can be made in person, in writing, by fax, or by telephone. This notification will be recorded and used for notification purposes for the Federal Government. Repayment of any federal funds will be based on the date of notification.

POLICIES AND SANCTIONS RELATED TO COPYRIGHT INFRINGEMENT

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages affixed at not less than $750 and not more than $30,000 per work infringed. For “willful” infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense. For more information, please see the website of the U.S. Copyright Office at www.copyright.gov.

It is against policy for any student, faculty, staff member, consultant, contractor or other worker at the institution to copy, reproduce, share, or distribute any software, music, games, or movies on institution computing equipment except as expressly permitted by a software license or with the written consent of the copyright holder or as otherwise permitted under federal law. Willful infringement may subject a student or employee to discipline and can impact the privilege to use information technology resources at the institution. Uploading or downloading works protected by copyright without the authority of the copyright owner is an infringement of the copyright owner’s exclusive rights of
reproduction and/or distribution. Even an innocent, unintentional infringement violates the law.

**CERTIFICATE OF APPROVAL**
Career Quest Learning Centers, Inc. is licensed to operate by the Michigan Department of Licensing and Regulatory Affairs, P.O. Box 30714, Lansing, MI 48909, and is accredited by the Commission of the Council on Occupational Education, 7840 Roswell Road, Bldg 300, Suite 325, Atlanta, GA 30350.

All licenses and approvals are displayed in the Administrative Offices of each campus.

**OWNERSHIP**
Career Quest Learning Centers, Inc. is a Michigan corporation under the ownership of Quest Education Corporation.
ADMINISTRATIVE OFFICE PROFESSIONAL PROGRAM

600 Contact Hours or 30 Semester Credit Hours
Approximate Completion Time: 30 weeks / CIP Code: 52.0401
Tuition: $16,000 + Registration Fee: $100 = $16,100

Program Objectives and Description
The objective of the Administrative Office Professional Program is to prepare students for employment in today's modern office setting. The program is designed to provide a wide array of office and computer skills so that graduates are prepared for entry-level through advanced-level employment. Examples of entry-level occupations for which students are qualified include Receptionist, Typist, General Office Clerk, Data Entry Operator, or Word Processor. More advanced and experienced graduates will be prepared for employment such as Administrative Assistant, Executive Assistant, Secretary, Advanced Word Processor, Customer Service Representative, and Office Manager.

Program Content
The Administrative Office Professional Program offers training in three major areas of study:

I. Core Requirements – Students will learn the basics skills of operating a personal computer (PC), comprehensive keyboarding, and the skills required to establish and achieve educational and career goals.

II. Foundation Skills – Students will learn a variety of computer software programs including word processing, spreadsheet applications, desktop publishing, and computerized accounting. Students will also learn the techniques and skills necessary to effectively practice the skills learned while still in the classroom setting.

III. Employment Preparation – Students will learn fundamentals of the English language, how to take in information effectively, deal with conflict, how to exceed their customer's expectations and time management. Students also learn the critical job search skills of networking, applications and resume completion, interviewing, and follow-up. Students will also complete a required externship to apply the skills learned in a real-world, on-the-job business environment.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications:

1. Microsoft Word
2. Microsoft Excel

Admissions Requirements
Applicants must have earned a High School Diploma or GED from a recognized school.

Instructional Methods and Equipment
Training is delivered in Lab, Lecture, and Work-Based environments. Tests, instructional materials, and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from another institution or proficiency credit may be used to qualify as successful completion of a course.

2. Students must earn a cumulative grade point average of 2.0 (grade of "C" or better) for all course work completed at Career Quest Learning Centers, Inc.

3. Students must be in good financial standing.
## ADMINISTRATIVE OFFICE PROFESSIONAL PROGRAM
### Curriculum Outline

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Lecture</th>
<th>Lab</th>
<th>Work-Based</th>
<th>Credit Hours</th>
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</thead>
<tbody>
<tr>
<td>BUS102</td>
<td>Comprehensive Keyboarding</td>
<td>0</td>
<td>30</td>
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<tr>
<td>BUS110</td>
<td>Becoming a Master Student</td>
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<td>0</td>
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<tr>
<td>BUS111</td>
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<td>BUS195</td>
<td>Career Development</td>
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<td>BUS210</td>
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<tr>
<td>BUS240</td>
<td>Customer Service</td>
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<td>CMP105</td>
<td>IC3 – Internet Computing</td>
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<tr>
<td>CMP120</td>
<td>MS Word</td>
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<td>CMP130</td>
<td>MS Excel</td>
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<td>CMP147</td>
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<tr>
<td>ACC101</td>
<td>QuickBooks</td>
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<tr>
<td>EXT190</td>
<td>Externship – Business Admin</td>
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<td>0</td>
<td>120</td>
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</tr>
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</table>

**Program Totals**  
345 Lecture  
135 Lab  
120 Work-Based  
30 Credit Hours
Program Objectives and Description
The objective of the IT Professional Program is to prepare students for employment and/or career advancement in a variety of Information Technology (IT) occupations. The IT Professional Certificate will help prepare students for entry-level employment in end-user computer support occupations. Students will have skills in computer hardware and software troubleshooting and support and in Local Area Networks (LAN). Graduates will be qualified for employment as Help Desk Support Specialists, LAN Administrators, and Computer Hardware Technicians.

Program Content
The IT Professional Program offers training in three major areas of study:

I. Core Requirements – Students will learn the basic skills of operating a personal computer (PC) and the skills required to establish and achieve educational and career goals.

II. Foundation Skills – Students will learn a variety of computer software programs including word processing, database management, and project management. Students will also learn the skills necessary to effectively troubleshoot and repair computers, as well as administer computerized networks and support users and clients.

III. Employment Preparation – Students learn fundamentals of the English language, how to take in information effectively, deal with conflict, how to exceed their customer’s expectations, and time management. Students also learn the critical job search skills of networking, applications and resume completion, interviewing and follow-up.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications, as defined by chosen concentration:

1. CompTIA A+ Certification
2. CompTIA Network+ Certification
3. CompTIA Linux+ Certification
4. Microsoft Certified Solutions Associate

Admissions Requirements
Applicants must have earned a High School Diploma or GED from a recognized school.

Instructional Methods and Equipment
Training is delivered in both Lab and Lecture, environments. Tests, instructional materials, and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from another institution or proficiency credit may be used to qualify as successful completion of a course.

2. Students must earn a cumulative grade point average of 2.0 (grade of “C” or better) for all course work completed at Career Quest Learning Centers, Inc.

3. Students must be in good financial standing.
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Lecture</th>
<th>Lab</th>
<th>Work-Based</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS110</td>
<td>Becoming a Master Student</td>
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<td>0</td>
<td>2.0</td>
</tr>
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<td>BUS111</td>
<td>Professional Development</td>
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<td>2.0</td>
</tr>
<tr>
<td>BUS115</td>
<td>Business English</td>
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</tr>
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<td>BUS130</td>
<td>Introduction to Project Management</td>
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<td>BUS195</td>
<td>Career Development</td>
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<td>0</td>
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<tr>
<td>CMP105</td>
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<tr>
<td>ITP110</td>
<td>A+ Certification</td>
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<td>ITP112</td>
<td>Network+ Certification</td>
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<td>Supporting Windows 7</td>
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<td>LNX110</td>
<td>Desktop Linux</td>
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<td>LNX112</td>
<td>Linux Administration</td>
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<td><strong>Program Totals</strong></td>
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<td><strong>375</strong></td>
<td><strong>225</strong></td>
<td><strong>0</strong></td>
<td><strong>32</strong></td>
</tr>
</tbody>
</table>
MEDICAL ASSISTANT PROGRAM
600 Contact Hours or 29 Semester Credit Hours
Approximate Completion Time: 30 weeks / CIP Code: 51.0801
Tuition: $16,000 + Registration Fee: $100 = $16,100

Program Objectives and Description
The objective of the Medical Assistant Program is to prepare students for employment in today’s modern medical office setting. Medical Assistants are valued members of the medical team and are increasingly relied upon to perform routine administrative and clinical procedures. Students will learn to assist physicians during examination and treatment and perform a variety of laboratory and clinical procedures. Students will also learn medical insurance billing/coding and medical office procedures. Students will participate in an Externship.

Program Content
The Medical Assistant Program offers training in three major areas of study:

I. Core Requirements – Students will learn the basic skills required to establish and achieve educational and career goals.

II. Foundation Skills – Students will develop a strong foundation in medical terminology, anatomy and physiology pertaining to all body systems. Students will also learn the necessary clinical and laboratory skills to effectively perform the typical job duties of a Medical Assistant.

III. Employment Preparation – Students will learn the critical job search skills of networking, applications and resume completion, interviewing and follow-up. Students will also complete a required externship to apply the skills learned in a real-world, on-the-job environment.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications:

1. Medical Assistant
2. Electronic Health Records Specialist
3. Phlebotomy Technician
4. EKG Technician
5. CPR and Basic Life Support
6. OSHA – Bloodborne Pathogens
7. HIPAA

Admissions Requirements
Applicants must have earned a High School Diploma or GED from a recognized school.

Instructional Methods and Equipment
Training is delivered in Lab, Lecture and Work-Based environments. Tests, instructional materials and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from another institution or proficiency credit may be used to qualify as successful completion of a course.

2. Students must earn a cumulative grade point average of 2.0 (grade of “C” or better) for all course work completed at Career Quest Learning Centers, Inc.

3. Students must be in good financial standing.
## MEDICAL ASSISTANT PROGRAM
### Curriculum Outline

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Lecture</th>
<th>Lab</th>
<th>Work-Based</th>
<th>Credit Hours</th>
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</thead>
<tbody>
<tr>
<td>BUS102</td>
<td>Comprehensive Keyboarding</td>
<td>0</td>
<td>30</td>
<td>0</td>
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<tr>
<td>BUS110</td>
<td>Becoming a Master Student</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>2.0</td>
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<tr>
<td>BUS111</td>
<td>Professional Development</td>
<td>30</td>
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<td>BUS195</td>
<td>Career Development</td>
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<td>MED110</td>
<td>APMT – Yellow – Cells and Tissues, Musculoskeletal System, Lymphatic, Immune, and Nervous Systems</td>
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<td>MED111</td>
<td>APMT – Red – Cardiovascular, Respiratory Integumentary, and Special Senses Systems</td>
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<td>MED112</td>
<td>APMT – White – Urinary, Digestive, Reproductive, and Endocrine Systems</td>
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<td>MED120</td>
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<td>MED121</td>
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MEDICAL ADMINISTRATIVE ASSISTANT PROGRAM

600 Contact Hours or 31 Semester Credit Hours
Approximate Completion Time: 30 weeks / CIP Code: 51.0710
Tuition: $16,000 + Registration Fee: $100 = $16,100

Program Objectives and Description
The objective of the Medical Administrative Assistant program is to prepare students for employment in today’s modern medical office setting. This program will prepare students to perform medical office tasks such as patient scheduling, billing, coding, office reception, unit coordinator, administrative assistant, filing, assembly of patients’ health information including medical history, symptoms, examination results, diagnostic tests, treatment methods, and other healthcare provider services. Graduates will be prepared to organize and manage health information data by ensuring its quality, accuracy, accessibility, and security. Students will participate in an Externship.

Program Content
The Medical Administrative Assistant program offers training in three major areas of study:

I. Core Requirements – Students will learn the basic skills of operating a personal computer (PC), comprehensive keyboarding and the skills required to establish and achieve educational and career goals.

II. Foundation Skills – Students will develop a strong foundation in medical terminology, anatomy and physiology pertaining to all body systems. Students will also learn the necessary skills related to managing medical records, the health care system in the United States and various health information technologies related to the medical office.

III. Employment Preparation – Students will learn the critical job search skills of networking, applications and resume completion, interviewing and follow-up. Students will complete a required externship to apply the skills learned in a real-world, on-the-job environment.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications:

1. Medical Administrative Assistant
2. Billing and Coding Specialist
3. Electronic Health Records Specialist
4. EKG Technician
5. CPR and Basic Life Support
6. OSHA – Bloodborne Pathogens
7. HIPAA

Admissions Requirements
Applicants must have earned a High School Diploma or GED from a recognized school.

Instructional Methods and Equipment
Training is delivered in Lab, Lecture and Work-Based environments. Tests, instructional materials and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from another institution or proficiency credit may be used to qualify as successful completion of a course.
2. Students must earn a cumulative grade point average of 2.0 (grade of “C” or better) for all course work completed at Career Quest Learning Centers, Inc.
3. Students must be in good financial standing.
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</table>
CERTIFIED NURSE AIDE PROGRAM
89 Contact Hours or 3 Semester Credit Hours (rounded down)
Approximate Completion Time: 3 weeks / CIP Code: 51.3902
Tuition: $1250 + Registration Fee: $100 = $1350

Important Note: The policies contained in this section of the Catalog apply only to the Certified Nurse Aide Program. These policies supersede any contradictory policies contained elsewhere in this Catalog.

