Dental Assistant
Medical Assistant
Massage Therapy
Medical Coding & Billing

Lower Burrell Campus*
179 Hillcrest Shopping Center
Lower Burrell, PA 15068
phone 724.337.1000
fax 724.335.7140

Monroeville Campus
4314 Old William Penn Hwy., Suite 103
Monroeville, PA 15146
phone 412.372.3900
fax 412.372.4262

Pittsburgh Campus, North Hills
1014 East View Park Drive
Pittsburgh, PA 15229
phone 412.367.4000
fax 412.369.7223

You can find important consumer information at: careerta.edu/disclosures   ©2015 Career Training Academy  003-B 12/2015

Academic Catalog 2016
## Table of Contents

**About Career Training Academy**
- Introduction to Career Training Academy® .................................................. 1
- History ........................................................................................................ 1
- Philosophy and Mission ............................................................................. 1
- Graduate Quality Assurance Program ......................................................... 2
- Modular Format .......................................................................................... 2
- Accreditation .............................................................................................. 2
- Licenses ....................................................................................................... 2
- Memberships .............................................................................................. 2
- Facilities ...................................................................................................... 2
- School Equipment and Supplies ................................................................. 3
- Administration ........................................................................................... 3
- Faculty ........................................................................................................ 3
- Program Advisory Committee .................................................................... 4

**Academic Program Calendar, Day Classes**
- Student/Faculty Ratio .................................................................................. 5
- Class Hours .................................................................................................. 5

**Academic Calendar, Evening Classes**
- Student/Faculty Ratio .................................................................................. 7
- Class Hours .................................................................................................. 7

**Programs and Curricula**
- Health Programs .......................................................................................... 8
- Massage Therapy Programs ......................................................................... 8

**Admissions**
- Admission Procedures & Requirements ....................................................... 34
- Criminal Background Check ........................................................................ 34
- Re-admission Policy .................................................................................... 35
- Late Registration & Add / Drop Period .......................................................... 35
- Transfer of Credits ..................................................................................... 35
- Orientation .................................................................................................... 36

**Financial Aid**
- Financial Aid .............................................................................................. 36
- Tuition Refund Policies .............................................................................. 37
- Return of Title IV Policy ............................................................................. 38
- Veterans Administration Regulations ............................................................ 40
- School Term Chart ..................................................................................... 41
- Tuition Per Term .......................................................................................... 42

**Academic Standards**
- Attendance Policy Requirements ................................................................. 44
- Incomplete Grade Policy (Defined) ............................................................... 45
- Leave of Absence ....................................................................................... 45
- Withdrawals (Defined) .............................................................................. 46
- Certification and Licensure ....................................................................... 47
- Advising ....................................................................................................... 48
- Tutoring Services ....................................................................................... 48
- Personal Conduct Policy ............................................................................ 48
- Honor Pledge and Policies ......................................................................... 49
- Discipline/Drug Policy ............................................................................... 50
- Student Evaluation ..................................................................................... 51
- Grade Point Average Calculation ............................................................... 52
- Clock Hour to Credit Hour Conversion ..................................................... 52
- Satisfactory Academic Progress (SAP) ....................................................... 52
- Change of Status ....................................................................................... 53
- Program Changes ....................................................................................... 53
- Transfer of Programs ................................................................................. 54
- Application for Graduation ....................................................................... 54
- Graduation Clearance .............................................................................. 54
- Graduation Requirements ......................................................................... 54
- Externship ................................................................................................... 55
- Placement Assistance .................................................................................. 55

**Student Information/Policies**
- Library/Learning Resource Center ............................................................... 56
- Uniforms and Dress Code ......................................................................... 56
- Smoking ....................................................................................................... 56
- Housing ....................................................................................................... 56
- Personal Property ....................................................................................... 57
- Parking ......................................................................................................... 57
- Visitors ......................................................................................................... 57
- No Solicitation Policy .................................................................................. 57
- Social Media ............................................................................................... 57
- Student Use If Electronic & Wireless Devices ............................................ 57
- Disability Services ...................................................................................... 58
- School Closing ............................................................................................ 58
- Student Complaint/Grievance Procedure .................................................. 58
- Education and Prevention Programs ......................................................... 59
- Comparable Program Information ............................................................... 59
- Duplicate Transcripts and Replacement Diplomas ..................................... 59

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About Career Training Academy

INTRODUCTION TO CAREER TRAINING ACADEMY®

Career Training Academy®, (CTA) with its Main school at 950 Fifth Avenue, New Kensington, PA (As of January 1, 2016 the new address will be; 179 Hillcrest Shopping Center, Lower Burrell, PA 15068) and its Branch locations at 4314 Old William Penn Highway, Suite 103, Monroeville, PA and 1014 West View Park Drive, Pittsburgh, PA is dedicated to providing high quality education and employment opportunities for our graduates.

This personalized commitment to learning is also incorporated in our “Mentor” system, which offers our students an instructor who provides the student advising for school and non-school related problems. These commitments to individualized student attention make Career Training Academy® a learning place with a friendly atmosphere and a caring attitude.

Kimberly Rassau, Ed.D., President and CEO, Vice President and Dean of Academic Affairs

HISTORY OF CAREER TRAINING ACADEMY®

Oakbridge Academy received licensing by the Department of Education on February 25, 1972. Shortly thereafter, on March 13, 1972, the first students enrolled in the School (then the Art Institute of New Kensington.) In 1980, the Accrediting Commission of The National Association of Trade and Technical Schools granted Oakbridge Academy of Arts accreditation. In October 1986, the Medical Assistant Program was added. NATTS granted the status of a branch on February 29, 1988, to the Medical Assistant Program in New Kensington. On April 12, 1989, Oakbridge Academy’s (Medical Assistant Program) classification changed from a branch to a freestanding school. The National Association of Trade and Technical Schools (currently the Accrediting Commission of Career Schools and Colleges) also recognized a change of ownership from Oakbridge Academy of Arts to Career Training Academy® (CTA). In September 1989, the Dental Assistant program was added and in March 1990 the Medical Assistant Evening Program began. In April of 1992 operations were expanded to include a branch in Monroeville, PA. In October 1993, CTA began offering Massage Therapy Programs at our Branch and in October 1995 at the main school. In September 1994 the institution added the Medical Assistant Comprehensive Program, which allows students to train in medical specialty areas and leads to an occupational Associate in Specialized Technology Degree. In 1996 Career Training Academy® began offering Health Insurance Claims Examiner/Medical Biller. In July 2000, operations were expanded to include a third location, a branch in the North Hills (Pittsburgh, PA). In December 2000 the Advanced Bodyworker Program was granted the status of occupational Associate in Specialized Technology Degree. In May 2003, we began offering the Advanced Medical Coder/Biller Diploma program and in November 2004, the Advanced Medical Coder/Biller Program was granted the status of occupational Associate in Specialized Business Degree. In December 2011, Career Training Academy® was acquired by HCP Company, a private equity firm. CTA specializes in career education geared to train individuals to obtain and enhance skills within various high-skilled careers. We are a private school licensed by the State Board of Private Licensed Schools and accredited by The Accrediting Commission of Career Schools and Colleges.

PHILOSOPHY AND MISSION OF CAREER TRAINING ACADEMY®

Our mission is to provide career training to qualified students, provide academic support for the successful completion of the specific program, and provide the graduates with job placement assistance. Career Training Academy® is an institution of specialize learning that leads to a fulfilling high-skilled career. Our educational goal is to instruct qualified students in a relevant career.

Employers are in need of skill driven, technically qualified employees with the ability to relate to other employees and clients. Our graduates receive the skills needed for an entry-level position in all programs. The ability to relate to others is paramount to securing and maintaining a job and will benefit the employers and graduates alike. Through a well-thought-out soft skills curriculum that is reinforced consistently and regularly, our graduates are trained to relate to other employees and clients.

We provide the educational environment that is both unique and traditional: unique in that we employ new techniques to learning; traditional in that the student will have the education that meets today’s requirements. We also believe that community service builds character and self-esteem. As a result, we expect our students to participate in various community service projects. We believe that by employing these techniques in the learning process the student is prepared for entry-level occupations.

Instructors who care, hands-on training, and a unique educational environment is our philosophy at Career Training Academy®.
GRADUATE QUALITY ASSURANCE PROGRAM

Career Training Academy’s goal is to guarantee any training we offer. We assure that our graduates meet or exceed the levels of efficiency and proficiency set forth in our competency-based curricula.

Our Objectives are the following:

• To supply graduates and their employers with the areas of competency taught by Career Training Academy®.
• Graduates will be able to perform to the satisfaction of their employers all the duties that are a part of Career Training Academy®’s Curriculum.
• Graduates will be able to attend brush-up classes throughout their career; Employers will be able to send the student back to Career Training Academy® for retraining if the graduate is found to be deficient in any of the program’s competencies.
• Employers will be able to recommend to Career Training Academy® new techniques, equipment or competencies that will benefit current students and graduates.

Cost:

• Career Training Academy® will offer tuition-free training to any graduate whose skill level is found to be deficient for the job.
• A charge for consumables and textbooks may be applicable and is due prior to attending the Graduate Quality Assurance Program.

MODULAR FORMAT

All courses are taught in English. Career Training Academy® utilizes a modular format to enhance learning. The modular format brings together similar educational subjects during a specific time period. This allows the student to reinforce learning by using the information gained from one class to augment information in other related classes.

The modular format begins with a foundation module or modules and continues with additional learning units, which facilitate student thinking and allows the student to be competent in various career skills. Modules are self-contained learning units and the order may not be chronological. The modular system allows students to be placed in classes with other students to enhance their learning experiences. In addition, modules are competency based and many competencies must be completed within each module.

ACCREDITATION

Career Training Academy® is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).

LICENSURE

State Board of Private Licensed Schools and Pennsylvania Department of Education

MEMBERSHIPS

• American Massage Therapy Association
• Associated Bodywork and Massage Professionals
• National Association of Student Financial Aid Administrators
• Pennsylvania Association of Student Financial Aid Administrators
• Pennsylvania Association of Private School Administrators

FACILITIES

The programs are housed within approximately 10,000 square feet of classroom and laboratory space at the main school in New Kensington; *As of January 1, 2016 the new address will be; 179 Hillcrest Shopping Center, Lower Burrell, PA 15068 with approximately 12,000 square feet| 10,700 square feet of classroom and laboratory space at the Branch in Monroeville and 8,000 square feet of classroom and laboratory space at the Branch in West View. The classrooms and laboratories are completely equipped with the necessary medical and dental equipment and materials essential for the training of highly skilled students. The major equipment includes EKG machines, microscopes, centrifuges, autoclave, CPR unit, computers, and blood analyzer in the medical areas, the computer laboratories are equipped with computers and related equipment in the main school and branches; x-ray unit, model trimmer, lathe, amalgamator, dental chairs, mobile unit, in the dental area at the main school. The schools are conveniently located.

Lower Burrell (main)*
Career Training Academy®
179 Hillcrest Shopping Center
Lower Burrell, PA 15068
724.337.1000

*Current location until January 2016, 950 Fifth Avenue, New Kensington PA 15068

Monroeville Campus (branch)
Career Training Academy®
4314 Old William Penn Highway
Monroeville, PA 15146
412.372.3900

Pittsburgh Campus (branch)
Career Training Academy®
1014 West View Park Drive
Pittsburgh, PA 15229
412.367.4000
SCHOOL EQUIPMENT AND SUPPLIES

Career Training Academy maintains appropriate facilities, equipment, and supplies that support the achievement of the stated educational goals and objectives. There are adequate in number, condition, and availability appropriate materials that are accessible to students, faculty, and administrators. Each assigned classroom is appropriately equipped and adequate in capacity. Classroom assignments can be changed at the request of the faculty through the Director if space is available. All classrooms and other teaching spaces support teaching methods appropriate to the achievement of the programs goals and objectives. Students and faculty have access to appropriate physical, technological, and educational resources to support teaching and learning.

The students are responsible for the proper handling of school supplies and equipment. Any misuse and/or breakage of equipment will result in the students being financially responsible for the repair or replacement of that equipment. School equipment and supplies may not be removed from the school. Damaged equipment must be promptly reported to the instructor.

Massage therapy students are responsible for being prepared for classes by bringing their massage table and sheets and towels as required in each class. School tables are for use on an emergency basis only. Students who fail to be prepared for class will be graded accordingly.

ADMINISTRATION

Kimberly A. Rassau, Ed.D, President and CEO, Vice President and Dean of Academic Affairs
Melissa Raber, Vice President, Marketing & Admissions
Paul Gelorme, Controller
Dianne Carroll, Placement Director
James Schmidt, Director of Community Relations
Sarah Zeglowitsch, Admissions Representative
Jaimie Vignone, Admissions Representative
Carrie Jacobs, Admissions Representative
Cory Boslet, Student Services
Meredith Cellitti, MBA, Financial Aid Supervisor
Kimberly A. Deemer, Financial Aid Officer
Rachel Rock, Registrar
Michael Discello, Director, Main Campus
Rita McGlue, MATE, Lead Instructor, Main Campus
Tina Boyer, Clinic Coordinator, Monroeville
Nicole Lane, Director, Branch, Monroeville
Carol Silvis, MAEd, Lead Instructor, Monroeville
Valerie Smith, LMT, Clinic Coordinator, Main Campus
Judy Witucki, School Support Specialist, Main Campus
Missy Mulheren, School Support Specialist, Monroeville
Carla M. Ryba, Director, Branch, Pittsburgh
Joanna McElwain, Clinic Coordinator, Pittsburgh
Linda Arnold, Administrative Assistant, Pittsburgh
David Hrivnak, MLS, Librarian

FACULTY

Doreena Balestreire, LMT, Pittsburgh School of Massage Therapy
Janet Bartlett, BA, NCICS, St Mary’s College of University of Notre Dame
Tina Boyer, LMT, AST, Career Training Academy®
Jack D. Bouch, Jr, CPI, NCMA, AST, Career Training Academy®
Gina M. Carnevale, LMT, Career Training Academy®
Davida Ciccarelli, BS, RDH, University of Pittsburgh, Indiana University of Pennsylvania
Debra Ciccarelli, NCICS, A.S., Community College of Allegheny County
Cordelia Claiborne, BS, MS, Friends University
Kathleen Claus, MS, Indiana University of Pennsylvania, MA, Chatham College
Craig Conroy, BS, MS, Mountain State University, Clarion University
Kathryn Day, LMT, BS, NCBTMB, CMT, LaRoche College, Pittsburgh School of Massage Therapy
Amy Deglau, LMT, BA, NCBTMB, West Virginia University, Pittsburgh School of Massage Therapy
Chris Discello, EFDA, AST, Median School of Allied Health Careers
Joyce Erb, NCICS, Diploma, Median School of Allied Health Careers
Lori Evans, EFDA, Diploma, Career Training Academy®
Kristy Graff, NCMA, Diploma, Career Training Academy®
Nickole Horrell, AST, BS, Indiana University of Pennsylvania, Western School of Heath and Business Careers
ABOUT CAREER TRAINING ACADEMY

Amy Huschak, LMT, BA, NCBTMB, Eastern Mennonite University, Career Training Academy®
Kenji Jefferson, LMT, BS, MS, NCBTMB, University of Phoenix, University of Pittsburgh, CCAC
Autumn Kacian, LMT, BA, University of Pittsburgh, Pittsburgh School of Massage Therapy
Michael Katora, DMD, University of Pittsburgh School of Dental Medicine
Greg Kayser, LMT, BA, Duquesne University, Career Training Academy®
Jason Kerr, M.Ed., BS, University of Pittsburgh
Valerie Lautiero, AST, Sanford-Brown Institute, North Hills School of Health Occupations
Laurel Lazar, EFDA, Westmoreland County Community College
Elizabeth Mauroni, DC, Palmer College of Chiropractic, BS, Gannon University
Jodi McBurney, BA, Seton Hill College, Median School of Allied Health Careers
Joanna McElwain, LMT, NCBTMB, MS, BS, Career Training Academy®, Geneva College
Franco Melocchi, MD, American University of the Caribbean, School of Medicine, Community College of Allegheny County
Rita DiCola McTighe, MA, BS, Indiana University of Pennsylvania,
Connie Nagy, NCMA, AST, Career Training Academy®, Community College of Allegheny County
Wendy Peterson, MS, BS, AS, University of Phoenix, San Joaquin Valley College
Tracey Polliard, ASB, New Kensington Commercial School
Connie J. Riggle, NCMA, AST, Career Training Academy®
Veronica Rempuszewski, RN LMT, Citizens General Hospital School of Nursing, Career Training Academy
Paul Sacca, CPC, ASB, Career Training Academy®
Audrey Simmons, AST, Median School of Allied Health Careers
Valerie Smith, LMT, Career Training Academy®
Karen Trafican, NCICS, Median School of Allied Health Careers, Comm. College of Allegheny County, Pittsburgh Technical Institute

*Faculty subject to change

PROGRAM ADVISORY COMMITTEE

Debbi Askin, Judith Burkart, Michael Brock
Brenda Bowman, Pam Coliavo, Michael W. Contes, DMD
Richard Ciccarelli, DMD, Jennifer L. Dearth, Liz Easley, Linda Feldman
Patrice Cormier, RN, Amber Gauthier-Trilli, Elaine Geris, DMD
Farkosh Connie Frazier, Patty Gray, Joyce Hamilton, Emma Lee Hartle
Patrice Hayden, Elaine Hopf, Jane Hyskell
Matthew Irwin, DC, Steve Jacobs, Linda Johnson
Jeressia Johnson, Engur Kilic, Monica Klos
Kareesa Kuntz, Margarite Labanc, Lisa Lamison
Allen Ly, Ingar Lesheim, Cynthia Love
MaryAgnes Luczak, Janet Manuel, Paulette May
Jessica Dawn McQueen, Grace Micklos, Jim Miller
Lindsay Mojes, James Nemec, DMD, Anne Neville
Chuck Parkinson, Ronald Proctor, DDS, Michelle Randa Sharen Ray
Alexi Reynolds, Gary Richardson, Karin Sammons
Raya Schmiedlin, Tobey Scholl, Mary Schrecengost
Kyrie Schrimpf, Rosann Sgro-Mueser, David Sloan
Joy Soeder, Lew Soltis, Jeff Stevens
Kelli Thompson, Diane Turner, Kathleen Venter
Tammy Veselicky, Andrea Wagner, Angelee Webb
Lynne Williams, MD, PhD, Harriett Wertzman, Susan Yakim
Korena Yockey, Lori Zarichank,
**2015 - 2016 Academic Program Calendar**

**Day Classes**

<table>
<thead>
<tr>
<th>MODULE START/END DATES</th>
<th>BREAKS (DAYS)</th>
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</table>

In the event of holidays and cancellations, classes will be rescheduled for Fridays. Special interest seminars may be conducted on Fridays.


