



**National Trade Institute, LLC.**

**5215 North O'Connor Boulevard**

**Suite 1200**

**Irving, TX 75039**

**(469) 930-2404**

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[The Career Lab - Online Career-Focused Education Programs \(nationaltradeinstitute.com\)](http://nationaltradeinstitute.com)

## Catalog Disclosures

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The information contained in this catalog was accurate at the time of publication. Following publication, any catalog information may change without notice, including without limitation, the information regarding tuition, fees, costs, class schedules, the student calendar, the program outline, the program descriptions, curricula, faculty, advisory committees, student services, administrative policies, program objectives and career opportunities for graduates of the program. New programs as well as program changes are included in this edition of the catalog. Students who leave the school and return at a later date will be required to follow the edition in place at the time of reenrollment.

This catalog is published to inform students and others of National Trade Institute programs, policies, calendar, tuition, fees, administration, and faculty. The information provided is current and accurate as of the date of publication. National Trade Institute cannot assure that changes will not occur that will affect this information.

National Trade Institute expects its students to read and understand the information published in this document and in any subsequent addenda identified as belonging to this catalog. Failure to read and understand this catalog will not excuse any student from the application of any requirement or regulation published herein. Furthermore, it is the responsibility of each student to remain apprised of current completion requirements of his/her program.

National Trade Institute reserves the right to make changes within the term of this catalog, which may affect any of the information published, and to make such changes, if necessary, without prior notice to individual students. As such changes may occur, these will be published in a catalog addendum, which should be regarded as an integral part of this catalog.

In this Catalog, the words "Student", "I", "me," and "my" means the person who has applied, has been accepted, and/or who is attending National Trade Institute and pursuing a program described in this Catalog.

The words "NTI" or "Institute" or "School" means National Trade Institute, LLC.

### Reservation of Rights

The Institute reserves the right to:

- Modify existing or new programs by addition, deletion, or variation.
- Change Instructors by replacement or substitution.
- Relocate facility, within reasonable distance.

Information contained in this catalog is subject to change as deemed necessary and without written notification.

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The most current catalog and addendums may be found on the website at [www.nationaltradeinstitute.com](http://www.nationaltradeinstitute.com).

The institution provides a new or prospective student with a school catalog electronically or printed form upon request.

## Mission and Objectives

### Our Mission

Our mission at the National Trade Institute (NTI) is to help students develop the skills necessary to permanently and positively change their lives and futures by attaining financially rewarding and personally fulfilling careers in the field of their training.

## Our Objectives

- **Student Success:** offer every student an opportunity to succeed by providing support during their educational journey from enrollment to post-graduate experience.
- **Teamwork:** demonstrate the benefits of excellent employee teamwork in a business/educational setting as part of a student's educational experience
- **Integrity:** approach all dealings with colleagues and students along with regulations and policies governing the institution with the highest level of integrity
- **Empower:** build a positive culture and community for students that empowers them with the opportunity for a better future and to become the best version of themselves

## General Information

## School History

National Trade Institute, LLC, which was founded by Kevin Watts in 2021 in Dallas, Texas. The National Trade Institute has worked closely with Texas Workforce Solutions to provide students with certification granting curriculum. The online programs have given its students the opportunity to further their education and obtain certification in their ideal career field.

## Ownership

National Trade Institute, LLC, was founded and is operated by Kevin Watts. The following are partners of National Trade Institute: Preston Teel, Justin Teel, Josh McSwain, and Ryan Cox.

## Key Staff

Kevin Watts	Chief Executive Officer/School Director
Lindsey Hoyt	Vice President of Academics
Taylor Hoyt	Administrative Assistant
Marcela Frantz	Career Advisor
Deanna Munro	Success Coach
Colton Winkler	Admissions Advisor
Sheena Teague	Admissions Advisor
Heather Hartsock	Instructor

## Hours of Operation

## Office Hours

Monday – Friday: 9am – 5pm

Saturday – Sunday: CLOSED

## School Holidays

NTI offers year-round enrollment programs starting every Monday. National Trade Institute will observe the following holidays:

- Martin Luther King Day
- Presidents Day

- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving and the day after
- Christmas Eve - New Year's Day

\*\*Additional holidays or school closures may be declared at the discretion of the school Director.

## Facilities

The National Trade Institute, LLC, campus is located at 5215 North O'Connor Boulevard, 12th Floor, Irving, TX 75039. National Trade Institute, LLC. is centered in Irving's thriving professional and social community. The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including requirements for fire safety and building safety.

All student program operations and training are held online.

## Housing

National Trade Institute does not offer student housing.

## Approvals

NTI is approved by Texas Workforce Commission Career Schools & Colleges.

## Accreditation

National Trade Institute is not accredited.

# Admissions

## Program Admissions Requirements

To apply for admission to National Trade Institute, LLC, programs, an applicant must be at least 18 years of age and be a high school graduate or GED holder. National Trade Institute requires proof of high school diploma or GED certificate, unless potential applicants are approved through WIOA funds, in which case NTI adheres to the Workforce guidelines. Applicants must meet with a member of the admissions team to be considered for acceptance into our program. This meeting is to help determine the desire, ability, and commitment of the applicant to enroll and succeed in the program. The admissions team members will provide students with a catalog describing the program offerings and school policies. Applicants must write an essay describing why they want to attend school and achieve the appropriate score on their assigned Wonderlic assessment. The assessment is given with a cutoff score required of 20 for all programs except Customer Service and Trade programs, which have a cutoff score of 16. The essay is then reviewed for comprehension, grammar, and critical thinking skills based on a rubric by a staff member. Students who do not meet the requirements of a 70 on their rubric and/or fail to meet the appropriate Wonderlic assessment score are referred to other institutions that offer more entry-level programs. A criminal background check is required of all students. The

admissions team committee will determine the prospective students' ability to enroll in a program based on information gathered during the admission process.

### **Seminar Admissions Requirements**

To apply for admission to National Trade Institute, LLC, seminar programs, an applicant must hold an active license as a Registered Nurse (RN), Nurse Practitioner (NP), Physician Assistant (PA), Doctor of Medicine (MD), Doctor Osteopathic (DO), or a Dentist (DDS). National Trade Institute requires proof of highest level of education. Applicants must meet with a member of the admissions team to be considered for acceptance into our program. This meeting is to help determine the desire, ability, and commitment of the applicant to enroll and succeed in the program. The admissions team members will provide students with a catalog describing the program offerings and school policies.

### **English as a Second Language (ESL) Instruction and English Language Proficiency Information**

NTI does not offer ESL instruction and does not require proof of English language proficiency; however, all instruction will occur in English. Therefore, all students must be able to read, write, speak, understand, and communicate in English.

### **Technology and Equipment Requirements**

Due to the online nature of the programs offered, all applicants that apply for admission must be able to access technology and the internet. Access to technology includes equipment that allows for emails, phone calls, text messages, and the use of online learning and interactive tools.

### **Programs Preparing Graduates for a Field Requiring Licensure or Registration**

NTI takes reasonable steps to help ensure students are eligible for licensure or registration if students choose a program that prepares them for a field where licensure or registration is required. There are numerous eligibility requirements for licensure, depending on the field. Students are encouraged to review these requirements and do further research if they have any concerns regarding their eligibility. Students should discuss any concerns with an Admissions Representative and/or the Vice President of Academics. Licensure requirements for other states may vary. Students are responsible for obtaining the most recent application requirements for any state in which they intend to become employed. Although the school assists students/graduates with obtaining licensure, the ultimate responsibility for securing certification is that of the student/graduate.

### **Rehabilitation Act and Americans with Disabilities Act (ADA)**

In accordance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA), NTI abides by the regulation that "no otherwise handicapped individual" shall be excluded from participation in programs and services offered by the Institution "solely by reason of the handicap." A student is eligible for consideration for accommodations and/or services if the student has a documented disability and the Vice President of Academics has consulted with the student and determined that the functional limitations of the disability require such accommodation and/or services. NTI is committed to providing reasonable accommodations and/or services to qualified individuals with a disability, unless providing such accommodations would result in undue burden or fundamentally alter the nature of the relevant program,



benefit, or service provided by the Institution. To request auxiliary aid or service, please contact the Vice President of Academics. Students should submit requests with supporting documentation at least two weeks prior to the beginning of the first day of classes or as soon as practical.

## **Non-Discrimination Policy**

National Trade Institute, LLC, is a post-secondary educational institution that admits academically qualified students without regard to sex, age, race, national origin, or handicap and afford them all rights, privileges, programs, and other opportunities generally available to students. National Trade Institute does not discriminate on the basis of sex, age, race, color, sexual orientation, national origin or handicap in admissions, employment services or access to its programs and activities.

## **Notice Concerning Transferability of Credits and Credentials Earned at Our Institution**

The transferability of credits you earn at NTI is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits, diploma, or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending NTI to determine if your credits, diploma, or certificate will transfer. The school will provide guidance, a transcript, catalog, syllabus, and program descriptions for any student interested in transferring to another institution.

## **Institutional Scholarship Programs**

NTI, at this time, does not offer any student scholarships or aid.

## **Workforce Innovation and Opportunity Act (WIOA)**

The Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers secure the employment, education, training, and supporting services necessary to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The act includes employment and training services for adults, dislocated workers, and youth that become:

- Unemployed
- Under-employed
- With special emphasis placed on our veterans

WIOA looks at each person's case individually and students pursuing WIOA funding must complete all WIOA paperwork to determine eligibility. A student may not start an online program until WIOA funding is approved.

## **Academic Standards**

### **Program Delivery Method**

The institution is approved to offer programs through online delivery. Online programs are delivered through online lectures and labs. NTI does not offer any externship programs. Refer to the program outline for details for each program.

### **Seminar Delivery Method**

The institution is approved to offer seminars through face-to-face, in residence delivery. Seminar programs are delivered through in-person instruction. NTI does not offer any externship programs. Refer to the seminar outline for details for each seminar.

### **Definition of a Course**

A course is defined as a series of modules in a particular subject. Once all modules are completed in the course, the student may move on to the next course if applicable. Once all courses are completed, the student is considered to have graduated from their program.

### **Definition of a Module**

A module is a self-contained unit of instruction. Courses contain modules in order to cover all curricula. Students may enter at the beginning of the first module and continue in order of the modules until the completion of the course.

### **Definition of a Clock and Credit Hour**

A clock hour is defined as a 60-minute span of time in which no less than 50 minutes is devoted to actual class instruction, with the remaining portion being designated as a break.

### **Student Progress Reporting**

At the end of each module, students receive a Progress Report. Students have up to seven (7) days after the module ends to appeal a grade. No changes will be made after seven (7) days.

### **Graduation Requirements**

To be eligible for graduation and receive a certificate of completion, the student must complete each module in the program with a minimum grade point average of 70%, or all modules completed for Trade programs, and be current with all financial obligations to the school.

### **Transcript Policy**

Upon successful completion of his/her educational program, each eligible student (as noted above) will receive an official transcript and a certificate of completion. There is no charge for the first official transcript and certificate; however, a fee of \$10 will apply for each additional copy of official diplomas and official transcripts.

## **Copyright Policy**

NTI does not allow or condone the use of NTI resources for the unauthorized distribution of copyrighted material, including peer-to-peer file (P2P) file sharing. Engaging in such activity will result in disciplinary action. Such activity may also subject colleagues, including faculty and staff, to civil and criminal prosecution.

**Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws** Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

## **Attendance Policy/ Requirements**

NTI encourages all students to attend class on a regular and consistent basis by adhering to the following attendance policy. Additionally, all students in an online program are expected to submit completed academic activities for the program. Due to the nature of online programs, there is no 'make-up work' or incomplete grades. All work is intended to be completed by the student's end date. A full-time student completes 20 hours of coursework per week. A part-time student completes 10 hours of coursework per week. All students are required to complete a minimum of 10 hours of course per week.

**Absent** -The student will be considered absent if they fail to login for more than seven (7) consecutive calendar days.

If students go 14 days without course activity or any communication with NTI staff, they will be notified of their lack of activity and progress. The student will be advised to discuss and implement actions and options to remedy absenteeism.

After 45 consecutive calendar days, including any weekends and in-service days, and without course activity, progress, or communication, the student will be dismissed from the program. The student will be notified of their drop from NTI's training program with the effective date and reasons why. The 45 consecutive calendar days will not include school scheduled breaks and any scheduled holidays published in the academic calendar and catalog.

## **Attendance Monitoring**

The school regularly monitors student attendance and notifies students of their attendance progress in each module. At the end of each week, a report will be automatically generated and sent via email to the student. The report will include the student's current cumulative logins.