Program Description
The objective of the Certified Nurse Aide Program is to introduce and prepare the student for the fundamental skills required to perform the job duties of a Certified Nurse Aide. This Program is designed to prepare the student for the Michigan Nurse Aide Competency Evaluation. This Program follows the requirements of the State of Michigan Curriculum Model for Nurse Aide Training (2006). Thus, providing the mandatory skills, knowledge base, and theory required for proficiency within the nurse aide scope of practice, including CPR. This Program is an intensive, full-time training program requiring 14 consecutive weekdays of attendance. Students must successfully complete all 89 hours of the training Program. Standard precautions, safety, professionalism, and confidentiality will be strictly adhered to and enforced throughout this training program.

Program Objectives
As a result of successfully completing this Program, students will be able to:

- Form a relationship, communicate, and interact competently on a one-to-one basis with the residents;
- Demonstrate sensitivity to residents’ emotional, social and mental health needs through skillfully directed interactions;
- Assist residents in attaining and maintaining functional independence;
- Exhibit behavior in support and promotion of residents rights; and
- Demonstrate observational and documentation skills needed in the assessment of resident’s health, physical condition, and well-being.

In addition, students will demonstrate competency in the following areas:

- Core Curriculum Consisting of 5 Units
  1. Communication and Interpersonal Skills
  2. Infection Control
  3. Safety/Emergency Procedures (Heimlich)
  4. Promoting Resident’s Independence
  5. Respecting Residents’ Rights
- Basic Nursing Skills
- Personal Care Skills
- Mental Health and Social Services Needs
- Care of Cognitively Impaired Residents
- Basic Restorative Services
- Resident’s Rights

Program Content
This Program follows the requirements of the State of Michigan Curriculum Model for Nurse Aide Training (2006). It contains 38 hours of classroom lecture, 27 hours of laboratory instruction and 24 hours of clinical training. Classroom lecture and Laboratory training is provided on the campus Career Quest Learning Centers, Inc. Clinical training is provided at a Long Term Care Facility under the direct supervision of an instructor who is a Registered Nurse with Train-The-Trainer Certification.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications:

1. The Certified Nurse Aide Competency Evaluation Program Certification
2. CPR and Basic Life Support
Admissions Requirements
All applicants are required to complete a personal interview with an Admissions Representative in order to mutually determine if this program best meets the needs of the applicant. Applicants must have a High School Diploma or GED from a recognized school, or a signed high school completion Attestation. Applicants must also be in good physical health and be able to lift up to 75 lbs. Also as a condition of enrollment, applicants must have a clear "Background Check" as explained below.

Background: Federal law currently requires that a nursing home must not employ individuals found guilty by a court of law of abusing, neglecting or mistreating residents or who have had a finding of abuse, neglect or mistreatment entered into the State Nurse Aide Registry (CFR 483.13(1)(ii) and (iii).

Bill Content: The bill amends Section 20173 of the Public Health Code to require that nursing home, county medical care facilities, or homes for the aged conduct criminal background checks on perspective employees. These health care facilities would be prohibited from employing, independently contracting with or granting clinical privileges to an individual who regularly provides direct services to patients and residents if the individual has been convicted of certain offenses. These offenses include a felony committed within the 15 years immediately preceding the date of application and a misdemeanor involving abuse, neglect, assault, battery, or criminal sexual conduct or involving fraud or theft against a vulnerable adult within the 10 years immediately preceding the date of application.

Instructional Methods and Equipment
Instruction will be provided through a combination of lectures, role playing, text readings, handouts, assignments, demonstrations, return demonstrations, videos, and clinical practicum. Thus, daily attendance is an intricate and mandatory part of successful Program completion. Students are required to be active participants in the learning process. Equipment used in the laboratory portions of this program is similar to that which is found in Long Term Care Facilities.

Graduation Requirements
1. Students must attend 89 hours of instruction.

2. Students must earn a cumulative grade average of 75% or better on examinations and homework.

3. Students must satisfactorily demonstrate all required skills during laboratory and clinical training. Individual tasks must be demonstrated in proper order and sequence with documentation of the date and instructor sign-off. The Student Achievement Record must be successfully completed and documented.

4. Student must be in good financial standing.

Student Policies
1. Attendance Requirements
Your training in this Program will include accountability and responsibility - essential parts of a desirable work ethic. Students are required to attend 89 hours of training in accordance with the State of Michigan hours of attendance for this Certified Nurse Aide Program. At Career Quest Learning Centers, Inc. we believe our students are responsible adults, and as such are responsible for their own actions. It is difficult to successfully develop marketable skills without regular, consistent attendance. As students are expected to progress and complete training according to their attendance schedule of record, they are required to attend all classes.

   a. Classroom, Lab, and Clinical Attendance is required. Absences may require the student to drop the current class. Students are required to attend all scheduled sessions. Career Quest Learning Centers, Inc. is required to take attendance for all classes. Students who miss a class session, for any reason, are absent. The institution does not distinguish between types of absences. There are no "excused" absences. Any student who misses a scheduled training session will be required to make-up that time. As a result of the short duration of this Program, these students will need to re-start their training at a later date to make up the absence. Re-starting students may attend based upon space availability.

   b. Tardiness – Career Quest Learning Centers, Inc. expects students to be on time for all activities, appointments and training sessions. Students are expected to be in class, and seated at the scheduled start time. Tardiness is also not a professional behavior and is defined as more than one
minute late for the start of the class or returning from a break. The time “tardy” will be recorded and must be made up after scheduled class hours. Students will be given a written warning if tardiness is habitual. If the behavior is not corrected, a student may be dropped from the class.

2. Grading
A variety of examinations and quizzes are included in this Program. A final cumulative grade average of 75% or better is required to successfully complete the lecture portion of the Program. Laboratory and clinical skills must be demonstrated in proper order and sequence. Successful achievement will be documented in the Student Achievement Record.
- All homework is due at the beginning of class.
- Students are required to take quizzes and exams on the day and time they are scheduled.
- Students are encouraged to always look over their quizzes, exams or assignments before handing them in. It is very important to follow all directions. If directions are not followed the grade may be affected.

3. Failure and Probation
Students will fail this Program if:
- They do not attend all 89 hours of instruction.
- They do not earn a cumulative grade average of 75% or better on examinations and homework.
- They do not satisfactorily demonstrate all required skills during laboratory and clinical training.

The Certified Nurse Aide Program is an intensive, 14 day training program. Students who fail the Program may apply for re-enrollment. The circumstances contributing to their failure will be considered in the approval of any re-enrollment. There is no Academic Probation for this Program due to its short duration. Written warnings will be issued as warranted.

4. Cheating and Academic Honesty
Academic honesty is expected of all Career Quest Learning Center students. Academic dishonesty includes, but is not limited to cheating, plagiarism, and theft. Any student found guilty of academic dishonesty is subject to immediate termination from the Program. Any student caught with a cell phone on their person (at desk, in hand, or on lap), during a test will automatically receive a grade of 0% for that test. As a result, students are encouraged to keep their cell phone in their bags or leave them with the instructor.

5. Missed Examinations and Assignments
Late assignments, projects, quizzes, and exams will result in a deduction of 10% per day, excluding Saturdays, Sundays and scheduled holidays. All late assignments, projects, quizzes, and exams must be completed within two business days of the original due date or will result in a grade of 0%.

6. Uniform/Dress Code
a. All students are required to wear clean, pressed, and appropriately sized scrubs daily. Proper undergarments must be worn at all times, but not be visible. Low necklines, low riding hip hugger pants, bare midriffs (when arms are raised above head and skin is exposed), capri pants, non-scrub apparel, or excessively tight clothing should not be worn. No sweatshirts or hoodies are allowed in the classroom/clinical areas. On “cold” days an undershirt or mock turtle neck may be worn under scrubs. Scrub jackets may also be worn. If the scrub top exposes cleavage, a white shirt should be worn under the scrub top.
b. Shoes: Clean, closed-toe, rubber soled white shoes are required. Slip on styles must have a back strap.
c. Student Identification: Student ID badges are worn at all times above the waist.
d. Hosery: White hose/socks are required.
e. Jewelry: One ring is allowed without a raised setting, no bracelets or necklaces (with the exception of medic alert tags), pierced earrings should be gold/silver tone or pearl, studded only, one earring per ear. Facial, eyebrow, tongue, and nose piercing will be removed during school or replaced with clear retainer. No other visible body piercing is allowed. Visible tattoos must be covered. A watch should be worn.
f. Grooming: Students are to be clean, well groomed, and free of offensive body odors and smell of smoke. Perfumes, colognes or fragrant lotions are not permitted. Nails should be ¼ inch in length. No artificial (acrylic) nails or overlays, glitter, chipped, missing or nail jewelry is allowed. Clear or light polish is acceptable. Make-up, if worn, must be subtle. Hair must be clean and neat in appearance. Hair that is shoulder length or longer must be pulled back neatly off shoulders. Facial hair must be clean, neat, and well-groomed. Religious or medically related head covers may be worn. All other types of headwear are not acceptable, such as hats, baseball caps, do-rags, scarves, visors, sports headbands, ear buds, blue tooth headset, sunglasses, etc.
g. Cell phones must be placed on silence during classroom time. Cell phones will not be allowed in the clinical setting.

h. Gum chewing will not be allowed in class or at the clinical site.

i. Smoking at the clinical site is strictly prohibited.

j. Food and/or drink is not permitted in the classroom.

7. Due Process/Grievance Procedure
Students may appeal an Academic or Procedural determination by submitting a written notice of appeal to the Campus President within seven (7) days of the date they were notified of the determination. The written notice of appeal submitted by the student must document any mitigating circumstances that might lead to the removal of the Academic or Procedural determination. The Campus President will notify the student in writing of the outcome of their appeal within seven (7) days of receipt of the appeal. This decision is the Institution's final and binding decision.

8. Student with Special Learning Needs
Career Quest Learning Centers does not discriminate on the basis of sex, religion, race, color, disability, nationality or ethnic origin in administration of its educational policies, admissions policies, and other school administered programs. The Institution provides reasonable accommodations to students with special needs. The need for, and nature of, reasonable accommodations is determined during the admissions process. Students with special learning needs will meet with the Campus President who will facilitate the provision of reasonable accommodations.

9. Program Charges and Refunds
Fifty percent of the Program charges must be paid at time of enrollment. The balance of charges must be paid by the end of the first week unless prior arrangements have been made in advance. The Certificate of Completion will not be issued to students until all fees have been paid in full.

10. Partial Refund – specific to this program
If termination or withdrawal occurs after beginning classes, but;
1. within the first 10% of the Enrollment Period, the Institution will retain 10% of the tuition charge, plus the Registration Fee;
2. after the first 10% of the Enrollment Period and until the end of the first 25% of the Enrollment Period, the Institution will retain 50% of the tuition charge, plus the Registration Fee;
3. after the first 25% of the Enrollment Period and until the end of the first 50% of the Enrollment Period, the Institution will retain 75% of the tuition charge, plus the Registration Fee.

No Refund – specific to this program
If termination or withdrawal occurs after the first 50% of the enrollment period, the Institution will retain 100% of the tuition, plus the Registration Fee.

CERTIFIED NURSE AIDE
Curriculum Outline

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<td>DCW112</td>
<td>Nurse Aide Clinical Practicum</td>
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<tr>
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ACUTE CARE PATIENT TECHNICIAN PROGRAM
188 Contact Hours or 7 Semester Credit Hours
Approximate Completion Time: 6 weeks / CIP Code: 51.3902
Tuition: $2600 + Registration Fee: $100 = $2700

Program Objectives and Description
The objective of the Acute Care Patient Technician (PCT) Program is to prepare Certified Nursing Assistants in advanced concepts and skills to deliver patient care in the acute care setting. Students learn basic medical terminology, anatomy and physiology, legal and ethical issues, HIPAA, OSHA, Blood Borne Pathogens, and the understanding of common medications. Students learn many clinical skills such as wound care, phlebotomy, EKG, sterile technique, and advanced respiratory care skills relating to the care and comfort of patients and the smooth operation of a health care facility. Students will learn good communication skills and the ability to perform basic technical skills and procedures which are required of PCTs. Clinical training is provided at an acute care facility/hospital under the direction of a PCT instructor.