A clock hour is 50 minutes

**CLASS SIZE**

Maximum class size is 25

Typical Class size is 12

**STUDENT/FACULTY RATIO**

Lecture 25:1

Laboratory 20:1

**CLASS HOURS**

**Monday through Thursday – 8:00 a.m. – 1:20 p.m.**:

- Advanced Medical Coder/Biller
- Dental Assistant
- Health Insurance Claims Examiner/Medical Biller
- Medical Assistant Comprehensive
- Medical Assistant

**Monday through Thursday – 8:30 a.m. – 2:30 p.m. Student Clinic**: **Saturday – 8:30 a.m. – 2:00 p.m.**

*Note: Additional Clinics may be scheduled and substituted for the Saturday hours.*

- Advanced Bodyworker
- Comprehensive Massage Therapist
- Therapeutic Massage Technician

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### 2015-2016 Academic Calendar

#### Evening Classes

**MEDICAL PROGRAMS**

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<th>MODULE START/END DATES</th>
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### MASSAGE THERAPY PROGRAMS

#### MODULE START/END DATES

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</table>

In the event of holidays and cancellations, classes will be rescheduled for Fridays. Special interest seminars may be conducted on Fridays.


A clock hour is 50 minutes

### CLASS SIZE

- Maximum class size is 25
- Typical Class size is 12

### STUDENT/FACULTY RATIO

- Lecture 25:1
- Laboratory 20:1

### EVENING CLASS HOURS

**Monday through Thursday – 6:00 p.m. – 10:00 p.m.**
- Dental Assistant
- Medical Assistant
- Medical Billing and Coding

**Monday through Thursday – 6:00 p.m. – 10:00 p.m. Student Clinic: Saturday – 8:30 a.m. – 2:00 p.m.**

*Note: Additional Clinics may be scheduled and substituted for the Saturday hours.*

- Massage Therapy
Programs and Curricula

HEALTH PROGRAMS
- Advanced Medical Coder/Biller (occupational Associate Specialized Business Degree)
- Dental Assistant, Diploma
- Health Insurance Claims Examiner/Medical Biller, Diploma
- Medical Assistant, Diploma
- Medical Assistant Comprehensive (occupational Associate Specialized Technology Degree)

MASSAGE THERAPY PROGRAMS
- Advanced Bodyworker (occupational Associate Specialized Technology Degree)
- Comprehensive Massage Therapist, Diploma
- Therapeutic Massage Technician, Diploma

PROGRAMS OFFERED AT ALL THREE LOCATIONS
- Advanced Bodyworker
- Advanced Medical Coder/Biller
- Comprehensive Massage Therapist
- Health Insurance Claims Examiner/Medical Biller
- Medical Assistant
- Medical Assistant Comprehensive
- Therapeutic Massage Technician

PROGRAM OFFERED ONLY AT LOWER BURRELL® AND MONROEVILLE LOCATIONS
- Dental Assistant
Dental Assistant - Diploma

Day
58.5 Quarter Credit Hours 58.5 Quarter Credits
900 Clock Hours 900 Clock Hours
10 Months 12 Months

The Dental Assistant program objective is to provide the training that meets the needs of today's dental facility. Students receive a broad background in the fundamentals of EFDA standards, as well as current dental office practice. After completion of classroom training, the student is assisted in being placed in an Externship that will provide appropriate experience and enhance classroom learning. Upon successful completion of the program, the graduate will receive a diploma and is then eligible to sit for the Pennsylvania Dental Radiology Examination and the Pennsylvania Board of Dentistry Expanded Function Dental Assistant Examination. Having performed a wide range of clinical and administrative tasks, the graduate is now prepared for an entry-level position in a dental facility.

NOTE: Modules 2 – 8 may be offered in any order.

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**Dental Assistant**

**Course Descriptions**

**DA 101 General Anatomy**
In this course, the student will learn the structure of the body and body systems as well as its importance and relationship to a dental career.

**DA 102 Dental Anatomy & Terminology**
This course will include specific structures of the head and neck as well as oral landmarks, identification of teeth, and general terminology, which accompanies each.

**DB 101 Diet and Nutrition**
The importance of good nutrition as it pertains to oral health is covered in this course as well as suggestions for effective patient counseling on oral health habits.

**DB 102 Microbiology and Sterilization**
The student will gain an understanding of disease-causing organisms and their prevention through proper sterilization.

**DB 103 CPR**
The student will become proficient in the understanding of principles and practices of preventing cardiovascular disease. In addition, the student will learn the correct practice of Adult and Infant resuscitation, CPR, and foreign body obstruction.

**DB 104 Dental Pharmacology**
Basic pharmacology as it relates to dentistry, prescriptions, abbreviations, and classification of drugs are discussed in this class.

**DB 105 Radiography**
The student will become skillful in dental radiography including exposing, processing and mounting radiographs. Safety procedures are included.

**DD 101 Dental Specialties**
In this course, the student will learn to differentiate between the specialties in dentistry and the role of the dental assistant plays in each.

**DD 102 Oral Pathology**
In this course, the student will learn the various diseases which affect the oral cavity as well as the causes, symptoms and treatment of various dental diseases.

**DD 103 Preventive Dentistry/Patient Education**
The student will learn aspects of preventive dentistry including plaque control, caries prevention, brushing and flossing.

**DD 104 Dental Law and Ethics**
The student will learn the theory of law and ethics, how it applies to the dental assistant as well as malpractice concerns of dentistry.

**DD 105 Chairside Assisting**
During the course, the student will learn the proper techniques for dental charting, assisting with the examination, expanded duties, as well as equipment, instruments, and procedures.

**DD 106 Dental Materials/Lab**
The student will learn the properties of dental materials, proper manipulation and uses of dental restoration and impressions as well as expanded duties of the dental assistant.

**DO 102 Office Management**
This course teaches the student proper handling of all front office procedures including appointment control and insurance submissions.

**DO 103 Office Emergencies**
The signs, symptoms, and emergency steps of common office emergencies as well blood pressure measurement are covered in this course.

**DO 101 and DO 104 Typing, Employment Opportunities**
This course is designed to teach the student basic operation of computer keyboarding skills as well as the preparation of acceptable business correspondence. The student will also work to complete an acceptable resume, cover letter and successful interviewing techniques.

**DP 101 Patient Psychology, Communications**
The student will learn the different types of patient behaviors in various situations, how to communicate verbally and non-verbally. In addition, the student will be introduced to interviewing techniques and skills.

**DX 100 Externship**
Externship is the final step in training. The student applies practical skills acquired in the classroom in a dental facility. Externship is considered a learning experience and the student may not be paid for Externship.
Advanced Medical Coder/Biller -
Associate Degree in Specialized Business

Day
Evening
116 Quarter Credit Hours  116 Quarter Credit Hours
1500 Clock Hours  1500 Clock Hours
17.5 Months   21 Months

The Advanced Medical Coder/Biller program objective is to provide the necessary training in Medical Billing and Coding for medical and dental offices, hospitals, insurance companies, clinics and billing companies. The student will receive an extensive background in the fundamental practice of medicine as well as specific training in a variety of disciplines. After completion of classroom training, the student is assisted in being placed in an Externship, which will provide appropriate experience to enhance the classroom learning. Upon successful completion of the program, the graduate will be awarded an occupational Associate in Specialized Business Degree. Having performed a wide variety of billing and processing tasks that encompass specific concentrations, the student is prepared for an entry-level position as an Advanced Medical Coder/Biller.

NOTE: Modules 1 – 2 may be offered in any order.
Modules 3 -15 may be offered in any order upon successful completion of Modules 1 – 2.

100-199 Are First Level Courses
200-299 Are Second Level Courses

Students must successfully complete all First Level Courses Prior to acceptance into Second Level Courses.

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### Advanced Medical Coder/Biller - Associate Degree in Specialized Business

#### Day
- 116 Quarter Credit Hours
- 1500 Clock Hours
- 17.5 Months

#### Evening
- 116 Quarter Credit Hours
- 1500 Clock Hours
- 21 Months

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**TOTALS** | 116 | 1500 |
Health Insurance Claims Examiner/Medical Biller - Diploma

Day
68.5 Quarter Credit Hours
900 Clock Hours
10.5 Months

Evening
68.5 Quarter Credit Hours
900 Clock Hours
12.5 Months

The Health Insurance Claims Examiner/Medical Biller program objective is to provide the necessary training in Health Insurance Claims Examining and Medical Billing for medical and dental offices, hospitals, insurance companies and other health care facilities. The student receives a broad background in the fundamental practice of medicine. After completion of classroom training, the student is assisted in being placed in an Externship, which will provide appropriate experience to enhance the classroom learning. Upon successful completion of the program, the graduate will be awarded a diploma. Having performed a wide range of billing and processing tasks, the student is now prepared for an entry-level position as a Health Claims Examiner/Medical Biller.

NOTE: Modules 1 – 2 may be offered in any order.
Modules 3 – 9 may be offered in any order upon successful completion of Modules 1 – 2.

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**TOTALS** 68.5 900
**Advanced Medical Coder/Biller, Health Claims Examiner/Medical Biller**

**Course Descriptions**

**AE 202 Applied Communications**
This course will provide the student with the basic skills necessary to communicate in a clear, concise, and grammatically correct manner.

**AE 201 Business English**
During this course, the student will learn and apply the basic skills of business communications including basic grammar, punctuation and spelling. Emphasis will be put on correct use of language, elimination of slang from vocabulary and professional speaking to groups.

**AL 201 MedicoLegal Issues**
MedicoLegal Issues deals with the responsibilities of the allied health care worker in practice and the prevention of malpractice. Students will become aware of Pennsylvania law and the laws that regulate medicine.

**AM 201 Basic Math**
This course presents a review of math skills, including fractions, decimals, ratios, proportions, household units of measurement, and fundamental math calculations. Extensive practice is emphasized throughout this course and students will become comfortable with calculations.

**HA 101 Medical Terminology/Anatomy and Physiology I**
In this course, the student will be introduced to the medical language, the pronunciation of the terminology, building of medical terminology, and the basic structures of the body, along with the body planes, parts of the cell, and word analysis. Terminology of each system, the diagnostic procedures, diseases and disorders and pharmacology will be presented as well for each system.

**HA 102 Medical Terminology/Anatomy and Physiology II**
The student will study anatomy, physiology and terminology of the endocrine, digestive, urinary, reproductive, nervous and additional body systems. Disorders and diseases, diagnostic procedures and pharmacological agents will also be presented.

**HB 101 Medical Billing Procedures – Introduction**
Students will learn the medical billing process and the importance of legal issues, the various reference books available and the use of each, the various forms used in all types of billing and the proper completion of these forms.

**HB 102 Medical Billing Procedures – ICD-10/CPT-4**
Students will learn ICD-9 and CPT coding and the importance of coding in the medical billing arena.

**HB 103 Medical Billing Procedures – Insurance**
The student will learn the proper completion of the various forms used for Medicare, Medicaid, Blue Cross and Blue Shield, CHAMPUS, Worker’s Compensation, Automobile and coordination of benefits.

**HB 104 Medical Billing – Hospital (Inpatient/Outpatient)**
The student will become familiar with the process of billing for services provided in a hospital setting. The student will also become familiar with different types of medical reports and their uses in the billing process, the proper completion of the UB-04 hospital billing form and be able to explain the forms.

**HB 105 Health Claims Examination Department of Insurance**
The responsibilities of the Health Claims Examiner are discussed and developed during this class including the departments of insurance companies in general.

**HB 106 Health Claims Examination - Contracts**
The responsibilities of dealing with UCR, conversion factor and contracts are discussed and developed during this class.

**HB 107 Health Claims Examination - Payments**
The importance of the payment process including adjustments and posting of charges and payments and the Health Claim Examiner’s responsibilities are practiced during this course.

**HB 121 Specialties Claims Examination – Outpatient**
The identification of Specialty Claims along with claims processing for out patient surgery, laboratory and pathology are introduced and practiced.

**HB 122 Specialties Claims Examination – Miscellaneous**
Various Medical Specialties and the process of claims preparation for Radiology and miscellaneous health care facilities are practiced.

**HB 123 Specialties Claims Examination – Specialty Practices**
The process of specialty claims completion and review in the areas musculoskeletal, respiratory system, cardiovascular and female, maternity and delivery.
Advanced Medical Coder/Biller, Health Claims Examiner/Medical Biller

Course Descriptions - continued

HB 201 Credit and Collections
During this course, the student will be shown how to identify categories of accounts receivable using management reports. The student will also learn how to effectively communicate with patients their responsibility to pay for the services rendered and to motivate them to make the payment due while preserving the good will that exists between the doctor-patient relationship.

HB 202 Hospital Billing
The student will learn hospital-based medical billing and acquire practical application necessary in hospital-based claims processing and procedures. The student will utilize learned skills in completing Form UB-04.

HB 211 Specialty Practice Billing – Radiology
During this course, the identification of billing procedures specific to the Specialty Practice of Radiology are presented and applied.

HB 212 Specialty Practice Billing – Oncology
During this course, the identification of billing procedures specific to the Specialty Practice of Oncology are presented and applied.

HB 213 Specialty Practice Billing – Cardiology
During this course, the identification of billing procedures specific to the Specialty Practice of Cardiology are presented and applied.

HB 214 Specialty Practice Billing – Internal Medicine
During this course, the identification of billing procedures specific to the Specialty Practice of Internal Medicine are presented and applied.

HB 215 Specialty Practice Billing - Pediatrics
During this course, the identification of billing procedures specific to the Specialty Practice of Pediatrics are presented and applied.

HB 216 Specialty Practice Billing – Physical Therapy
During this course, the identification of billing procedures specific to the Specialty Practice of Physical Therapy are presented and applied.

HC 201 Introduction to Accounting
During this course the student will learn and apply Fundamentals of Accounting, Spreadsheet Applications, and combine spreadsheet and accounting techniques to gain a thorough understanding of business bookkeeping.

HD 102 Professional Development/Employment
This course is designed to provide the student with job-seeking skills. These include resume writing, completing applications, interviewing techniques, and interview follow-up. Students are taught how to look for jobs, adapting to work, and employer expectations.

HE 100 Externship
Externship is the final step in training. The student applies practical skills acquired in the classroom in a health care facility. The student will receive a grade, based upon performance, by the site. Externship is considered a learning experience and the student may not be paid for Externship.

HO 103 Office Procedures - Basics
The student will become familiar with computer parts, including the keyboard. In addition, the student will learn and apply the basic skills of business communications including basic grammar, punctuation and spelling. The student will apply these communication skills when preparing common types of correspondence. The student also will learn basic principles of business correspondence including letter writing and word processing. The student will be introduced to the medical office procedures including office machines.

HO 104 Office Procedures - Communications
Proper use of communications in the health care facility is addressed including written and oral communications and various types of correspondence. The student will gain the necessary communication skills for completion of assignments in the workplace.

HO 110 Computer Literacy
Knowledge of computer applications is a vital skill in the workforce today. This course will introduce the student to operating systems, word processing and overview of database systems available today. Hands-on training is the key element to this course and upon completion; the student will be competent in word processing and general operating systems commands.

HO 111 Medical Computer Software
The student will review the various billing procedures, forms and references and apply material learned in a simulated work experience.

HO 212 Computer Applications
This course will introduce the student to operating systems, word processing and give the student an overview of database systems available today. Extensive hands-on training is the key element to this course and upon completion, the student will be competent in word processing, spreadsheet applications, database systems and presentation software operations.
**Advanced Medical Coder/Biller, Health Claims Examiner/Medical Biller**

Course Descriptions - continued

**HP 101 Human Relations**
This course introduces the student to the work environment including fundamental employee behavior. Students will focus on the skills necessary to work in a team environment and understanding basic work ethics as it relates to coworkers, supervisors and clients.

**HP 201 Psychology**
This course is a study of basic human behavior. Students will be given the opportunity to acquire skills necessary for dealing with colleagues and clients in various settings.

**HS 201 Telecommunications/Customer Service**
The importance of Telephone techniques necessary for the successful office professional are discussed and applied during this class. In addition, customer service aspects of communications is vital in the workforce today. The student will develop customer service skills through practical application.

**HS 202 The Office Professional and Stress**
The effects of stress on the office professional are discussed along with mechanisms to prevent stress from damaging the worker both professionally and personally.

**HS 203 Time Management and Proficiency**
The importance of planning daily employment activities is introduced in this course. The student will learn techniques for effective planning and goal setting while maintaining critical time management.

**HS 204 Diversity in the Workplace**
This course explores the differences of individuals in today's workplace.

**HX 200 Externship**
Externship is the final step in training. The student applies practical skills acquired in the classroom in a health care facility. The student will receive a grade, based upon performance, by the site. Externship is considered a learning experience and the student may not be paid for Externship.
**Medical Assistant - Diploma**

**Day**
- 48.0 Quarter Credit Hours
- 720 Clock Hours
- 8 Months

**Evening**
- 48.0 Quarter Credit Hours
- 720 Clock Hours
- 10 Months

The Medical Assistant program objective is to provide the training that meets the requirements of today's physician. The student receives a broad background in the fundamentals of medicine with an emphasis on the clinical aspects of Medical Assisting. After completion of the classroom training, the student is assisted in being placed in an Externship that will provide appropriate experience, which enhances the classroom training. Upon successful completion of the program, the graduate will be awarded a diploma. Having performed a wide range of clinical and administrative tasks, the student is now prepared for an entry-level position in a hospital, clinic, doctor's office or health care facility.

**CLIN - Clinical and Laboratory Procedures**
- Term AP - Anatomy/Physiology and Medical Terminology
- Admin - Administrative

**NOTE:** Modules 2 – 6 may be offered in any order.

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**TOTALS** 48.0 720
Medical Assistant Comprehensive - 
Associate Degree in Specialized Technology

Day
96.00 Quarter Credit Hours
1310 Clock Hours
15 Months

Evening
96.00 Quarter Credit Hours
1310 Clock Hours
18 Months

The Medical Assistant Comprehensive program objective is to provide the training that meets the requirements of today's health care practitioners. The student receives an extensive background in the fundamental practice of medicine as well as specific training in a variety of disciplines and an emphasis on a balance between the clinical and administrative areas of medical assisting. After completing classroom training, the student is assisted in being placed in an Externship that will provide appropriate experience to enhance classroom learning. Upon successful completion of the program, the graduate will be awarded an occupational Associate in Specialized Technology (AST) Degree. Having performed a wide range of clinical and administrative tasks that encompass specific concentrations the student is now prepared for an entry-level position in a hospital, clinic, doctor's office, pharmacy, chiropractic office, ophthalmic office, podiatric office or health care facility.

CLIN - Clinical and Laboratory Procedures
Term AP - Anatomy/Physiology and Medical Terminology Admin - Administrative
NOTE: Modules 2 – 13 may be offered in any order.

100-199 are First Level Courses 200-299 are Second Level Courses
Students must successfully complete all First Level Courses prior to acceptance into Second Level Courses

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### Medical Assistant Comprehensive - Associate Degree in Specialized Technology

**Day**
- 96.00 Quarter Credit Hours
- 1310 Clock Hours
- 15 Months

**Evening**
- 96.00 Quarter Credit Hours
- 1310 Clock Hours
- 18 Months

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Medical Assistant and Medical Assistant Comprehensive

Course Descriptions

Anatomy, Physiology, Medical Terminology
Fundamentals of structures, functions, and disorders of the major body systems are discussed as well as the medical terminology necessary to build, define, and apply these fundamentals to the medical field.