## **Leave of Absence (LOA)**

If an emergency situation arises, such as a family tragedy, medical condition, or military obligation, making it necessary for a student to interrupt his/her training, the school, at its' discretion, may permit a student to request a Leave of Absence (LOA). The following criteria are required:

1. The student must request the leave in writing (prior to the expected LOA) and must sign and date a request which states a reason. Student Services will send a LOA request form to the student through an eSignature link sent via email. The student will submit it, supplying the reason why.
2. The applicable VP of Academics must approve and sign the LOA request prior to the start date of the LOA.
3. The reason for the request must provide reasonable assurance that the student will return at the end of the LOA.
4. The school may ask for documentation confirming the reason for the LOA.
5. Acceptable reasons for LOAs include but are not limited to: medical treatment, death in the immediate family and military obligations. An LOA may not be granted for reasons associated with a student's academic performance.
6. Students may request an extension of an LOA, but the total LOA time must not exceed a maximum of five months or 150 days. Students receiving funding through WIOA may request an extension of an LOA, but the total LOA time must not exceed 90 calendar days within a 12-month period.
7. Students who fail to return on their scheduled LOA return date and/or fail to get an approved extension in advance will be dropped from the program.
8. Upon approval of and during an LOA, the school does not assess the student any additional institutional charges.
9. Students receiving Workforce Innovation Opportunity Act (WIOA) funds must receive approval from the school and their assigned Workforce case manager. The maximum time allotted for LOA is 90 days.

## **Re-admission Policy**

A student who has withdrawn or has been terminated may apply for re-admission by contacting the Vice President of Academics. The school reserves the right to refuse re-admittance based upon the attendance, academic, and conduct history of the student during previous enrollment periods. Students who apply for re-entry into the same program may do so within 18 months from their last date of attendance and will be given credit for any module that was successfully completed. A student re-entering the school over 18 months from their last date of attendance may be required to repeat the entire program.

## **Satisfactory Academic Progress (SAP)**

### **Academic Advisement**

Academic advising is provided to students throughout their program, based on individual needs. Students not meeting Satisfactory Academic Progress ("SAP") requirements must communicate weekly with their Success Coach until they improve their academic progress or are dismissed from the Institution.

## Grading System

NTI uses the following grading scale:

Percent	Letter Grade	Grade Point Average
90 - 100	A	4.0
80 - 89	B	3.0
70 - 79	C	2.0
60 - 69	D	1.0
0 - 59	F	0.0

Students who do not achieve a letter grade of “C” or better in any module are considered to have failed that module and must repeat it. When students repeat a failed module, the original grade will be replaced by the new grade which will then be calculated in the cumulative GPA. Until the module is repeated, the “D” or “F” grade will remain in the student’s cumulative GPA and will be included in the assessment of Satisfactory Academic Progress (SAP).

Students enrolled in Trade programs must complete all modules before a Certification of Completion can be awarded. It is required that students make progress in their program each week by completing a minimum of one module.

<b>TC</b>	Transfer Credit
<b>AF</b>	Attendance Fail
<b>LS</b>	Leave of Absence during module (Attendance in module is less than 25% of scheduled module hours)
<b>L</b>	Leave of Absence during module (Attendance in module is more than 25% of scheduled module hours)
<b>WS</b>	Withdrawn (Attendance in module is less than 25% of Scheduled module hours)
<b>W</b>	Withdrawn (Attendance in module is more than 25% of scheduled module hours)
<b>EW</b>	An early withdrawal is for all new students whose Last Day of Attendance (LDA) falls after the seventh (7) day but before midnight of the fourteenth (14) consecutive calendar day from the scheduled start date of the first module, not including school-scheduled breaks (winter, spring, and summer breaks only) and any holidays published in the academic calendar in the catalog.

## Required Grades

Students must complete and pass all modules and achieve a cumulative 2.0 grade point average or 70% upon completion of the program to be eligible for graduation. To be considered making satisfactory academic progress toward graduation, a student must pass and achieve an overall cumulative grade point average of 2.0 for all successfully completed modules. Students in Trade programs must complete all modules; however, they will not receive grades with the modules.

## Grade Changes and Repeats

Any change to a final grade must be completed within seven (7) calendar days after the grade entry due date. Requests to change a final grade must be reviewed and approved by the leadership team of Student Services.

A student who fails a module must repeat that module and pass with a minimum grade point average of 2.0. When repeating a module, the highest achieved grade for that module becomes the official grade and is averaged in the cumulative GPA.

### **Satisfactory Academic Progress**

To be considered making satisfactory academic progress (SAP) toward graduation, a student must maintain a minimum cumulative grade point average of 70% or 2.0 and a minimum rate of completion, which is progress at a specified rate in order to complete the program by the specified end date. For students in trade programs, one module must be completed a week to be considered making satisfactory academic progress.

Each program has a specific number of weeks and modules; therefore, a student's rate of completion differs across programs. The satisfactory progress is calculated by dividing the total number of modules by the total number of weeks assigned to the program (# of modules/# of weeks).

### **Academic Evaluation**

A student's academic progress is evaluated on a weekly basis by the Student Services team. Should a student have incomplete or failing grades, the student will be notified on what specific tasks they need to complete in order to return to satisfactory status the following week.

### **Academic Probation**

If after three consecutive weeks the student is still not making satisfactory academic progress, the student will receive a written notice of probation from the Vice President of Academics. The Vice President of Academics will require the student to meet with their Success Coach to establish an academic plan. This plan will be individualized based on the student's program and the number of modules the student is failing or has yet to complete.

The goal of this plan is to guide the student back toward satisfactory academic standing. The student and their Success Coach will continue to meet weekly to ensure the student is meeting pre-determined goals and future goals for the upcoming week until the student's academic plan is fulfilled.

### **Academic Warning**

After five consecutive weeks of unsatisfactory academic progress and no communication with the Vice President of Academics or their Success Coach, the student will receive an official academic warning. If the student has met with the Vice President of Academics or their Success Coach but has failed to fulfill the weekly expectation of their academic plan, the student will be placed on official academic warning. In both cases, the student will receive a formal written notice of their changed status from academic probation to academic warning.

The students will be taken off the warning status once they meet with their Success Coach and fulfill all aspects of their assigned academic plan.

## **Academic Termination**

After six consecutive weeks of unsatisfactory academic progress, the students will receive an official notice of termination from their NTI program. The same will apply for students on academic plans who fail to meet their goals for four consecutive weeks.

To be considered making satisfactory academic progress (SAP) toward graduation, a student must maintain a minimum cumulative grade point average of 70% or 2.0 and a minimum rate of completion, which is progress at a specified rate in order to complete the program by the specified end date.

## **Appeal Process**

The student may submit a written appeal of his/her dismissal within five calendar days of receipt of the dismissal notice. The appeal should be addressed to the School Director. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress and evidence that changes have occurred to allow the student to now meet standards of satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family or self. Before an appeal may be granted, a written academic plan must be provided to the student which clearly identifies a visible plan for the student to successfully complete the program within the maximum timeframe allowed.

The Appeals Committee, composed of the School Director, the VP of Academics, and the VP of Admissions, will examine all appeals. The student will be sent the committee's written decision within five days of the School Director's receipt of the appeal. The decision of the committee is final.

Students reinstated upon appeal are on a probationary status for the next 30 days, during which time they must meet the terms and conditions set out in the committee's letter granting the appeal. At the end of the evaluation period, and at the end of every evaluation period thereafter, the student's academic status will be reviewed. The student may continue on probation as long as he or she meets the terms of the academic plan approved at the time of the student's appeal was granted, until such time as satisfactory academic progress status is regained.

## **Financial and Refund Policies**

### **Tuition and Fees**

Tuition is charged by the program. Please see the **Tuition and Fee Schedule** section of this catalog for the tuition charges and a complete list of all program fees.

### **Financial Aid**

National Trade Institute does not currently participate in any federal or state financial aid programs.

### **Payment Methods**

Tuition and fees may be paid by cash, credit card, ACH, or money order. If a student's check is accepted and then returned by the bank for insufficient funds, a \$35.00 NSF fee will be applied to the student's account.

## **Student Registration and Payment Process**

Students are required to pay the tuition and fees in full on or before the first day of the program or receipt of Completion Certificate or Industry recognized certification.

## **Cancellation Policy**

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed. Should a student fall behind in their payment plan or otherwise fail to make payment for 30 days, their course will be placed on pause on the 31<sup>st</sup> day for nonpayment. If the student should still fail to make a successful payment by 60 days, the student's course access will be permanently deleted on the 61<sup>st</sup> day of nonpayment. Should the student successfully make payment towards their course within that time, their access and saved course work will be granted back to the student the following morning.

## **Refund Policy**

1. Refund computations will be based on the number of lessons in the program
2. The effective date of termination for refund purposes will be the earliest of the following:
  - a. the date of notification to the student if the student is terminated;
  - b. the date of receipt of written notice from the student; or
  - c. the end of the third calendar month following the month in which the student's last lesson assignment was received unless notification has been received from the student that he wishes to remain enrolled.
3. If tuition and fees are collected before any lessons have been completed, and if, after expiration of the 72-hour cancellation privilege, the student fails to begin the program, not more than \$50 shall be retained by the school.
4. If the student who enters an asynchronous distance education course terminates or withdraws after the expiration of the 72-hour cancellation privilege, the school may retain \$50 of the tuition and fees and the minimum refund policy must provide that the student will be refunded the pro rata portion of the remaining tuition, fees, and other charges that the number of lessons completed and serviced by the school or college bears to the total number of lessons in the program.
5. A full refund of all tuition and fees is due in each of the following cases:
  - a. an enrollee is not accepted by the school,
  - b. if the program of instruction is discontinued by the school and this prevents the student from completing the program; or,
  - c. if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

## **Refund Policy for Students called to Active Military Service**

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



- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
  - i. satisfactorily completed at least 90 percent of the required coursework for the program; and (B)
  - ii. demonstrated sufficient mastery of the program material to receive credit for completing the program.

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

## **Sponsored Students**

NTI follows the tuition reimbursement policy of the sponsoring agency. Refunds are made according to the sponsoring agency's requests.

## **Seminar Refund Policy**

1. Refund computations will be based on the period of enrollment computed on basis of course time (clock hours).
2. The effective date of termination for refund purposes will be the earliest of the following:
  - a. the last date of attendance; or
  - b. the date of receipt of written notice from the student.
3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.
5. A full refund of all tuition and fees is due in each of the following cases:
  - a. an enrollee is not accepted by the school;

- b. if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or
- c. if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

#### 6. REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
  - i. satisfactorily completed at least 90 percent of the required coursework for the program; and
  - ii. demonstrated sufficient mastery of the program material to receive credit for completing the program.

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

## Tuition and Fee Schedule

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

Program Name	Tuition*	Total Cost
<b>Business</b>		
Office - Customer Service	\$16,999.00	\$16,999.00
Office Management	\$4,399.00	\$4,499.00
<b>Healthcare</b>		
Health Information Specialist	\$16,999.00	\$16,999.00
Medical Administrative Assistant	\$16,999.00	\$16,999.00

<b>Medical Assistant</b>	\$16,999.00	\$16,999.00
<b>Medical Billing &amp; Coding Specialist</b>	\$16,999.00	\$16,999.00
<b>Pharmacy Technician</b>	\$16,999.00	\$16,999.00
<b>Trades</b>		
<b>HVAC Technician</b>	\$6,499.00	\$6,499.00
<b>Plumbing Technician</b>	\$3,999.00	\$3,999.00
<b>Electrical Technician</b>	\$3,999.00	\$3,999.00
<b>HVAC &amp; Core Construction</b>	\$9,999.00	\$9,999.00
<b>Plumbing &amp; Core Construction</b>	\$9,999.00	\$9,999.00
<b>Electrical &amp; Core Construction</b>	\$9,999.00	\$9,999.00
<b>Core Construction</b>	\$1,999.00	\$1,999.00

**\*Tuition includes the following:**

- **Laptop computer.**
- **All necessary program materials.**
- **Access to the online instruction portal.**
- **Certification exam(s) if identified below.**

## **Student Services**

### **Student Academic Advisement**

NTI's faculty and staff are available to advise students on academic problems, and, if necessary, provide referral to counseling and information on housing, transportation, childcare, or additional services when required. Please contact a member of the Student Services team for information on academic advisement, counseling referrals, and professional and academic development.

### **Career Services**

The school maintains a policy of providing job placement assistance for all of its graduates. No school can ethically promise or guarantee a job. However, NTI does provide assistance with resume writing, interviewing techniques, and job search skills. Please contact a member of the Student Services team for additional information on job placement services.

### **Learning Resources**

Based on program offering, online school provides reasonable reference materials required to complete assignments for each program curricula. Resources include laptop computer, printed books, printed glossaries, read-aloud features, and interactive labs.

### **Graduate Preparation Resources**

When a student has graduated, or is close to graduating, NTI provides them with multiple resources to help them prepare for their certification test. They will receive a Certificate of Completion upon finishing their program; however, they also hold the opportunity to become officially certified. To help them prepare for this, NTI offers multiple resources. NTI provides practice tests, review guides, test vouchers, and continued access to their program material for 1.5x the length of their program.