Program Content
I. Core Requirements:
   Certified Nurse Aide Training and Nurse Aide Clinical Practicum – students will be proficient in technical skills such as taking vital signs, tracking patient progress through charts and performing certain emergency procedures. Complex social, legal, and ethical issues will be discussed. Good bedside manner is developed through interpersonal communication practice and knowledge of patients’ rights, resident care procedures, and rehabilitation. This course is designed to prepare the student for the Michigan Nurse Aide Certification exam. Providing the mandatory skills, knowledge base, and theory required for proficiency within the nurse aide scope of practice.

   Acute Care & Phlebotomy – is designed for the CNA to demonstrate advanced concepts and skills of nursing assistant practice through lecture, lab and clinical. The student will be exposed to more advanced care options in the acute care setting. Some of these skills include EKG, sterile technique, wound care, respiratory and cardiovascular monitoring and care of the surgical, pediatric, obstetric and psychiatric patients. Students will be taught the fundamentals of hematology and phlebotomy procedures along with adherence to Clinical Laboratory Safety Institute (CLSI) order of the draw. Students learn the skills necessary to promote laboratory safety. They will also learn how to participate and assist with invasive procedures. Standard precautions will be strictly adhered to and enforced.

   Acute Care Clinical Practicum – will provide students with the opportunity to further develop their learned skills in a supervised, “hands-on” setting.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications:
1. The Certified Nurse Aide Competency Evaluation Program Certification
2. CPR and Basic Life Support
3. Phlebotomy Technician
4. Patient Care Technician

Admissions Requirements
See Certified Nurse Aide Program if applicant DOES NOT currently hold a valid Michigan Certified Nurse Aide License.

Applicants must have a High School Diploma or GED from a recognized school, or a signed high school completion Attestation.

Instructional Methods and Equipment
Training is delivered in Lab, Lecture, and Work-Based environments. Tests, instructional materials, and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from another institution or proficiency credit may be used to qualify as successful completion of the Certified Nurse Aide
Training and Nurse Aide Clinical Practicum course. Transfer of credit is demonstrated by providing proof of a valid Certified Nurse Aide license issued by the State of Michigan within the past two years.

2. Students must earn a cumulative grade point average of 2.0 (grade of “C” or better) for all course work completed at Career Quest Learning Centers, Inc.

3. Students must be in good financial standing

**Partial Refund – specific to this program**

If termination or withdrawal occurs after beginning classes, but;

1. within the first 10% of the Enrollment Period, the Institution will retain 10% of the tuition charge, plus the Registration Fee;
2. after the first 10% of the Enrollment Period and until the end of the first 25% of the Enrollment Period, the Institution will retain 50% of the tuition charge, plus the Registration Fee;
3. after the first 25% of the Enrollment Period and until the end of the first 50% of the Enrollment Period, the Institution will retain 75% of the tuition charge, plus the Registration Fee.

**No Refund – specific to this program**

If termination or withdrawal occurs after the first 50% of the enrollment period, the Institution will retain 100% of the tuition, plus the Registration Fee.

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**ACUTE CARE PATIENT TECHNICIAN PROGRAM**

**Curriculum Outline**

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PHARMACY TECHNICIAN PROGRAM
600 Contact Hours or 32 Semester Credit Hours
Approximate Completion Time: 30 weeks / CIP Code: 51.0805
Tuition: $16,000 + Registration Fee: $100 = $16,100

Program Objectives and Description
The objective of the Pharmacy Technician Program is to prepare students for employment in a pharmacy, such as those found in hospitals, doctor’s offices, and retail stores. The Program is designed to provide a wide array of pharmacy skills such as dose calculation, drug distribution, and pharmacy software use to prepare graduates for entry-level through advanced-level employment. Entry-level occupations include pharmacy assistant and technician. More advanced and experienced graduates will be prepared for employment as a pharmacy administrator or manager. Graduates will be prepared to sit for a Pharmacy Technician Certification Examination.

Program Content
The Pharmacy Technician Program offers training in three major areas of study:
I. Core Requirements – students will learn fundamental anatomy, physiology and medical terminology concepts along with the skills required to establish and achieve educational and career goals.
II. Foundation Skills – students will learn a variety of pharmacy technician functions such as: drug calculation, preparation and distribution. Students will also learn the proper techniques to properly perform the typical job duties of a Pharmacy Technician.
III. Employment Preparation – students will learn the fundamentals of communication, how to take in information effectively, deal with conflict, how to exceed their customer’s expectations and time management. Students also learn the critical job search skills of networking, applications and resume completion, interviewing and follow-up. Students will also complete a required externship to apply the skills learned in a real-world, on-the-job pharmacy environment.

Certification
Program graduates will be qualified to sit for the following industry recognized certification:
Pharmacy Technician Certification Examination

Admissions Requirements
1. Applicants must have earned a High School Diploma or GED from a recognized school.
2. Applicants of the Pharmacy Technician Program must not have been convicted of a felony and will be required to submit to a background check prior to enrollment. Students may be required to complete additional background checks prior to the externship course of the Program.

Instructional Methods and Equipment
Training is delivered in Lab, Lecture, and Work-Based environments. Tests, instructional materials, and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from another institution or proficiency credit may be used to qualify as successful completion of a course.
2. Students must earn a cumulative grade point average of 2.0 (grade of “C” or better) for all course work completed at Career Quest Learning Centers, Inc.
3. Students must be in good financial standing.
# PHARMACY TECHNICIAN PROGRAM
## Curriculum Outline

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<tr>
<td>BUS110</td>
<td>Becoming A Master Student</td>
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<tr>
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**Program Totals**: 405 75 120 32
Program Objectives and Description
The objective of this program is to prepare students for employment in today’s modern medical office setting. Medical Administrators oversee all aspects of the medical office including financial, personnel, and patient care functions. Along with developing managerial skills, students will learn to assist physicians during examination and treatment and perform a variety of laboratory and clinical procedures. Students will also learn medical insurance billing/coding and medical office procedures.

Program Content
The Associate of Applied Science in Medical Office Administration degree offers training in three major areas of emphasis:

I. Core Requirements – students will learn the basic skills required to establish and achieve educational and career goals.
II. Foundation Skills – students will develop a strong foundation in medical terminology, anatomy and physiology pertaining to all body systems, along with necessary clinical and laboratory skills. Students will also learn managerial concepts including: office accounting, management, and patient care.
III. Employment Preparation – students will learn the critical job search skills of networking, applications and resume completion, and interviewing and follow-up. Students also will complete a required externship to apply the skills learned in a real-world, on-the-job environment.

This Program offers specialization in four concentrations:

I. Medical Assistant- This concentration prepares students to assist physicians during examination and treatment and perform a variety of laboratory and clinical procedures.
II. Pharmacy Technician- This concentration equips students with a wide array of pharmacy skills such as dose calculation, drug distribution, and pharmacy software use to prepare graduates for entry-level through advanced-level employment.
III. Medical Office/EHR- This concentration prepares students to help assemble patients' health information including medical history, symptoms, examination results, diagnostic tests, treatment methods, and other healthcare provider services including “front office” tasks such as patient scheduling, billing, coding, reception, office accounting, and filing. Technicians organize and manage health information data by ensuring its quality, accuracy, accessibility, and security.

Admissions Requirements
1. Applicants must have earned a High School Diploma or GED from a recognized school.
2. Applicants must provide documentation of successful completion from a regionally or nationally accredited diploma level program related to this associate degree.
3. The institution's transfer of credit policy will be applied.

Instructional Methods and Equipment
Training is delivered in Lab, Lecture and Work-Based environments. Tests, instructional materials and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from this or another institution or proficiency credit may be used to qualify as successful completion of a course.
2. At a minimum, 50% of the program’s credit must be earned at Career Quest Learning Centers, Inc.
3. Students must earn a cumulative grade point average of 2.0 (grade of “C” or better) for all course work completed at Career Quest Learning Centers, Inc.
4. Students must be in good financial standing.
# ASSOCIATE OF APPLIED SCIENCE IN MEDICAL OFFICE ADMINISTRATION

## Curriculum Outline

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**Core Totals** 720 90 0 51

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BUSINESS ADMINISTRATION (AAS Degree)
1200 Contact Hours or 65 Semester Credit Hours
Approximate Completion Time: 60 weeks / CIP Code: 52.0299
Tuition: $33,100 + Registration Fee: $100 = $33,200

Program Objectives and Description
The objective of this program is to prepare students for employment in today’s modern office setting. The program is designed to provide a wide array of office and computer skill so that graduates are prepared for entry-level through advanced-level employment. Examples of entry-level occupations for which students will be qualified include: Receptionist, Administrative Assistant, Data Entry Clerk, Secretary and Customer Service Representative. Students who complete the Accounting concentration are prepared for employment in such positions as: Accounts Receivable Clerk, Accounts Payable Specialist, Bookkeeper and Accounting Assistant. The Management concentration prepares students for employment in such positions as: Executive Assistant, Assistant Manager, and Office Manager.

Program Content
The Associate of Applied Science in Business Administration degree offers training in three major areas of emphasis:

I. Core Requirements – Students learn the basics skills of operating a personal computer (PC), comprehensive keyboarding and the skills required to establish and achieve educational and career goals.

II. Foundation Skills – Students will learn a variety of computer software programs including word processing, spreadsheet applications, presentation graphics, database management and contact management, and desktop publishing. Students will also learn the techniques and skills necessary to effectively practice the skills learned while still in the classroom setting.

III. Employment Preparation – Students learn fundamentals of the English language, how to process information effectively, deal with conflict, how to exceed their customer’s expectations and manage time effectively. Students also learn the critical job search skills of networking, applications and resume completion, interviewing and follow-up. Students will also complete a required externship to apply the skills learned in a real-world, on-the-job business environment.

This Program offers specialization in two concentrations:

Concentrations:
I. Accounting
   Students will learn the fundamentals of business accounting, operating and managing computerized accounting programs, and completing payroll and income tax accounting.

II. Management
   Students will learn the fundamentals of management, the functions of the modern office setting, how to manage projects and teams of people, and essential human resource practices.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications:

1. Microsoft Word
2. Microsoft Excel
3. Microsoft PowerPoint
4. Microsoft Outlook
5. Microsoft Access

Admissions Requirements
1. Applicants must have earned a High School Diploma or GED from a recognized school.
2. Applicants must provide documentation of successful completion from a regionally or nationally accredited diploma level program related to this associate degree.
3. The institution’s transfer of credit policy will be applied.
**Instructional Methods and Equipment**
Training is delivered in Lab, Lecture and Work-Based environments. Tests, instructional materials and methods of evaluation are based on applications used in the labor market.

**Graduation Requirements**
1. Students must successfully complete all courses in the program of study. Transfer of credit from this or another institution or proficiency credit may be used to qualify as successful completion of a course.
2. At a minimum, 50% of the program's credit must be earned at Career Quest Learning Centers, Inc.
3. Students must earn a cumulative grade point average of 2.0 (grade of "C" or better) for all course work completed at Career Quest Learning Centers, Inc.
4. Students must be in good financial standing.

*Continued on next page.*
## ASSOCIATE OF APPLIED SCIENCE IN BUSINESS ADMINISTRATION

### Curriculum Outline

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## MANAGEMENT CONCENTRATION

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<td>Principles of Marketing</td>
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<td>BUS270</td>
<td>Managerial Strategies</td>
<td>30</td>
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</tbody>
</table>

**Concentration Totals** | 120 | 0 | 0 | 8 |
INFORMATION TECHNOLOGY (AAS Degree)
1200 Contact Hours or 68 Semester Credit Hours
Approximate Completion Time: 60 weeks / CIP Code: 11.1001
Tuition: $33,100 + Registration Fee: $100 = $33,200

Program Objectives and Description
The objective of this program is to prepare students for employment and/or career advancement in a variety of Information Technology (IT) occupations. This program will help prepare students for entry-level employment in end-user computer support occupations. Students will develop skills in computer hardware and software troubleshooting and support and in Local Area Networks. Graduates will be qualified for employment as Help Desk Support Specialists, LAN Administrators and computer hardware technicians. More advanced placement may include: Database Administrator, Network System Administrator, and Security Specialist.

Program Content
The Associate of Applied Science in Information Technology degree offers training in three major areas of emphasis:

I. Core Requirements – Students learn the basics skills of operating a personal computer (PC), and the skills required to establish and achieve educational and career goals.

II. Foundation Skills – Students will learn a variety of computer software programs including word processing, database management and project management. Students will also learn the skills necessary to effectively troubleshoot and repair computers as well as administer computerized networks and support users and clients.

III. Employment Preparation – Students learn fundamentals of the English language, how to take in information effectively, deal with conflict, how to exceed their customer’s expectations and time management. Students also learn the critical job search skills of networking, applications and resume completion, interviewing and follow-up.