In the Anatomy, Physiology, Medical Terminology Class in each module, the student will be taught the following:

**AA 101** An introduction to medical language, the pronunciation of the terminology, building of medical terminology, and the basic structure of the body, along with the body planes, parts of the cell and word analysis.

**AA 102** The structure and functions of the urinary, digestive, integumentary system, terminology of each system, diagnostic procedures, disease and disorders and pharmacology.

**AA 103** Anatomy, physiology and terminology of the blood and lymphatic system, endocrine system, disorders and diagnostic procedures, medical terminology and pharmacology.

**AA 104** Anatomy, physiology and terminology associated with the cardiovascular, respiratory and nervous systems, disorders, diagnostic procedures, pharmacological agents.

**AA 105** The male and female reproductive systems, including anatomy, physiology, and terminology of those systems as well as the eye and ear.

**AA 106** The anatomy, physiology and terminology of the muscular and skeletal systems and radiology along with disorders and diagnostic tests, abbreviations and pharmacology.

Clinical and Laboratory Procedures
This course introduces the student to the basic medical laboratory and clinical office procedures. Students gain experience with instruments and equipment used in a medical office and hospital. Competencies are required in select areas. Students will receive the competencies for each module before the module begins. The student will retain the passed competency for reference after graduation.

In the Clinical and Laboratory Procedures Class in each module, the student will be taught the following:

**AC 101** The basic introduction to the laboratory including various types of glassware and their uses, parts of the microscope and practical application, departments of the lab, specimens and medical instruments.

**AC 102** The theory behind a complete urinalysis and familiarity with the performance of physical, chemical and microscopic analysis of urine.

**AC 103** The art of venipuncture, hematology and chemical analysis of the blood.

**AC 104** The conduction system of the heart, the technique for obtaining EKG, and the measurement of vital signs.

**AC 105** The physical examination which includes taking a health history, positioning, examination methods, heights and weights, visual acuity and specialty examinations, important practices of minor office surgery, medical and surgical aseptic technique throat cultures and pregnancy testing.

**AC 106** Pharmacology and the administration of medications.

Administrative
This area includes the basic office procedures used in the medical office. Each month, the student will complete exercises within each class to assist them in obtaining employment. These activities include preparation of a resume, completion of employment application, and interviewing techniques. Competencies are required in select areas. Students will receive the competencies for each module before the module begins. The student will retain the passed competency for reference after graduation.

In the Administrative Class in each module, the student will be taught the following:

**AO 101** The basics of grammar, and proper typewriting procedures.

**AO 102** The basics of medical law and importance of sound medical ethics, methods of managing medical records, and accuracy in typing.

**AO 103** Communication techniques including telephone etiquette, scheduling of appointments, charting abbreviations, typing speed and accuracy drills.

**AO 104** The responsibilities associated with financial management, including billing, collection, banking, pegboard accounting, financial records, typing speed and accuracy drills.

**AO 105** Medical insurance, typing speed and accuracy drills.

**AO 106** Concentration on the study of personal and business communications in the medical office, typing speed and accuracy drills.
Medical Assistant and Medical Assistant Comprehensive - continued

Course Descriptions

Upper Level Classes

AB 201 Nutrition
This course is designed to provide the student with a basic understanding of the importance of good nutrition as it pertains to patient health.

AB 204 Pharmacy Technician Essentials
The Pharmacy Technician is a valuable asset to the health care team. This course will provide knowledge of medications, how drugs are administered, general mechanisms of action of medications, and students will complete a research project using the Physician’s Desk Reference.

AC 211 Clinical Review
Maintaining and mastering Medical Assisting skills will be the core of this course. Clinical and Administrative Procedures previously learned in Modules I - VI will be reviewed and practiced in a mock health care facility atmosphere.

AD 202 Career Development
This course is designed to provide the student with job-seeking skills. These include resume writing, completing applications, interviewing techniques, and interview follow-up. Students are taught job-seeking skills, adapting to the work environment, and employer expectations.

AE 201 Business English
During this course, the student will learn and apply the basic skills of business communications including basic grammar, punctuation and spelling. Emphasis will be put on correct use of language, elimination of slang from vocabulary and professional speaking to groups.

AE 202 Applied Communications
This course will provide the student with the basic skills necessary to communicate in a clear, concise, and grammatically correct manner.

AI 201 Computer Applications
This course will introduce the student to operating systems, word processing and give the student an overview of database systems available today. Extensive hands-on training is the key element to this course and upon completion, the student will be competent in word processing, spreadsheet applications, database systems and presentation software operations.

AJ 201 Chiropractic Assisting/Radiology
The Chiropractic Assistant is responsible for operating in a multiplicity of capacities in a chiropractic office. This course will focus on the responsibilities of the assistant in all areas of the office. Upon completion, the student will have an understanding of the Chiropractic approach including philosophy and emphasis of services. In addition, this course prepares the student with the proper techniques in radiography assure quality imaging and to perform functions in a limited capacity and utilizes practical application of positioning techniques as well as concepts and varied applications of limited radiography.

AJ 202 Ophthalmic Assisting
The ophthalmic assistant assists the ophthalmologist in day-to-day care of eye patients. Competent, reliable eye care is essential. A basic understanding of the role of the assistant including administrative and clinical responsibilities will be attained by the student upon completion of this course. Practical application will assist the student in understanding these principles.

AJ 203 Podiatric Assisting
The podiatric assistant is a valuable asset to the Podiatrist. The podiatrist relies on the assistant to manage daily operations and to assist in all aspects of clinical practice including routine procedures and surgery. This course will introduce the student to basic podiatric practices and theory.

AJ 204 Pediatric Assisting
This class provides the student with an overview of the pediatric office setting. Areas of interest include assessment, diseases and disorders, anthropometric measurements, vital signs, medical records documentation and procedures of the pediatric patient. In addition, the student will gain an understanding of medical records documentation including growth charts, drug allergies and immunization records.

AJ 205 Health Unit Coordinating
The Health Unit Coordinator is responsible for managing the hospital unit. This course introduces the student to techniques and skills necessary to become a successful unit manager.
**Medical Assistant and Medical Assistant Comprehensive - continued**

**Course Descriptions**

**AL 201 MedicoLegal Issues**
MedicoLegal Issues deals with the responsibilities of the allied health care worker in practice and the prevention of malpractice. Students will become aware of Pennsylvania law and the laws which regulate medicine.

**AM 201 Basic Math**
This course presents a review of math skills, including fractions, decimals, ratios, proportions, household units of measurement, and fundamental math calculations. Extensive practice is emphasized throughout this course and students will become competent with calculations.

**AO 211 Advanced Typing**
Keyboarding skills are an integral part of career skills. The student will focus on speed building and accuracy building during this typing laboratory class.

**AP 201 Psychology and Human Behavior**
This course is a study of basic human behavior. Students will be given the opportunity to acquire skills necessary for dealing with colleagues and patients in a health care setting.

**AP 210 Human Growth and Development**
During this course, the student will study various stages of growth and development including physical and psychological development from infants to the aged.

**AT 201 Rehabilitation Specialties**
Therapeutic modalities is designed to introduce the student to various physical modalities used in various types of medical practice. Common assistive devices, ambulation training and range of motion are discussed.

**AT 202 Adapting to Disabilities**
This course is designed to make the student aware of issues, obstacles, and problems that people with disabilities encounter.

**AT 203 Diseases and Mobility**
This course will cover specific diseases, which can limit, restrict, alter, or prevent body movements. The student will be introduced to signs, symptoms, pathophysiology, treatment, and prognosis of each disease. The implications of the disease relative to their role as a technician will be emphasized.

**AX 100 and AX 200 Externship**
Externship is the final step in training. The student applies practical skills acquired in the classroom in a medical facility. The student will receive a grade, based upon performance, by the site. Externship is considered a learning experience and the student may not be paid for Externship.

**HC 201 Introduction to Accounting**
During this course the student will learn and apply fundamentals of accounting, spreadsheets, and combine spreadsheet and accounting techniques to gain a thorough understanding of business bookkeeping.
Advanced Bodyworker- Associate Degree in Specialized Technology

Day
129.5 Quarter Credit Hours
1622 Clock Hours
16 Months

Our mission is to provide the educational environment in our Massage Therapy and Bodywork programs that enhances the education and personal enrichment of all students.

The Advanced Bodyworker Program is an extensive course in Massage Therapy modalities with emphasis on wellness, pathology, massage protocols, and the business skills necessary to manage and maintain a massage therapy business. The objective of this program is to provide the student with the necessary knowledge and technique to maintain a career in performing an extensive therapeutic massage with focus on whole body wellness as well as the resources necessary to develop enhanced business and career goals. Upon successful completion of this program, the graduate will receive an occupational Associate in Specialized Technology (AST) Degree and is prepared for an entry-level position as an Advanced Bodyworker utilizing advanced bodywork modalities.

Note: The Commonwealth of Pennsylvania requires licensure for massage therapy practice. Students should be aware that regulations vary from state to state and the student is responsible for meeting the training requirements in the state he wishes to practice.

NOTE: Modules 1 – 6 may be offered in any order, with the exception of Swedish I and Swedish II. Swedish I must be successfully completed prior to taking Swedish II.

Modules 7 – 16 may be offered in any order upon successful completion of Modules 1 – 6.

100-149 are First Level Courses
150-199 are Second Level Courses
200-299 are Third Level Courses

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## Advanced Bodyworker-
### Associate's Degree in Specialized Technology  continued

**Day**
- 129.5 Quarter Credit Hours
- 1622 Clock Hours
- 16 Months

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## Advanced Bodyworker-
### Associate's Degree in Specialized Technology  continued

**Day**

129.5 Quarter Credit Hours
1622 Clock Hours
16 Months

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Comprehensive Massage Therapist- Diploma

Day
76.0 Quarter Credit Hours
954 Clock Hours
9 Months

Our mission is to provide the educational environment in our Massage Therapy and Bodywork programs that enhances the education and personal enrichment of all students.

The Comprehensive Massage Therapist Program is an enhanced course in massage therapy based on the Therapeutic Massage Technician program. In addition to the courses offered in the Therapeutic Massage Technician program, a variety of specialized courses focusing on the needs of individuals have been added. The objective of this program is to provide the student with the necessary knowledge and technique to maintain a career in performing a comprehensive massage, focusing on specific needs, consistent with alleviating a client’s complaint or condition. Upon successful completion of this program, the graduate will receive a diploma and is prepared for an entry-level position as a Comprehensive Massage Therapist.

Note: The Commonwealth of Pennsylvania requires licensure for massage therapy practice. Students should be aware that regulations vary for state to state and the student is responsible for meeting the training requirements in the state he wishes to practice.

NOTE: Modules 1 – 6 may be offered in any order, with the exception of Swedish I and Swedish II. Swedish I must be successfully completed prior to taking Swedish II.

Modules 7-9 may be offered in any order upon successful completion of Modules 1 - 6.

100-149 are First Level Courses 150-199 are Second Level Courses

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**Comprehensive Massage Therapist- Diploma**  
**continued**

**Day**  
76.0 Quarter Credit Hours  
954 Clock Hours  
9 Months

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**TOTALS**  
76.0  
954
Therapeutic Massage Technician- Diploma

Our mission is to provide the educational environment in our Massage Therapy and Bodywork programs which enhances the education and personal enrichment of all students.

The Therapeutic Massage Technician is an advanced course in Swedish Massage with emphasis on therapeutic techniques. Therapeutic massage involves the manipulation of the soft tissue structures of the body to prevent and alleviate pain, discomfort, muscle spasm, and stress; and, to promote health and wellness. The objective is to provide the student with the necessary knowledge and technique to maintain a career in performing an extensive therapeutic massage consistent with alleviating these conditions. Upon successful completion of this program, the graduate will receive a diploma and is prepared for an entry-level position as a Therapeutic Massage Technician.

Note: The Commonwealth of Pennsylvania requires licensure for massage therapy practice. Students should be aware that regulations vary from state to state and the student is responsible for meeting the training requirements in the state he wishes to practice.

NOTE: Modules 1 – 6 may be offered in any order, with the exception of Swedish I and Swedish II. Swedish I must be successfully completed prior to taking Swedish II.

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## Therapeutic Massage Technician - Diploma

### Day
- **50.0 Quarter Credit Hours**
- **636 Clock Hours**
- **6 Months**

### Evening
- **50.0 Quarter Credit Hours**
- **636 Clock Hour**
- **9 Months**

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Massage Therapy Programs

Course Descriptions

MA 101 Anatomy and Physiology I
The form, structure, and function of the human body is the foundation of this course. It is designed to familiarize the student with general anatomy and physiology of the systems of the human body. Students become comfortable with medical terminology and the pathological conditions of each system will be discussed.

MA 102 Anatomy and Physiology II
Students will continue the study of the form, structure and function of the human body. It is designed to familiarize the student with general anatomy and physiology of the systems of the human body. Pathological conditions of each system will be discussed.

MA 111 Kinesiology I
An in-depth study of the musculoskeletal and neurological systems, and purposeful muscle movement is the basis of this course. Both theory and student involvement through palpation and muscle movement are utilized.

MA 112 Kinesiology II
A continuation of in-depth study of the musculoskeletal and neurological systems, and purposeful muscle movement is the basis of this course. Both theory and student involvement through palpation and muscle movement are utilized.

MB 155 Introduction to Marketing
The success of a business depends on the process of creating, distributing, promoting and pricing of goods and services. This course introduces the student to various methods used to promote miscellaneous business endeavors.

MB 160 Business Principles I
During this course the student will learn and apply Fundamentals of Accounting, Computer Spreadsheets, and combine spreadsheet and accounting techniques to gain a thorough understanding of business bookkeeping.

MB 255 Advanced Marketing
The student will gain an understanding of promotion, Advertising and public relations, personal selling and sales promotion and Marketing implementation and control through lecture and practical applications.

MB 260 Business Principles II
This course focuses on Practice management including legal aspects of managing a business. Taxes, insurance and policies and procedures are presented.

MC 101 - 215 Clinic
The student will be prepared for the real-life experience of running a massage business. The student will be interacting with individual clinic participants through the entire massage process including the initial interview, discussing massage needs and performing therapeutic techniques as required. The clinic is considered a competency and as such must be completed in its entirety in each module.

MC 110 Clinical Eval/Client Interaction
Evaluation of a client through history, body and structural analysis is an essential component of the massage process. The student will gain a general understanding of skills needed by the massage practitioner to evaluate a client.

MC 151 Proprioceptive Neuromuscular Facilitation
Proprioceptive neuromuscular facilitation (PNF) is a well conceived, extremely effective modality developed in the 1940s and 1950s to rehabilitate patients with paralysis. PNF is used to make quick gains in range of motion, and a daily static stretching program is important to maintain those gains.

MC 152 Joint Mobilization
Joint manipulation is a manual therapeutic technique involving movement of one articular surface in relation to another. Joint mobilization is a slow, passive movement imparted to an articular surface.

MC 210 Orthopedic Assessment
This course will investigate the factors involved in musculoskeletal assessment. The student will become familiar with factors in musculoskeletal dysfunction.

MC 211 Creating Protocols for Specific Pain and Dysfunction
The recognition of specific pain and dysfunction is an important part in the bodyworker’s routine. This course introduces the students to specific protocols for working with various dysfunctions and pain.
Massage Therapy Programs - continued

Course Descriptions

**MD 101 Career Development**
Professional development is necessary for the successful massage therapist. An introduction to job seeking skills, resume writing, applications, interviewing and follow-up is an important section of this course. Students are taught how to look for jobs, adapting to the work environment and general employer expectations including rules of professionalism. Business development and ethics is discussed in addition to the key elements needed for a profitable business.

**ME 151 Business English**
During this course, the student will learn and apply the basic skills of business communications including basic grammar, punctuation and spelling. Emphasis will be put on correct use of language, elimination of slang from vocabulary and professional speaking to groups.

**ME 152 Public Speaking**
The importance of public speaking and techniques used to present information for various sizes of groups is presented during this course. The student will explore communication theories and experience their uses through classroom presentations.

**MH 101 Stretching/Acuyoga**
Various forms of stretching to improve range of motion, decrease stiffness, injury or other disabilities in the body are the fundamentals of stretching/Acuyoga. Through theory and practical application a mastering of these techniques are obtained.

**MH 201 Introduction to Brain Gym**
Brain gym is a series of simple and enjoyable movements that are used with students to enhance their experience with whole brain learning. They will learn easier and more efficient ways to use eyes, ears, hands and whole body for daily life tasks. This course supports participants in overcoming habits of stress or compensation and focuses in maximizing individual learning.

**MH 202 Principles of Wellness**
This course is an examination of the factors in the new medical/body paradigm which make up the state of wellness in all human beings.

**MI 103 First Aid/CPR**
Recognizing and managing emergency situations is a vital skill necessary in all aspects of health care. This course is designed to prepare the student for emergencies which may arise. Upon successful completion of the course, the student will be certified in CPR.

**MI 150 AIDS Awareness**
This course introduces the student to Acquired Immunodeficiency Syndrome including etiology, symptoms, diagnosis and treatment of the disease. The student will become familiar with legal and ethical issues common to the disease.

**MI 201 Nutrition**
This course is designed to provide the student with a basic understanding of the importance of good nutrition as it pertains to health.

**MM 101 Aromatherapy/Homeopathic Remedies, Oils**
Oils can enhance the body's senses, promote relaxation and relieve stress. The student will study various essential oils and their effects on the physical and psychological well-being of clients.

**MM 102 Body Reflexology**
The science of reflexology is a form of compression massage based on stimulation of specific points of the body to affect and benefit various parts of the body. Practical application as well as theory will enable the student to gain knowledge of the fundamental practice of reflexology. In addition, zone therapy throughout the body will be taught and practiced.

**MM 105 Basic Shiatsu**
A Japanese word composed of shi, meaning finger, and atsu, meaning pressure of the fingers, Shiatsu is a massage system using the fingers to follow strategic points or energy pathways to restore harmony or to treat specific conditions. The practice of body organ meridians and the five elements are emphasized throughout this course.

**MM 110 Therapeutic Modalities**
Therapeutic modalities are designed to introduce the student to various physical modalities used in massage practice. All aspects of hydrotherapy are included in this course including paraffin baths and hot and cold packs.

**MM 151 Acupressure**
Acupressure refers to various treatment systems of using light pressure touch and energy balance to heal the body physically, emotionally, mentally and spiritually. Basic theory and practice of these methods will be presented and hands-on exercises will reinforce proper technique.
Massage Therapy Programs - continued

Course Descriptions

**MM 152 Therapeutic Touch**
Therapeutic Touch is a contemporary interpretation of ancient healing practices that induce relaxation, reduce pain and accelerate the healing process. This scientifically researched modality is taught in colleges, universities worldwide and practiced in hospitals and clinics. This course will introduce the student to therapeutic touch definitions and techniques.