## **Student Complaints/Grievance Procedure**

Complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the School Director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by member of the school faculty or staff.

Note: a conference with the director is not required before a student files a formal written complaint.

## **Notification of Complaint to the Texas Workforce Commission**

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission:

Texas Workforce Commission  
Career Schools and Colleges, Room 226T  
101 East 15th Street  
Austin, Texas 78778-0001  
Phone: (512) 936-3100

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at [www.texasworkforce.org/careerschools](http://www.texasworkforce.org/careerschools).

## **Family Educational Rights and Privacy Act of 1974, As Amended**

The Family Educational Rights and Privacy Act of 1974, as amended (FERPA), is a federal law that protects student information and affords eligible students the following rights with respect to their education records:

1. The right to inspect and review the student's education records within 45 days of the day the institution receives a request for access.
2. The right to request the amendment of education records the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.
3. The right to provide written consent before the institution discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA.

An "eligible student" under FERPA is a student who is 18 years of age or older who attends a postsecondary institution. Please find a more detailed discussion of each of these rights and guidance regarding the manner in which they may be exercised below.

**1. The right to inspect and review the student's education records within 45 days of the day the institution receives a request for access.**

With certain exceptions, an “education record” is defined under FERPA as any record (1) from which a student can be personally identified and (2) that is maintained by the institution. A student wishing to inspect his or her education records should submit to the Registrar a written request that identifies the record(s) the student wishes to inspect. The school will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Registrar, the Registrar will advise the student of the correct official to whom the request should be addressed.

**2. The right to request the amendment of education records the student believes are inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA.**

To question the accuracy of education records, students should first informally confer with the custodian or originator of the record at issue. A student who then wishes to ask the school to amend a record should write the official responsible for the record, clearly identifying the part of the record that he or she believes should be amended and the basis for why it should be amended.

If the school decides not to amend the record, it will notify the student in writing of the decision and the student’s right to a hearing with school officials regarding the request for amendment. Additional information regarding hearing procedures will be provided to the student when notified of the right to a hearing.

Note: The preceding procedure shall not be available to challenge the validity of a grade, or score given by an instructor or any other decision by an instructor or official, but only whether the recording of such grade or decision is accurate or complete.

**3. The right to provide written consent before the institution discloses PII from the student's education records, except to the extent that FERPA authorizes disclosure without consent.**

Students may consent to their school disclosing PII from the student’s education record to a third party. This consent must be made to the Registrar, in writing, signed and dated by the student, and must (1) specify the records to be disclosed, (2) state the purpose of the disclosure, (3) and identify the party to whom the disclosure is to be made. This release requirement is applicable to disclosures to parents or other family members who inquire about a student’s education record.

There are instances in which a school is permitted to disclose a student’s education records without a student’s prior written consent. In accordance and subject to all FERPA requirements, our school may disclose education records without a student’s prior written consent as follows:

- To other school officials, including teachers, within the school whom the school has determined to have legitimate educational interests.
- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student’s enrollment or transfer.

- To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities.
- In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid.
- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction.
- To accrediting organizations to carry out their accrediting functions.
- To parents of an eligible student if the student is a dependent for IRS tax purposes.
- To comply with a judicial order or lawfully issued subpoena.
- To appropriate officials in connection with a health or safety emergency.
- Information the school has designated as “directory information.”
- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding.
- To the general public, the final results of a disciplinary proceeding if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school’s rules or policies with respect to the allegation made against him or her.
- To parents of a student regarding the student’s violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21.

As stated above, FERPA permits institutions, within established guidelines, to disclose “directory information” without a student’s prior written consent. This provision enables institutions to provide beneficial services to students such as verifying enrollment for insurance purposes, verifying diplomas earned for employment purposes, providing basic contact information so that students may contact each other, and so on. Our school has identified the following items as directory information:

- Name, address, telephone number, and
- e-mail address
- Date and place of birth

- Enrollment status
- Dates of attendance and graduation
- Field of study
- Diploma/Degree received

Students may request that directory information not be released. To request restriction of directory information, a request must be made. Please contact the campus Registrar or a Student Finance representative who will assist with this process.

#### **4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA.**

Students wishing to file complaints relating to FERPA matters may submit such complaints to the following office of the U.S. Department of Education that administers FERPA: Family Policy Compliance Office

U.S. Department of Education 400 Maryland  
Avenue, SW Washington, DC 20202-4605  
Phone: 202-260-3887

In addition, our school encourages students to file any such complaints or concerns with our school pursuant to the Student Complaint/Grievance Procedure located in our School Catalog.

Students with questions regarding their rights pursuant to FERPA or desiring additional guidance concerning the appropriate manner in which to exercise such rights at their school, can contact the Executive Director/Campus President.

## **Student Code of Conduct**

The aim of education is the intellectual and professional development of the individual. The educational process is ideally conducted in an environment that respects the rights of others, expects academic integrity, and reciprocates professionalism and courtesy to both student and staff. These are necessary in order to ensure a safe and successful experience for all students. The Student Code of Conduct is designed to promote this environment.

### **Terminology**

1. “Academic Standing” refers to the student’s cumulative average, with 70 being the lowest grade a student may receive to be considered passing or in good academic standing. \* Students in trade programs will remain in good academic standing through weekly module completion.
2. “Attendance” refers to the student’s presence within their program through logging in to their account.
3. “Communication” refers to any form of contact made between any student or NTI staff. This would include phone calls, texts, email, discussion boards, or messaging.

4. "Program Activity" is defined as student engagement and/or completion of required course content (including but not limited to readings, activities, labs, quizzes, exams, etc. unless otherwise specified by a member of NTI administration).
5. "Full Business Day" is defined as any 24-hour day beginning at the initial point of contact or communication. This does not include Saturday, Sunday, any officially recognized employee holiday, or any day the school is closed.
6. "Fabrication" is defined by falsification or creation of false data or information.
7. "NTI" refers to National Trade Institute.
8. "Participation" refers to the action or state of taking part in student module work.
9. "Plagiarism" is defined as the theft of another's words or ideas and passing them off as one's own.
10. "Progress" refers to the advancement or completion of modules (or lack thereof) by the student in their selected program.
11. "Staff" refers to any persons hired by or contracted by NTI to conduct administrative or instructional activities.
12. "Student" applies to any person taking a program (including, but not limited to, students who take a leave of absence and return to their program).

## **Prohibited Conduct**

- A. Forgery, falsification, fabrication, unauthorized alteration, or misuse of campus documents, records, or identification, including, but not limited to, electronic software and equipment and records. This applies to student attendance sheets, module work, etc.
- B. Misuse, theft, misappropriation, destruction, damage, or unauthorized use of equipment or services of any and all materials. These materials include, but are not limited to, NTI provided laptops, chargers, monitors, books, specialized equipment, etc. Should these materials or equipment receive any damage, it will be the student's responsibility to repair it. This may include screen damage, water damage, viruses, etc.
- C. Communications or conduct that is disrespectful, unprofessional, or otherwise unethical towards other students or staff. All communications are recorded and observed by NTI staff.
- D. Failure to comply with the directions of staff concerning coursework, participation, attendance, progress, academic standing, or communication.



- E. Unreasonable amounts of communications in any full business day that disrupts online instruction, administrative responsibility, or daily operations of staff.

## Responses to Alleged Code Violations

Should you for any reason be alleged of violating the Student Code of Conduct, you may be subject to one or more of the following disciplinary or administrative actions.

1. Administrative Intervention: formal communication between administrative staff and student discussing alleged violation and creating a proactive intervention plan that will be applied moving forward to prevent repeat offenses.
2. Warning: a written statement advising the student that a violation of the Student Code of Conduct has been committed and that further misconduct may result in more severe disciplinary action.
3. Withdrawal: permanent removal of the student from NTI and loss of access to their program material and required return of NTI materials at the student's own expense (materials include, but are not limited to, NTI provided laptops, chargers, monitors, books, specialized equipment, etc.)

The adoption of the Student Code of Conduct does not prohibit NTI from adopting or maintaining additional rules to govern the conduct of students.

## Grievance Procedure

A student who has a concern about an alleged violation is encouraged to schedule a conference with the Vice President of Academics to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school's president and CEO who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by a member of staff.

Note: a conference with the Director is not required before a student files a formal written complaint.

## Programs of Study

Online programs allow students to create their schedule during the allotted time given for their program. Students log into the education platform to view their program syllabus and instructions on how to complete modules, assignments, and exams. The instructor evaluates the coursework, and communication is via the education platform or email. These programs are a flexible option for students with busy schedules, family responsibilities, and/or work obligations.

Success in an online program requires a great deal of motivation and self-discipline. National Trade Institute offers the following online programs that award a *Certificate of Completion*:

Program Name	Clock hours
Business	
Office - Customer Service	200
Office Management	136

Healthcare	
Health Information Specialist	455
Medical Administrative Assistant	490
Medical Assistant	520
Medical Billing & Coding Specialist	755
Pharmacy Technician	400
Trades	
HVAC Technician	90
Plumbing Technician	90
Electrical Technician	60
HVAC & Core Construction	120
Plumbing & Core Construction	120
Electrical & Core Construction	90
Core Construction	30

Each program description below includes pertinent information including the Classification of Instructional Programs (CIP) code and the Standard Occupational Classification (SOC) Code which are used by Texas Workforce Commission and the Workforce Solutions of Texas for program classifications and outcomes monitoring.

Program descriptions follow.

## Office - Customer Service

### Business

<b>Credential Awarded</b>	Certificate of Completion
<b>Education Delivery</b>	Online
<b>Total Program Hours</b>	200 clock hours
<b>Hours by Lecture/Lab</b>	200 clock hours lecture
<b>Max. Student/Teacher</b>	40:1
<b>Schedule</b>	Program available 24/7

#### Estimated Completion Time

Students who commit 20 hours per week can complete in 10 Weeks

Students who commit 10 hours per week can complete in 20 weeks

**Maximum time to complete** Students have access to the online program materials for 25 weeks.

- Admissions Requirements**
- Be at least 18 years of age.
  - High School Diploma or GED
  - Proof of US Residency
  - English Proficiency
  - Prerequisites: None

(see Admissions in this catalog for more information.)

- Instructional Strategies**
- Self-Directed Study
  - Skills Demonstration
  - Online Activities

#### Description

The customer service representative plays an essential role in an organization's success through providing product and service information and resolving product and service problems. In this program, you will learn about the various duties and responsibilities of the customer service provider, and you will practice these using a variety of exercises, hypothetical interactions, and assignments. The goal of this program is to prepare you to be an outstanding, reliable, and successful customer service representative in a business or other organization. In addition to providing students with a comprehensive education in customer service, this program will also prepare students to take nationally recognized customer service certification exams, including, but not limited to, the HDI Customer Service Representative Certification Exam.

#### Upon successful completion, students will be able to:

On completion of the Customer Service program, you will be able to:

- Assess customer business needs and exceed customer expectations.
- Resolve incidents quickly and consistently using critical thinking skills.
- Engage in active listening skills and effective communication strategies.
- Identify and defuse challenging customer behavior.
- Identify the core processes and best practices used in-service and support.

#### Outline/Modules

Customer Service Representative (CSR) Exam Prep Curriculum:

Module 1: What is Customer Service

Module 2: The Global Customer

Module 3: Exceptional Customer Service

Module 4: Customer Service Strategy

Module 5: Critical Workplace Skills

Module 6: Problem Solving

Module 7: Extreme Customers and Customer Retention

Module 8: Managing Customer Service

<b>CIP Code</b>	52.0408
<b>SOC Code</b>	43-9061.00

#### Program Costs

Tuition *	\$	16,899.00
Registration Fee**	\$	100.00
Total Cost	\$	\$16,999.00

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

- Methods of Evaluation**
- Quizzes & Exams
  - Skills Demonstration
  - Learner-Centered Activities

Module 9: Communication Essentials  
 Module 10: Customer-Focused Listening  
 Module 11: Nonverbal Communication, Dress, and Manners  
 Module 12: Telephone and Digital Communication

<b>Completion Requirements</b>	<p>Student must achieve the following to receive the Certificate of Completion:</p> <ol style="list-style-type: none"> <li><b>1. A 70% or higher on all Module quizzes.</b></li> <li><b>2. Submission of work to every Module practice activity.</b></li> <li><b>3. A 70% or higher on program final exam.</b></li> </ol>
<b>Recommended Certifications</b>	<p>Upon successful completion of the program, the student is prepared to sit for the following certification(s):</p> <p><b>HDI Customer Service Representative (HDI-CSR)</b></p>
<b>Employment Opportunities</b>	<p>Graduates of this program are prepared for entry-level positions with the following or similar job titles:</p> <ul style="list-style-type: none"> <li>• Customer Service Agent</li> <li>• Customer Account Coordinator</li> <li>• Sales and Customer Service Associate</li> </ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"> <li>• CPU: 1 GHz or higher</li> <li>• RAM: 2 GB or higher</li> <li>• Resolution: 1280 x 720 or higher</li> <li>• Speakers / Headphones</li> </ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 or 10 (Home, Pro)</li> <li>• Mac OSX 10 or higher</li> <li>• Latest Chrome OS</li> <li>• Latest Linux Distributions</li> </ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"> <li>• Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li> <li>• PDF reader program (Adobe Reader, FoxIt)</li> </ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"> <li>• Cable and DSL internet connections are recommended for the best experience.</li> </ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"> <li>• Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li> </ul>

**NOTE: While we understand that our programs can be viewed on Android and iPhone devices, we do not recommend the use of these devices for our programs as they do not provide a good learning environment for students taking online programs.**

## Business

## Office Management

<b>Credential Awarded</b>	Certificate of Completion
<b>Education Delivery</b>	Online
<b>Total Program Hours</b>	136
<b>Hours by Lecture/Lab</b>	120 clock hours lecture/16 clock hours lab
<b>Schedule</b>	Coursework available 24/7

### Estimated Completion Time

Students who commit 20 hours per week can complete in	7	weeks
Students who commit 10 hours per week can complete in	14	weeks

**Maximum time to complete** Students have access to the online course materials for 14 weeks.

- Admissions Requirements**
- Be at least 18 years of age.
  - High School Diploma or GED
  - Proof of US Residency
  - English Proficiency

(see Admissions in this catalog for more information.)