This Program offers specialization in four concentrations:

I. Network System Administration- Students will learn the essentials of networking systems administration, through systems administration fundamentals, Windows Server features and use, and visualization and cloud computing concepts.

II. Network System Security- Students will learn the fundamentals of information security, through establishing digital and physical security of data, securing network devices, providing risk management, and virtualization and cloud computing concepts.

III. Virtualization- Students will develop a foundation in virtualization technology, with concepts in virtual network, implementing clusters and enhancing performance and security.

Certifications
Program graduates will be qualified to sit for the following industry recognized certifications, as defined by chosen concentration:

1. CompTIA A+ Certification
2. CompTIA Network+ Certification
3. CompTIA Linux+ Certification
4. Microsoft Certified Solutions Associate
5. CompTIA Security+ Certification

Continued on next page.
Admissions Requirements
1. Applicants must have earned a High School Diploma or GED from a recognized school.
2. Applicants must provide documentation of successful completion from a regionally or nationally accredited diploma level program related to this associate degree.
3. The institution’s transfer of credit policy will be applied.

Instructional Methods and Equipment
Training is delivered in Lab, Lecture and Work-Based environments. Tests, instructional materials and methods of evaluation are based on applications used in the labor market.

Graduation Requirements
1. Students must successfully complete all courses in the program of study. Transfer of credit from this or another institution or proficiency credit may be used to qualify as successful completion of a course.
2. At a minimum, 50% of the program’s credit must be earned at Career Quest Learning Centers, Inc.
3. Students must earn a cumulative grade point average of 2.0 (grade of “C” or better) for all course work completed at Career Quest Learning Centers, Inc.
4. Students must be in good financial standing.

Continued on next page.
## ASSOCIATE OF APPLIED SCIENCE IN INFORMATION TECHNOLOGY
### Curriculum Outline

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Lecture</th>
<th>Lab</th>
<th>Work-Based</th>
<th>Contact Hours</th>
<th>Credit Hours</th>
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<tbody>
<tr>
<td>BUS110</td>
<td>Becoming A Master Student</td>
<td>30</td>
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<tr>
<td>ITP112</td>
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### GENERAL EDUCATION COURSES

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<th>Lab</th>
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<th>Contact Hours</th>
<th>Credit Hours</th>
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<td>60</td>
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<td>HUM201</td>
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<td>MTH201</td>
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<td>SCI201</td>
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<td>60</td>
<td>0</td>
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| Core Totals |       |       |       |       | 765     | 315     | 0 | 61 |

*Continued on next page.*
### NETWORK SYSTEM ADMINISTRATION CONCENTRATION

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<tr>
<th>Course Code</th>
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<th>Lecture</th>
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### NETWORK SYSTEM SECURITY CONCENTRATION

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<td>ITP231</td>
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<tr>
<td>ITP232</td>
<td>Info Security and Risk Management</td>
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<td><strong>Concentration Totals</strong></td>
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### VIRTUALIZATION CONCENTRATION

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<tbody>
<tr>
<td>ITP210</td>
<td>Virtualization and Cloud Computing</td>
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<tr>
<td><strong>Concentration Totals</strong></td>
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<td><strong>90</strong></td>
<td><strong>30</strong></td>
<td><strong>0</strong></td>
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</table>
COURSE DESCRIPTIONS

The teacher to student ratio is never more than 1 to 32 in lecture classes and never more than 1 to 24 in clinical laboratory classes.

GENERAL EDUCATION COURSES

Introduction to Economics / SOC201 or SOC201-I & SOC201-II
60 Hours or 4.0 Credit Hours
Prerequisite: None
This course introduces students to fundamental approaches to the study of economics. Students will learn basic microeconomic concepts such as demand and supply, market structures and pricing, market efficiency and equilibrium; as well as macroeconomic features including economic growth and development, unemployment, inflation, and trade. Monetary and fiscal policy will be reviewed from multiple perspectives. The course concludes with a consideration of international macroeconomic issues and the effects on the world economy of globalization and the creation of free trade markets. Students will submit six completed problem sets (one every two weeks), write two exams, and complete a short applied economics essay which encourages them to recognize the applicability of economic policy and theories to their daily lives.

Introduction to Psychology / PSY201 or PSY201-I & PSY201-II
60 Hours or 4.0 Credit Hours
Prerequisite: None
In this course, students will explore foundational concepts in the science of psychology. Students will begin with a study in the biological behavior, sensation and perception, and consciousness. Students will then explore concepts in human motivation and emotion, development and personality. This course also highlights psychological disorders and methods of therapy. Students will apply the theoretical concepts in this course to a series of case studies, exploratory exercises, and formal assessments.

Introduction to Logic & Reasoning / HUM201 or HUM201-I & HUM201-II
60 Hours or 4.0 Credit Hours
Prerequisite: None
This course introduces students to the formal study of logic and reasoning as tools vital for the successful development of critical thinking, reading, and writing. The course will teach students the rules of argumentation; the importance of specificity in diction and language; deduction and induction; analogies; causal claims; and proving hypotheses, among other topics. This fundamental philosophical line of inquiry will be pursued through detailed and rigorous explorations of readings and discussions that will allow students to utilize these tools in their own daily personal and professional lives. Students will submit six exercise sets drawn from their daily homework; write two tests; and write one short paper proving a hypothesis according to the formal rules of logic.

Basic College Mathematics / MTH201 or MTH201-I & MTH201-II
60 Hours or 4.0 Credit Hours
Prerequisite: None
This course begins with an overview of the fundamental components of mathematics—whole numbers, fractions, decimals, and mixed numbers—and leads students through mathematical applications to re-familiarize them with using math in the classroom. The second and third sections of the course teach students algebra and solving equations (first without and then with scientific notation). Throughout the course the material emphasizes practical, real-world examples to ensure that students are able to relate the calculations, functions, and equations they are working with to their own everyday lives. Students will complete brief, daily “Ticket to Success” exercises to ensure they have covered the material expected of them before the start of each class. Exercises and problem sets from the textbook will be supplemented by online Enhanced WebAssign assignments from the textbook publisher. Students will not, however, need to have an internet connection outside of classroom hours to complete their coursework satisfactorily.

Introduction to the Human Body / SCI201 or SCI201-I & SCI201-II
60 Hours or 4.0 Credit Hours
Prerequisite: None
This course introduces students to the biology of the human body from the study of the individual cell to discussions of contemporary issues such as ecosystems, biodiversity, and environmental degradation. At the core of this course is the drive to comprehend how the study of biology can enhance students’ understanding of themselves and the world around them. The first section of the course focuses on the chemical and mechanical workings of the human body; the second section is devoted to analyses of some of the most pressing problems, issues, and debates that biology presents to us as humans today. Students will write two exams; choose an essay topic in consultation with the instructor and present their preliminary findings to the class; submit six formal written responses to “Current Issues” topics in their readings; and answer daily “Test Yourself” question sets to evaluate regularly their comprehension of the material.
TECHNICAL COURSES

Comprehensive Keyboarding / BUS102
30 Hours or 1.0 Credit Hour Each Part
Prerequisite: None
Keyboarding – Red
In this course, students develop basic keyboarding skills using the touch method. Emphasis is placed on correct finger usage, developing speed and accuracy, and using the alphabetic keyboard, number and symbol keys. Through daily exercises and weekly timed tests, students are expected to increase their speed and accuracy by the end of the course.

Career Development / BUS195
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course presents practical strategies that prepare students to conduct a successful job search, and to lay the foundation for successful career development. The student will develop essential career skills and gain a competitive edge in the work place through class activities in effective job search organization, internet skills, preparing resumes, cover letters and thank you letters. The student will learn how to use the internet to increase career knowledge and employment potential and how to develop a strong career network.

Windows XP / CMP100
30 Hours or 1.5 Credit Hours
Prerequisite: None
Designed to take the beginning Windows’ student through an orientation to both the personal computer and the Windows operating system, how to work within the Windows environment, an orientation to word processing fundamentals and how to open and print documents. In addition, this course is designed for students who want to learn about the graphical interface capabilities of Windows, how Windows operates with a spreadsheet application, how to use the clipboard and additional file management techniques.

QuickBooks / ACC101
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course is an introduction of accounting features to set-up and run a product and/or service-based business.

MS Word Introduction / CMP121
30 Hours or 1.5 Credit Hours
Prerequisite: None
Students learn how to create, edit, save and print a document, what is character and paragraph formatting, and how to use tabs, tables and proofing tools. Going beyond the basics, topics include customization, what tables are and how to use them, AutoText, an introduction to styles, templates, merging and macros and how to manage documents and format text.

MS Word Advanced / CMP122
30 Hours or 1.5 Credit Hours
Prerequisite: Introduction to Word
This course is designed to provide advanced training in the Microsoft Word application. Students will learn how to creating online forms, styles, newsletters, graphics, macros, master document and subdocuments.

MS Excel Introduction / CMP130
60 Hours or 3.0 Credit Hours
Prerequisite: None
Students receive an overview of the application, how to create a worksheet, working with ranges and functions, moving and copying data, formatting and printing. Going beyond the basic functions, students learn how to create, modify and format charts, how to use graphic objects, AutoFormat and AutoFilter and how to sort data.

MS Excel Advanced / CMP131
30 Hours or 1.5 Credit Hours
Prerequisite: None
Students receive an overview of the application, how to create a worksheet, working with ranges and functions, moving and copying data, formatting and printing. Going beyond the basic functions, students learn how to create, modify and format charts, how to use graphic objects, AutoFormat and AutoFilter and how to sort data.

MS Excel Advanced / CMP132
30 Hours each application or 1.5 Credit Hours
Prerequisite: Introduction to Excel
Students receive an overview of the application, how to create a worksheet, working with ranges and functions, moving and copying data, formatting and printing. Going beyond the basic functions, students learn how to create, modify and format charts, how to use graphic objects, AutoFormat and AutoFilter and how to sort data.
MS Publisher / CMP147
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course introduces you to Microsoft Publisher-a
desktop publishing application that lets you combine
text and graphics into integrated publications, such
as newsletters, flyers, and books. Publisher also
helps you design creative projects, such as labels
and greeting cards.

MS PowerPoint Introduction / CMP150
60 Hours or 3.0 Credit Hours
Prerequisite: None
This course introduces students to presentations
capabilities – the basics in slide creation, using the
drawing tool and clip art files, organizing charts and
graphs, using templates and the Slide Master and
how to operate a slide presentation.

MS PowerPoint Introduction / CMP151
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course introduces students to presentations
capabilities – the basics in slide creation, using the
drawing tool and clip art files, organizing charts and
graphs, using templates and the Slide Master and
how to operate a slide presentation.

MS PowerPoint Advanced / CMP152
30 Hours or 1.5 Credit Hours
Prerequisite: Introduction to PowerPoint
This course covers presentation guidelines, creating
a custom template, working within other applications
and linking objects to PowerPoint.

MS Access Introduction / CMP160
60 Hours or 3.0 Credit Hours
Prerequisite: None
This course is designed to provide advanced training
in the Microsoft Access application. Students will
learn how to create forms, reports, input masks, table
relationships, set security policy, create and run SQL
queries and convert a database to earlier versions of
Access.

MS Access Introduction / CMP161
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course introduces database features with an
overview of Access objects. Topics include creating
and modifying a table, managing records in a table
using Queries, creating and using forms and reports.
This course covers designing select Queries,
approaching reports, and designing a table, using Command
buttons and using Macros with forms and creating
mailing labels.

MS Access Advanced / CMP162
30 Hours or 1.5 Credit Hours
Prerequisite: Introduction to Access
This course is designed to provide advanced training
in the Microsoft Access application. Students will
learn how to create forms, reports, input masks, table
relationships, set security policy, create and run SQL
queries and convert a database to earlier versions of
Access.

MS Outlook Introduction / CMP140
60 Hours or 3.0 Credit Hours
Prerequisite: None
This course covers basic functions and features of
Outlook. Topics include: Outlook Messaging, using
the Journal and Scheduling with the Calendar. Other
topics include Managing contacts, Working with
Tasks, Using Notes and Organizing Items. More
advanced functions include: formatting messages,
creating HTML messages, using the address book,
working with the rules wizard, faxing and using the
Internet, customizing forms and folders, using
shortcuts and setting outlook options.

MS Outlook Introduction / CMP141
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course covers basic functions and features of
Outlook. Topics include: Outlook Messaging, using
the Journal and Scheduling with the Calendar. Other
topics include Managing contacts, Working with
Tasks, Using Notes and Organizing Items.