**MM 153 Touch for Health**
Touch for Health is a system using applied kinesiology to aid the bodyworker. Applied kinesiology utilizes the theory that certain conditions result in weakening of specific muscles. Through muscle testing, the bodyworker gains information about the specifics of the condition of the client. The student will become familiar with various techniques in gaining diagnostic information and strengthening muscles.

**MM 201 Trigger Point - Upper**
Trigger point is a localized area of pain in a muscle. This course will explain the nature and types of trigger points in the upper body. The student will gain an understanding of the primary and secondary trigger points of the upper body.

**MM 202 Trigger Point - Lower**
Trigger point is a localized area of pain in a muscle. This course will explain the nature and types of trigger points in the lower body. The student will gain an understanding of the primary and secondary trigger points of the lower body.

**MM 203 Myofascial Release**
Myofascial release is a whole-body, hands-on approach for the evaluation and treatment of the human structure with a focus on the fascial system. Myofascial release along with therapeutic exercise and movement therapy improves the vertical alignment and lengthens the body providing more space for the proper functioning of osseous structure, nerves, blood vessels and organs.

**MM 204 Introduction to Polarity Therapy**
Polarity therapy is a healing science based on living energy fields which acknowledges and includes all dimensions of a human being. Included are physical, mental, emotional and spiritual. Polarity Therapy is a way of working with the fundamental energies of life and bringing them to a state of balance and free flow. This holistic health care program draws from many healing traditions, ancient and modern, Western and Eastern, to form an integrated and effective healing art.

**MM 205 Craniosacral Therapy**
Craniosacral therapy is a healing system based on the concept of dynamic activity involving cranial bones, membranes and cerebrospinal fluid. This course introduces the student to craniosacral therapy concepts and techniques.

**MM 210 Introduction to Spa Techniques**
The influence and popularity of the modern spa cannot be ignored. This course prepares the student not only to work in a Spa environment but introduces them to basic techniques that are suitable for inclusion in home-based practices, out-call service, or in the finest spas in the country.

**MO 204 Diversity in the Workplace**
This course explores the differences of individuals in today’s workplace.

**MP 201 Introduction to Pathology**
The student is introduced to pathophysiology for diverse backgrounds and needs. This course focuses on essential concepts of disease processes including inflammation, infection and common disorders.

**MP 202 Advanced Pathology**
Diverse backgrounds and needs of people with various diseases are discussed. This course focuses on essential concepts of disease processes which affect each of the body systems.

**MS 101 Swedish Massage I**
This course introduces the five basic techniques needed for all other methods of massage therapy. Lecture, demonstration and practical application is extensive. Topics included during this course include draping, hygiene, basic contraindications of massage, self-care and body techniques.

**MS 102 Swedish Massage II**
Swedish Massage II is a continuation of deep Swedish Massage, with advanced study of neuromuscular techniques and movements to enhance lymphatic and circulatory flow in the body.
Massage Therapy Programs - continued

Course Descriptions

MS 105 Practicum I
MS 106 Practicum II
Students will perform various types of massages on clients who are interested in massage. The student will perform the massage at the level of his training with instructor assistance and will progress as his training advances. In addition, the student will participate in visits to miscellaneous facilities including extended care facilities, Senior citizen residences and corporations to perform on-site massages. This gives the student increased opportunities to practice on various types of people.

MT 101 Introduction to Massage
The student is introduced to the ethical principles of massage therapy, various strokes, positions, equipment and supplies used in miscellaneous massage techniques.

MT 102 Sports Massage
Injury prevention, increased performance levels and pre- and post-massage techniques for the athletic client are presented in this course. The massage practitioner may also use them in combination with other massage techniques to enhance the athlete's efficiency.

MT 103 Chiropractic Assistance/Nutrition
A continuation of the basic principles of therapeutic techniques needed and used to help assist the Chiropractor and the chiropractic patient are presented in this course. In addition, a combination of techniques which may be utilized in chiropractic medicine, correlated with modern practice of ancient disciplines, and knowledge in oriental health management are discussed.

MT 104 Chiropractic Assistance/Geriatric Massage
This course provides the student with an understanding of the needs of the elderly client utilizing therapeutic bodywork techniques. Additional information is provided for the therapist to gain knowledge of chiropractic patients and their needs.

MT 105 Myotherapy
Myotherapy is deep muscle massage with connective tissue massage, tissue integrity and other techniques to reduce muscle pain popularized by Bonnie Prudden. Emphasis is placed on the relief of muscle pain through pressure applied at trigger points.

MT 151 Pregnancy Massage
This course introduces the student to the practice of pregnancy massage including technique for pregnancy massage, pregnancy exercise, positioning and contraindications.

MT 152 Infant Massage
According to a wealth of research, the unfolding of human potential depends on a nutrient climate during childhood. Touch starting at the first day of life is a vital component of nurturing. Teaching parents how to massage their infants and children is an important part of their child's current and future health.

MT 201 Advanced Chair Massage
Chair massage has recently been recognized as a valuable addition to the workplace in the relief of job-related stress. This course teaches massage therapists to work directly in the workplace utilizing on-site chairs and specialized techniques.

MT 250 Medical Massage and Research
Applying practical skills acquired in the classroom to serious conditions and diseases is the final step in training. The student will work under the instruction of an advisor, with two clients over a period of four weeks. During this time the student will research any condition or disorder that the client presents and form a treatment plan based on this information. Practical experience will be provided for both therapist and client during weekly treatment sessions. The student will document all progress of the sessions and present this material including, but not limited to, research information, SOAP notes, treatment plan, client evaluation, and personal observations of outcome. The student will report no less than once per week to their assigned clinical advisor where they will receive a weekly evaluation of progress. At the completion of four weeks students will present their information in written and lecture format.

MY 201 Psychology
This course is a study of basic human behavior. Students will be given the opportunity to acquire skills necessary for dealing with colleagues and clients in various settings.
Admissions Information

ADMISSION ENROLLMENT PROCEDURES & REQUIREMENTS

Career Training Academy® admits, trains, and refers students without regard to race, creed, disability, religion, sex, sexual orientation, age, color, or national origin. Applicants will be interviewed by a school representative who will assist the applicant through the steps of the admissions process, providing information on curriculum, policies, procedures, and services.

To be considered for admission to CTA, an applicant must be a high school graduate or possess the recognized equivalent of a high school diploma or General Equivalency Diploma (GED). An applicant must provide documentation of graduation from high school in terms of a valid high school diploma, high school transcripts, documentation of high school graduation equivalency (GED), or other official documentation which confirms that the applicant meets or exceeds the equivalent of a high school diploma in the USA. This proof of graduation must be provided prior to starting class. All documentation from foreign countries must also be translated into English and evaluated and certified to be equivalent of or higher than a USA diploma by a credential evaluation service. This proof must be provided prior to starting class.

Applicants for all programs with a GED passing score under 2250 or High School graduates with a QPA under 1.5 (4 point system) will be required to take the TABE aptitude test. The aptitude test may only be taken one time. The purpose of the TABE aptitude test is to determine the applicants’ general suitability for all programs. The TABE aptitude test minimum score for entry into CTA is 15. If an applicant scores between 15 and 17, the applicant may be required to participate in a special tutoring session or attend a class at an appropriate school/agency to address the academic concerns in order to enter the program. If the TABE aptitude test result is 18 or higher, the applicant is admitted into the school without any further remediation requirements.

Applicants are required to submit or complete the following:
1. A tour of the school and interview with an admissions representative and/or other administrative staff.
2. Applicants must sign a Notice of Employability and Authorization permitting CTA to conduct a Criminal Background Check.
3. Complete the required admissions application and essay.
4. Payment of the $25.00 application fee.
5. The Enrollment Agreement and various disclosures; and
6. Proof of high school graduation or equivalent (GED).

ENROLLMENT

It is the responsibility of the applicant to ensure that CTA receives all required documentation, and all records provided become the property of CTA. Upon completion of all admission requirements, including proof of a high school diploma or equivalent (GED) and the results of a Criminal Background Check, the School administration will review the information to ensure the applicant meets the admissions requirements. The applicant will be notified, in writing, of their acceptance or denial. Accepted students will receive a final copy of the Enrollment Agreement. If the school does not accept an applicant, all fees and monies paid will be refunded to the student and the student is not permitted to commence studies. The receipt of the completed Criminal Background Check, even after acceptance, may prohibit an applicant from continuing his or her course of study. In some cases, it may take up to 8 weeks of processing time to receive the results of a Criminal Background Check. Therefore, the applicant enrolling for admission will be admitted into the program and commence classes. If the results of the background check are not received on or before the end of the students second module (approximately 8-10 calendar weeks) OR by reasons identified from the results, the student will be terminated from the program and administratively withdrawn. A refund will be made to the student for fees and monies paid, with the exception of used consumables (i.e. books, uniforms, shoes). If applicable, CTA will return all Title IV Federal Student Aid.

CRIMINAL BACKGROUND CHECK

All applicants are required to complete an authorization and disclosure form permitting Career Training Academy to conduct a secure background evaluation. These evaluations are conducted, prior to admission and the investment into a training program, to identify applicants whose criminal histories may interfere with their ability to participate in externship training programs, obtain professional licensure if applicable, and procure employment, as many employers conduct background checks.

Career Training Academy reserves the right to deny or rescind admission based on criminal background checks that contain one or more convictions of a felony offense. Additionally, CTA reserves the right to deny or rescind admission based on incomplete or falsification of information. Information obtained may be only as accurate as the information on file and may occasionally contain discrepancies. Therefore, prior to starting the background evaluation, applicants are required to read a summary of their rights according to the Fair Credit Reporting Act which will include information on how to dispute any discrepancies indicated in the information provided by state and federal agencies in the completed background evaluation. Applicants who have their admission denied or rescinded will be provided formal notification as to the reason(s) why and afforded an opportunity to appeal the denial decision.
All appeals should be addressed to the Career Training Academy School Review Board, 179 Hill Crest Shopping Center, Lower Burrell, PA 15068 and will be reviewed by the Admissions Review Board to determine whether the applicant has taken the necessary steps to meet the admissions requirement and/or be granted a waiver.

**RE-ADMISSION POLICY**

Students who have ceased attendance at the school may request reinstatement. Applications for reinstatement must be made in writing. Students may re-enter within 6 months of withdrawal and need not be required to pass a competency exam(s). Beyond 6 months, an evaluation test may be given to determine the mastery of courses. In order to receive credit for previous academic work and tuition charges, satisfactory financial arrangements must be completed. Students who leave Career Training Academy in good standing may resume their studies by completing the Application for Readmission. Students applying for re-admission with an original start date prior to February 1, 2015, are required to complete an authorization and disclosure form permitting CTA to conduct a secure background check. Students seeking readmission within a one year period of withdrawal will not be assessed a readmission fee. Students seeking readmission after one year of withdrawal will incur a nonrefundable readmission application processing fee of $25.00.

Students who have been dismissed from Career Training Academy and wish to resume their education are required to write a letter of appeal addressed to the Campus Director. All previous course work at Career Training Academy remains part of the permanent record for students who have been readmitted, and the cumulative average includes all prior grades, regardless of how much time elapsed between enrollments.

Students accepted under the readmission policy will sign a new enrollment agreement and be obligated by its terms of acceptance. The Director will make the final determination of readmission based upon what is in the best interest of the student and the school. If circumstances exist that warrant an appeal, the student must appeal in writing to the President. If continuous enrollment is broken, re-admitted students must adhere to and graduate under the catalog in effect when they complete requirements for readmission.

Readmitted students must meet grade point average and time frame requirements to be eligible for financial aid. Students who have been suspended and students who have withdrawn while on probation are subjected to additional review or probationary periods upon acceptance.

**LATE REGISTRATION & ADD / DROP PERIOD**

Students may complete course registrations during add / drop period at the beginning of each module. Students who are required to repeat a module or retake a class must complete their academic curriculum adjustments during add / drop period. Students who fail to return to academic study prior to the end of add / drop will be withdrawn from their scheduled courses. Students are permitted to make course changes during add / drop. Students who enter their course after it commences and prior to end of add / drop will be expected to participate in additional academic study to ensure that they maintain the expected 85% attendance rate during their module of study. Students who fail to re-instate their academic intentions after being withdrawn from scheduled courses at the end of add / drop will be administratively removed from their program of study and processed as a program DROP.

**TRANSFER OF CREDITS**

Students requesting transfer of credits must supply the Campus Director or Lead Instructor with official transcripts and course outlines for review within 20 calendar days of the scheduled orientation. Requests and materials submitted after 20 days will not be accepted. The school will accept official transcripts from related diploma and degree programs of licensed schools and authorized degree granting institutions. Career Training Academy accepts C or better grades for transfer. The maximum number of transfer credits accepted will be determined by the Director or Lead Instructor and will be evaluated on an individual basis. Proficiency testing and independent study may be required. Career Training Academy does not accept advanced credit based on experiential learning. All students must take at least 50% of the program scheduled credit or clock hours at Career Training Academy. Transfer grades will not enter into the Grade Point Average computation. There will be fee of $35.00 per class that is evaluated for transfer of credit.

Decisions concerning the acceptance of credits by any institution other than the granting institution are made at the sole discretion of the receiving institution. No representation is made whatsoever concerning the transferability of any credits to any institution. Students considering continuing their education at, or transferring to, other institutions must not assume that credits earned at this school will be accepted by the receiving institution. An institution’s accreditation does not guarantee that credits earned at that institution will be accepted for transfer by any other institution. **Students must contact the Registrar/Director of the receiving institution to determine what credits, if any, that institution will accept.**
ORIENTATION
Career Training Academy strives to maintain a program of orientation that will provide the academic and personal support needed to improve the students’ opportunities for success. CTA’s formal orientation is always scheduled prior to the beginning of a class start for all incoming students. During orientation, students meet with faculty members, administration, support staff, and other students. The students become acquainted with the location of the classrooms and labs and are familiarized with the role of administrators and key personnel. During the program, a more thorough description of their program is discussed at length; including a Q&A. Students also learn the general policies of the school, such as attendance, grading, dress code, scheduling, campus security measures, extracurricular activities, etc.

Financial Aid Information

FINANCIAL AID
Career Training Academy® makes every effort to provide all information available to students regarding financial aid. A consumer handbook is available. Students are encouraged to meet with a financial aid officer to apply for financial aid as early as possible. During the financial aid interview, the following items are required: copy of most recent federal tax return, and W-2 forms of the student (and parents when applicable). These items are necessary to accurately determine eligibility of various sources of Financial Aid. Financial Aid is an annual process beginning July 1 through June 30 each year. Students who are in school two or more years are required to complete a subsequent year application. Counseling and assistance in completing the application process is offered.

Various types of aid for the eligible student may include the following:
- PHEAA Grant
- Pell Grant
- Federal Direct Loan Program
- Federal PLUS Loan Program
- FSEOG Federal Supplemental Educational Opportunity Grant
- OVR Office of Vocational Rehabilitation
- DPA Department of Public Assistance
- SEAF Student Education Assistance Foundation
- Trade Assistance Act Benefits
- Department of Veteran’s Affairs
- Department of Veteran’s Affairs, including the yellow Ribbon Campaign
- WIA - Workforce Investment Act of 1998 (Pennsylvania CareerLink)

NOTE: Students from other states should contact their state higher education assistance agencies for information on the appropriate application to submit.

Students are encouraged to check with organizations in their areas to assess the availability of scholarships. At times, organizations, businesses, churches and professional associations, service clubs, companies and unions may offer help for the prospective student.

For federal aid purposes, Career Training Academy defines an “Academic year” as a period of time that begins on the first day of scheduled classes and ends on the last day of classes, examinations, or externship, and, it includes a minimum of 30 weeks of instructional time. Students are expected to complete the minimum Academic year definition for their program to be considered full-time.

Students working towards a diploma will have one academic year that is outlined below:
- Medical Assistant: 48 credits
- Dental Assistant: 58.5 credits
- Health Insurance Claims Examiner: 56 credits
- Comprehensive Massage Therapist: 954 clock hours
- Therapeutic Massage Technician/Comprehensive Massage Therapist/Advanced Bodyworker: 954 Clock Hours

The academic year is used to determine the student’s eligibility for FSA Pell Grant and Stafford student loan awards. For all FSA programs, a week of instructional time is any period of 7 consecutive days in which at least 1 day of regularly scheduled instruction, examination, or (after the last day of classes) at least 1 scheduled day of study for examinations occurs. Instructional time does not include periods of orientation, counseling, homework, vacation, or other activity not related to class preparation or examination.
FINANCIAL CLEARANCE

Students must meet all seven Admissions Requirements prior to receiving Financial Aid. A student must be financially cleared prior to reaching their second module. Warning letters will be issued within 5-10 days prior to the last day of the first module to inform students of missing documentation. Failure to provide documentation necessary to clear financial aid may result in being prohibited to progress to the next scheduled module.

Students must also obtain financial clearance 30 days prior to beginning externship. Students enrolled in programs which do not include an externship must obtain financial clearance 30 days prior to their estimated graduation date. Students must make final preparations for completing their academic requirements at Career Training Academy and are reminded of the Graduation Clearance Process for all prospective graduates.

Students are responsible for contacting the Financial Aid office in advance of the 30 days to assure that financial obligations have been met.

Students are responsible for contacting the Campus Director/Director of Education to review all course work to determine if the student is eligible for Externship and/or Graduation.

Student Payment Installment Contract and Non-Payment Policy:

Regular Terms: “No Interest Charge” is provided to all students with the requirement of a monthly installment contract. If the student account is over 45 days delinquent, the entire amount may become due and payable and/or the student may be subject to immediate dismissal from their program.

TUITION REFUND POLICY BEFORE MATRICULATION (22 PA CODE 73.134)

All monies paid by an applicant will be refunded if he/she is not accepted for admission to the school or if canceled by the applicant within 5 days of signing the enrollment agreement. After acceptance or beyond the 5 days, the applicant may cancel the enrollment agreement. If the agreement is canceled before the beginning of training, or after 5 days of signing the enrollment agreement, all monies paid to the school will be refunded less the application fee. Students who have not visited the school facility 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 school facilities and inspection of equipment.

TUITION REFUND POLICY AFTER MATRICULATION (22 PA CODE 73.134)

For a student canceling after the 5th calendar day following the date of enrollment as defined in 22 PA Code 73.132 (relating to application fee) but prior to the beginning of classes, monies paid to the school shall be refunded except the nonrefundable amount of the application fee as calculated in 22 PA Code 73.132.

If a student enrolls and withdraws or discontinues after the term has begun but prior to completion of the term the following minimum refunds apply:

1. If withdrawal or termination occurs in the first 7 calendar days, the student will be refunded 75% of the tuition for the term.
2. If withdrawal or termination occurs after the first 7 calendar days of the term but within the first 25% of the term, the student will be refunded 55% of the tuition.
3. If withdrawal or termination occurs after completing 25% but less than 50% of the term, the student will be refunded 30% of the tuition.
4. If withdrawal or termination occurs after completing 50% of the term, the student is entitled to no refund.
5. If Refunds computations a term must not exceed 18 weeks.