- Instructional Strategies**
- Self-Directed Study
  - Skills Demonstration
  - Simulation
  - Online Activities

### Description

The Supervisors and Managers Soft Skills Bundle will equip managers with the basic skills needed to maintain employee motivation and production. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding. Within these workshops students will learn Budgets and Financial Reports, Coaching and Mentoring, Conducting Employee Reviews, Employee Motivation, Knowledge Management, Leadership and Influence, Six Sigma, Office Politics, Performance Management, Self-Leadership, Supervising Others, and Team Building. Managers and supervisors will become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

### Upon successful completion, students will be able to:

- Supports company operations by maintaining office systems and supervising staff.
- Maintain office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.
- Provide historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Maintain office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Design and implement office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments.
- Complete operational requirements by scheduling and assigning employees; following up on work results.
- Keep management informed by reviewing and analyzing special reports; summarizing information; identifying trends.
- Maintain office staff by recruiting, selecting, orienting, and training employees.
- Maintain office staff job results by coaching, counseling, and disciplining employees, and planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Contributes to team effort by accomplishing related results as needed.

### Outline/Lessons

#### Office Management Curriculum:

Lesson 1: Budgets and Financial Reports

Lesson 2: Coaching and Mentoring

Lesson 3: Conducting Annual Employee Reviews

<b>CIP Code</b>	52.0204
<b>SOC Code</b>	43-1011.00

### Program Costs

Tuition *	\$ 4,3990.00
Registration Fee**	\$ 100.00
<b>Total Cost</b>	<b>\$ \$4,499.00</b>

\*Tuition includes the following:

- Laptop computer.
- All necessary course materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

- Methods of Evaluation**
- Quizzes & Exams
  - Skills Demonstration
  - Learner-Centered Activities

Lesson 4: Developing New Managers  
 Lesson 5: Employee Motivation  
 Lesson 6: Facilitation Skills  
 Lesson 7: Knowledge Management  
 Lesson 8: Leadership and Influence  
 Lesson 9: Lean Process and Six Sigma  
 Lesson 10: Manager Management  
 Lesson 11: Middle Manager  
 Lesson 12: Office Politics for Managers  
 Lesson 13: Performance Management  
 Lesson 14: Self-Leadership  
 Lesson 15: Supervising Others  
 Lesson 16: Team Building Through Chemistry  
 Lesson 17: Virtual Team Building and Management

<b>Completion Requirements</b>	<p>Student must achieve the following to receive the Certificate of Completion:</p> <ol style="list-style-type: none"> <li><b>1. A 70% or higher on all Module quizzes.</b></li> <li><b>2. Submission of work to every Module practice activity.</b></li> <li><b>3. A 70% or higher on program final exam.</b></li> </ol>
<b>Recommended Certifications</b>	<p>Upon successful completion of the program, the student is prepared to sit for the following certification(s):</p> <p><b>None</b></p>
<b>Employment Opportunities</b>	<p>Graduates of this program are prepared for entry-level positions with the following or similar job titles:</p> <ul style="list-style-type: none"> <li>• Office Manager</li> <li>• Office Administrator</li> <li>• Administrative Services Manager</li> </ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<p>CPU: 1 GHz or higher          RAM: 2 GB or higher          Resolution: 1280 x 720 or higher          Speakers / Headphones</p>
<i>Operating System Requirements</i>	<p>Microsoft Windows 7 or 10 (Home, Pro)          Mac OSX 10 or higher          Latest Chrome OS          Latest Linux Distributions</p>
<i>Basic Software Recommendations</i>	<p>Office suite software (Microsoft Office, OpenOffice, or LibreOffice)          PDF reader program (Adobe Reader, FoxIt)</p>
<i>Internet Connectivity</i>	<p>Cable and DSL internet connections are recommended for the best experience.</p>
<i>Web Browser Requirements</i>	<p>Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</p>

**NOTE: While we understand that our courses can be viewed on Android and iPhone devices, we do not recommend the use of these devices for our courses as they do not provide a good learning environment for students taking online courses.**

# Healthcare

## Health Information Specialist

<b>Credential Awarded</b>	Certificate of Completion
<b>Education Delivery</b>	Online
<b>Total Hours of Instruction</b>	455 clock hours
<b>Hours by Lecture/Lab</b>	455 clock hours lecture
<b>Max. Student/Teacher</b>	40:1
<b>Schedule</b>	Program available 24/7

### Estimated Completion Time

Students who commit 20 hours per week can complete in 23 weeks

Students who commit 10 hours per week can complete in 46 weeks

**Maximum time to complete** Students have access to the online program materials for 46 weeks.

### Admissions Requirements

(see Admissions in this catalog for more information.)

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

### Instructional Strategies

<b>CIP Code</b>	51.0707
<b>SOC Code</b>	29-2072.00

### Program Costs

Tuition *	\$ 16,899.00
Registration Fee**	\$ 100.00
<b>Total Cost</b>	<b>\$ \$16,999.00</b>

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

### Methods of Evaluation

- Quizzes & Exams
- Skills Demonstration
- Learner-Centered Activities

### Description

For those students hoping for a career in health care, it is imperative that they understand electronic health records and how those records impact patient care and reimbursement. This program will provide the instructional tools needed to facilitate student learning of the electronic health record process. Administrative, clinical, and billing applications are discussed, as well as real-world situations that the students will encounter in the workforce. With the Medical Billing program, you will gain the skills you need to enter one of the fastest-growing fields in allied health as a medical billing specialist. In this program, you will gain hands-on, practical experience working with the main coding manuals in the field, the ICD-9-CM and the CPT. In addition, you will be introduced to the new ICD-10-CM diagnosis coding system. You will also master the legal, ethical, and regulatory concepts that are central to this field.

### Upon successful completion, students will be able to:

- Identify administrative, clinical, and billing applications.
- Utilize medical terminology systems.
- Identify body structure and the main systems of the human body.
- Recognize, pronounce, build and spell words related to the body structure.
- Demonstrate working with the main coding manuals in the field, the ICD-10-CM and the CPT.
- Master the legal, ethical, and regulatory concepts.
- Review patients' records for timeliness, completeness, accuracy, and appropriateness of data.
- Organize and maintain data for clinical databases and registries.
- Track patient outcomes for quality assessment.
- Use classification software to assign clinical codes for insurance reimbursement and data analysis.
- Electronically record data for collection, storage, analysis, retrieval, and reporting.
- Maintain confidentiality of patients' records.

### Outline/Modules

#### Electronic Health Records Specialist Career Prep Curriculum:

Module 1: Introduction to Electronic Health Records

Module 2: Overview of SimChart for the Medical Office

Module 3: Privacy, Confidentiality, and Security

Module 4: Administrative Use of the Electronic Health Record Patient Letter

Module 5: Clinical Use of the Electronic Health Record  
 Module 6: Using the Electronic Health Record for Reimbursement  
 Module 7: The Personal Health Record and Patient Portals

Medical Billing Career Prep Curriculum:

Module 1: Role of the Insurance Billing Specialist  
 Module 2: Compliance, Privacy, Fraud, and Abuse in Insurance Billing  
 Module 3: Basics of Health Insurance  
 Module 4: The Blue Plans, Private Insurance, & Managed Health Care Plans  
 Module 5: Medicare, Medicaid, & Other State Programs  
 Module 6: TRICARE & Veterans Health Care  
 Module 7: Workers Compensation  
 Module 8: Disability Income Insurance & Disability Benefit Programs  
 Module 9: Medical Documentation & Electronic Health Records  
 Module 10: Diagnostic Coding  
 Module 11: Procedural Coding  
 Module 12: The Paper Claim (CMS-1500)  
 Module 13: The Electronic Claim  
 Module 14: Receiving Payments & Insurance Problem Solving  
 Module 15: Collection Strategies  
 Module 16: Ambulatory Surgery Centers  
 Module 17: Hospital Outpatient & Inpatient Billing  
 Module 18: Seeking a Job and Attaining Professional Advancement

**Completion  
Requirements**

Student must achieve the following to receive the Certificate of Completion:

- 1. A 70% or higher on all Module quizzes.**
- 2. Submission of work to every Module practice activity**
- 3. A 70% or higher on program final exam.**

**Recommended  
Certifications**

Upon successful completion of the program, the student is prepared to sit for the following certification(s):

**National Healthcareer Association (NHA) Electronic Health Record Specialist (CEHRS)**  
**NHA Certified Billing and Coding Specialist (CBCS)**

**Employment  
Opportunities**

Graduates of this program are prepared for entry-level positions with the following or similar job titles:

- Health Information Specialist
- Clinical Data Manager

**Technology Requirements**

*Hardware Requirements*

- CPU: 1 GHz or higher
- RAM: 2 GB or higher
- Resolution: 1280 x 720 or higher
- Speakers / Headphones

*Operating System  
Requirements*

- Microsoft Windows 7 or 10 (Home, Pro)
- Mac OSX 10 or higher
- Latest Chrome OS
- Latest Linux Distributions

*Basic Software  
Recommendations*

- Office suite software (Microsoft Office, OpenOffice, or LibreOffice)
- PDF reader program (Adobe Reader, FoxIt)

*Internet Connectivity*

- Cable and DSL internet connections are recommended for the best experience.

*Web Browser Requirements*

- Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari

**NOTE: While we understand that our programs can be viewed on Android and iPhone devices, we do not recommend the use of these devices for our programs as they do not provide a good learning environment for students taking online programs.**



# Healthcare

# Medical Administrative Assistant

<b>Credential Awarded</b>	Certificate of Completion
<b>Education Delivery</b>	Online
<b>Total Program Hours</b>	490 clock hours
<b>Hours by Lecture/Lab</b>	400 lecture/ 90 lab clock hours
<b>Max. Student/Teacher</b>	40:1
<b>Schedule</b>	Program available 24/7
<b>Estimated Completion Time</b>	
Students who commit 20 hours per week can complete in 25 weeks	

<b>CIP Code</b>	51.0710
<b>SOC Code</b>	43-6013.00

## Program Costs

Tuition *	\$ 16,899.00
Registration Fee**	\$ 100.00
<b>Total Cost</b>	<b>\$ \$16,999.00</b>

Students who commit 10 hours per week can complete in 49 weeks

**Maximum time to complete** Students have access to the online program materials for 49 weeks.

- Admissions Requirements**
- Be at least 18 years of age.
  - High School Diploma or GED
  - Proof of US Residency
  - English Proficiency
  - Prerequisites: None

(see Admissions in this catalog for more information.)

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

- Instructional Strategies**
- Self-Directed Study
  - Skills Demonstration
  - Simulation
  - Online Activities
  - Labs

- Methods of Evaluation**
- Quizzes & Exams
  - Skills Demonstration
  - Learner-Centered Activities
  - Labs

## Description

Administrative Medical Assisting is one of the fastest growing careers in the health care industry today. The need for professionals that understand how to utilize computerized medical office software and perform administrative office procedures is growing substantially. Physician practices, hospitals, chiropractic practices, and other health care providers all depend on administrative professionals for day-to-day support. In the Administrative Medical Assistant program, you will learn medical terminology, patient confidentiality, scheduling, customer service, basic patient documentation, and basic billing as well as other administrative duties required by front office personnel.

## Upon successful completion, students will be able to:

- Identify parts of the human body.
- Describe the basic function of each body system.
- Utilize medical terminology in written and spoken communications.
- Define medical terminology commonly found in the medical record.
- Prepare and maintain the medical record.
- Prepare and maintain the appointment schedule.
- Demonstrate proper telephone handling techniques.
- Compose and prepare medical correspondence.
- Transcribe a dictated medical report.
- Manage incoming and outgoing financial transactions for medical practice.
- Complete basic insurance forms, including the use of ICD-9 and ICD-10.
- Know how to assist with office emergencies.