MS Outlook Advanced / CMP142
30 Hours or 1.5 Credit Hours
Prerequisite: Introduction to Outlook
This course covers the more advanced functions and
features of Outlook. Topics include: Formatting
Messages, Creating HTML Messages, Using the
Address Book, Working with the Rules Wizard,
Faxing and Using the Internet, Customizing the Form
and Folders, Using Shortcuts and Setting Outlook
Options.

Becoming a Master Student / BUS110
30 Hours or 2.0 Credit Hours
Prerequisite: None
Students will develop the necessary skills needed to
be successful in college and beyond. Through the
use of specific strategies, tools, and techniques,
students will develop habits, skills, and practices to
assist them in the classroom and on the job. Student
will develop skills in such areas as: self and time
management, thinking and reading skills, and good
communication.
Professional Development / BUS111
30 Hours or 2.0 Credit Hours
Prerequisite: None
Professional Development focuses on training the whole person for career success. Along with recognizing technical skills, students will identify and develop emotional and soft skills as well. Students will begin building their professional portfolios, with such components as a cover letter and resume. Students will learn the difference between traditional and behavioral interview questions, compose responses to those questions, and participate in small and large group mock interviews.

Procedures & Theory for Administrative Professionals / BUS121
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course is designed to teach the students the skills necessary to function effectively as an Administrative Professional in today's modern office. Students will learn how to adapt to a constantly changing workplace environment, how to deal with stress, be an effective team member and improve their workplace communication skills.

Introduction to Project Management / BUS130
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course provides the students with the skills to ensure projects are completed on time and on budget while giving the user the product they expect. Students will gain a strong working knowledge of the basics of project management and be able to immediately use that knowledge to effectively manage work projects.

Business English / BUS115
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course is designed to provide students with the basic principles of the English language, which are necessary tools for success in communicating effectively in both the work environment and their personal lives. Students will learn about sentence structure and the parts of speech.

Effective Communication / BUS140
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course introduces the student to business communication, including effective communication, resume' writing, job interviewing and interpersonal communication skills. In addition, students will learn how to effectively interview for a career, communicate effectively in a business setting and the soft skills needed to obtain employment.

Working In Teams / BUS120
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course enables students to apply small group communication concepts not only in class but also in their own lives. This course follows the central unifying theme of cooperation, and the communication competence model continues to guide discussions of key small group concepts and processes. The inclusion of systems theory remains a key theoretical component of this course and the unique focus on power in groups continues to be addressed throughout.

Business Fundamentals / BUS210
30 hours or 2.0 Credit Hours
Prerequisite: None
Students will be introduced to the environment of business, management and organizational practices, and human resource concepts. Students will understand the impact of economic and ethics on the business environment. They will explore the management process and techniques for creating a flexible environment. Students will also become familiar with methods for identifying and retaining valued employees and fostering satisfaction and motivation among teams.

Organizational Behavior / BUS220
30 hours or 2.0 Credit Hours
Prerequisite: None
Students will understand the dynamics of supervisor to subordinate and employee to employee relations and how human interactions effect the moral and productivity of a company. This course highlights concepts in motivation, leadership, teamwork, communication, and the effects of change. Through the use of engaging case studies and relevant exercises, students will take abstract concepts and apply them to present-day issues.

Customer Service / BUS240
30 hours or 2.0 Credit Hours
Prerequisite: None
This course focuses on the core components of effective customer services. Students will understand how problem solving, time and stress management, and listening influence effective customer service. Through the use of case scenarios and group projects, students will apply the theoretical concepts to real-world scenarios.

Accounting Essentials / ACC210
30 hours or 2.0 Credit Hours
Prerequisite: None
This course provides a basic overview of accounting principles and practices, with emphasis on: financial and managerial accounting and the use of debits and credits. Students will also explore how reports are
used by managers, investors, and other business stakeholders.

**Payroll Accounting / ACC220**  
*30 hours or 1.5 Credit Hours  
*Prerequisite: None  
In this course, students will explore the components and practices of payroll accounting, such as: calculating payroll, competing payroll taxes, and payroll records and reports. Students will understand current payroll laws and regulations governing payroll practices. Students will apply their knowledge to case scenarios in interactive software activates.

**Income Tax Accounting / ACC230**  
*30 hours or 1.5 Credit Hours  
*Prerequisite: None  
This course introduces students to important laws and regulations governing income tax accounting. Students will understand concepts regarding capital gains and losses, withholding, partnership taxation and corporate income tax. Students will also explore tax return problems.

**Accounting Software / ACC240**  
*30 hours or 1.5 Credit Hours  
*Prerequisite: None  
Students will understand the uses and functions of Peachtree 2012 software. Through interactive tours and meaningful exercises, students will practice with: preparing balance sheets, creating income statements, preparing statements of cash flow, and building reports. Students will also learn to set-up a company's accounting system, manage cash-oriented activities, perform bank reconciliations, and effectively budget.

**Human Resource Management / BUS250**  
*30 hours or 2.0 Credit Hours  
*Prerequisite: None  
In this course students will identify key human resource practices and regulations. Students will understand the role of HR in an organization’s effectiveness, the flexible application of HR concepts to various situations, the implications of ethics, diversity, and competitive advantage.

**Principles of Marketing / BUS260**  
*30 hours or 2.0 Credit Hours  
*Prerequisite: None  
Students will explore concepts in consumer buying behavior, developing and managing products, and service marketing, along with modern ideas of entrepreneurship and marketing through transitional times. Through a series of classroom activities, students will develop problem solving, networking and digital marketing skills.

**Managerial Strategies / BUS270**  
*30 hours or 2.0 Credit Hours  
*Prerequisite: None  
This course engages students in meaningful managerial activities, with concepts in decision making, organization structure and design, individual behavior, promoting motivation and performance, and effective communication and leadership. Through a balance of theory and practice, students will apply the key concepts they learn to scenario based activities.

**Externship – AOP / EXT190 or EXT190-I & EXT190-II**  
*120 Hours or 2.5 Credit Hours  
*Prerequisite: All Other required Program courses.  
This course will provide students with the opportunity to further develop their administrative skills in a supervised, “hands-on” setting.

**A+ Certification / ITP110 or ITP110-I & ITP110-II**  
*120 hours or 6.0 Credit Hours  
*Prerequisite: None  
This course includes both lecture and lab components. Students must pass both the A+ Essentials exam and the A+ Practical exam in order to earn the A+ certification. The A+ Essentials course covers the basics of computer hardware and operating systems. This course is designed for learners to understand the tasks generally performed by entry-level service technicians. These tasks include installing, configuring, repairing, and securing a basic network. The course also focuses on imparting knowledge on diagnosing and troubleshooting network problems. This course also includes some soft skills as an additional element that helps the student to work in a technical field with an ability to interact with the client professionally. The A+ Practical course supports the exam objectives for the CompTIA A+ Practical exam. The A+ Practical course is designed to make students proficient in tasks performed by a computer support professional. These tasks include installing, configuring, repairing, and securing a network.

**Network+ / ITP112 or ITP112-I & ITP112-II**  
*120 Hours or 6.0 Credit Hours  
*Prerequisite: None  
These courses are a combination of Lecture and Lab and they cover the foundation concepts of networking. Knowing how to install, configure, and troubleshoot a computer network is a highly marketable and exciting skill. This course first introduces the fundamental building blocks that form a modern network, such as protocols, topologies, hardware, and network operating systems. It then provides in-depth coverage of the most important concepts in contemporary networking, such as TCP/IP, Ethernet, wireless transmission, and security. The course will prepare you to select the best network design, hardware, and software for your
environment. You will also learn the skills to build a network from scratch and maintain, upgrade, and troubleshoot an existing network.

**Supporting Windows 7 / ITP114 or TP114-I & ITP114-II**

**120 Hours or 6.0 Credit Hours**

**Prerequisite: None**

This course prepares students to develop the skills needed to deploy and manage Windows 7 and to prepare to pass the MCTS 70-680 certification exam. Students first learn how to migrate to Windows 7. The course then covers the new features in Windows 7, such as advanced security, and how those features compare to Windows Vista and Windows XP. The text includes a section devoted to troubleshooting and doubles as a manual that professionals can take on the job.

**Desktop Linux / LNX110**

**30 Hours or 1.5 Credit Hours**

**Prerequisite: None**

This course is designed to make students proficient in the installation and configuration of the Linux OS and its associated applications. The course also focuses on imparting knowledge of diagnosing and troubleshooting Linux desktop problems, and includes soft skills as an additional element that helps students to work in a technical field with an ability to interact with the client professionally. The Desktop Linux course, along with the Linux Administration course, supports the exam objectives for the CompTIA Linux+ Exam XK0-003.

**Linux Administration / LNX112**

**30 Hours or 1.5 Credit Hours**

**Prerequisite: None**

This course is designed to make students proficient in tasks performed by a Linux administrator. These tasks include installing, configuring, management. The course also focuses on imparting knowledge of diagnosing and troubleshooting Linux server problems. It also includes such administrator skills as, network security and configuration, performance tuning, backup, web server administration, windows interoperability and managing user accounts. The Linux Administration course, along with the Desktop Linux course, supports the exam objectives for the CompTIA Linux+ exam.

**Database Concepts / ITP100**

**60 Hours or 4.0 Credit Hours**

**Prerequisite: None**

This course establishes a foundation in database design and implementation. Through the application of a simulated database environment, students will explore such concepts as database systems, relationship database modeling, and advanced design and implementation. Students will also practice with database connectivity and web technologies.

**Security+ / ITP200 or ITP200-1 & ITP200-II**

**120 Hours or 6.0 Credit Hours**

**Prerequisite: None**

This course explores the components of the network security field. Students will gain an understanding of the history of the field, essential terminology, and practical techniques to implement and maintain effective network security solutions. Students will apply the concepts learned to such topics as: network perimeter defense technologies and methods and intrusion detection systems, along with cryptography wireless security, and web commerce. The Security+ course supports the exam objectives for the CompTIA Security+ certification exam.

**Virtualization and Cloud Computing / ITP210 or ITP210-I & ITP210-II**

**120 Hours or 7.0 Credit Hours**

**Prerequisite: None**

This course equips students with the foundation in virtualization technology. Students will compare the features and use of the most up-to-date virtualization products that VMware, Virtual PC, Microsoft Virtual Server, and Hyper-V have to offer. Students will understand the use of virtualization software in network server environments, by exploring: the building of a virtual network, implementing high-availability clusters and enhancing performance and security.

**Network Concepts / ITP220**

**60 Hours or 4.0 Credit Hours**

**Prerequisite: None**

The course provides a foundation in essential concepts and methods practiced by systems administrators, in a practical format. Every unit provides real-world projects and activities around such concepts as: LAN and WAN communication and protocols, wireless networking, and network design and security.

**Wireless Networking / ITP221**

**30 Hours or 1.5 Credit Hours**

**Prerequisite: None**

This course provides an overview of wireless data communication. Students will explore concepts in protocols, transmission methods, and IEEE standards. This course also examines current wireless communication technologies, such as WPANs, WLANs, and WMANs. Students will apply theoretical concepts to case situations in a series of in-class activities.
Students will be introduced to the functions of Windows Server 2008, by exploring the critical features of: installing, configuring, and using Hyper-V virtual server capabilities. The activities in this course are completed in remote and virtual server environments, through the application of practical hands-on case studies and assignments.

In this course, students will develop a foundation in information security management, by exploring topics in access control models, information security governance, and information security assessment and metrics. Students will also develop an understanding of risk management and the legal and ethical aspect of information security. Students will apply the concepts they learn to both case scenarios and unit exams.

This course introduces students to the technological infrastructures used to establish a company’s database security. Students will practice with installing, testing, and auditing SQL injection, as well as protocols required to prevent invasion. Through a series of real-world applications, students will understand their security responsibilities as IT professionals.

Students will begin with an overview of the history of information security and then move into the crucial components of risk management and certification concepts. This course intertwines the concepts of managerial standards with technological practices. Students will also understand the financial and ethical implications of information security.

This course is designed to teach the students the basic skills necessary to use the Microsoft FrontPage and Microsoft Outlook Express software. Upon completion of this course, students will be able to: Work with FrontPage, Work with Webs, Work with Page View, Create Webs, Work with Links, Format and Enhance Web Pages, Design a Navigation Structure, Work with Tasks View, Use Graphics and Animation, Work with Tables, Finalize and Publish Webs, Use Web Creation, and Shortcuts.

This course introduces students to the technological infrastructures used to establish a company’s database security. Students will practice with installing, testing, and auditing SQL injection, as well as protocols required to prevent invasion. Through a series of real-world applications, students will understand their security responsibilities as IT professionals.