Arbitration of the Refund Policy may be requested if the student or parents believe that individual circumstances warrant exception from published policy. Contact the Main School at 950 Fifth Avenue, New Kensington, PA 15068 [As of January 1, 2016 the new address will be; 179 Hillcrest Shopping Center, Lower Burrell, PA 15068].

In case of prolonged illness or accident, death in the family, or other circumstances that make it impractical to complete the Program; the school will make a settlement, which is reasonable and fair to both parties. A school term is defined in the School Term Chart specific for each program discipline.

Any calculation of Tuition Refunds is based upon the student’s academic program and the last date of recorded academic activity. Students who participate in the Federal Student Aid [FSA] programs offered through Title IV may have tuition due after all calculations are complete when they withdraw. It is the students’ responsibility to understand the charges they have upon any separation from academic study.
RETURN OF TITLE IV POLICY

If you withdraw from all of your courses during the term, we are required to determine if any of the federal financial aid you received should be returned. Federal financial aid is based on the length of time you are in classes, so if you do not attend the entire term, the school may be required to return all, or a portion of, the aid you received.

If you receive all W or F grades in a term, we must perform this calculation. The repayment percentage is determined by the number of days remaining in the term from your last date of attendance. If you owe Career Training Academy federal financial aid repayments or owe Return of Title IV Funds, you will be denied federal aid eligibility at any institution and will not be able to enroll at Career Training Academy until full payment arrangements are made.

Satisfactory Academic Progress (SAP) requirements apply to all financial aid recipients regardless of the funding status due to a Return of Title IV Funds. Repayment of part of your federal financial aid does not release you from the satisfactory academic progress requirement discussed in this catalog.

The school will use the federal policy to determine the amount which must be returned by the school and/or the student to Title IV programs. The procedure is:

1. Determine appropriate withdrawal date
2. Determine Amount of Earned Title IV Aid
3. Determine Amount of Unearned Title IV Aid
4. Determine Title IV Aid to be Disbursed
5. Determine Title IV Aid Disbursed
6. Determine Title IV Aid to be Returned
7. Calculate the School's Responsibility
8. Determine Amount School Returns by Program
9. Determine Student's Responsibility
10. Determine Amount Student Returns by Program

Examples of the calculations used to determine the amount of earned and unearned Title IV Aid, Title IV Aid to be disbursed, Title IV Aid to be Returned, Career Training Academy responsibility, student's responsibility, and amount returned to programs are available from the Financial Aid Office on a case-by-case basis.

Students who withdraw from ALL classes prior to completing more than 60% of the term will have their eligibility for aid recalculated based on the percentage of the term completed. For example, a student who withdraws after completing only 20% of the term will have "earned" only 20% of any Title IV aid received. The remaining 80% of Title IV funds received is considered as unearned aid and must be returned by Career Training Academy and/or the student.

The Return to Title IV policy shall apply to all students who withdraw, dropout, fail all classes or are expelled from Career Training Academy. A student’s withdrawal date is determined based on the following:

- The date the student officially withdraws from class
- The student’s last date of attendance at a documented academically related activity

The Return to Title IV rules are federally mandated and the amount of aid a student has earned for the enrollment period is based on the length of time the student remains enrolled for that period. Therefore, the percentage of the enrollment period completed is also the percentage of aid the student has earned. If a student withdraws on or before the 60% point of the enrollment period, defined as the TERM, the percentage of aid earned is equal to the percentage of time completed. Career Training Academy must return all ineligible amounts of received Title IV funds to each respective Title IV program within 45 days of the date that the school determined the student withdrew. A student, who remains enrolled beyond the 60% point of the enrollment period, has earned 100% of the aid for that period.

The Percentage of Title IV Aid Earned Shall Be Calculated As Follows:

Number of days completed divided by the total number of days in the term enrolled = % of aid earned. Using this formula the percentage of the term completed is considered as the percentage of aid earned. The amount of financial aid earned will be applied towards your tuition and fees.

FINANCIAL AID
FINANCIAL AID

Unearned Aid
The student is responsible for repaying the amount of aid returned by Career Training Academy. Unearned Title IV aid shall be returned to the following Programs in the following order:

- Direct Stafford Loan (Unsubsidized)
- Direct Stafford Loan (Subsidized)
- Direct PLUS (Parent) Loan
- Pell Grant
- National SMART Grant
- FSEOG
- TEACH Grant

Before withdrawing from class, all students are encouraged to stop by their Campus Financial Aid Office. Career Training Academy Financial Aid Office will:

- Determine the number of calendar days the student attended classes, (Calendar day does not include scheduled breaks of at least five consecutive days or more.)
- Calculate the percentage of Title IV Aid Earned and Unearned,
- Calculate the amount of institutional charges,
- Determine the amount that must be returned to each Title IV program,
- Calculate the student’s and school’s responsibility to the grant and loan programs,
- Return funds to the programs according to regulatory requirements,
- Collect grant overpayment, or follows the overpayment procedures.

Students cannot earn all of their financial aid unless they attend and participate in class for at least 60% of their scheduled term. A student earns his or her financial aid award in proportion to the number of days in the term completed prior to the student’s complete withdrawal. When a student completely withdraws from Career Training Academy prior to completing 60% of any given term, a portion of the Title IV financial aid grant and loan funds received (excluding Federal Work-Study) is considered to be an overpayment, and must be returned to their respective federal financial aid programs.

Career Training Academy must determine the amount that the student has earned and the amount of federal financial aid that must be returned to the Department of Education. CTA is required to perform this calculation within 30 days of the date the school determines that a student has completely withdrawn. The school must return the funds to the DOE within 45 days of the calculation.

The institutional charges (tuition and fees) incurred by the student are considered to be paid by Title IV funds for the purpose of the formula, even if the institutional charges were directly paid by a source other than Title IV funds. Students can repay the student portion of federal loans under the terms and conditions of the master promissory note (MPN) for the loan. However, the unearned portion of the loans that Career Training Academy must return is posted as a charge to the student account and must be repaid. If the student owes unearned Title IV funds from the Federal Direct Loan Programs, the money must be returned to the program directly.

Other charges are prorated, with the exception of uniforms, books, student insurance, shoes or graduation fee. Unmarked/undamaged books, unused uniforms or shoes will be refunded completely. All refunds will be issued within 30 calendar days of receipt of written notice of withdrawal and termination, or the last day of attendance.

NOTE: The Return to Title IV policy is a separate calculation of eligibility that is in ADDITION to the determination obligation to Career Training Academy upon completion of the Return to Title IV process. Any changes in a student’s scheduled course credits or clock hours WILL impact a student’s eligibility upon withdrawal.

REQUIREMENT:
All students must have a Return to Title IV calculation even if they had separated from academic study at Career Training Academy prior to the receipt of any scheduled or awarded FSA Title IV funds. Students who are eligible for FSA Title IV funds upon separation from academic study will be provided an opportunity to receive those funds as a Post-Withdrawal Disbursement

Financial aid is awarded to all eligible students, however, failure to complete verification, resolve conflicting information, or submit required documents and/or forms will remove all FSA Title IV eligibility upon withdrawal. Student’s who fail to secure FSA Title IV eligibility prior to withdrawal will be subjected to the full cost of their tuition as determined by the Tuition Refund Policy.
VETERANS ADMINISTRATION REGULATIONS

General Policies

Students receiving GI Bill benefits are subject to the following general policies:

- you will need to declare an education objective when initially applying for your benefits at Career Training Academy. This may be either an Associate Degree or as a Transfer student. If you declare Transfer, you will need to indicate the school to which you desire to transfer.
- you may change your program as many times as you wish.
- you will need to meet with an academic counselor to obtain an education plan each time you change programs. We will report all program changes to the Veterans Administration and notify them how much credit you have already achieved towards your new goal.
- you need to make satisfactory progress toward your stated degree objective. These standards are to found in the Catalog. The lack of maintaining satisfactory progress may result in termination of benefits.
- All of your prior college work needs to be evaluated for prior credit reporting. Career Training Academy allows one semester with- out this report. For your benefit, it is best to order your transcripts from previous colleges immediately.

If you need to report any adds, drops, changes of address, etc. to the Veterans Office personnel.

Students must complete, sign and submit an Enrollment Intent Form to the Veteran Services Officer [VSO] each semester that they plan to attend. The Enrollment Intent Form is available at the VSO in Enrollment Services. The average processing time from the point of applying for educational benefits to the receipt of monetary funding is 30 to 90 days.

The standard for institutions certifying Veteran educational benefits is that Career Training Academy has established the following standards and guidelines for veterans and dependents.

Satisfactory Progress

Veterans are required to make satisfactory progress toward graduation. If a veteran is placed on Academic Suspension or Academic Dismissal, DVA benefits will be terminated. Veterans who are not making satisfactory progress will be required to provide mitigating circumstances to the DVA for reinstatement of benefits. Refer to current catalog.

Mitigating Circumstances

Veterans or dependents eligible for DVA benefits should use the following as a guide for determining mitigating circumstances (circumstances which directly hinder eligible veterans or dependents pursuit of a course and which are judged to be out of the student’s control). The following are some general categories of mitigating circumstances:

- Serious illness of the eligible veteran or dependent.
- Serious illness or death in the eligible veteran’s or dependent’s immediate family.
- Immediate family or financial obligations which require a change in terms, hours or place of employment which precludes pursuit of a course.
- Discontinuance of a course by a school.
- Active duty military service, including active duty for training.
- Withdrawal from a course or receipt of a non-punitive grade upon completion of a course due to unsatisfactory work may be considered to be under mitigating circumstances if the student can demonstrate good faith pursuit of the course up to the point of withdrawal or completion and the student submits evidence that he/she applied for Tutorial Aid or consulted a school Academic Counselor or Advisor regarding an attempt to remedy the unsatisfactory work before withdrawal or completion.

Make up Work

Make up work is not permitted for the purpose of receiving Veterans Administration training allowances.

Tardiness

Any student not physically present at the start of his scheduled class period will be considered tardy and the number of minutes will be recorded in 0.25-hour intervals. Each occurrence accumulates and is accumulated in total absenteeism reporting. Excessive tardiness may be cause for discontinuance of VA Educational Assistance.
## SCHOOL TERM CHART

<table>
<thead>
<tr>
<th>Program</th>
<th>Total Number of Weeks</th>
<th>Number of Terms</th>
<th>First Term Defined</th>
<th>Second Term Defined</th>
<th>Third Term Defined</th>
<th>Fourth Term Defined</th>
<th>Fifth Term Defined</th>
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<tr>
<td>Advanced Bodyworker – Day</td>
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<td>4</td>
<td>477 hours</td>
<td>477 hours</td>
<td>334 hours</td>
<td>334 hours</td>
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<tr>
<td>Health Ins, Claims Examiner/Med Biller</td>
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<td>1 Mod + Ext</td>
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<td>4 Mods</td>
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<td>1 Mod + Ext</td>
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<td>318 hours</td>
<td>318 hours</td>
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**EXT - Externship**

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## 2015 - 2016 TUITION AND ESTIMATED FEES  
**EFFECTIVE DATE 12/01/2015**

<table>
<thead>
<tr>
<th>Program</th>
<th>Award</th>
<th>Program Length (Months)</th>
<th>Credits <strong>Clock Hours</strong></th>
<th>Program Tuition</th>
<th>Application Fee</th>
<th>Books &amp; Fees</th>
<th>Lab Fee</th>
<th>Test Fee**</th>
<th>Insurance</th>
<th>Uniform &amp; Shoes</th>
<th>Graduation Fee</th>
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<tr>
<td>Dental Assistant - Day Program</td>
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<td>58.5</td>
<td>$12,400</td>
<td>25</td>
<td>1,596</td>
<td>495</td>
<td>175</td>
<td>42</td>
<td>246</td>
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<td>175</td>
<td>42</td>
<td>246</td>
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<td>$15,029</td>
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<td>90</td>
<td>42</td>
<td>246</td>
<td>50</td>
<td>$13,916</td>
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<td>84</td>
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**Note:** All fees are subject to change. Please consult the latest catalog for the most current information.
Massage Therapy Programs include a Massage Table, Books and Supplies cost.

Checks are made payable to the testing site for any applicable test fees. Students must be financially cleared to qualify for direct testing payment.

Students are permitted to purchase their own books as long as they are exactly the same as those used by the school. Students are permitted to purchase their own massage table as long as it meets or exceeds the specifications of a professional level table including, but not limited to, manufacturer, working weight and warranty.

A Repeat Module Fee of $250.00 will be charged to the student for each module repeated. Students are only eligible to pay the repeat fee in lieu of tuition if they completed and were eligible for a grade of "W" in each course contained in the module.

Any Course Re-Take due to "F" grade or Unsatisfactory "D" grade in a core subject will be charged Tuition based upon the number of credits the course contains, or, the number of clock hours the course requires.

A Transfer Fee of $500.00 will be charged to the student for a change of programs resulting in a downgrade from an eligible degree path program to a non-degree certificate based program.

A Program Upgrade Fee of $30.00 will be charged to any student who upgrades a program to the eligible degree path program.

All students who make changes to their academic program are required to complete a new Enrollment Agreement and must have a curriculum review completed prior to being eligible for the change. Students will be charged current tuition prices that are in effect per the catalog date of the program change and may face other additional charges.

**Degree path programs include:**

Occupational Associate in Specialized Technology Degree Programs:
- Medical Assistant Comprehensive Program
- Advanced Bodyworker Program

Occupational Associate in Specialized Business Degree Program:
- Advanced Medical Coder/Biller

**TUITION PER TERM**

<table>
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FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT

Pursuant to the Family Educational Rights and Privacy Act of 1974, as amended, students or former students have the right to inspect their educational records. In 1974, Congress enacted the Family Educational Rights and Privacy Act (FERPA), which places restrictions on any school, college or university receiving federal funds over the release of student records. Students at any of the Career Training Academy campuses may have access to their educational records. This includes nearly all information maintained by the school which is directed to the student. In most cases, an educational record that’s “directly related to a student,” includes grades and attendance information. Students must request in writing that the Lead Instructor make their files available for inspection.

FERPA protects a student’s educational record, regardless of how the record is maintained and who maintains it. An educational record consists of paper as well as electronic data. Besides grades, it typically includes test scores, comments, evaluations and similar assessments about a student, maintained by an instructor, counselor or any other school official. FERPA prohibits any person connected with the institution—including administrators and faculty—from improperly disclosing student information. At institutions of higher education, students may authorize the release of their educational records—but only the student has the exclusive right to decide whether or not to authorize the release. This means that, in most cases, even a student’s parent may not demand the release of the student’s educational record. Moreover, students’ access to their own educational records—as well as the right to limit disclosure of those records—continues even after they graduate or otherwise leave the institution.

There are some circumstances however where educational records may be released without a student’s permission. For instance, records may be disclosed to other school officials—including teachers, within the institution—whom the institution has determined to have legitimate educational interests. An institution may also release educational records in response to either a judicial order or a lawfully issued subpoena. Under limited circumstances, records may be released to appropriate parties in connection with an emergency—but only if the information is necessary to protect the health or safety of the student or other individuals. Occasionally, a school official may be asked, or volunteer, to write a letter of recommendation on behalf of a student. This usually wouldn’t require the student’s written release or authorization. But if the letter includes information that falls within FERPA’s definition of educational records—such as grade point average or class ranking—the student’s consent to include such information would be necessary.

The U.S. Department of Education is charged with enforcing FERPA and it has created a detailed complaint procedure for those who feel an institution has violated their FERPA rights. It is important then for anyone with access to students’ educational records, to use care when sharing such records.

To ensure that student records are not accessible to other students or unauthorized individuals, instructors and other school officials should exercise caution in the way student records are maintained.

Under FERPA, an institution must keep personally identifiable information in a student’s education records in a confidential manner. The term “education records” includes records that are directly related to a student and maintained by either the institution or a party acting for the institution.

As of January 3, 2012, the U.S. Department of Education’s FERPA regulations expand the circumstances under which your education records and personally identifiable information (P.I.I.) contained in such records—including your Social Security Number, grades, or other private information—may be accessed without your consent. First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities (“Federal and State Authorities”) may allow access to your records and P.I.I. without your consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that is “principally engaged in the provision of education,” such as early childhood education and job training, as well as any program that is administered by an education agency or institution.

Second, Federal and State Authorities may allow access to your education records and P.I.I. without your consent to researchers performing certain types of studies, in certain cases even when we object to or do not request such research. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive your P.I.I., but the Authorities need not maintain direct control over such entities.

In addition, in connection with Statewide Longitudinal Data Systems, State Authorities may collect, compile, permanently retain, and share without your consent P.I.I. from your education records, and they may track your participation in education and other programs by linking such P.I.I. to other personal information about you that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.

Students May File a Complaint Alleging FERPA Violation

Students alleging violations of FERPA may file a complaint with the US Department of Education at the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8820

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Default Prevention and Management
Career Training Academy has determined that administering a Default Prevention and Management Plan provides all of our students with activities, techniques, and tools designed to promote student success when borrowing loan funds and to help reduce student loan defaults in the William D. Ford Federal Direct Loan program. CTA has implemented nine default prevention and management activities, some through a third party, that include: entrance counseling, financial literacy for borrowers, communication across campus, exit counseling, timely and accurate enrollment reporting, NSLDS date entered repayment report, late stage delinquent assistance, loan record detail report data review, and analyze defaulted loan data to identify defaulter characteristics.

Academic Standards

ATTENDANCE POLICY REQUIREMENTS
Excessive absence interferes with the successful completion of a course of study and diminishes the quality of group interaction in class. To encourage students to accept their attendance obligation, daily attendance, participation, and unannounced quizzes will be part of each student’s course grade. Students are expected to attend all classes and are requested to call their instructors when absent. Class attendance and engagement in the learning process are critical factors in determining students’ success in their courses. CTA students are expected to attend all class sessions of courses in which they are enrolled, and, students are responsible for all material presented in class sessions of these courses. Expected attendance performance is defined as attending at a rate of 85% or better. Any student not maintaining attendance of 85% or better per module will be placed on an attendance concern review and will remain under concern until the level of 85% is attained.

Students who are on attendance concern review are considered to be making satisfactory progress provided they are in compliance with the published Satisfactory Academic Progress policy defined in the catalog; therefore, Title IV funds will be eligible for disbursement during a period of attendance probation. A student who fails to maintain an 85% attendance rate may be able to continue to the next module if Satisfactory Academic Progress is being made. If the student demonstrates improvement to the expected minimum, the student will be notified in writing as to his or her concern status, which will include a specific make-up time schedule.

Students are required to complete 100% of their externship hours or 100% of their scheduled clinical time.
In the Massage Therapy-based programs, all contact hours including the hours listed for clinic are part of the required competency. Therefore, students are required to maintain a 100% attendance rate.