## Outline/Modules

### Medical Administrative Assistant Career Prep Curriculum:

Module 1: Introduction to Medical Assisting

Module 2: Ambulatory Care Administration

Module 3: Coding and Medical Billing Procedures

Module 4: Medical Office Administrative Functions  
 Module 5: Assisting with Medical Specialties  
 Module 6: Career Development

Medical Terminology Curriculum:

Module 1: Introduction to Medical Terminology  
 Module 2: Prefixes and Suffixes  
 Module 3: Body Structures  
 Module 4: Integumentary System  
 Module 5: Digestive System  
 Module 6: Respiratory System  
 Module 7: Cardiovascular System  
 Module 8: Blood, Lymphatic, Immune Systems  
 Module 9: Musculoskeletal System  
 Module 10: Urinary System  
 Module 11: Female Reproductive System  
 Module 12: Male Reproductive System  
 Module 13: Endocrine System  
 Module 14: Nervous System  
 Module 15: Special Senses

<b>Completion Requirements</b>	<p>Student must achieve the following to receive the Certificate of Completion:</p> <ol style="list-style-type: none"> <li><b>1. A 70% or higher on all Module quizzes and assignments.</b></li> <li><b>2. Submission of work to every Module practice activity</b></li> <li><b>3. A 70% or higher on program final exam.</b></li> </ol>
<b>Recommended Certifications</b>	<p>Upon successful completion of the program, the student is prepared to sit for the following certification(s):</p> <p><b>National Healthcareer Association (NHA) Medical Administrative Assistant</b></p>
<b>Employment Opportunities</b>	<p>Graduates of this program are prepared for entry-level positions with the following or similar job titles:</p> <ul style="list-style-type: none"> <li>• Medical Administrative Assistant</li> <li>• Medical Office Assisting</li> </ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"> <li>• CPU: 1 GHz or higher</li> <li>• RAM: 2 GB or higher</li> <li>• Resolution: 1280 x 720 or higher</li> <li>• Speakers / Headphones</li> </ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 or 10 (Home, Pro)</li> <li>• Mac OSX 10 or higher</li> <li>• Latest Chrome OS</li> <li>• Latest Linux Distributions</li> </ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"> <li>• Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li> <li>• PDF reader program (Adobe Reader, FoxIt)</li> </ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"> <li>• Cable and DSL internet connections are recommended for the best experience.</li> </ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"> <li>• Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li> </ul>

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# Healthcare Medical Assistant

<b>Credential Awarded</b>	Certificate of Completion
<b>Education Delivery</b>	Online
<b>Total Program Hours</b>	520 clock hours
<b>Hours by Lecture/Lab</b>	430 lecture/ 90 lab clock hours
<b>Max. Student/Teacher</b>	40:1
<b>Schedule</b>	Program available 24/7

## Estimated Completion Time

Students who commit 20 hours per week can complete in	26	weeks
Students who commit 10 hours per week can complete in	52	weeks

**Maximum time to complete** Students have access to the online program materials for 12 months.

- Admissions Requirements**
- Be at least 18 years of age.
  - High School Diploma or GED
  - Proof of US Residency
  - English Proficiency
  - Prerequisites: None

(see Admissions in this catalog for more information.)

- Instructional Strategies**
- Self-Directed Study
  - Skills Demonstration
  - Simulation
  - Online Activities
  - Labs

## Description

Health care is changing, and the role of the Medical Assistant is more important than ever. The Medical Assistant is the most versatile member of the healthcare team and is an important part of the successful physician practice. Although the skills the Medical Assistant performs will vary among medical offices, this program will fully prepare the student with a wide variety of skills, making him or her an essential part of the healthcare team. This program will provide a comprehensive overview of all aspects of clinical medical assisting, including care and management of the patient, the different body systems, administering and injecting medications, insurance and coding requirements, the special needs of pediatric and geriatric patients, and employment opportunities and strategies for Medical Assistants.

## Upon successful completion, students will be able to:

- Describe the roles and responsibilities of a typical medical assistant.
- Discuss the importance of patient health records.
- Use anatomical and medical vocabulary correctly.
- Explain the role of medical assistants in infection control.
- Identify the average body temperature, pulse rate, respiratory rate, and blood pressure for various age groups.
- Identify typical solutions, medications, and equipment used in minor surgical procedures.
- Detail the medical assistant's role in minor office surgeries.
- Identify the classifications of medications, including the indications for use, desired effects, side effects, adverse reactions, forms, and medical administration.
- Summarize the important parts of a drug label.
- Describe how a medical assistant should assist in various medical specialties.
- Explain how the medical assistant works with the clinical laboratory.
- Explain best practices in searching for a job in medical assisting.

## Outline/Modules

- Module 1: Introduction to Medical Assisting
- Module 2: Fundamentals of Clinical Medical Assisting, Part 1
- Module 3: Fundamentals of Clinical Medical Assisting, Part 2
- Module 4: Assisting with Medications

<b>CIP Code</b>	51.0801
<b>SOC Code</b>	31-9092.00

## Program Costs

Tuition *	\$ 16,899.00
Registration Fee**	\$ 100.00
<b>Total Cost</b>	<b>\$ \$16,999.00</b>

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

<b>Methods of Evaluation</b>	<ul style="list-style-type: none"> <li>• Quizzes &amp; Exams</li> <li>• Skills Demonstration</li> <li>• Learner-Centered Activities</li> <li>• Labs</li> </ul>
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Module 5: Assisting with Medical Specialties, Part 1  
 Module 6: Assisting with Medical Specialties, Part 2  
 Module 7: Assisting with Medical Specialties, Part 3  
 Module 8: Assisting with Clinical Laboratory Procedures  
 Module 9: Job Seeking

Medical Terminology Curriculum:

Module 1: Introduction to Medical Terminology  
 Module 2: Prefixes and Suffixes  
 Module 3: Body Structures  
 Module 4: Integumentary System  
 Module 5: Digestive System  
 Module 6: Respiratory System  
 Module 7: Cardiovascular System  
 Module 8: Blood, Lymphatic, Immune Systems  
 Module 9: Musculoskeletal System  
 Module 10: Urinary System  
 Module 11: Female Reproductive System  
 Module 12: Male Reproductive System  
 Module 13: Endocrine System  
 Module 14: Nervous System  
 Module 15: Special Senses

<b>Completion Requirements</b>	<p>Student must achieve the following to receive the Certificate of Completion:</p> <ol style="list-style-type: none"> <li><b>1. A 70% or higher on all Module quizzes and assignments.</b></li> <li><b>2. Submission of work to every Module practice activity.</b></li> <li><b>3. A 70% or higher on program final exam.</b></li> </ol>
<b>Recommended Certifications</b>	<p>Upon successful completion of the program, the student is prepared to sit for the following certification(s):</p> <p><b>National Healthcareer Association (NHA) Medical Assistant Certification (CCMA)</b></p>
<b>Employment Opportunities</b>	<p>Graduates of this program are prepared for entry-level positions with the following or similar job titles:</p> <ul style="list-style-type: none"> <li>• Medical Assistant</li> <li>• Clinical Assistant</li> <li>• Administrative Medical Assistant</li> </ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"> <li>• CPU: 1 GHz or higher</li> <li>• RAM: 2 GB or higher</li> <li>• Resolution: 1280 x 720 or higher</li> <li>• Speakers / Headphones</li> </ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 or 10 (Home, Pro)</li> <li>• Mac OSX 10 or higher</li> <li>• Latest Chrome OS</li> <li>• Latest Linux Distributions</li> </ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"> <li>• Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li> <li>• PDF reader program (Adobe Reader, FoxIt)</li> </ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"> <li>• Cable and DSL internet connections are recommended for the best experience.</li> </ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"> <li>• Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li> </ul>

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# Healthcare

# Medical Billing & Coding Specialist

<b>Credential Awarded</b>	Certificate of Completion
<b>Education Delivery</b>	Online
<b>Total Program Hours</b>	755 clock hours
<b>Hours by Lecture/Lab</b>	665 clock hours lecture/90 clock hours lab
<b>Max. Student/Teacher</b>	40:1
<b>Schedule</b>	Program available 24/7

## Estimated Completion Time

Students who commit 20 hours per week can complete in	38	weeks
Students who commit 10 hours per week can complete in	52	weeks

## Maximum time to complete

Students have access to the online program materials for 12 months.

## Admissions Requirements

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

(see Admissions in this catalog for more information.)

## Instructional Strategies

<b>CIP Code</b>	51.0713
<b>SOC Code</b>	29-2072.00

## Program Costs

Tuition *	\$	16,899.00
Registration Fee**	\$	100.00
<b>Total Cost</b>	<b>\$</b>	<b>\$16,999.00</b>

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

## Methods of Evaluation

- Quizzes & Exams
- Skills Demonstration
- Learner-Centered Activities

## Description

With the Medical Billing Career Prep program, you will gain the skills you need to enter one of the fastest-growing fields in allied health as a medical billing specialist. In this program, you will gain hands-on, practical experience working with the main coding manuals in the field, the ICD-10-CM and the CPT. In addition, you will be introduced to ICD-10-CM. You will also master the legal, ethical, and regulatory concepts that are central to this field. Upon completion of this program, you will be ready to begin your career in an entry-level position. Students will also be prepared to take the Certified Billing and Coding Specialist (CBCS) national certification exam offered by National Healthcare Association (NHA).

This program will provide you with key information about medical terminology systems. You will learn the key elements used to build medical terms. This will help you be able to decipher words on your own. You will also review body structure and the main systems of the human body. These include the integumentary, digestive, respiratory, and cardiovascular systems to name a select few. Through these learning experiences, you will learn how to recognize, pronounce, build and spell words related to the body structure.

Participants will be asked to complete exercises at the end of each chapter as well as reference appendices in the back of the textbook to aid in the learning process. Furthermore, practice labs will be included in activities that will obtain credit for Modules with the program.

With the Medical Coding program, you will gain the skills you need to enter one of the fastest-growing fields in allied health as a medical coding specialist. In this program, you will gain hands-on, practical experience working with the main coding manuals in the field. In addition, you will be introduced to the new ICD-10-CM diagnosis coding system. You will also master the legal, ethical, and regulatory concepts that are central to this field.

## Upon successful completion, students will be able to:

- Define the role as an insurance billing specialist, responsibilities and tasks, customer-focused service, career advantages, job search techniques, necessary qualifications, and pathways to certification.
- Compare and contrast the Health Insurance Portability and Accountability Act (HIPAA), insurance reforms, HITECH Act, health insurance, the Patient Protection and Affordable Care Act, traditional indemnity, and managed care plans.

- Describe the differences between the eligibility, benefits and claim submission for Medicare, Medicaid and other state programs, TRICARE and Veteran's Health Care, workers' compensation, employers' liability insurance, individual and group disability income insurance,
- Explain the importance of medical records and proper diagnoses and procedural coding.
- List the steps in the administrative life cycle of a physician-based insurance claim.
- Describe the differences between paper and electronic claim submission.
- Understand the cash flow cycle in the medical office and payments by insurance and patients.
- Describe third-party reimbursement issues.
- Utilize the ICD-10-CM and the GEMs file, the Alphabetic Index, and the Tabular List to map codes.
- Understand the ICD-10-CM Outpatient Coding and Reporting Guidelines, General Coding Guidelines to assign codes.
- Apply ICD-10-CM Official Guidelines for Coding and Reporting of infectious diseases, neoplasms, endocrine, nutritional, and metabolic diseases, and immunity disorders, diseases of blood and blood-forming organs, mental disorders, diseases of the nervous system and sense organs, diseases of the circulatory system, and diseases of the respiratory system.
- Apply ICD-10-CM Official Guidelines for Coding and Reporting of diseases of the digestive system, diseases of the skin and subcutaneous tissue, disease of the musculoskeletal system and connective tissues.
- Apply ICD-10-CM Official Guidelines for Coding and Reporting of diseases of the pregnancy, childbirth, and the puerperium, certain conditions originating in the perinatal period, congenital malformations, deformations, and chromosomal abnormalities, symptoms signs and abnormal clinical and laboratory findings, not elsewhere classified, and injury and poisoning, and certain other consequences of external causes.
- Properly use the CPT manual and categories of CPT codes, including proper use of modifiers to indicate delivery of services in nonstandard ways.
- Properly code procedures and services from the Evaluation and Management (E/M) section of the CPT.
- List the methods of sedation and the formula used to determine to code for anesthesia services.
- Locate the notes and guidelines and code procedures and services in the Surgery section, state the use of unlisted procedures, interpret elements of a special report, examine the designation of separate procedures, analyze contents of a surgical package, and determine the contents of the General Subsection.
- Code procedures and services related to the CPT subsections on the Integumentary System, Musculoskeletal System, Respiratory System Cardiovascular System, Hemic and Lymphatic Systems and the Mediastinum and Diaphragm, Digestive System, Urinary and Male Genital Systems, Reproductive System, Intersex Surgeries, and also those that affect the Female Genital System, Endocrine and Nervous systems, the eye, ocular adnexa, and auditory system.
- Code services associated with radiology services and in the Medicine section of the CPT manual.
- Code and report Inpatient services and differentiate between inpatient and outpatient coding.
- Identify the four-word elements used to build medical words, divide medical words into their component parts and apply the basic rules to define and build medical words.
- Understand the different levels, planes, and regions of the body, properly pronounce terms related to a body structure.
- Understand the core body systems and the medical terms specific the integumentary, digestive, respiratory, cardiovascular, lymphatic, musculoskeletal, urinary, reproductive, and endocrine systems.
- Locate major organs of each system and describe their structure and function.