In this course students will learn basic computer literacy through familiarization of the components that make up a computer, understanding the Windows operating system, recognizing and utilizing the Internet as a tool, and exploring the impact of e-mail communication.

This course provides the groundwork for understanding Health Insurance Processing. Students will become familiarized with different types of medical insurance, including medical terminology, government programs, and general insurance procedures. This course covers provider charges and payment methods, Health Care Claim preparation and transmission, claim adjudication, reimbursement follow-up, and record retention. Students will gain a fundamental understanding of claim requirements of health care payers such as Medicare, Medicaid, TRICARE and CHAMPVA, Blue Cross and Blue Shield, and Workers Compensation.
This course will prepare students to effectively and efficiently submit claims in accordance with payer requirements.

Medical Coding / MED131
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course provides theory and practice with ICD-9 and CPT coding manuals in relationship to medical billing and claims processing. Students will be introduced to HCPCS codes, Medical Dictionary and PDR (Physicians Desk Reference). Students will also learn about code linkage to ensure that CPT codes match the ICD codes.

Introduction to Coding and Billing / MED120
30 Hours or 1.5 Credit Hours
Prerequisite: None
In this course, students will become familiar with the various types of US health insurance programs, understand basic medical coding practices, and practice with medical billing forms. Students will begin by interpreting health insurance contracts, identifying the various types of Medicare and Medicate plans, and become familiar with workers’ compensation and managed care. Students will then move into a study of ICD-9-CM and CPT coding systems. Finally, students will understand the purpose of and practice with CMS-1500 and UB-04 forms.

Electronic Medical Records / MED130
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course introduces and prepares the student for administrative tasks in health care practices. The text book and computer software introduces and simulates situations using SpringCharts EHR, which is a widely used electronic medical records program. Students will learn to input patient information, schedule appointments, and enter transactions. In addition, they will produce various lists and reports, and learn to create insurance claims. These invaluable skills are important in effective financial management of health care practices. Students who complete this course will be able to use other medical administrative software with minimum training.

AMPT – Blue - Nervous and Endocrine Systems and Special Senses / MED113
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course introduces the student to human anatomy and physiology, including the diseases and disorders of the body and basic principles of the body systems. In addition, students will learn specific terms and word parts, medical terminology, spelling, definitions, abbreviations, acronyms, and medical symbols as they relate to each body system, in order to achieve fluency with medical terminology used in a medical office environment. The body systems that are included are the Nervous and Endocrine Systems, and Special Senses.

APMT – Red – Cardiovascular, Respiratory, Integumentary Systems / MED111
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course introduces the student to human anatomy and physiology, including the diseases and disorders of the body and basic principles of the body systems. In addition, students will learn specific terms and word parts, medical terminology, spelling, definitions, abbreviations, acronyms, and medical symbols as they relate to each body system. Students will develop fluency with the medical terminology used in medical office environments. The body systems included in this course are cardiovascular, respiratory, integumentary and the special senses of the eye and ear.

APMT - White – Urinary, Digestive and Reproductive Systems / MED112
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course introduces the student to human anatomy and physiology, including the diseases and disorders of the body and basic principles of the body systems. In addition, students will learn specific terms and word parts, medical terminology, spelling, definitions, abbreviations, acronyms, and medical symbols as they relate to each body system. Students will develop fluency with the medical terminology used in medical office environments. The body systems included in this course are urinary, digestive, reproductive, and endocrine.

APMT – Yellow – Cells and Tissues, Body as a Whole and the Musculoskeletal System / MED110
30 Hours or 2.0Credit Hours
Prerequisite: None
This course introduces the student to human anatomy and physiology, including the diseases and disorders of the body and basic principles of the body systems. In addition, students will learn specific terms and word parts, medical terminology, spelling, definitions, abbreviations, acronyms, and medical symbols as they relate to each body system. Students will develop fluency with the medical terminology used in medical office environments. The body systems included in this course are the musculoskeletal, lymphatic, immune, and nervous systems.

APMT – Green – Genetics and Cancer, Infection, and Life Span / MED114
30 Hours or 2.0 Credits
Prerequisite: None
This course introduces the student to human anatomy and physiology, including the diseases and
disorders of the body and basic principles of the body systems. In addition, students will learn specific terms and word parts, medical terminology, spelling, definitions, abbreviations, acronyms, and medical symbols as they relate to each body system, in order to achieve fluency with medical terminology used in a medical office environment. The body systems that are included in Genetics and Cancer, Infection, and Life Span.

Medical Office Systems / MED143
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course simulates the experience of working in the front office of a medical practice. Students will complete forms, such as daily schedules, history and physical reports, and attending physicians' statements. The course introduces students to the latest version of AltaPoint's medical software. Completing each assignment electronically provides a realistic experience of working with actual medical office software program. In addition, the course includes features for practice with telephone messages and transcribing dictations.

Medical Office Procedures / MED134
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course will help prepare students to work effectively in a modern medical office. Students will learn about professionalism in their work with patient, how to handle verbal and written communications properly, how to schedule patients and manage patient records. Students will also learn about patient fees, account statements, office accounting, banking transactions and purchasing. This course also prepares students to perform human resource functions that they may be required to carry out.

Pharmacology / MED150
30 Hours or 1.5 Credit Hours
Prerequisite: None
This course introduces and prepares the student for the foundations of basic pharmacology including the uses, sources, forms, and delivery routes of medications. In addition, this course will cover calculation of dosages of medications to safely administer to patients as directed, as well as proper usage of the Physician's Desk Reference. It also covers the intent of the laws regarding controlled substances and other medications. This course thus requires student participation in invasive procedures. Universal precautions will be strictly adhered to and enforced.

Body Systems and Procedures / MED122
60 Hours or 3.0 Credit Hours
Prerequisite: None
This course introduces and prepares the student for the fundamentals of assisting the patient and physician during specialty examinations and procedures in; obstetrics and gynecology, pediatrics, male reproductive system, gerontology, and the body systems and organs. As well as patient screening and follow up procedures and test results. This course also introduces and prepares the student for the fundamentals of specialty laboratory procedures, tests and urinalysis thus providing the students with the skills necessary to promote laboratory safety. Students will learn how to use and care for a microscopes and other laboratory equipment. In addition, the students will also learn how to collect specimens for proper analysis. This course requires student participation in invasive procedures. Universal precautions will be strictly adhered to and enforced.

Venipuncture and Lab Processing / MED123
60 Hours or 3.0 Credit Hours
Prerequisite: None
This course introduces and prepares the student for the fundamentals of assisting the patient and physician for advanced techniques and procedures during medical office and ambulatory surgeries, diagnostic imaging, rehabilitation and therapeutic modalities and patient education on nutrition in health and disease. This course also introduces and prepares the student for the fundamentals of hematology and phlebotomy procedures and tests, thus providing the students with the skills necessary to promote laboratory safety. Students will learn how to use and care for a microscope and other laboratory equipment. They will also learn how to perform a variety of invasive procedures. Universal precautions will be strictly adhered to and enforced.

Vitals, EKG and OSHA / MED121
60 Hours or 3.0 Credit Hours
Prerequisite: None
This course introduces and prepares the student for the fundamental principles and stages of infection, microorganisms and diseases, proper and safe handling of microbiological specimens, and microbial control with emphasis on mechanisms of disease. The student will be familiarized with various laboratory departments, laboratory safety, working as a liaison with the medical laboratory, laboratory techniques and procedures used to prohibit and maintain medical and surgical asepsis with emphasis on setting up for sterile office surgical procedures, disinfecting instruments using the autoclave, and providing post-operative wound care and bandaging. The student will learn to identify the stages of infection process and demonstrate an understanding of the steps necessary to break the chain of infection.
Medical Transcription / MED180
30 Hours or 1.0 Credit Hour
Prerequisite: None
Students will learn to prepare medical office documents such as chart notes, letters, reports, and correspondence. They also learn to transcribe from dictated notes.

Program Review - Medical Administrative Assistant / MED191
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course will provide a comprehensive review of the key competencies of the Medical Administrative Assistant Program for the student preparing to sit for industry certification exams. The course is divided into general, administrative, and clinical knowledge.

Program Review - Medical Assistant / MED190
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course will be a final Program review for the student preparing to sit for industry certification exams. The course is divided into general, administrative, and clinical medical assisting knowledge. This course will provide a comprehensive review of the key competencies of the Medical Assistant.

Effective Patient Care / MED210
30 Hours or 2.0 Credit Hours
Prerequisite: None
In this course, students will gain perspective on the patient experience and develop skills to address common patient needs. Students will gain an understanding of human behavior traits associated with physical and emotional needs, effects of trauma, and defense mechanisms. Student will develop skills to address common patient concerns and behaviors, though the development of communication, coping, empathy, and support skills. Effective patience care concepts will be applied to a myriad of case scenarios.

Medical Office Management / MED221
60 Hours or 4.0 Credit Hours
Prerequisite: None
This course establishes a foundation for effective medical office management. Students will gain an understanding of the function of medical office personnel, human resource practices and requirements, and the revenue cycle. Students will begin with fundamental concepts and then move into the managerial application through activities and exercises.

Health Records Management / MED222
30 Hours or 2.0 Credit Hours
Prerequisite: None
Students will develop an understanding of proper health records management, by overviewing health delivery systems and the legal and ethical implications of records management. Students will develop an understanding of data content and structure, classifications systems, and healthcare statistics. Students will also work with information systems and database management.

PTH120 Pharmacy Lab Applications / PTH120
30 Hours or 1.5 Credit Hours
Prerequisite: None
In this course, students will apply pharmacy principles and standards to pharmacy-simulated lab experiences. Students will practice with administrative tasks and processing, compounding, and pre-packaging of orders. Students will work with vial withdrawals, reconstitutions, IV mixing, glucose monitoring and blood pressure. Students will also work with inventory and stocking procedures.

Confidentiality and Compliance / MED 230
30 hours or 2.0 Credit Hours
Prerequisite: None
This course provides students with an understanding of ethical and legal issues associated with the health information management profession. Students will develop a knowledge base of industry standards, practices and regulations for confidential and compliant handling of health information records. Students will apply standards and regulations to series of chapter exercises and real-world scenarios.

Reimbursement Methodologies / MED 231
30 hours or 2.0 Credit Hours
Prerequisite: None
Reimbursement Methodologies explores the role that reimbursement systems play in providers, patients, policy makers, and developing classification systems. Students will gain an understanding of methodologies used in managed care, commercial insurance, and government agencies. Students will apply this knowledge to a variety of scenario based exercises.

HIM Technologies / MED 232
60 hours or 4.0 Credit Hours
Prerequisite: None
This course prepares students for an in-depth understanding of health information management. Students will begin by exploring the content and structure of the health record, clinical vocabularies and classification systems, and the function of health information systems. Students will then move into a study of healthcare statistics and performance improvement and management. Finally, students will develop an understanding of information technology and systems operation.
Externship – HIT / EXT191 or EXT191-I & EXT191-II
180 Hours or 4.0 Credit Hours
Prerequisite: All other required Program courses.
This course will provide students with the opportunity to further develop their learned skills in a supervised, “hands-on”, setting.

Externship – MA / EXT192 or EXT192-I & EXT192-II
120 Hours or 2.5 Credit Hours
Prerequisite: All other required Program courses.
This course will provide students with the opportunity to further develop their learned skills in a supervised, “hands-on”, setting.

Externship – MAA / EXT193 or EXT193-I & EXT193-II
120 Hours or 2.5 Credit Hours
Prerequisite: All other required Program courses.
This course will provide students with the opportunity to further develop their learned skills in a supervised, “hands-on”, setting.

Externship – PhT / EXT194 or EXT194-I & EXT194-II
120 Hours or 2.5 Credit Hours
Prerequisite: All other required Program courses.
This course will provide students with the opportunity to further develop their learned skills in a supervised, “hands-on”, setting.

Nurse Aide Training / DCW110
65 Hours or 3.0 Credit Hours
Prerequisite: None
This course prepares students to work as a Nurse Aide. It follows the requirements of the State of Michigan Curriculum Model for Nurse Aide Training (2006). It involves lecture and laboratory instruction. Students learn about Long Term Care Facilities, Long Term Care Residents and care of the resident environment. They learn about being a member of a health care team, Resident Rights and human interaction. Students will also learn about proper body mechanics, taking vital signs, height, weight and measurements. Infection control, safety and emergency procedures are also taught. Students will learn how to care for residents with a variety of impairments and disabilities. Students will also learn how to provide personal care to residents in long term care facilities.

Nurse Aide Clinical Practicum / DCW112
24 Hours or .5 Credit Hour
Prerequisite: Concurrent with Nurse Aide Training
Skills learned in lecture and laboratory setting are put to use in a Long Term Care Facility under the direction and supervision of the instructor. Students will demonstrate all required skills which will be documented in the proper sequence in the Student Achievement Record.