Excessive absences from the class, or lack of participation as stated in the syllabus, may be the basis for academic failure. A student who misses significant class time may be withdrawn from the course by the instructor. Students who are withdrawn by the school for poor attendance will receive a grade of F. Students are responsible for all course work missed. Students in the Massage Therapy based programs may not be considered eligible for graduation without completion of all scheduled hours on instruction, clinical, modalities, or other expected contact hours during their program.

Students receiving Veterans Administration educational benefits will have their attendance rate and absences reported as required and are reminded of their legal obligation to withdraw officially and to notify the VA Certifying Officials in the Financial Aid Office if there are any changes in enrollment status.

TARDINESS AND EARLY DISMISSAL
Lateness and early dismissals will be recorded on a daily basis; the length of time missed will be accumulated in absence time and counts against the expected 85% attendance rate for student progress. Students who are routinely late or habitually leave early will be prevented from attempting any make up quizzes.

In the Massage Therapy-based programs, all contact hours including the hours listed for clinic are part of the required competency. Therefore, students are required to maintain a 100% attendance rate.

MAKE-UP EXAMS AND COURSEWORK MISSED DURING A MODULE
Exams
Students who cannot take their regular exams as scheduled because of documented serious illness or compelling, unexpected circumstances may appeal for a make-up exam. The following are examples that are NOT considered compelling reasons to grant a make-up exam:

1. Lack of preparation,
2. Negligence,
3. Misinformation,
4. Planned vacations and other events
Make-up appeals are considered only for students who provide documentation of a compelling reason for missing the exam, owe no other work in the course other than the exam, have good records of attendance and participation, and are in good financial standing. The Lead Instructor and Campus Director consult over students’ academic standing in courses for which they have applied for make-up exams as part of the appeals process. Quizzes and in-class assignments, under normal circumstances may not be appealed and therefore, may not be made up. Make-up exams will be taken on the first available date and within one week of the scheduled exam and will be a completely different examination.

**Coursework Missed During a Module**
Due to the competency based nature of the curriculum general class/course work or projects must be made up prior to the end of the module or the specific course in which the work was missed will receive a grade of “F.” Completion of any assigned general class/coursework or projects after the end of the module will be subjected to 10% reduction in academic value.

There is no charge for the completion of make-up work.

**INCOMPLETE GRADE POLICY (DEFINED)**
An incomplete (“I”) grade signifies that all course requirements have not been met. If circumstances exist beyond the control of the student, as determined by the instructor, the following applies:

1. The instructor may assign a grade of “I,” provided the student has satisfactorily completed at least 70 percent of the course requirements and the student has a grade of at least C or 2.0 (satisfactory) in coursework up to that point in time. Students who receive an involuntary call to active military duty should consult with their instructors.

2. The “I” becomes an “F” at the end of the next academic module unless the grade is changed by the instructor to a letter grade earned from completion of the requisite work. The student is responsible for submitting a written request to be considered eligible for an “I” incomplete grade to their lead instructor for an extension period prior to the end of the last instructional day of the module they are attending. Extensions for completion of instructional work will only be approved for extenuating circumstances and only for a maximum of 1 module.

3. Students receiving a grade of “I” incomplete will NOT be re-enrolled for courses in which an “I” has been assigned.

4. When assigning an incomplete grade “I,” instructors MUST complete an “Assignment of Incomplete Grade” form. This will assist students in understanding the requirements for completing a course. It will provide necessary information in the event the instructor is not available to monitor the completion of the requirements and the deadlines required.

5. An “I” grade must be resolved with an appropriate earned grade prior to the student being eligible to attempt externships or be considered for graduation. Students may not graduate with an outstanding “I” grade or any “I” grade converted to an “F”.

“Incomplete” (“I”) grades will only be recorded in exceptional cases for reasons beyond the student’s control. Students in these circumstances must petition the instructor and should be prepared to present documentation that substantiates their case. “Incompletes” will NOT be granted in order to allow students to do extra coursework in an effort to increase their grades. The instructor will determine when all course work is satisfactorily completed. The “I” grade will be replaced by an earned grade after work is completed and graded. An incomplete “I” grade will immediately revert to a Failing “F” grade if the assigned work is not completed. When a student withdraws, all current “I” grades recorded on the transcript will revert to a grade of “F”.

**LEAVE OF ABSENCE**
The leave of absence policy covers both involuntary and voluntary interruptions. In most instances, with an approved leave of absence, a student may be absent from the campus without losing their rights to specific degree requirements under an earlier catalog. A student may submit a written request for an administrative or medical leave of absence (LOA) with appropriate documentation. The request must include the reason for the leave of absence. The total leave of absence cannot exceed 180 days within a 12-month period. A student will not be eligible for any financial aid while on an LOA. A request for an LOA must be approved by the Campus Director/ Director of Education. Leaves of absence will not be approved for students subject to disqualification or dismissal due to academic deficiencies or disciplinary action. Students who do not return to Career Training Academy at the conclusion of their planned and approved leaves, including students who enroll elsewhere without permission of CTA, will be considered to have withdrawn at the end of their last date of recorded attendance for the last scheduled module of regular enrollment.
Reasons for requesting a leave of absence may include but are not limited to the following:

• Health / injury
• Family emergency
• Job emergency
• Natural disaster
• Long-term jury duty
• Unique study/travel/enrichment opportunity
• Financial emergency
• Military service related commitments

This is an academic policy only. Failure to maintain a registered active status, even with approval of a leave, may affect a student’s financial aid eligibility. Career Training Academy is required by federal guidelines to report non-registered students as "not enrolled/withdrawn". Financial aid will not be available for students during a leave of absence and students on leaves of absence will not qualify for an in-school deferment.

Students should be directed to speak to a financial aid counselor prior to taking a leave of absence to understand how the leave will affect the student’s financial aid situation. Students are permitted to take one Leave of Absence while enrolled and must complete the request form prior to commencing a leave.

Students who are not approved for a Leave of Absence will be considered withdrawn.

WITHDRAWALS (DEFINED)

Course(s) Withdrawal

Abandoning a course(s) instead of following official withdrawal procedures will result in a grade of ‘F’ being assigned. A voluntary withdrawal from a course(s) must be initiated by the student by completing a Course Withdrawal Form that can be obtained from the Lead Instructor. The form must be submitted to the school within 10 class days of non-attendance in a row. Following the first day of classes a student may withdraw from all their courses until the midpoint of the module. Withdrawing from courses prior to midpoint of the module will result in the grade of "W" being assigned.

A student will only be provided a grade of "W" if they follow the withdrawal procedures defined in the catalog. Any grade of "W" as assigned will be replaced with an earned grade after returning to academic study and successful completion of the withdrawn course.

Under extenuating circumstances [defined by appropriate cause] after the midpoint [51% of scheduled academic time] of the module, a student may be granted a withdrawal without academic penalty. Typically, this involves medical reasons which are beyond the control of the student. Failing the course(s) is not to be considered extenuating circumstances. Students will not be allowed to withdraw for academic reasons. Students who are failing at the midpoint of the module and withdraw will be issued a grade of "F". All reported grades of "W" WILL and DO count towards attempted credits and/or clock hour calculations for the purposes of Financial Aid eligibility.

Students can be involuntarily withdrawn from their courses by the administration for academic reasons, financial or administrative reasons, and for violation of published catalog policies including:

• To protect the safety of the student and/or others or to protect the integrity of Career Training Academy learning environment
• For abandonment of academic study, clinical rotations, or externship assignment
• Under extraordinary and/or unforeseen circumstances
• After academic or disciplinary action that has a specified return date and the student has not returned by the specified time

Remember - If a student ONLY informs the instructor that he/she will not return to his/her course, this does not constitute as an official withdrawal from their course.

Examples of circumstances that when properly documented may constitute “appropriate cause” are as follows:

• Serious medical difficulty that prevents the student from completing the course(s)
• Serious psychological difficulty that prevents the student from completing the course(s)
• Unanticipated major life events (such as the death of a close family member—usually a member of the student’s immediate family)
• Disabling accident; sexual assault; military service; lost job/income; etc. that prevents the student from completing the course(s)
• Administrative reasons, such as a material mistake made by a Career Training Academy Official (for example, inaccurate advice from a faculty member or advisor that led to the student’s decision to remain in the course beyond the official drop date), with supporting documentation

ACADEMIC STANDARDS
Examples of circumstances that usually do not constitute “appropriate cause:”

- Interfering circumstance(s) occurred before the deadline for withdrawal from courses, unless there is clear documentation of a significant worsening of the interfering circumstance(s) after the deadline
- Course(s) is/are too demanding
- Illness/circumstances that did not prevent the student from completing the course(s)
- Change in major/educational goals
- Missed the deadline for withdrawal, unless there is clear documentation of an unsuccessful attempt to withdraw from the course that failed because of a technical malfunction that was the fault of Career Training Academy
- Lack of awareness of or familiarity with relevant rules and deadlines for dropping and withdrawing

Students who abandon their academic studies without documentation are not provided a grade of “W”. Abandoned classes result in an “F” grade on transcript.

All students are responsible for submitting the Course Withdrawal form to the Lead Instructor to be withdrawn from class(es). If a student is unable to continue attending the class(es) for which they are scheduled, it is the student’s responsibility to submit a request to be withdrawn by using the “Request for Course Withdrawal” form.

Selective course withdrawals are a student’s request to be withdrawn from one or more courses currently attending in the module, while keeping other courses for credit and grades from the same module. Partial module withdrawals involve differential treatment of academic requirements. In addition to meeting the “appropriate cause” standard discussed above, selective course withdrawals require the student to demonstrate that her/his inability to meet academic requirements materially differed from course to course. A student’s failure to satisfy the listed requirements will result in a grade of “F” on the transcript for the selected course withdrawal.

Requests for course withdrawals must be completed on the required form containing all the information requested on the form. Withdrawal requests must be received in the Director’s office prior to the mid-point of the module. Requests received after the mid-point will be denied and a grade of “F” will be assigned.

If you withdraw from a course during the first TWO weeks of the module, you may be eligible for a tuition refund as outlined in the refund policy defined in the catalog and on the enrollment agreement.

- The Request for Course Withdrawal form will be available the day after the add/drop period through the 51% point of each module within the term.
- If you do not submit your Request for Course Withdrawal form, you will remain on the roster for the entire module and will receive the grade earned in that class. There are no retroactive requests for course withdrawal.

**FULL ACADEMIC WITHDRAWAL FROM CAREER TRAINING ACADEMY**

Students can fully withdraw from Career Training Academy by completing the Official Withdrawal Form that obtained from the Campus Director or Lead Instructor. The official date of withdrawal is the date the withdrawal request is initiated and signed by the student. Refunds and grades will be determined by this date in accordance with Career Training Academy withdrawal policy.

An involuntary program withdrawal/full academic withdrawal is initiated by the school after fourteen (14) calendar days of non-attendance in a row during a module. Students who fail to withdraw, abandon their academic study, fail to report while on externship, or otherwise, fail to commence academic study after a module is complete are considered fully withdrawn from Career Training Academy. The issued “F” grade for involuntary or unofficially withdrawing from Career Training Academy can only be replaced with an earned grade after re-admittance to academic study and the full completion of the academic requirements of the module. Students can appeal the Involuntary Withdrawal through the appeal process procedures within ten workdays after the withdrawal was completed.

Re-entry into a program requires the approval of the Campus Director (See Re-Admission Policy). Students may re-enter within 6 months of program withdrawal and not be required to pass competency exam(s). Beyond 6 months, an evaluation test may be given to determine the mastery of courses.

**NOTE:** All students using Financial Aid and VA benefits be aware, dropping your course or program may have a negative impact on your overall awards and benefits.

Students remain fully responsible for any remaining costs of courses for which they withdraw. All requests must be accompanied by appropriate documentation.

**CERTIFICATION AND LICENSURE**

Individuals who have been found guilty of a crime or pleaded guilty to a crime may not be eligible to take professional licensure or certification examinations. Students who have been charged with or convicted of a felony may have difficulty finding an externship, successful completion of externship is a requirement of graduation for health career students, or procuring a job as many medical facilities conduct background checks. State and professional association rules vary by location and profession. It is the student’s responsibility to carefully research the licensure or certification requirements in the state(s) where the student intends to seek licensure or certification. These eligibility requirements, responsibilities, and possible restrictions apply to all program certification and licensure information that follows:
Dental Assistant Diploma Program
To practice as an Expanded Function Dental Assistant (EFDA) in Pennsylvania, a graduate must be certified by the State. You may not practice as an expanded function dental assistant in the Commonwealth of Pennsylvania until you have successfully completed the examination and the Board has issued your EFDA certificate.

Individuals found guilty of a misdemeanor (other than parking or minor traffic violations) or any felony in the courts of the Commonwealth of Pennsylvania, or any other state, federal or territorial court or the courts of another country will be reviewed by the State Board of Dentistry on a case by case basis. [“Been found guilty” includes a finding or verdict of guilt, an admission of guilt or a plea of nolo contendere.] The Commonwealth of Pennsylvania requires that any employee in a dental office other than a licensed dentist or dental hygienist who will be performing radiologic procedures as auxiliary personnel must take and pass the Dental Radiologic Procedures exam. This exam is not necessarily limited to dental assistants.

Massage Therapy Program
To practice as a massage therapist in Pennsylvania, a graduate must be certified by the State. Graduates may apply for a temporary permit to work between graduation and successful completion of certification examination.

Any Massage student who has been charge with or convicted of felony may have difficulty obtaining licensure or procuring a job. A background check is requirement to be submitted with the application for licensure as a Massage Therapist upon graduation.

All Massage graduates will be required to take and pass a certification examination in order to be licensed in the State of Pennsylvania.

ADVISING
Career Training Academy® has a successful mentoring program. Each student is assigned a mentor upon starting class. Mentors are available to discuss academic problems and can offer suggestions for improvement and should be a student’s first approach to solving a concern. Personal problems also may arise at times. Mentors may be able to recommend individual service agencies for help.

Students who are having academic difficulty or need additional academic assistance may request tutoring and academic advising through the student’s mentor.

Career Training Academy® recognizes that ongoing personal and school-related issues might adversely affect the lives and academic performance of its students. Early identification of personal and school-related problems may provide an opportunity for the student to reduce or eliminate a burdensome problem. This program provides an opportunity for the school to increase morale and student effectiveness as well as increasing retention and graduation rates.

To obtain these benefits that are mutual to the student and the school, the school offers, on a confidential and voluntary basis, the Student Resource Services program to all students. The program includes telephone counseling and coaching, resources, a specialized website with tools and individualized counseling services for dealing with personal issues. Counselors and clinicians from the Student Resource Services provide information, immediate help, short-term counseling, and/or referral to community agencies. This service is provided to the student 24 hours per day, 365 days per year. The initial contact made by the student is to a licensed, trained counselor who has a minimum of a master’s degree. Follow-up and monitoring of all Student Resource Service calls are done by Student Resource Services. In order to deliver the service to the students, Career Training Academy® distributes posters, brochures and wallet cards for the students’ information. Student Resource Services provides monthly reports to the school regarding the utilization of the service by students. These reports contain no specific student information; the use of the service by a particular student is confidential to everyone involved and privacy issues are maintained.

TUTORING SERVICES
Tutoring services are scheduled by the Lead Instructor every module. A calendar is created with specific days and times that tutoring services are available for any student. Students also have the option to schedule a one-on-one tutoring session with an instructor for flexibility purposes. Additionally, there are four designated make-up days at the end of each module when students can work with instructors and make-up missed work and/or re-mediate any area of concern or skill. There is no additional charge for tutoring or make-up time.

PERSONAL CONDUCT POLICY
Students may be placed on probation or be terminated if, in the opinion of the Lead Instructor or the Campus Director, the conduct warrants this action. Personal misconduct is any act which occurs on any Career Training Academy occupied premises, at Career Training Academy sponsored or supervised functions or events, which adversely affect the good order, discipline or reputation of Career Training Academy. Violation of Career Training Academy’s personal conduct policy will result in disciplinary action as necessary, which includes, but is not limited to, written warning and/or termination. Termination may occur for offenses that in the opinion of the Campus Director warrant such action including repeated probationary periods.

Personal misconduct includes, but is not limited to the following:
1. Actual or threatened physical violence or causing an injury to any person (including self).
2. Illegal, immoral, or disruptive acts which endanger the health or safety of any person or disturbs the peace or the orderly process of education.
3. Engaging in individual or group conduct that is violent, abusive, indecent, unreasonably loud, or otherwise disorderly that disturbs the peace or the orderly process of education.

4. Physical abuse, verbal abuse, threats, intimidation, harassment, coercion, or other conduct which threatens or endangers the health or safety of any Career Training Academy personnel or students.

5. Hazing of any kind.

6. The use, possession, or keeping of any firearm, weapon or explosive including but not limited to air pistols, BB guns, stun guns, pepper spray, paint guns, soft pellet guns, ammunition, fireworks, knives, martial arts equipment, archery equipment or any hazardous substance.

7. Taking, possessing, or destroying of another student’s notes or materials, including computer file materials.

8. Unauthorized entry into, or alteration of, any Career Training Academy electronic records.

9. Theft, abuse or misuse of computer account privileges, equipment, software, or network resources.

10. Reporting or announcing the presence of a fire, bomb, or explosive device without good reason to believe the facts reported are true.

11. Possession, use, distribution, or sale of any narcotic, dangerous drug, or controlled substance or paraphernalia, which is not legally prescribed to the individual involved. (This is in compliance with the Drug Free Workplace Act of 1988 and the Drug Free Schools and Community Act Amendments of 1989, as defined under the Pennsylvania Controlled Substance, Drug, Device, and Cosmetic Act 64 of 1972).

12. Attempted or actual theft of or damage to any property of Career Training Academy personnel or students.

13. Any form of harassment. Career Training Academy’s Code of Conduct prohibits sexual harassment, sexual violence or any other inappropriate behavior toward any student, client or staff member.

14. Entry into or use of any Career Training Academy facility or grounds without authorized approval. This includes the unauthorized possession, duplication, or unauthorized use of keys, locks, key cards, and/or ID cards.

15. Participating in illegal gambling.

16. Possession or consumption of alcoholic beverages.

17. Being under the influence of alcohol or illicit drugs.

18. Smoking and use of tobacco products, except in authorized designated smoking areas.

19. Failure to comply with the directives of Career Training Academy employees acting within the scope of their duties.

20. Violations of any written Career Training Academy rules or policies. Refer to Policies and Procedures section of this Catalog, and the Career Training Academy Consumer Handbook.

21. Violation of any federal, state, or local laws. 22. Violation of Career Training Academy probation.

23. Aiding, abetting, or procuring another person to engage in any of the aforementioned activities.

24. Termination may occur for cheating, fighting, disorderly conduct, harassment, plagiarism, copying work or written text from any source, including the internet, without properly crediting the source of information.