## Outline/Modules

### Medical Billing Curriculum

Module 1: Role of the Insurance Billing Specialist

Module 2: Compliance, Privacy, Fraud, and Abuse in Insurance Billing

Module 3: Basics of Health Insurance

Module 4: The Blue Plans, Private Insurance, & Managed Health Care Plans

Module 5: Medicare, Medicaid, & Other State Programs

Module 6: TRICARE & Veterans Health Care

Module 7: Workers Compensation

Module 8: Disability Income Insurance & Disability Benefit Programs

Module 9: Medical Documentation & Electronic Health Records

Module 10: Diagnostic Coding

Module 11: Procedural Coding  
Module 12: The Paper Claim (CMS-1500)  
Module 13: The Electronic Claim  
Module 14: Receiving Payments & Insurance Problem Solving  
Module 15: Collection Strategies  
Module 16: Ambulatory Surgery Centers  
Module 17: Hospital Outpatient & Inpatient Billing  
Module 18: Seeking a Job and Attaining Professional Advancement

Medical Coding Curriculum

Module 1: Reimbursement, HIPAA and Compliance  
Module 2: An Overview of ICD-10-CM  
Module 3: ICD-10-CM Outpatient Coding and Reporting Guidelines  
Module 4: Using ICD-10-CM  
Module 5: Chapter-Specific Guidelines (ICD-10-CM Chapters 1-10)  
Module 6: Chapter-Specific Guidelines (ICD-10-CM Chapters 11-14)  
Module 7: Chapter-Specific Guidelines (ICD-10-CM Chapters 15-21)  
Module 8: Introduction to CPT and the Level II National Codes (HCPCS)  
Module 9: Modifiers  
Module 10: Evaluation and Management (E/M) Services  
Module 11: Anesthesia  
Module 12: Surgery Guidelines and General Surgery  
Module 13: Integumentary System  
Module 14: Musculoskeletal System  
Module 15: Respiratory System  
Module 16: Cardiovascular System  
Module 17: Hemic, Lymphatic, Mediastinum, and Diaphragm  
Module 18: Digestive System  
Module 19: Urinary and Male Genital Systems  
Module 20: Reproductive, Intersex Surgery, Female Genital System, and Maternity Care and Delivery  
Module 21: Endocrine and Nervous Systems  
Module 22: Eye, Ocular Adnexa, Auditory, and Operating Microscope  
Module 23: Radiology  
Module 24: Pathology/Laboratory  
Module 25: Medicine  
Module 26: Inpatient Coding

Medical Terminology Curriculum:

Module 1: Introduction to Medical Terminology  
Module 2: Prefixes and Suffixes  
Module 3: Body Structures  
Module 4: Integumentary System  
Module 5: Digestive System  
Module 6: Respiratory System  
Module 7: Cardiovascular System  
Module 8: Blood, Lymphatic, Immune Systems  
Module 9: Musculoskeletal System  
Module 10: Urinary System  
Module 11: Female Reproductive System  
Module 12: Male Reproductive System  
Module 13: Endocrine System  
Module 14: Nervous System  
Module 15: Special Senses

**Completion  
Requirements**

Student must achieve the following to receive the Certificate of Completion:

- 1. A 70% or higher on all Module quizzes.**

2. **Submission of work to every Module practice activity.**
3. **A 70% or higher on program final exam.**

#### **Recommended Certifications**

Upon successful completion of the program, the student is prepared to sit for the following certification(s):

**National Healthcareer Association (NHA) Certified Billing  
NHS Coding Specialist (CBCS)**

#### **Employment Opportunities**

Graduates of this program are prepared for entry-level positions with the following or similar job titles:

- Medical Billing and Coding Specialist
- Coder
- Medical Billing Specialist

#### **Technology Requirements**

##### *Hardware Requirements*

- CPU: 1 GHz or higher
- RAM: 2 GB or higher
- Resolution: 1280 x 720 or higher
- Speakers / Headphones

##### *Operating System Requirements*

- Microsoft Windows 7 or 10 (Home, Pro)
- Mac OSX 10 or higher
- Latest Chrome OS
- Latest Linux Distributions

##### *Basic Software Recommendations*

- Office suite software (Microsoft Office, OpenOffice, or LibreOffice)
- PDF reader program (Adobe Reader, FoxIt)

##### *Internet Connectivity*

- Cable and DSL internet connections are recommended for the best experience.

##### *Web Browser Requirements*

- Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari

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## Healthcare

## Pharmacy Technician

<b>Credential Awarded</b>	Certificate of Completion
<b>Education Delivery</b>	Online
<b>Total Program Hours</b>	400 clock hours
<b>Hours by Lecture/Lab</b>	400 clock hours lecture
<b>Max. Student/Teacher</b>	40:1
<b>Schedule</b>	Program available 24/7

### Estimated Completion Time

Students who commit 20 hours per week can complete in	20	weeks
Students who commit 10 hours per week can complete in	40	weeks

**Maximum time to complete** Students have access to the online program materials for 40 weeks.

### Admissions Requirements

(see Admissions in this catalog for more information.)

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

### Instructional Strategies

<b>CIP Code</b>	51.0805
<b>SOC Code</b>	29-2052.00

### Program Costs

Tuition *	\$	16,899.00
Registration Fee**	\$	100.00
<b>Total Cost</b>	<b>\$</b>	<b>\$16,999.00</b>

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

### Methods of Evaluation

- Quizzes & Exams
- Skills Demonstration
- Learner-Centered Activities

### Description

This program prepares students to be professional Pharmacy Technicians dedicated to assisting Registered Pharmacists in quality pharmacy operational procedures. Graduates are equipped to assist the Pharmacist filling prescriptions according to doctor's orders. Pharmacy Technicians also participate in ordering products and inventory control, as well as billing and receiving payments. Trained graduates that pass this program are eligible to sit for a national certification exam. Once students pass the program and certification exam, they can submit an application to participate in an internship program with national affiliation partners like CVS and Walgreens, or local pharmacy operations near their residence. This internship is what many employers in this industry want to see and tells them the student is job ready for this high demand job.

State regulations will vary by state, and this program does not specifically prepare students to meet all states' regulations. Potential students are highly encouraged to research what the regulations are in the state that they intend to work in.

### Upon successful completion, students will be able to:

- Explain the role of the pharmacy technician and identify the elements that make up the pharmacy.
- Explain the role of math in pharmacy and identify pharmaceutical measurements and dosage calculations.
- Explain basic medication safety and identify the different types of drug and drug references associated with them.
- Explain the role of the community pharmacy and identify the activities that occur within the community pharmacy.
- Explain non-sterile compounding and identify the procedures associated with non-sterile compounding.
- Identify the services, structure, procedures, and techniques that are part of an institutional pharmacy.
- Identify the sterile procedures and practices that are the responsibility of a pharmacy technician.
- Identify the career options available to pharmacy technicians and identify the steps necessary to obtain employment.

### Outline/Modules

#### Pharmacy Technician Curriculum:

- Module 1: Overview of the Pharmacy and the Role of the Pharmacy Technician
- Module 2: Pharmacy Math, Dosage Calculations, and Drug References
- Module 3: Pharmacy Practice Settings
- Module 4: Compounding
- Module 5: Pharmacy Management and Medication Safety
- Module 6: Therapeutic Agents: Nervous - Cardiovascular System
- Module 7: Therapeutic Agents: Respiratory - Reproductive System

Module 8: Therapeutic Agents: Immune - Hematological System  
Module 9: Over the Counter and Complementary Medicine

Healthcare Professional Perspectives on HIV and AIDS Curriculum:

Module 1: HIV Infection and AIDS  
Module 2: HIV Diagnosis and Progression  
Module 3: Prevention  
Module 4: Managing HIV  
Module 5: Working with Caregivers  
Module 6: Special Populations  
Module 7: Women, Children, and the Elderly

<b>Completion Requirements</b>	Student must achieve the following to receive the Certificate of Completion: <ol style="list-style-type: none"><li><b>1. A 70% or higher on all Module quizzes.</b></li><li><b>2. Submission of work to every Module practice activity.</b></li><li><b>3. A 70% or higher on program final exam.</b></li></ol>
<b>Recommended Certifications</b>	Upon successful completion of the program, the student is prepared to sit for the following certification(s): <b>Pharmacy Technician Certification Board (PTCB) Certified Pharmacy Technician (CPhT) or the National Healthcareer Association (NHA) Pharmacy Technician (CPhT)</b>
<b>Employment Opportunities</b>	Graduates of this program are prepared for entry-level positions with the following or similar job titles: <ul style="list-style-type: none"><li>Pharmacy Technician</li></ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"><li>CPU: 1 GHz or higher</li><li>RAM: 2 GB or higher</li><li>Resolution: 1280 x 720 or higher</li><li>Speakers / Headphones</li></ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"><li>Microsoft Windows 7 or 10 (Home, Pro)</li><li>Mac OSX 10 or higher</li><li>Latest Chrome OS</li><li>Latest Linux Distributions</li></ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"><li>Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li><li>PDF reader program (Adobe Reader, FoxIt)</li></ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"><li>Cable and DSL internet connections are recommended for the best experience.</li></ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"><li>Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li></ul>

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# Trades

## HVAC Technician

**Credential Awarded** Certificate of Completion  
**Education Delivery** Online

**CIP Code** 15.0501  
**SOC Code** 49-9021.00  
 49-9020.00

**Total Program Hours** 90 clock hours  
**Hours by Lecture/Lab** 90 lecture hours  
**Max. Student/Teacher** 40:1  
**Schedule** Program available 24/7

### Estimated Completion Time

Students who commit 20 hours per week can complete in 5 weeks  
 Students who commit 10 hours per week can complete in 9 weeks

**Maximum time to complete** Students have access to the online program materials for 12 months.

### Admissions Requirements

(see Admissions in this catalog for more information.)

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None

### Instructional Strategies

- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

### Program Costs

Tuition *	\$	6,100.00
Registration Fee**	\$	399.00
<b>Total Cost</b>	<b>\$</b>	<b>\$6,499.00</b>

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

### Methods of Evaluation

- Knowledge Check
- Skills Demonstration
- Learner-Centered Activities

### Description

HVAC is one of the most constant industries for new jobs. This program prepares students for entry level roles in the HVAC field. After completing the program, you will be able to perform general maintenance on HVAC systems, troubleshoot common HVAC electrical devices, safely work with and handle refrigerants, and gain an understanding of the common tools that are used in the HVAC trade. In addition to preparing students to be a part of the HVAC field, this program will also provide the opportunity to obtain the OSHA 10 certificate, EPA section 608 certificate and the NATE Ready to Work certificate.

From OSHA basics to construction industry-specific workplace hazards, this course provides foundational knowledge of occupational safety and health standards appropriate for construction industry careers.

### Upon successful completion, students will be able to:

- Explain what a HVAC system is, and the basic safety and tools related to it.
- Identify HVAC systems and their parts and how to maintain them.
- Identify the parts and tools used for the electrical component of an HVAC system.
- Describe HVAC refrigeration systems as they pertain to temperature, pressure, and heat.
- Explain how to troubleshoot basic circuits, motors, residential A/C systems, and heat pumps.
- Explain compressors and how to diagnose compressor problems.
- Describe heat pumps and their usage.
- Understand their rights as workers, including employer responsibilities.
- Become more employable, gaining a competitive advantage in the job market.
- Develop a safety mindset and learn foundational workplace skills.