Phlebotomy & EKG / DCW114
90 Hours or 4.5 Credit Hours
Prerequisite: Nurse Aide Training
This course introduces and prepares the student for the fundamentals of performing phlebotomy and electrocardiogram techniques. Students will be provided with the skills necessary to promote laboratory safety. In addition they will learn how to collect specimens for proper analysis. This course requires student participation in invasive procedures. Universal precautions will be strictly adhered to and enforced. At the completion of this course students will be eligible to take the National Center for Competency Testing examination for EKG Technician and Phlebotomy Technician.

Acute Care & Phlebotomy / DCW120
75 Hours or 3.0 Credit Hours
Prerequisite: Nurse Aide Training
This course introduces and prepares nursing assistants in advanced concepts and skills to deliver patient care in the acute care setting. Students learn basic medical terminology, anatomy and physiology, ethical and legal issues, and infection control. Students will learn many clinical skills such as phlebotomy, EKG, sterile technique, wound care and other tasks relating to the care and comfort of patients and the smooth operation of a health care facility. Students will learn good communication skills, ability to follow instructions, and ability to perform basic technical skills and procedures which are required of Patient Care Technicians (PCTs).

Acute Care Clinical Practicum / DCW121
24 Hours or .5 Credit Hour
Prerequisite: Concurrent with Nurse Aide Training
Skills learned in lecture and laboratory setting are put to use in an Acute Care Facility under the direction and supervision of the instructor.

Electronic Health Records Review / HIT190
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course will provide a comprehensive review of the key competencies in understanding Electronic Health Records (EHR). The course is divided into information sources and data standards, EHR in physician and hospital settings, and concepts of
personal health records, privacy, security and legal considerations.

Health Information Systems / HIT114
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course explores the use of health information in the delivery of health care with an emphasis on its creation, storage, manipulation, reporting and use in strategic decision-making. The determination of information system needs, system implementation, system evaluation and confidentiality/security will also be addressed.

Healthcare Data Quality & Management / HIT116
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course will provide an overview of quality improvement methodologies and expand on the use of health information and data for utilization review, risk management, and organizational approaches to quality assessment activities. Methods, tools, technologies and processes for analyzing data are examined, to identify and prepare data for health-related purposes.

Medical Law & Ethics / MED135
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course introduces different types of laws, regulations, and ethical issues that health care professionals may face in their career. Medical law and ethics not only affects the health care professional, but also and most importantly – the patient. In addition, this course emphasizes legal principles, procedures, and regulations which affect the control, use, and release of health information, including HIPAA.

Introduction to Medical Law & Ethics / MED106
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course provides an introduction to the different types of laws, regulations, and ethical issues that health care professionals may face in their career. In addition, this course provides an overview of legal principles, procedures, and regulations which affect the control, use, and release of health information, including HIPAA.

Introduction to Health Information Management / HIT110
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course introduces the health information management profession and departmental functions related to filing and numbering methods, records management, retention and storage, and forms design. Various aspects related to health record documentation guidelines and standards will be explored, as well as the influence of accreditation and regulatory bodies. Health information processes and relationships among organizational departments and health care providers will also be addressed.

Introduction to Anatomy, Physiology and Medical Terminology / MED107
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course introduces the student to human anatomy and physiology, including the diseases and disorders of the body and basic principles of the body systems. In addition, students will learn specific terms and word parts, medical terminology, spelling, definitions, abbreviations, acronyms, and medical symbols as they relate to each body system, in order to develop a foundation of medical terminology used in a medical office environment.

Introduction to U.S. Healthcare Delivery / HIT112
30 Hours or 2.0 Credit Hours
Prerequisite: None
This course provides an introduction to health care delivery in the United States from a systems theory perspective. Topics of study include the types of professionals employed in health care, the institutions that provide services across the care continuum and the effects of internal and external environments on the health care delivery system. Developments in the evolution of healthcare in the US and changes in the current healthcare environment will also be examined.

Networking & Health Information Exchange / HIT210
60 Hours or 4.0 Credit Hours
Prerequisite: None
Today's Health Information Management reflects the recent trends and developments in technology, law, and organizational management that have changed the HIM profession. This book guides the health information professional in performing a more central role in the delivery of health care than ever before, addressing both the principles and practices of health information management. The integrated approach highlights the interplay of informatics, e-HIM, and HIPAA contextually as each topic relates to each chapter.

Pharmacy Technologies / PHT110
30 Hours or 2.0 Credit Hours
Prerequisite: None
Students are introduced to the role of a pharmacy technician, proper delivery of pharmacy services, and most commonly prescribed drugs. Emphasis is placed on professional behavior including ethical and legal issues. Students will also receive an overview of common pharmaceutical practices in the area of drug distribution, general pharmaceutical terminology, and pharmacy standards. Students will also learn the
brand and generic names for the 200 most commonly prescribed drugs and their uses.

**Pharmaceutical Calculations and Drug Preparation / PHT112**  
*30 Hours or 2.0 Credit Hours*  
**Prerequisite: None**  
Students will learn and apply basic mathematical skills in calculations required for the common dosage determinations, drug distribution, and preparation. Students will practice applying ratio and proportion, along with discussion on allegations and standard business calculations.

**Drug Distribution Systems / PHT114**  
*30 Hours or 2.0 Credit Hours*  
**Prerequisite: None**  
This course explores various medication distribution systems, preparation, prescription dispensing, compounding, manufacturing and repackaging, and inventory control systems. Students will also learn software for order entry and management of patient profiles.

**Pharmacy Computer Systems / PHT116**  
*30 Hours or 1.5 Credit Hours*  
**Prerequisite: None**  
This course explores the vital role computer software plays in all facets of pharmacy operations. Students will learn the necessary computer processes such as: medication dispensing, accessing drug information, record management, billing, and drug distribution.

**Pharmacology for Pharmacy Technicians / PTH118**  
*60 Hours or 4.0 Credit Hours*  
**Prerequisite: None**  
This course introduces and prepares the student for the foundations of basic pharmacology including the uses, sources, forms, and delivery routes of medications. In addition, this course will cover calculation of dosages of medications to safely administer to patients as directed, as well as proper usage of the Physician’s Desk Reference. It also covers the intent of the laws regarding controlled substances and other medications and insurance audits.

**Program Review - Pharmacy Tech / PHT190**  
*30 Hours or 2.0 Credit Hours*  
**Prerequisite: None**  
This course will provide a comprehensive review of the key competencies of the Pharmacy Technician Program for the student preparing to sit for industry certification exams. The course is divided into regulations and technician duties, drugs and drug therapy, and dispensing.
### CORPORATE ADMINISTRATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Robert McCart</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>Timothy Allen</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>Todd Brewer</td>
<td>Vice President of Compliance</td>
</tr>
<tr>
<td>Melanie Pascu</td>
<td>Controller</td>
</tr>
<tr>
<td>Julie Donaldson</td>
<td>Human Resources Director</td>
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### LANSING CAMPUS ADMINISTRATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Melissa Soderberg</td>
<td>Campus President</td>
</tr>
<tr>
<td>Sherri Roe</td>
<td>Director of Education</td>
</tr>
<tr>
<td>Cindy Whittum</td>
<td>Director of Career Services</td>
</tr>
<tr>
<td>Tony Shaker</td>
<td>Lead Registrar</td>
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### JACKSON CAMPUS ADMINISTRATION

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<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Amber Deel</td>
<td>Campus President</td>
</tr>
<tr>
<td>Todd Bramlet</td>
<td>Director of Education</td>
</tr>
<tr>
<td>Evan Jones</td>
<td>Director of Admissions</td>
</tr>
<tr>
<td>Alexandra Masten</td>
<td>Director of Career Services</td>
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### KALAMZOO CAMPUS ADMINISTRATION

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Mary Lewis</td>
<td>Acting Director of Education</td>
</tr>
<tr>
<td>Pamela Ford</td>
<td>Director of Admissions</td>
</tr>
<tr>
<td>Instructor Name</td>
<td>Degree(s)</td>
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</tr>
<tr>
<td>Burd, Myrna</td>
<td>BA</td>
</tr>
<tr>
<td>DesGrange, Kathy</td>
<td>None</td>
</tr>
<tr>
<td>Dunn, Phillip</td>
<td>BA</td>
</tr>
<tr>
<td>Griffin, Kelly</td>
<td>MS, BS, BA</td>
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<tr>
<td>Heuer, Cheryl</td>
<td>BA</td>
</tr>
<tr>
<td>Horton, Rhonda</td>
<td>None</td>
</tr>
<tr>
<td>Joblonski, Sara</td>
<td>None</td>
</tr>
<tr>
<td>Knechtges, Joshua</td>
<td>AAS</td>
</tr>
<tr>
<td>Leik, Jeremy</td>
<td>MS, BS</td>
</tr>
<tr>
<td>Leonard, Lorna</td>
<td>BSN, RN</td>
</tr>
<tr>
<td>Long, Joshua</td>
<td>BA, MA</td>
</tr>
<tr>
<td>McDowell, Laura</td>
<td>None</td>
</tr>
<tr>
<td>Mudgett, Kelly</td>
<td>None</td>
</tr>
<tr>
<td>Osborn, Joel</td>
<td>None</td>
</tr>
<tr>
<td>Roberts, David</td>
<td>MBA, BA, MS</td>
</tr>
<tr>
<td>Robinson, Melissa</td>
<td>None</td>
</tr>
<tr>
<td>Roe, Sherri</td>
<td>BSN, RN</td>
</tr>
<tr>
<td>Slavin, Audrey</td>
<td>BA</td>
</tr>
<tr>
<td>Stratton, John</td>
<td>BSN, RN, BS</td>
</tr>
<tr>
<td>Weikel-Hall, Melissa</td>
<td>None</td>
</tr>
<tr>
<td>Weisenfeld, Rachel</td>
<td>BS, MD</td>
</tr>
<tr>
<td>Wilson, Richard</td>
<td>BA</td>
</tr>
<tr>
<td>Woodworth, Mollie</td>
<td>BA</td>
</tr>
<tr>
<td>Instructor Name</td>
<td>Degree(s)</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Bramlet, Todd</td>
<td>BA</td>
</tr>
<tr>
<td>Bush, Mollie</td>
<td>MA, BA</td>
</tr>
<tr>
<td>Clark, Racheal</td>
<td>None</td>
</tr>
<tr>
<td>Cox, Stephanie</td>
<td>None</td>
</tr>
<tr>
<td>Elmendorf, Stephanie</td>
<td>None</td>
</tr>
<tr>
<td>Forrester, Robert</td>
<td>AD, AD</td>
</tr>
<tr>
<td>Gerry, Chandra</td>
<td>None</td>
</tr>
<tr>
<td>Henderson, Charene</td>
<td>BA, MS</td>
</tr>
<tr>
<td>Kevorkian, Megan</td>
<td>AAS</td>
</tr>
<tr>
<td>Leik, Jeremy</td>
<td>MS, BS</td>
</tr>
<tr>
<td>Lewis, Tisha</td>
<td>None</td>
</tr>
<tr>
<td>Mastie, Tim</td>
<td>None</td>
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<tr>
<td>Maxon, Cheryl</td>
<td>None</td>
</tr>
<tr>
<td>Minix, Gary</td>
<td>BA</td>
</tr>
<tr>
<td>Rook, Erin</td>
<td>BA</td>
</tr>
<tr>
<td>Rowe, Olivia</td>
<td>None</td>
</tr>
<tr>
<td>Instructor Name</td>
<td>Degree(s)</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Keeley, Shannon</td>
<td>BS</td>
</tr>
<tr>
<td>Davison, Ginger</td>
<td>RN, BSN</td>
</tr>
<tr>
<td>Lewis, Mary</td>
<td>None</td>
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<tr>
<td>Sylvester, Deborah</td>
<td>None</td>
</tr>
<tr>
<td>Iocca, Steven</td>
<td>None</td>
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<tr>
<td>Young-Reimer, Sonya</td>
<td>BS, MS</td>
</tr>
<tr>
<td>Reardon, Leanne</td>
<td>AAS</td>
</tr>
<tr>
<td>Brady, Danielle</td>
<td>BS</td>
</tr>
<tr>
<td>Page, Andrea</td>
<td>None</td>
</tr>
<tr>
<td>Clayton, Billy</td>
<td>BS</td>
</tr>
</tbody>
</table>
ACADEMIC CALENDAR

Hours of Operation:

<table>
<thead>
<tr>
<th>Lansing Campus</th>
<th>Jackson Campus</th>
<th>Kalamazoo Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Office</td>
<td>Administrative Office</td>
<td>Administrative Office</td>
</tr>
<tr>
<td><strong>Monday – Friday</strong></td>
<td><strong>Monday – Friday</strong></td>
<td><strong>Monday – Friday</strong></td>
</tr>
<tr>
<td>8:00 a.m. to 10:30 p.m.</td>
<td>8:00 a.m. to 10:30 p.m.</td>
<td>8:00 a.m. to 10:00 p.m.</td>
</tr>
<tr>
<td><strong>Classroom Hours</strong></td>
<td><strong>Classroom Hours</strong></td>
<td><strong>Classroom Hours</strong></td>
</tr>
<tr>
<td><strong>Monday – Thursday</strong></td>
<td><strong>Monday – Thursday</strong></td>
<td><strong>Monday – Thursday</strong></td>
</tr>
<tr>
<td>9:00 a.m. to 2:00 p.m.</td>
<td>8:30 a.m. to 1:30 p.m.</td>
<td>8:30 a.m. to 1:30 p.m.</td>
</tr>
<tr>
<td><strong>Monday – Thursday</strong></td>
<td><strong>Monday – Thursday</strong></td>
<td><strong>Monday – Thursday</strong></td>
</tr>
<tr>
<td>5:30 p.m. to 10:30 p.m.</td>
<td>5:30 p.m. to 10:30 p.m.</td>
<td>5:00 p.m. to 10:00 p.m.</td>
</tr>
</tbody>
</table>

In the event the schedule should change, students will be notified in advance.