CAREER TRAINING ACADEMY HONOR PLEDGE AND POLICIES

The Honor Pledge

Career Training Academy recognizes its students as responsible and dedicated men and women who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. I hereby accept membership in the Career Training Academy (CTA) and, with full understanding of the responsibilities inherent in membership, do agree to act with intellectual independence, personal integrity, honesty in all relationships, and consideration for the rights and well-being of others, and to abide by all CTA regulations. The Honor Pledge incorporates Career Training Academy student conduct policies, except where inconsistent. The requirements apply in person, on externship site assignments, and at School-sponsored events. A copy of the pledge will be provided to each student. Honor Pledge Policies Reporting Obligation If a student, faculty member, or staff member of Career Training Academy has reason to believe that a violation of the Honor Pledge occurred in any forum or place, under any circumstance or means, it is that individual’s obligation to report it to the Lead Instructor, Title IX Coordinator or Campus Director. The Lead Instructor, Title IX Coordinator or Campus Director will complete an Incident Report. Please be reminded of the seriousness of such allegations and understand that initiating a formal report is a serious matter and deserves due consideration of the possible consequences. Adjudicating Alleged Violations of the Honor Pledge Career Training Academy reserves the right to take necessary and appropriate action to protect the safety and well-being of its School community. Such action may include pursuing disciplinary action for any
violation of commonwealth or federal law – on or off campus – that affects the School’s educational interests. Student Conduct Committee Review Alleged violations of the CTA Honor Pledge (except for allegations of prohibited conduct under the school’s Campus Sexual Misconduct Policies) will be forwarded by the Campus Director to the Student Conduct Committee for review and hearing. Allegations of prohibited conduct will be investigated and adjudicated in accordance with the procedures set forth in the Campus Misconduct Policies. The Student Conduct Committee may be composed of representatives from the campus, including but not limited to appropriate subject matter lead instructor and/or Education Director, Campus Director, and, Vice President of Academic Affairs, one student representative, and a representative of CTA administration. At the time, date, and location scheduled, the Student Conduct Committee in accordance with procedural fairness will moderate the hearing.

Each hearing shall include:
• Introduction of all parties
• Review of confidentiality expectations
• Review of the charges • Brief opening statement by the complainant, if applicable
• Questions by the members of the Student Conduct Committee and respondent
• Brief opening statement by the respondent
• Questions by the Student Conduct Committee and complainant
• Presentation of witnesses, if applicable, by the Committee, complainant, and respondent
• Closing statement by the Committee, complainant, and respondent
• Closing statement by the respondent including recommendations for action
• Private deliberation of the Student Conduct Committee to determine appropriate sanctions
• Sharing of prior violations if the student is found responsible and prior violations exist
• Review of the findings of “responsible” or “not responsible”
• Review of Student Conduct Committee findings and sanctions, if applicable

Communicating Findings
The written findings of the Student Conduct Committee and recommended sanction(s), if any, will be documented in a formal letter from the Campus Director to the respondent within 5 business days of the hearing. Records of the hearing outcomes will be maintained in the student’s official School file.

Disciplinary Sanctions Violation of the Honor Pledge may result in the imposition of one or more of the following disciplinary sanctions:
• Dismissal from Career Training Academy • Suspension from Career Training Academy for a specified time period
• Written reprimand retained in the student’s official School file
• Any other sanction the Vice President & Dean of Academic Affairs finds just and appropriate under the circumstances, e.g., mandatory failing grade in all courses involved for issues of academic integrity

Appeals Process The student has the ability to appeal the Student Conduct Committee’s sanctions and/or findings.

Upon receipt of a written appeal by a student, the Committee will:
• Convene within 5 working days to review the written appeal from the student, review the case file, and findings
• Determine to uphold, revise, or rescind the initial decision
• Notify student in writing of the final decision within 5 working days

The Student Conduct Review Appeals Committee will be comprised of the members of the Career Training Academy senior leadership team, i.e. the President, Vice President and Dean of Academic Affairs, Vice President of Admissions, and Controller. Members of the Student Conduct Committee do not participate in the appeals process.

DISCIPLINE/DRUG POLICY
Alcohol and Other Drugs Policy
Career Training Academy is committed to freedom from illegal drugs, abuse of legal drugs, alcohol use on School property, as well as alcohol and drug use outside the School which adversely affects learning and student performance. In its effort efforts to safeguard the workplace, school property, and students from the effects of drug abuse, Career Training Academy strives to respect the privacy of students and employees while offering assistance towards helping those who have problems. Studies have shown that use of illegal drugs and abuse of alcohol increases the potential for accidents, absenteeism, tardiness, unsatisfactory performance, poor moral and damage.

Career Training Academy has developed a program to prevent the illicit use of drugs and the abuse of alcohol by students and employees. The program provides services related to drug use and abuse including dissemination of informational materials, educational presentations, counseling services, referrals, and school disciplinary actions.
Available Assistance for Abuse Problems

The Campus Director provides an overall coordination of the Drug-Free School Program. However many services are the responsibility of other areas or individuals, these include:

- Alcohol and Drug Education — Lead Instructor, E4Health’s Well Connect Student Resource Services
- Referral and Counseling Services — Lead Instructor, E4Health’s Well Connect Student Resource Services
- School Disciplinary Actions — Student Conduct Committee, Vice President & Dean of Academic Affairs

Career Training Academy is here to assist students by providing an outlet and to assist in their learning about the many aspects of alcohol and other drug consumption. If you have questions regarding alcohol and other drug education, or feel uneasy about your own alcohol or drug consumption, feel free to contact E4Health’s Well Connect Student Resource Services by phone at 866-640-4777 or the website at http://www.e4healthinc.com/student-resource-services/. Reference CTA’s School Code: J835 when contacting E4Health’s Well Connect Student Resource Services.

Drug-Free Workplace Policy

Career Training Academy strongly supports the Drug-Free Workplace Act of 1988. Career Training Academy prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, as listed in Schedules I through IV of Section 202 of the Controlled Substances Act (21 U.S.C. 812), on the properties of Career Training Academy. Violations of such prohibitions on School premises, or off-campus while conducting School-related business can result in disciplinary action up to and including termination or expulsion. Although Career Training Academy does not act as an arm of the law, members of the campus community have no immunity from enforcement of the law. Career Training Academy does not and cannot deny access to its property to law enforcement agents seeking to uphold federal and Pennsylvania drug laws. The disciplinary policy of the School permits taking action beyond or separate from any which may be taken by civil authorities. Distribution and use of prohibited drugs may threaten the physical and mental health of the user, as well as the welfare of other students and the academic community. Career Training Academy encourages any individual facing a drug or alcohol problem to seek prompt treatment. Counseling and referrals are available for members of the campus community through an arrangement with E4Health, Well Connect Student Services.

Career Training Academy® does not permit the students or staff to be under the influence or use illegal drugs or alcohol in the facilities or on the property. Any infraction of this policy as stated in the Drug and Alcohol Free Workplace Policy signed by all students and employees yearly will result in immediate dismissal from the School. Those individuals seeking drug or alcohol counseling may contact the Campus Director or the agencies listed below:

<table>
<thead>
<tr>
<th>Alle-Kiski Drug and Alcohol Program (New Kensington Campus)</th>
<th>Contact Pittsburgh (Monroeville and North Hills Campuses)</th>
<th>Gateway Rehab (Monroeville and North Hills Campuses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2120 Freeport Road</td>
<td>412-820-4357</td>
<td>24-Hour Contact Line</td>
</tr>
<tr>
<td>New Kensington, PA 15068</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(724) 339-6860</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please refer to the Drug and Alcohol Abuse Prevention Program Handbook for complete policies and prevention planning.

STUDENT EVALUATION

The progress and quality of students’ work is measured by a system of letter grades and grade percentages and points. The meaning of each grade and its equivalent percentage of point value is as follows:

<table>
<thead>
<tr>
<th>GRADE</th>
<th>POINT VALUE/DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (90 - 100%)</td>
<td>4.0</td>
</tr>
<tr>
<td>B (80 - 89%)</td>
<td>3.0</td>
</tr>
<tr>
<td>C (70 - 79%)</td>
<td>2.0</td>
</tr>
<tr>
<td>D (60 - 69%)</td>
<td>1.0</td>
</tr>
<tr>
<td>F (Below 60%)</td>
<td>0.0</td>
</tr>
<tr>
<td>TC</td>
<td>Transfer Credit</td>
</tr>
<tr>
<td>I (Incomplete grade 0% value)</td>
<td>0.0</td>
</tr>
<tr>
<td>W (Withdrawal)</td>
<td>0.0</td>
</tr>
</tbody>
</table>
GRADE POINT AVERAGE CALCULATION

The final grade point average is calculated as follows:

- Quality Points = Grade Point Value for each course multiplied by the # of Credits for the course
- GPA = Sum of all the Quality Points divided by the total # of credits attempted

<table>
<thead>
<tr>
<th>Course</th>
<th>Grade</th>
<th>Value</th>
<th>Credits</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math</td>
<td>A</td>
<td>4.0</td>
<td>3.0</td>
<td>12.0</td>
</tr>
<tr>
<td>English</td>
<td>C</td>
<td>2.0</td>
<td>6.0</td>
<td>12.0</td>
</tr>
</tbody>
</table>

GPA = 24 Quality Points/9 credits = 2.67

Students are evaluated during each course and are provided progression reviews to ensure that all required competencies are satisfactorily performed according to the Competency Check Lists for each module. In order to enhance a student’s professional development, students are evaluated through a Participation Grade which is given to each student at the end of each class/course and is included in the class/course grade. This grade is based on daily class participation, attendance, professionalism, and adherence to school rules. The Participation Grade is designed to help the student develop a professional attitude. Students who fail to meet the expected 85% attendance rate will have a final grade reduction equal to 10% of their final grade calculation.

Students may be subjected to a re-take of a core competency based course if the final grade earned is below a “C”.

CLOCK HOUR TO CREDIT HOUR CONVERSION

Career Training Academy assumes that when registering for a program, the student accepts responsibility for full attendance in all classes and lab activities. Academic class hours are computed on a quarter credit basis. For degree programs and non-degree programs that are fully transferrable into a degree program, a credit hour is defined as not less than (1) one hour of classroom or direct faculty instruction and a minimum of activities as established by Career Training Academy including laboratory work, externships and other academic work leading to the award of credit hours.

Diploma programs that are not fully transferrable into a degree program are measured by clock hours for all classroom lecture and laboratory activity. A clock hour is a period of 60 minutes including a minimum of 50 minutes of supervised instruction. The academic year at Career Training Academy is defined as a minimum of 30 weeks of instructional time. A quarter is 10 to 12 weeks of instruction and a full-time student is defined as enrolled in at least 12 quarter credits in a quarter.

SATISFACTORY ACADEMIC PROGRESS (SAP) - ACADEMIC PROBATION

Grades are earned and recorded at the end of each module. Academic Progress for the purposes of Financial Aid Eligibility is measured at the end of each term as defined by the catalog for the program of study the student is attending. All students are subjected to a minimum of one [1] satisfactory academic progress evaluation. Students who attend programs greater than two [2] terms will be subjected to additional Academic Progress reviews. Any student, who exhibits failing grades in any class/course or is unable to satisfactorily perform required competencies, is required to meet with the instructor and the Lead Instructor for their curriculum.

Students who fail to maintain a 2.0 cumulative GPA and/or fail to earn 66.7% of the scheduled hours and/or quarter credits will be defined as failing to meet academic progress and will be subjected to a probationary status or dismissal. Federal regulations require that students receiving financial aid maintain Satisfactory Academic Progress; however, all students are evaluated with the same set of standards. Students are notified in writing at the end of each term [4 modules in Medical based programs or 3 modules (318 clock hours) in Massage based programs] as to their academic status. Students who are not meeting published Academic Progress Requirements will be subjected to additional evaluations.

If, at any point, during a student’s academic study they complete a module with an earned Grade Point Average (GPA) that is less than 2.0 they will be considered as performing at an unsatisfactory completion level. Students whose academic performance is determined as unsatisfactory, or who have failed to demonstrate competency, may be subjected to an academic progression review depending on the final grade posted. Students who fail to earn a grade of 2.0 in any course defined as a core course will be required to retake the course. Students with any course grade less than a 2.0 will be given a progression review and will be permitted to continue academic study after review with the Director. In order to graduate, a student must have achieved an overall cumulative grade point average of 2.0 upon completion of their program.

Students who wish to appeal a final grade may file a request with the Campus Director. All appeals will be reviewed by committee.

All recorded grades of Failing, Incomplete, and, Withdrawal will be replaced with grades attained after repeating the specific classes/courses. Each attempt at a course for completion will count towards the maximum number of attempted quarter credits or clock hours allowed for a program of study. Students are allowed to attempt a course for credit twice without appeal. Students that fail to earn a passing grade after two [2] attempts will be dropped from academic study and will have to request consideration for Re-admission. Students are prohibited from receiving Federal Financial Aid funds for attempting a course twice within the same term. Students who are scheduled to repeat or retake a course within the same academic term will be subjected to reductions in Title IV eligibility. Students who, upon completion of a term, fail to earn a cumulative GPA of 2.0 and/or fail to earn 66.7% [two thirds] of the scheduled quarter credits or clock hours will be placed on Academic Probation for the next term. Students placed on probation will be
subjected to an additional Academic Progress evaluation at the 50% point of the program's maximum length as defined as 1.5 times the required credits or clock hours. Once the student has achieved a 2.0 or better, the student will be removed from academic probation. However, if after the course attempts are completed and the student failed to obtain the required 2.0 GPA cumulative average, the student will be dismissed from the school. For re-entrance to the school, see Readmission Policy.

The maximum time frame allowed for completion of a student's program, and, for the student to remain eligible for federal funds, is 1.5 times of the total credit hours [or clock hours] required to complete the program. Students must be progressing towards the completion of the program within a specified time frame (as defined by the Graduation Requirements). In order to progress, a student must have successfully completed, with a 2.0 cumulative GPA or better, at least 66.7% of the credit hours attempted at any evaluation point. Continued Financial Aid payments only will be made upon satisfactory completion of each term as defined in this catalog for the student's program of study.

- If a student exceeds the maximum time frame, he or she will be dismissed from school.
- If a student does not meet the academic progress requirements after probation is issued all future Title IV Financial Aid will be terminated.

When a student's Financial Aid eligibility is affected by academic progress, an appeal may be made to the Campus Director and the Financial Aid officer. If unresolved, all parties will discuss the eligibility question with the President who will take appropriate final action.

Career Training Academy monitors student completion throughout the progress of each student attending any of the academic programs offered.

Each student is expected to maintain a pace of progression that insures a student completes within maximum time frame of 150% of the scheduled/required quarter credits and/or clock hours. Maximum Program Length (MPL) is defined as 150% of the scheduled quarter credits or clock hours. Any student failing to maintain the published attendance progress will be subjected to MPL rules.

**Example:**
- 636 scheduled clock hours must be completed within 954 scheduled clock hours
- 116 quarter credit hours must be completed within 174 scheduled quarter credits

All scheduled modules of academic study that a student records at least one [1] day of attendance will count towards attempted credits.

**CHANGE OF STATUS**

The school keeps records on each student; therefore, important changes such as address, phone number, marital status, emergency numbers and names should be kept current. It is a student's responsibility to report changes in name, permanent address, or permanent phone number to the Registrar's office. Students must report all status changes to the Lead Instructor or Director in a timely manner. The name on a student record should be the student's complete and legal name. Career Training Academy reserves the right to require adequate and appropriate documentation when evaluating and processing all name change requests.

**Student status changes include:**
- Withdrawal with expected return.
- Withdrawal without expected return.
- Leave of absence with expected return. This option must be exercised if the student will not be enrolled in classes for one or more semesters.
- Dismissal.

Student status changes must be entered into the student information system in order to inform service departments (e.g. Enrollment Services) so they will be able to handle student information correctly.

**Please note that changing your status may affect the following:**
- If you have Financial Aid, your aid may be affected.
- Satisfactory Academic Progress for federal, state or institutional financial aid. Please refer to the Catalog.
- If you receive Veterans Benefits, or funding from a source other than Financial Aid, your benefits may be affected.

**PROGRAM CHANGES**

The school reserves the right to make necessary changes in curriculum, costs, schedules, requirements, regulations, and other pertinent information as it deems appropriate. Academic programs offered by Career Training Academy are regularly reviewed by the Vice President and Dean of Academic Affairs and the faculty to ensure program quality and to identify actions needed for improvement. Changes are made to existing programs through curriculum review processes. Students are notified of any curriculum changes in writing at the time of their approval.
TRANSFER OF PROGRAMS
A student currently enrolled in any program who wishes to transfer to another program must notify the Lead Instructor or Director in writing. The transfer request must take place prior to beginning the next module of classes scheduled. Once the next level of classes has been started for a program, a student may not request to transfer into the program. A Transfer up fee of $30.00 will be charged to the student for a change of program. A Transfer down fee of $500.00 will be charged to the student for a change of program. The Transfer fees are charged to maintain the integrity of the program. A new enrollment agreement must be completed and current tuition and other charges apply. Transferring down may adversely affect Financial Aid eligibility.

The Medical Assistant diploma program may be transferred in its entirety to the Medical Assistant Comprehensive Degree (AST) Program. The Therapeutic Massage Technician diploma program and Comprehensive Massage Therapist diploma program may be transferred in each program’s entirety to the Advanced Bodyworker Degree (AST) Program. [Completion of all required clock hours must be confirmed prior to transfer.]

The Health Insurance Claims Examiner/Medical Biller diploma program may be transferred in its entirety to the Advanced Medical Coder/Biller Degree (ASB) Program.

APPLICATION FOR GRADUATION
Students who plan to graduate are required to complete the Graduation Application form with the assistance of their Lead Instructor. Completed applications are to be submitted to the Campus Director for approval.

• The application deadline for medical programs is always set as one month prior to completion of externship before the planned graduation term.
• The application deadline for massage programs is always set as one MOD prior to completion of the program of study before the planned graduation term.

GRADUATION CLEARANCE
1. Graduation clearance is conducted when the student has completed all of the studies, received final evaluations and completed their Externship.
2. After all study has been successfully completed and evaluated, the Lead Instructor will review the academic records and forward a recommendation for graduation to the Campus Director. Academic clearance is obtained after the Campus Director reviews the complete academic record, ascertaining that the studies in the program are completed.
3. Financial clearance is obtained after student accounts reviews the student's financial status, ascertaining there is no balance due.
4. After both academic and financial clearances have been completed, the Campus Director assigns an official graduation date for the student.

A student may receive a diploma at the end of any term in which all program requirements are fulfilled. The diploma will bear the date that all program requirements were met. Students are assessed a $50 graduation fee.