### Outline/Modules

HVAC Technician Curriculum:  
 Module 1: What is HVAC

Module 2: HVAC Fundamentals  
 Module 3: Electrical for HVAC/R  
 Module 4: HVAC Refrigeration  
 Module 5: HVAC – Evacuation and Charging  
 Module 6: HVAC Troubleshooting

OSHA 10 Curriculum:

Module 1: Introduction to OSHA  
 Module 2: Fall Hazards  
 Module 3: Avoiding Electrocution Hazards  
 Module 4: Struck-By Hazards  
 Module 5: Caught-In or -Between Hazards  
 Module 6: Personal Protective Equipment (PPE)  
 Module 7: Health Hazards in Construction  
 Module 8: Excavations  
 Module 9: Materials Handling, Storage, Use, and Disposal  
 Module 10: Scaffolds  
 Module 11: Hand and Power Tools  
 Module 12: Safe Driving Practices  
 Module 13: Emergency Action Plans and Fire Protection  
 Module 14: Cranes  
 Module 15: Welding and Cutting

<b>Completion Requirements</b>	Students must complete all modules to be eligible for a Certificate of Completion.
<b>Recommended Certifications</b>	Upon successful completion of the program, the student is prepared to sit for the following certification(s): <b>NATE Ready-to Work, OSHA 10-Hour Construction Industry, and EPA Section 608.</b>
<b>Employment Opportunities</b>	Graduates of this program are prepared for entry-level positions with the following or similar job titles: <ul style="list-style-type: none"> <li>• HVAC apprentice</li> </ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"> <li>• CPU: 1 GHz or higher</li> <li>• RAM: 2 GB or higher</li> <li>• Resolution: 1280 x 720 or higher</li> <li>• Speakers / Headphones</li> </ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 or 10 (Home, Pro)</li> <li>• Mac OSX 10 or higher</li> <li>• Latest Chrome OS</li> <li>• Latest Linux Distributions</li> </ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"> <li>• Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li> <li>• PDF reader program (Adobe Reader, FoxIt)</li> </ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"> <li>• Cable and DSL internet connections are recommended for the best experience.</li> </ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"> <li>• Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li> </ul>

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# Trades

## Plumbing Technician

### Credential Awarded Education Delivery

Certificate of Completion  
Online

**CIP Code** 46.0503  
**SOC Code** 47-2150.00  
47-2152.00  
47-3015.00

**Total Program Hours** 90 clock hours  
**Hours by Lecture/Lab** 90 clock hours lecture  
**Max. Student/Teacher** 40:1  
**Schedule** Program available 24/7  
**Estimated Completion Time**

Students who commit 20 hours per week can complete in 5 weeks  
Students who commit 10 hours per week can complete in 9 weeks

**Maximum time to complete** Students have access to the online program materials for 12 months.

### Admissions Requirements

(see Admissions in this catalog for more information.)

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

### Instructional Strategies

### Program Costs

Tuition *	\$	3,600.00
Registration Fee**	\$	399.00
Total Cost	\$	\$3,999.00

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

### Methods of Evaluation

- Knowledge Check
- Skills Demonstration
- Learner-Centered Activities

### Description

Plumbing is one of the most constant industries for new jobs. This program prepares students for entry level roles in the plumbing field. After completing the program, you will be able to perform general maintenance on plumbing systems, troubleshoot common plumbing issues, and gain an understanding of the common tools that are used in the plumbing trade. In addition to preparing students to be a part of the plumbing field, this program will also provide the opportunity to obtain the OSHA 10 certificate.

From OSHA basics to construction industry-specific workplace hazards, this course provides foundational knowledge of occupational safety and health standards appropriate for construction industry careers.

### Upon successful completion, students will be able to:

- Explain what a plumbing system is, and the basic safety and tools related to it.
- Identify the parts and tools used for the electrical component of the plumbing system.
- Describe the different types of water heaters and how to install and service them.
- Explain basic plumbing codes that are used.
- Describe the different types of pipes and fittings.
- Explain the various types of plumbing fixtures and their role in the plumbing system.
- Summarize troubleshooting and maintenance for toilets and kitchen sinks.
- Understand their rights as workers, including employer responsibilities.
- Become more employable, gaining a competitive advantage in the job market.
- Develop a safety mindset and learn foundational workplace skills.

### Outline/Modules

#### Plumbing Technician Curriculum:

Module 1: How does Plumbing Work

Module 2: Plumbing Basics

Module 3: Pipe Joining and Repair

Module 4: Plumbing Fixtures and Fittings  
 Module 5: Plumbing Fixture Troubleshooting and Replacement  
 Module 6: Electrical for Plumbing  
 Module 7: Water Heaters

OSHA 10 Curriculum:

Module 1: Introduction to OSHA  
 Module 2: Fall Hazards  
 Module 3: Avoiding Electrocution Hazards  
 Module 4: Struck-By Hazards  
 Module 5: Caught-In or -Between Hazards  
 Module 6: Personal Protective Equipment (PPE)  
 Module 7: Health Hazards in Construction  
 Module 8: Excavations  
 Module 9: Materials Handling, Storage, Use, and Disposal  
 Module 10: Scaffolds  
 Module 11: Hand and Power Tools  
 Module 12: Safe Driving Practices  
 Module 13: Emergency Action Plans and Fire Protection  
 Module 14: Cranes  
 Module 15: Welding and Cutting

<b>Completion Requirements</b>	Students must complete all modules to be eligible for a Certificate of Completion.
<b>Recommended Certifications</b>	Upon successful completion of the program, the student is prepared to sit for the following certification(s): <b>OSHA 10-Hour Construction Industry</b>
<b>Employment Opportunities</b>	Graduates of this program are prepared for entry-level positions with the following or similar job titles: <ul style="list-style-type: none"> <li>• Plumbing Apprentice</li> </ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"> <li>• CPU: 1 GHz or higher</li> <li>• RAM: 2 GB or higher</li> <li>• Resolution: 1280 x 720 or higher</li> <li>• Speakers / Headphones</li> </ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 or 10 (Home, Pro)</li> <li>• Mac OSX 10 or higher</li> <li>• Latest Chrome OS</li> <li>• Latest Linux Distributions</li> </ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"> <li>• Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li> <li>• PDF reader program (Adobe Reader, FoxIt)</li> </ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"> <li>• Cable and DSL internet connections are recommended for the best experience.</li> </ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"> <li>• Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li> </ul>

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# Trades

## Electrical Technician

### Credential Awarded Education Delivery

Certificate of Completion  
Online

**CIP Code** 15.0303  
**SOC Code** 47-2110.00  
47-2111.00  
47-3013.00

**Total Program Hours** 60 clock hours  
**Hours by Lecture/Lab** 60 clock hours lecture  
**Max. Student/Teacher** 40:1  
**Schedule** Program available 24/7  
**Estimated Completion Time**

Students who commit 20 hours per week can complete in 3 weeks  
Students who commit 10 hours per week can complete in 6 weeks

**Maximum time to complete** Students have access to the online program materials for 12 months.

### Admissions Requirements

(see Admissions in this catalog for more information.)

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

### Instructional Strategies

### Program Costs

Tuition *	\$	3,600.00
Registration Fee**	\$	399.00
Total Cost	\$	\$3,999.00

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

### Methods of Evaluation

- Knowledge Check
- Skills Demonstration
- Learner-Centered Activities

### Description

The electrical trade is one of the most constant industries for new jobs. This program prepares students for entry level roles in the electrical field. After completing the program, you will be able to install electrical devices, build electrical circuits, and gain an understanding of the common tools that are used in the electrical trade. In addition to preparing students to be a part of the HVAC/R field, this program will also provide the opportunity to obtain the OSHA 10 certificate.

From OSHA basics to construction industry-specific workplace hazards, this course provides foundational knowledge of occupational safety and health standards appropriate for construction industry careers.

### Upon successful completion, students will be able to:

- List fundamental electrical concepts.
- Identify the parts and tools used in the electrical field.
- Explain how to build DC and DC combination circuits.
- Explain the basic safety and tools used in the electrical field.
- Describe electrical installation and the devices that are used.
- Identify Electrical Codes and how they are used.
- Understand their rights as workers, including employer responsibilities.
- Become more employable, gaining a competitive advantage in the job market.
- Develop a safety mindset and learn foundational workplace skills.

### Outline/Modules

Electrical Technician Curriculum:

Module 1: Becoming an Electrician

Module 2: Tool Fundamentals

Module 3: Circuit Basics

Module 4: Installation Basics

Module 5: Electrical Safety

Module 6: Electrical Code

#### OSHA 10 Curriculum:

Module 1: Introduction to OSHA

Module 2: Fall Hazards

Module 3: Avoiding Electrocution Hazards

Module 4: Struck-By Hazards

Module 5: Caught-In or -Between Hazards

Module 6: Personal Protective Equipment (PPE)

Module 7: Health Hazards in Construction

Module 8: Excavations

Module 9: Materials Handling, Storage, Use, and Disposal

Module 10: Scaffolds

Module 11: Hand and Power Tools

Module 12: Safe Driving Practices

Module 13: Emergency Action Plans and Fire Protection

Module 14: Cranes

Module 15: Welding and Cutting

<b>Completion Requirements</b>	Student must complete all modules to be eligible for a Certificate of Completion.
<b>Recommended Certifications</b>	Upon successful completion of the program, the student is prepared to sit for the following certification(s): <b>OSHA 10-Hour Construction Industry</b>
<b>Employment Opportunities</b>	Graduates of this program are prepared for entry-level positions with the following or similar job titles: <ul style="list-style-type: none"><li>• Electrician Apprentice</li></ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"><li>• CPU: 1 GHz or higher</li><li>• RAM: 2 GB or higher</li><li>• Resolution: 1280 x 720 or higher</li><li>• Speakers / Headphones</li></ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"><li>• Microsoft Windows 7 or 10 (Home, Pro)</li><li>• Mac OSX 10 or higher</li><li>• Latest Chrome OS</li><li>• Latest Linux Distributions</li></ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"><li>• Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li><li>• PDF reader program (Adobe Reader, FoxIt)</li></ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"><li>• Cable and DSL internet connections are recommended for the best experience.</li></ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"><li>• Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li></ul>

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# Trades

## HVAC & Core Construction

**Credential Awarded** Certificate of Completion  
**Education Delivery** Online

**CIP Code** 15.0501  
**SOC Code** 49-9021.00  
 49-9020.00

**Total Program Hours** 120 clock hours  
**Hours by Lecture/Lab** 120 lecture hours  
**Max. Student/Teacher** 40:1  
**Schedule** Program available 24/7

**Estimated Completion Time**  
 Students who commit 20 hours per week can complete in 6 weeks  
 Students who commit 10 hours per week can complete in 12 weeks

**Maximum time to complete** Students have access to the online program materials for 12 months.

**Admissions Requirements**

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None

(see Admissions in this catalog for more information.)

**Instructional Strategies**

- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

### Program Costs

Tuition *	\$	9,600.00
Registration Fee**	\$	399.00
<b>Total Cost</b>	<b>\$</b>	<b>\$9,999.00</b>

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

**Methods of Evaluation**

- Knowledge Check
- Skills Demonstration
- Learner-Centered Activities

### Description

HVAC is one of the most constant industries for new jobs. This program prepares students for entry level roles in the HVAC field. After completing the program, you will be able to perform general maintenance on HVAC systems, troubleshoot common HVAC electrical devices, safely work with and handle refrigerants, and gain an understanding of the common tools that are used in the HVAC trade. In addition to preparing students to be a part of the HVAC field, this program will also provide the opportunity to obtain the OSHA 30 certificate, EPA section 608 certificate and the NATE Ready to Work certificate.

Earn your OSHA 30-Hour card quickly and easily and be on your way to a safe and successful career.

### Upon successful completion, students will be able to:

- Explain what a HVAC system is, and the basic safety and tools related to it.
- Identify HVAC systems and their parts and how to maintain them.
- Identify the parts and tools used for the electrical component of an HVAC system.
- Describe HVAC refrigeration systems as they pertain to temperature, pressure, and heat.
- Explain how to troubleshoot basic circuits, motors, residential A/C systems, and heat pumps.
- Explain compressors and how to diagnose compressor problems.
- Describe heat pumps and their usage.
- Understand their rights as workers, including employer responsibilities.
- Become more employable, gaining a competitive advantage in the job market.
- Develop a safety mindset and learn foundational workplace skills.

### Outline/Modules

HVAC Technician Curriculum:

Module 1: What is HVAC

Module 2: HVAC Fundamentals

Module 3: Electrical for HVAC/R

Module 4: HVAC Refrigeration

Module 5: HVAC – Evacuation and Charging

Module 6: HVAC Troubleshooting

OSHA 30 Curriculum:

Module 1: Fall Protection

Module 2: OSHA Recordkeeping and Reporting

Module 3: Access to Medical and Exposure Records/ Job Hazards

Module 4: Pre-job Briefings/Lone Worker Concerns

Module 5: Culture of Early Reporting

Module 6: Inspections, Observations, and Feedback

Module 7: Reporting and Incident Investigation

Module 8: Tasks and Corrective Actions and Improvement and Safety

Module 9: Achieving Organizational Excellence and Office Safety

Module 10: Safety for Construction

Module 11: Active Shooter

Module 12: Emergency Plans and Safety Signs

Module 13: Personal Protective Equipment (PPE)

Module 14: Hexavalent Chromium and Lead Poisoning

Module 15: Bench Grinder Safety and Machine Guarding Hazards

Module 16: Hydraulic and Compressed Air Safety

Module 17: Hand Safety

Module 18: Power Tool Safety

Module 19: Electrical Safety

Module 20: Work Zone Safety

Module 21: Excavation, Blocking, Load Securement, and Concrete and Masonry

Module 22: Materials Handling

Module 23: Ergonomics

Module 24: Elevated Work

Module 25: Crane Safety

Module 26: Hazard Communication

Module 27: Industrial Hygiene Awareness

Module 28: Corrosive Safety

Module 29: Bloodborne Pathogens and Diseases

Module 30: Heat and Cold Stress

Module 31: Confined Space, Hazardous Gas Awareness, and HAZWOPER

Module 32: Fire Safety

Module 33: Welding, Cutting, and Brazing

Module 34: Vehicle Safety

Module 35: Drugs and Alcohol Awareness

**Completion  
Requirements**

Students must complete all modules to be eligible for a Certificate of Completion.