**Start Dates 2014 – All Sessions**
(Short-programs may start more frequently)

<table>
<thead>
<tr>
<th>Term Start Date</th>
<th>Term End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 22 (Wednesday)</td>
<td>February 27</td>
</tr>
<tr>
<td>March 3</td>
<td>April 10</td>
</tr>
<tr>
<td>April 14</td>
<td>May 22</td>
</tr>
<tr>
<td>May 27 (Tuesday)</td>
<td>July 2</td>
</tr>
<tr>
<td>July 7</td>
<td>August 14</td>
</tr>
<tr>
<td>August 18</td>
<td>September 25</td>
</tr>
<tr>
<td>September 29</td>
<td>November 6</td>
</tr>
<tr>
<td>November 10</td>
<td>December 18</td>
</tr>
</tbody>
</table>

**Holiday & Break Schedule - 2014**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>January 20</td>
<td>Dr. Martin Luther King, Jr. Birthday, Observed</td>
</tr>
<tr>
<td>May 26</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>July 4</td>
<td>Independence Day</td>
</tr>
<tr>
<td>September 1</td>
<td>Labor Day</td>
</tr>
<tr>
<td>November 27</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>December 19 – Jan 2, 2015</td>
<td>Winter Break</td>
</tr>
</tbody>
</table>

**Start Dates 2015 – All Sessions**
(Short-programs may start more frequently)

<table>
<thead>
<tr>
<th>Term Start Date</th>
<th>Term End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 5</td>
<td>February 12</td>
</tr>
<tr>
<td>February 16</td>
<td>March 26</td>
</tr>
<tr>
<td>March 30</td>
<td>May 7</td>
</tr>
<tr>
<td>May 11</td>
<td>June 18</td>
</tr>
<tr>
<td>June 22</td>
<td>July 30</td>
</tr>
<tr>
<td>August 3</td>
<td>September 10</td>
</tr>
<tr>
<td>September 14</td>
<td>October 22</td>
</tr>
<tr>
<td>October 26</td>
<td>December 3</td>
</tr>
<tr>
<td>December 7</td>
<td>January 29, 2016</td>
</tr>
</tbody>
</table>

**Holiday & Break Schedule - 2015**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>January 19</td>
<td>Dr. Martin Luther King, Jr. Birthday, Observed</td>
</tr>
<tr>
<td>May 25</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>July 4</td>
<td>Independence Day</td>
</tr>
<tr>
<td>September 7</td>
<td>Labor Day</td>
</tr>
<tr>
<td>November 26</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>December 18 – Jan 3, 2016</td>
<td>Winter Break</td>
</tr>
</tbody>
</table>
# TUITION LIST – CONTINUING EDUCATION

## COURSES & CERTIFICATION PREPARATION

<table>
<thead>
<tr>
<th>30 Hour - Individual Component</th>
<th>60 Hour - Individual Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>Tuition</td>
</tr>
<tr>
<td>Registration Fee</td>
<td>Registration Fee</td>
</tr>
<tr>
<td>Total</td>
<td>Total</td>
</tr>
<tr>
<td>$600.00</td>
<td>$1140.00</td>
</tr>
<tr>
<td>$100.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>$700.00</td>
<td>$1240.00</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>90 Hour - Individual Component</th>
<th>120 Hour - Individual Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>Tuition</td>
</tr>
<tr>
<td>Registration Fee</td>
<td>Registration Fee</td>
</tr>
<tr>
<td>Total</td>
<td>Total</td>
</tr>
<tr>
<td>$1620.00</td>
<td>$2040.00</td>
</tr>
<tr>
<td>$100.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>$1720.00</td>
<td>$2140.00</td>
</tr>
</tbody>
</table>

CPR | $60.00

- A 60% GPA or greater is required to pass each course within a Comprehensive Training Program. In the event a course is attempted but a failing grade is earned, that course must be repeated and successfully completed. The cost to repeat a failed course is $100 and must be completed within the Maximum Time Frame allowed.
- 45 (work-based) contact hours is equal to 1.0 Semester Credit Hour.
- 30 (lab) contact hours is equal to 1.0 Semester Credit Hour.
- 15 (lecture) contact hours is equal to 1.0 Semester Credit Hour.
ANNUAL SECURITY REPORT & STUDENTS-RIGHT-TO-KNOW
for
Career Quest Learning Centers, Inc. – Lansing

Pursuant to the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (“Clery Act”), Career Quest Learning Center is required to annually compile and publish crime statistics. This annual report covers the previous calendar year and must include statistics of specified crimes reported to local police agencies that occurred on or near our campus. The criminal offenses that the campus is required to report are the following offenses as defined by the FBI Uniform Crime Report (sex offenses are defined using the UCR-National Incident-Based Reporting System):

<table>
<thead>
<tr>
<th>Criminal Offense</th>
<th>Main Campus</th>
<th>Public Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder/Non-negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Forcible</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Non-forcible (include only incest &amp; statutory rape)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Robbery</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aggravated assault</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Burglary</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Motor vehicle theft</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Arson</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hate Offenses</th>
<th>Main Campus</th>
<th>Public Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder/Non-negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Forcible</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Non-forcible (include only incest &amp; statutory rape)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Robbery</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aggravated assault</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Burglary</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Motor vehicle theft</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Arson</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Simple assault</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Larceny - theft</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Intimidation</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Destruction / damage / vandalism of property</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Arrests / Disciplinary Actions</th>
<th>Main Campus</th>
<th>Public Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weapons: Carrying, Possessing, etc.</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Drug abuse violations</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Liquor law violations</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Career Quest Learning Center is required to report these crimes separately for our main campus as well as public property immediately adjacent to our main campus. For purposes of this report, our main campus is defined as 3215 S. Pennsylvania Avenue, Lansing, MI 48910. Our public property is defined as the parking lots in front of and to the north and south of 3215 S. Pennsylvania Avenue, Lansing, MI 48910.

For our complete Campus Security and Crime Awareness Policy, you may request a copy from our campus.

Institution Completion Rate and Placement Rate for cohort group: **July 1, 2012 through June 30, 2013** as calculated in accordance to the Commission of the Council on Occupational Education’s standards.

**Completion Rate:** 67%

**Placement Rate:** 76%
ANNUAL SECURITY REPORT & STUDENTS-RIGHT-TO-KNOW
for
Career Quest Learning Centers, Inc. – Jackson

Pursuant to the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act ("Clery Act"), Career Quest Learning Center is required to annually compile and publish crime statistics. This annual report covers the previous calendar year and must include statistics of specified crimes reported to local police agencies that occurred on or near our campus. The criminal offenses that the campus is required to report are the following offenses as defined by the FBI Uniform Crime Report (sex offenses are defined using the UCR-National Incident-Based Reporting System):

<table>
<thead>
<tr>
<th>Criminal Offense</th>
<th>Branch Campus</th>
<th>Public Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder/Non-negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Forcible</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Non-forcible (include only incest &amp; statutory rape)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Robbery</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aggravated assault</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Burglary</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Motor vehicle theft</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Arson</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hate Offenses</td>
<td>Branch Campus</td>
<td>Public Property</td>
</tr>
<tr>
<td>Murder/Non-negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Forcible</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
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<td>0</td>
</tr>
<tr>
<td>Robbery</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aggravated assault</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Burglary</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Motor vehicle theft</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Arson</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Intimidation</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Destruction / damage / vandalism of property</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Career Quest Learning Center is required to report these crimes separately for our Branch campus as well as public property immediately adjacent to our Branch campus. For purposes of this report, our Branch campus is defined as 209 E. Washington Avenue, Jackson, Michigan 49201. Our public property is defined as the sidewalks around the building and adjacent parking lots to 209 E. Washington Avenue, Jackson, Michigan 49201.

For our complete Campus Security and Crime Awareness Policy, you may request a copy from our campus.

Institution Completion Rate and Placement Rate for cohort group: **July 1, 2012 through June 30, 2013** as calculated in accordance to the Commission of the Council on Occupational Education’s standards.

**Completion Rate:** 64%
**Placement Rate:** 84%
ANNUAL SECURITY REPORT & STUDENTS-RIGHT-TO-KNOW for
Career Quest Learning Centers, Inc. – Kalamazoo

Pursuant to the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act ("Clery Act"), Career Quest Learning Center is required to annually compile and publish crime statistics. This annual report covers the previous calendar year and must include statistics of specified crimes reported to local police agencies that occurred on or near our campus. The criminal offenses that the campus is required to report are the following offenses as defined by the FBI Uniform Crime Report (sex offenses are defined using the UCR-National Incident-Based Reporting System):

<table>
<thead>
<tr>
<th>Criminal Offense</th>
<th>Branch Campus</th>
<th>Public Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder/Non-negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Negligent manslaughter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Forcible</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sex offenses – Non-forcible             (include only incest &amp; statutory rape)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Robbery</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aggravated assault</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Burglary</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Motor vehicle theft</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Arson</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

| Hate Offenses                            | Branch Campus | Public Property |
| Murder/Non-negligent manslaughter        | 0    | 0    | 0    | 0    | 0    | 0    |
| Negligent manslaughter                   | 0    | 0    | 0    | 0    | 0    | 0    |
| Sex offenses – Forcible                  | 0    | 0    | 0    | 0    | 0    | 0    |
| Sex offenses – Non-forcible             (include only incest & statutory rape) | 0    | 0    | 0    | 0    | 0    | 0    |
| Robbery                                  | 0    | 0    | 0    | 0    | 0    | 0    |
| Aggravated assault                       | 0    | 0    | 0    | 0    | 0    | 0    |
| Burglary                                 | 0    | 0    | 0    | 0    | 0    | 0    |
| Motor vehicle theft                      | 0    | 0    | 0    | 0    | 0    | 0    |
| Arson                                    | 0    | 0    | 0    | 0    | 0    | 0    |
| Simple assault                           | 0    | 0    | 0    | 0    | 0    | 0    |
| Larceny - theft                          | 0    | 0    | 0    | 0    | 0    | 0    |
| Intimidation                             | 0    | 0    | 0    | 0    | 0    | 0    |
| Destruction / damage / vandalism of property | 0    | 0    | 0    | 0    | 0    | 0    |

| Arrests / Disciplinary Actions           | Branch Campus | Public Property |
| Weapons: Carrying, Possessing, etc.      | 0    | 0    | 0    | 0    | 0    | 0    |
| Drug abuse violations                    | 0    | 0    | 0    | 0    | 0    | 0    |
| Liquor law violations                    | 0    | 0    | 0    | 0    | 0    | 0    |

Career Quest Learning Center is required to report these crimes separately for our Branch campus as well as public property immediately adjacent to our Branch campus. For purposes of this report, our Branch campus is defined as 5115 Portage Road, Kalamazoo, Michigan 49002. Our public property is defined as the sidewalks around the building and adjacent parking lots to 5115 Portage Road, Kalamazoo, Michigan 49002.

For our complete Campus Security and Crime Awareness Policy, you may request a copy from our campus.

Institution Completion Rate and Placement Rate for cohort group: **July 1, 2012 through June 30, 2013** as calculated in accordance to the Commission of the Council on Occupational Education’s standards.

Completion Rate: 73%
Placement Rate: 76%
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