GRADUATION REQUIREMENTS
To graduate a student must adhere to the following:
1. Complete all required academic course work with the required cumulative grade average, the required quarter credit hours and/ or the required clock hours as indicated for each specific program.
2. Remove all I and W grades with a successful completion of all academic curriculum components with the required 2.0 GPA or better.
3. Remove all failing grades with a successful completion of all academic curriculum requirements.
4. Comply with the Satisfactory Academic Progress Policy.
5. Maintain the expected satisfactory attendance requirements.
6. Satisfy all outstanding financial obligations to the school. AND
7. Successfully meet all competency requirements.
• Upon successful completion of the Medical Assistant Comprehensive Program and the Advanced Bodyworker Program, the student will be awarded an Occupational Associate in Specialized Technology (AST) degree.
• Upon successful completion of the Advanced Medical Coder/Biller Program the student will be awarded an Occupational Associate in Specialized Business (ASB) degree.
• Upon completion of the Dental Assistant Program, Health Insurance Claims Examiner/Medical Biller Program, Medical Assistant Program, Therapeutic Massage Technician, or Comprehensive Massage Therapist Program, the student will be awarded a diploma.
A Graduation Ceremony is held annually in July

<table>
<thead>
<tr>
<th>Program</th>
<th>Grade Average</th>
<th>Quarter Credit</th>
<th>Maximum Credit</th>
<th>Maximum Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Bodyworker – Day</td>
<td>2.0 or better</td>
<td>129.5</td>
<td>194.25</td>
<td>23.25</td>
</tr>
<tr>
<td>Advanced Bodyworker – Evening</td>
<td>2.0 or better</td>
<td>129.5</td>
<td>194.25</td>
<td>34.75</td>
</tr>
<tr>
<td>Advanced Medical Coder/Biller</td>
<td>2.0 or better</td>
<td>116.0</td>
<td>174.0</td>
<td>26.25</td>
</tr>
<tr>
<td>Comprehensive Massage Therapist – Day</td>
<td>2.0 or better</td>
<td>75.0</td>
<td>112.5</td>
<td>13.5</td>
</tr>
<tr>
<td>Comprehensive Massage Therapist – Evening</td>
<td>2.0 or better</td>
<td>75.0</td>
<td>112.5</td>
<td>20.25</td>
</tr>
<tr>
<td>Dental Assistant</td>
<td>2.0 or better</td>
<td>58.5</td>
<td>87.75</td>
<td>15.0</td>
</tr>
<tr>
<td>Health Insurance Claims Examiner/Biller</td>
<td>2.0 or better</td>
<td>68.5</td>
<td>102.75</td>
<td>15.75</td>
</tr>
<tr>
<td>Medical Assistant – Day</td>
<td>2.0 or better</td>
<td>48.0</td>
<td>72.0</td>
<td>12.75</td>
</tr>
<tr>
<td>Medical Assistant – Eve</td>
<td>2.0 or better</td>
<td>48.0</td>
<td>72.0</td>
<td>15.75</td>
</tr>
<tr>
<td>Medical Assistant Comprehensive</td>
<td>2.0 or better</td>
<td>96.0</td>
<td>144.0</td>
<td>24.0</td>
</tr>
<tr>
<td>Therapeutic Massage Technician – Day</td>
<td>2.0 or better</td>
<td>49.5</td>
<td>74.25</td>
<td>9.0</td>
</tr>
<tr>
<td>Therapeutic Massage Technician – Evening</td>
<td>2.0 or better</td>
<td>49.5</td>
<td>74.25</td>
<td>13.5</td>
</tr>
</tbody>
</table>

**EXTERNSHIP**

Externship is the final step in designated programs at CTA and is an opportunity for students to combine academic theory with career-related practical skills in a supervised setting. The externship experience is an extremely useful tool in preparing students to hone their skills and supplement their educational experience. Students will demonstrate new tasks and objectives related to their program of choice and will continue to apply advanced application of academic theory in the workplace.

The Externship Coordinators begin working with students three months prior to the scheduled externship course. Students attend two to three externship orientations/information sessions and are advised in the following areas: standards and expectations, conduct and professionalism, background checks, attendance, communication, confidentiality, supervision, tracking of hours, evaluation and grading, and the transition to employment. Because externships are considered a learning experience and must be successfully completed as a graduation requirement, students may not be paid. Upon completion of the required externship hours, each student meets with the Externship Coordinator for an exit interview to discuss their performance and feedback from the externship supervisor. All externship records are maintained by the Externship Coordinator at each respective campus. All externship agreements with local employers are maintained by the Director of Placement.

**PLACEMENT ASSISTANCE**

Career Training Academy's placement office is operated by the Director of Placement. The Director's sole objectives are to assist the Externship Coordinators with a student's seamless transition into an externship setting and, upon graduation, aid in placing students into positions that are suited to their specific skills and abilities that are directly related to their fields of study. During the course of the students' enrollment, the Director keeps in contact with the students to discuss relevant topics such as the importance of maintaining satisfactory attendance and respectable grades in order to obtain a successful job upon graduation. Additionally, the Director of Placement meets with faculty to keep them informed of the changing needs of companies and businesses in the community. Also available during a student's enrollment are a series of career development workshops. Each workshop addresses topics such as how to prepare a resume, networking techniques and job interviewing skills.

During externship, the Director meets with the students to carefully interview them and to obtain any pertinent information that might aid in placing the students in a permanent position upon graduation. At this time, the Director also obtains information as to the type of job the student would like to find, what particular skills they have excelled in during their program, and particular aspects of the training, if any, they preferred. All specifics and potential barriers, including transportation issues or part-time job schedules that may conflict with full time employment, are also documented at this time. The student is requested to submit their resume to the Placement Office as soon as it is updated with externship details. The Placement Office has a large pool of companies that it contacts regularly. A professional working rapport is maintained with these companies, thus resulting in their Human Resource personnel contacting the Director for prospective candidates when an opening occurs within their office. The Director is constantly making new contacts in the local and surrounding areas, helping to build a good working relationship in the overall community. Graduates are recorded each month along with employment status. Reports are generated from this data and utilized for follow-up purposes. By Pennsylvania law, no school may guarantee the placement of its graduates, but CTA makes every effort to help graduates every step of the way. All placement records are maintained with the Director of Placement and at each respective campus.
Student Information/Policies

LIBRARY/LEARNING RESOURCE CENTER
The school Library/Learning Resource Center (LRC) is available to all students during the school week. Career Training Academy subscribes to the Library & Information Resources Network (LIRN), which provides a core library collection with access to over 60 million journal articles, books, encyclopedias, newspapers, magazines, and audio and video clips that support all academic programs. The LRC is designed as an aid in educational development. Research databases and reference materials are made available to the student. Books may be checked out of the library and, in such cases, financial responsibility for the return of the book rests with the student.

Career Training Academy® is an approved participant in the ACCESS PENNSYLVANIA Project of the Pennsylvania Department of Education and the Office of Commonwealth Libraries. It facilitates resource sharing among libraries throughout the Commonwealth of Pennsylvania via the World Wide Web. Members of Access Pennsylvania include school, public, academic and special libraries throughout the state. Students have the ability to access references from all participants including electronic databases.

Computers with Internet access are available for student use Monday - Thursday 8:00 a.m. - 10:00 p.m. (when evening classes are running) and Friday 8:00 a.m. - 4:00 p.m. Career Training Academy® maintains a relationship with the Peoples Library in New Kensington, Andrew Bayne Memorial Library, Monroeville Public Library and the resource center at Community College of Allegheny County, Boyce Campus. Students are encouraged to utilize these facilities in addition to our on-site learning center.

UNIFORMS AND DRESS CODE
Career Training Academy provides professional guidance to students during the transition from student to working professional in their field of study. Career Training Academy requires strict adherence to the dress code in classrooms and clinical settings. Career Training Academy prescribes that adherence to dress code requirements is a core component of grading criteria in lab and clinical courses. All students, male and female, will be responsible for knowing and following the dress code requirements. Appropriate appearance is one component of a professional student. The purpose of this policy is to set a guideline for providing a safe and comfortable environment in which the faculty, students, and members of the health care community can be assured that professionalism will be provided. This policy applies to all students that enter.

General standards
- Clothing/scrubs must be kept neat and clean and fit properly.
- Shoes are to be appropriate for the job and be clean and polished. Non-noise-producing shoes without perforations are permitted provided they do not present a safety hazard in the clinical setting. Sandals, slippers, and flip-flops are not appropriate.
- Personal hygiene and grooming are essential and required. Use of deodorant is expected and fingernails must be an appropriate length.
- Hair must be kept neat, clean. Hair should in no way interfere with safety.
- Jewelry should be simple, not excessive and must not present a safety hazard.
- Make-up should be natural looking. Perfume, cologne, or after-shave should be worn in moderation in school related areas.
- Socks/hosiery must be worn.
- Men's mustaches and beards must be neatly trimmed.
- Tattoos are to be covered and not be visible during clinical hours.
- Jewelry associated with body piercing, with the exception of ear lobes, is inappropriate for wear during clinical hours.
- Tobacco products should not be visible through clothing.

Inappropriate attire:
- Denim blue jeans, sweat pants, and/or sweatshirts.
- Shorts or walking shorts.
- T-shirts without collars.
- Shirts with bare midriff, including sheer or revealing clothing.
- Low-cut shirts/blouses, low waist trousers/pants, including rolling down scrub pant waist bands.
- Clothing with bulky sleeves or pants which may become entangled with equipment or be dragged through body fluids.

Students are required to purchase the program uniforms and shoes through the school that must be worn throughout their training period. Students who are attending programs that do not require a school uniform must be in appropriate attire as defined by the Administration.

SMOKING
Smoking is prohibited on school premises. Smoking of cigarettes, cigars, pipes or other smoke-producing products within the school’s facilities is prohibited. This prohibition applies to all employees and students, to clients and other visitors.

Employees and students are encouraged to report violations of this policy to the Campus Director or Lead Instructor of the campus. A prompt investigation will be made and appropriate corrective action will be taken. Violators of this policy will be subject to disciplinary action, up to and including discharge/termination. There will be no retaliation against any employee or student who makes a good faith report of a violation of this policy to the appropriate person.
HOUSING
Career Training Academy® will assist students in their attempt to locate proper housing in either apartments or rooms in private homes. The institution does not provide any student housing.

PERSONAL PROPERTY
Valuables should be kept with students at all times. The school is not responsible for lost or stolen items.

PARKING
Students, Staff and Faculty of Career Training Academy® may park at the main school in New Kensington in lots designated by the city as free parking. Parking at the branch in Monroeville is within the Penn Office Building parking lot in the designated area at no charge. Parking at the West View Park Shopping Center is in a designated area which is within the property of the West View Park Shopping Center and at no charge. Students, Staff and Faculty who do not park in the area designated by administration are subject to towing and/or fines according to each location’s landlord or municipality.

VISITORS
Visitors are encouraged to tour the school; a school representative is available for this purpose. Visitors must register with the administrative office and are not permitted to disrupt classes. No children, parents, spouses, or other persons may be permitted in any classroom or clinical location at any time during normal course instructional hours.

NO SOLICITATION POLICY
Solicitations are disruptive to the mission of the school and are prohibited without written approval of the Director.

SOCIAL MEDIA
CTA embraces the new opportunities available to us through social media. All CTA’s campus use of social media must first be approved by the VP Marketing and Admissions. As employees and students of CTA, we must also avoid being perceived as an agent or representative of CTA or its branch campuses in our personal use of social media. This means that if your personal use includes a reference to CTA, or a branch campus, it is best to always make clear that your opinion does not represent those of Career Training Academy.

STUDENT USE IF ELECTRONIC & WIRELESS DEVICES
Guidelines for Students
Using electronic or wireless devices in the classroom is a privilege, not a right. The use of these devices in the classroom is permitted on a class-by-class basis at the discretion of the instructor. Instructors may, at their discretion, reduce points awarded for participation in class or other graded activities for the inappropriate use of electronic or wireless devices. This includes when such devices are required for the course but not available due to student error. Students should follow the policies outlined in the course syllabus, and clarify with the instructor if they have questions about these policies. (This will be formally included in the next revision of the course syllabi). Students who have a need for these devices as specified by an Individualized Education Program (IEP) should present the IEP to the instructor at the earliest opportunity.

Electronic/wireless devices are increasingly required for classroom activities. If required, the student is responsible for purchasing and maintaining these devices. This responsibility includes purchase, maintenance, registration/activation, maintaining the power source, and bringing these devices to class in good working order. Students should consult the course syllabus or the instructor regarding the specifics for devices required.

It is important that electronic/wireless devices are used appropriately. The guidelines below are to direct the proper use of these devices in the classroom:

Remember that students are in the classroom for one reason: to learn. The use of electronic/wireless devices during class should be restricted to in-class activities, including taking notes, viewing the lecture slides presented by the instructor, or accessing the internet for class-related information. Do not assume you can use these devices. Rather, check with the instructor and reference the course syllabus.

As a student you have the right to request that a classmate cease the inappropriate use of any electronic/wireless devices. You also have the right to speak to the instructor for accommodations if you find any use of wireless/laptop devices distracting. Be aware that some students, for a variety of reasons, have permission to use devices in class.

Please note, these guidelines will be formally incorporated into the CTA school catalog and into all course syllabi on the next regularly scheduled revision which will occur on or before October 1, 2015. Any inappropriate use of electronic/wireless devices will be subject to the rules and consequences of the Career Training Academy Honor Pledge and Policies.
**Tips for Successful Use of Electronic/Wireless Devices:**

*Don’t distract yourself*

- Avoid activities unrelated to the course including, but not limited to:
  - completing assignments for other courses
  - checking email during class
  - communication unrelated to in-class activities (i.e., voice, email, text messaging, etc.)
  - surfing the web or visiting websites unrelated to in-class activities
  - playing games, listening to music or watching videos

*Don’t distract others*

- Set all devices including all sound alerts to “vibrate” or “mute” during class
- Do not place or accept calls or text messages during class
  - if a true personal emergency call is anticipated, speak directly to the instructor before the start of class. Sit near an exit and quietly leave the room to accept the call.
- Minimize set-up time
  - arrive with sufficient time to set up laptops, etc., before class begins. Set-up must be completed before class begins.
- Be aware of potentially distracting typing or clicking
- Follow all “device prohibited” times
  - Special events or guest speakers
  - Exams/quizzes
  - Any other time designated by the instructor
  - In case of a campus emergency for which a SAFE Alert is issued, the instructor will be responsible for communicating relevant information to the class
- Be sensitive to and respect privacy concerns of others
- Respect the request of a classmate or the instructor to cease the use of any and all electronic/wireless devices.

**DISABILITY SERVICES**

Career Training Academy is committed to providing qualified students with a disability an equal opportunity to access the benefits, rights and privileges of school services, programs and activities. Career Training Academy provides reasonable accommodations to students with documented disabilities.

Accommodation requests should be submitted as far in advance as possible. It is the responsibility of the student to contact the Campus Director to initiate this process. The Campus Director will assist qualified students with disabilities in acquiring reasonable and appropriate accommodations.

Students will be asked to supply medical documentation of the need for accommodation. Classroom accommodations are not retroactive, but are effective only upon the student sharing approved accommodations with the instructor. Therefore, students are encouraged to request accommodations as early as feasible with the Campus Director to allow for time to gather necessary documentation.

**SCHOOL CLOSING**

In inclement weather, school closing will be announced as Career Training Academy® by specific campus on the following television station: **WPXI (Channel 11) and their website www.wpxi.com**

In addition, each location’s telephone answering machine message will state the status of classes for the day and a text message will be sent via the CTAlert Text messaging system.

**STUDENT COMPLAINT/GRIEVANCE PROCEDURE**

As a student-centered school, CTA is strives to achieve high student satisfaction with its services and creating environment where students are provided, friend customer service, accurate information, and empowerment.

**To this end, the following principles will guide these procedures:**

- Wherever possible student complaints will be resolved through an informal process and at the lowest appropriate level of management.
- Student complaints will be handled with procedural fairness. All parties to a complaint will be informed of the specific allegations being made will be given the opportunity to respond to any allegations made.
- Student complaints will be handled in a timely and confidential manner;
- Students will be notified of the outcome of their complaint.
- The responsibility for the academic evaluation of students rest with the CTA faculty.

At times, students may wish to voice a concern, complaint or problem. General student concerns, problems, and complaints should first be addressed by the Lead Instructor, Campus Director, and/or CTA Staff as appropriate. If these situations remain unresolved however, the student may submit their complaint, in writing, by completing the Student Complaint Form. The Student Complaint Form can be provided by the Lead Instructor or Campus Director. Specific completion and submission instructors are provided on the form.
**Procedures:**

- Completed Student Complaint Forms and all accompanying documentation will be submitted to the Lead Instructor.
- The Lead Instructor will log-in the receipt of the Student Complaint and forward the form and all accompanying documentation to the Campus Director and appropriate CTA leadership member(s) for review, investigation, and resolution.
- Upon resolution with the student, the Campus Director should confirm the resolution with the student, in writing, through e-mail and require the student to confirm their acceptance of the resolution, in writing, through e-mail.
- It is the Campus Director’s responsibility to notify all appropriate CTA staff of follow-up actions that are required, such as permission for the student to repeat a course, financial adjustments, etc.
- Upon resolution with the student, the Campus Director will complete the CTA portion of the Student Complaint Form and return the form, any accompanying documentation, and the students e-mail acceptance to the Lead Instructor.
- The originals of all documents should be included in the student’s file.

Schools accredited by the Accrediting Commission for Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

**Please direct all inquiries to:**
Accrediting Commission of Career Schools and Colleges 2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
(703) 247-4212
www.accsc.org

A copy of the Commission’s Complaint Form is available at the school and may be obtained by contacting the President or any Campus Director.

**EDUCATION AND PREVENTION PROGRAMS**

As stated in the Campus Safety and Security Handbook, Sexual Misconduct Policy; Sexual Assault, Sexual Harassment, Sexual Exploitation, Dating Violence, Domestic Violence, and Stalking are all forms of prohibited conduct.

Career Training Academy is committed to offering educational programs to promote awareness and prevention of prohibited conduct. Educational programs include an overview of Career Training Academy’s policies and procedures; relevant definitions, including prohibited conduct; discussion of the impact of alcohol and illegal drug use; consent; safe and positive options for bystander intervention; review of resources and reporting options available for students, faculty, and staff; and information about risk reduction.

Incoming students and new employees will receive primary prevention and awareness programming as part of their orientation. The Title IX Coordinator maintains an education and prevention calendar and tailors programming to campus needs and climate.

**COMPARABLE PROGRAM INFORMATION**

Comparable program information related to tuition and program length may be obtained by contacting the Pennsylvania Department of Education Private Licensed School Programs

https://www.pls.ed.state.pa.us/ProgramProfile/wfProgramProfileSearch.aspx

**DUPLICATE TRANSCRIPTS AND REPLACEMENT DIPLOMAS**

On written request, Career Training Academy® will issue a duplicate transcript of a graduate’s record. Requests are to be made through the Registrar’s office. A charge of $5.00 will be made for each transcript request. Official transcripts will not be issued if there is an outstanding financial amount due by the student.

Also upon written request, Career Training Academy® will issue a replacement diploma/degree of a graduate. Requests are to be made through the Registrar’s office. A charge of $10.00 will be made for each replacement diploma request. Replacement diplomas will not be issued if there is an outstanding financial amount due by the student.