**Recommended  
Certifications**

Upon successful completion of the program, the student is prepared to sit for the following certification(s):

**NATE Ready-to Work, OSHA 30-Hour Construction Industry, and EPA Section 608.**

**Employment  
Opportunities**

Graduates of this program are prepared for entry-level positions with the following or similar job titles:

- HVAC apprentice
- Site Safety Officer
- Safety Technician
- Construction

**Technology Requirements**

*Hardware Requirements* • CPU: 1 GHz or higher

- RAM: 2 GB or higher
- Resolution: 1280 x 720 or higher
- Speakers / Headphones
- Operating System Requirements*
  - Microsoft Windows 7 or 10 (Home, Pro)
  - Mac OSX 10 or higher
  - Latest Chrome OS
  - Latest Linux Distributions
- Basic Software Recommendations*
  - Office suite software (Microsoft Office, OpenOffice, or LibreOffice)
  - PDF reader program (Adobe Reader, FoxIt)
- Internet Connectivity*
  - Cable and DSL internet connections are recommended for the best experience.
- Web Browser Requirements*
  - Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari

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# Trades

## Plumbing & Core Construction

**Credential Awarded**  
**Education Delivery**

Certificate of Completion  
Online

**CIP Code** 46.0503  
**SOC Code** 47-2150.00  
47-2152.00  
47-3015.00

**Total Program Hours** 120 clock hours  
**Hours by Lecture/Lab** 120 clock hours lecture  
**Max. Student/Teacher** 40:1  
**Schedule** Program available 24/7  
**Estimated Completion Time**

Students who commit 20 hours per week can complete in 6 weeks  
Students who commit 10 hours per week can complete in 12 weeks

**Maximum time to complete** Students have access to the online program materials for 12 months.

**Admissions Requirements**

(see Admissions in this catalog for more information.)

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

**Instructional Strategies**

### Program Costs

Tuition *	\$	9,600.00
Registration Fee**	\$	399.00
Total Cost	\$	\$9,999.00

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

**Methods of Evaluation**

- Knowledge Check
- Skills Demonstration
- Learner-Centered Activities

### Description

Plumbing is one of the most constant industries for new jobs. This program prepares students for entry level roles in the plumbing field. After completing the program, you will be able to perform general maintenance on plumbing systems, troubleshoot common plumbing issues, and gain an understanding of the common tools that are used in the plumbing trade. In addition to preparing students to be a part of the plumbing field, this program will also provide the opportunity to obtain the OSHA 30 certificate.

Earn your OSHA 30-Hour card quickly and easily and be on your way to a safe and successful career.

### Upon successful completion, students will be able to:

- Explain what a plumbing system is, and the basic safety and tools related to it.
- Identify the parts and tools used for the electrical component of the plumbing system.
- Describe the different types of water heaters and how to install and service them.
- Explain basic plumbing codes that are used.
- Describe the different types of pipes and fittings.
- Explain the various types of plumbing fixtures and their role in the plumbing system.
- Summarize troubleshooting and maintenance for toilets and kitchen sinks.
- Understand their rights as workers, including employer responsibilities.
- Become more employable, gaining a competitive advantage in the job market.
- Develop a safety mindset and learn foundational workplace skills.

### Outline/Modules

Plumbing Technician Curriculum:

Module 1: How does Plumbing Work

Module 2: Plumbing Basics

Module 3: Pipe Joining and Repair

Module 4: Plumbing Fixtures and Fittings

Module 5: Plumbing Fixture Troubleshooting and Replacement

Module 6: Electrical for Plumbing

Module 7: Water Heaters

OSHA 30 Curriculum:

Module 1: Fall Protection

Module 2: OSHA Recordkeeping and Reporting

Module 3: Access to Medical and Exposure Records/ Job Hazards

Module 4: Pre-job Briefings/Lone Worker Concerns

Module 5: Culture of Early Reporting

Module 6: Inspections, Observations, and Feedback

Module 7: Reporting and Incident Investigation

Module 8: Tasks and Corrective Actions and Improvement and Safety

Module 9: Achieving Organizational Excellence and Office Safety

Module 10: Safety for Construction

Module 11: Active Shooter

Module 12: Emergency Plans and Safety Signs

Module 13: Personal Protective Equipment (PPE)

Module 14: Hexavalent Chromium and Lead Poisoning

Module 15: Bench Grinder Safety and Machine Guarding Hazards

Module 16: Hydraulic and Compressed Air Safety

Module 17: Hand Safety

Module 18: Power Tool Safety

Module 19: Electrical Safety

Module 20: Work Zone Safety

Module 21: Excavation, Blocking, Load Securement, and Concrete and Masonry

Module 22: Materials Handling

Module 23: Ergonomics

Module 24: Elevated Work

Module 25: Crane Safety

Module 26: Hazard Communication

Module 27: Industrial Hygiene Awareness

Module 28: Corrosive Safety

Module 29: Bloodborne Pathogens and Diseases

Module 30: Heat and Cold Stress

Module 31: Confined Space, Hazardous Gas Awareness, and HAZWOPER

Module 32: Fire Safety

Module 33: Welding, Cutting, and Brazing

Module 34: Vehicle Safety

Module 35: Drugs and Alcohol Awareness

**Completion  
Requirements**

Students must complete all modules to be eligible for a Certificate of Completion.

**Recommended  
Certifications**

Upon successful completion of the program, the student is prepared to sit for the following certification(s):

**OSHA 30-Hour Construction Industry**

**Employment  
Opportunities**

Graduates of this program are prepared for entry-level positions with the following or similar job titles:

- Plumbing Apprentice
- Site Safety Officer
- Safety Technician
- Construction

## Technology Requirements

- Hardware Requirements*
  - CPU: 1 GHz or higher
  - RAM: 2 GB or higher
  - Resolution: 1280 x 720 or higher
  - Speakers / Headphones
- Operating System Requirements*
  - Microsoft Windows 7 or 10 (Home, Pro)
  - Mac OSX 10 or higher
  - Latest Chrome OS
  - Latest Linux Distributions
- Basic Software Recommendations*
  - Office suite software (Microsoft Office, OpenOffice, or LibreOffice)
  - PDF reader program (Adobe Reader, FoxIt)
- Internet Connectivity*
  - Cable and DSL internet connections are recommended for the best experience.
- Web Browser Requirements*
  - Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari

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# Trades

## Electrical & Core Construction

### Credential Awarded Education Delivery

Certificate of Completion  
Online

**CIP Code** 15.0303  
**SOC Code** 47-2110.00  
47-2111.00  
47-3013.00

**Total Program Hours** 90 clock hours  
**Hours by Lecture/Lab** 90 clock hours lecture  
**Max. Student/Teacher** 40:1  
**Schedule** Program available 24/7  
**Estimated Completion Time**

Students who commit 20 hours per week can complete in 5 weeks  
Students who commit 10 hours per week can complete in 9 weeks

**Maximum time to complete** Students have access to the online program materials for 12 months.

### Admissions Requirements

(see Admissions in this catalog for more information.)

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

### Instructional Strategies

### Program Costs

Tuition *	\$	9,600.00
Registration Fee**	\$	399.00
Total Cost	\$	\$9,999.00

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

### Methods of Evaluation

- Knowledge Check
- Skills Demonstration
- Learner-Centered Activities

### Description

The electrical trade is one of the most constant industries for new jobs. This program prepares students for entry level roles in the electrical field. After completing the program, you will be able to install electrical devices, build electrical circuits, and gain an understanding of the common tools that are used in the electrical trade. In addition to preparing students to be a part of the HVAC field, this program will also provide the opportunity to obtain the OSHA 30 certificate.

Earn your OSHA 30-Hour card quickly and easily and be on your way to a safe and successful career.

### Upon successful completion, students will be able to:

- List fundamental electrical concepts.
- Identify the parts and tools used in the electrical field.
- Explain how to build DC and DC combination circuits.
- Explain the basic safety and tools used in the electrical field.
- Describe electrical installation and the devices that are used.
- Identify Electrical Codes and how they are used.
- Understand their rights as workers, including employer responsibilities.
- Become more employable, gaining a competitive advantage in the job market.
- Develop a safety mindset and learn foundational workplace skills.

### Outline/Modules

#### Electrical Technician Curriculum:

Module 1: Becoming an Electrician  
Module 2: Tool Fundamentals  
Module 3: Circuit Basics  
Module 4: Installation Basics  
Module 5: Electrical Safety  
Module 6: Electrical Code

### OSHA 30 Curriculum:

Module 1: Fall Protection

Module 2: OSHA Recordkeeping and Reporting

Module 3: Access to Medical and Exposure Records/ Job Hazards

Module 4: Pre-job Briefings/Lone Worker Concerns

Module 5: Culture of Early Reporting

Module 6: Inspections, Observations, and Feedback

Module 7: Reporting and Incident Investigation

Module 8: Tasks and Corrective Actions and Improvement and Safety

Module 9: Achieving Organizational Excellence and Office Safety

Module 10: Safety for Construction

Module 11: Active Shooter

Module 12: Emergency Plans and Safety Signs

Module 13: Personal Protective Equipment (PPE)

Module 14: Hexavalent Chromium and Lead Poisoning

Module 15: Bench Grinder Safety and Machine Guarding Hazards

Module 16: Hydraulic and Compressed Air Safety

Module 17: Hand Safety

Module 18: Power Tool Safety

Module 19: Electrical Safety

Module 20: Work Zone Safety

Module 21: Excavation, Blocking, Load Securement, and Concrete and Masonry

Module 22: Materials Handling

Module 23: Ergonomics

Module 24: Elevated Work

Module 25: Crane Safety

Module 26: Hazard Communication

Module 27: Industrial Hygiene Awareness

Module 28: Corrosive Safety

Module 29: Bloodborne Pathogens and Diseases

Module 30: Heat and Cold Stress

Module 31: Confined Space, Hazardous Gas Awareness, and HAZWOPER

Module 32: Fire Safety

Module 33: Welding, Cutting, and Brazing

Module 34: Vehicle Safety

Module 35: Drugs and Alcohol Awareness

<b>Completion Requirements</b>	Student must complete all modules to be eligible for a Certificate of Completion.
<b>Recommended Certifications</b>	Upon successful completion of the program, the student is prepared to sit for the following certification(s): <b>OSHA 30-Hour Construction Industry</b>
<b>Employment Opportunities</b>	Graduates of this program are prepared for entry-level positions with the following or similar job titles: <ul style="list-style-type: none"><li>• Electrician Apprentice</li><li>• Site Safety Officer</li><li>• Safety Technician</li><li>• Construction</li></ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"><li>• CPU: 1 GHz or higher</li><li>• RAM: 2 GB or higher</li></ul>



- Resolution: 1280 x 720 or higher
- Speakers / Headphones
- Operating System Requirements*
  - Microsoft Windows 7 or 10 (Home, Pro)
  - Mac OSX 10 or higher
  - Latest Chrome OS
  - Latest Linux Distributions
- Basic Software Recommendations*
  - Office suite software (Microsoft Office, OpenOffice, or LibreOffice)
  - PDF reader program (Adobe Reader, FoxIt)
- Internet Connectivity*
  - Cable and DSL internet connections are recommended for the best experience.
- Web Browser Requirements*
  - Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari

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# Trades

# Core Construction

**Credential Awarded**  
**Education Delivery**

Certificate of Completion  
Online

**CIP Code**  
**SOC Code**

52.2002  
47-2031.00

**Total Program Hours**  
**Hours by Lecture/Lab**  
**Max. Student/Teacher**  
**Schedule**

30 clock hours  
30 clock hours lecture  
40:1  
Program available 24/7

## Estimated Completion Time

Students who commit 20 hours per week can complete in 2 weeks  
Students who commit 10 hours per week can complete in 3 weeks

**Maximum time to complete**

Students have access to the online program materials for 12 months.

**Admissions Requirements**

- Be at least 18 years of age.
- High School Diploma or GED
- Proof of US Residency
- English Proficiency
- Prerequisites: None
- Self-Directed Study
- Skills Demonstration
- Simulation
- Online Activities

(see Admissions in this catalog for more information.)

**Instructional Strategies**

## Program Costs

Tuition *	\$	1,600.00
Registration Fee**	\$	399.00
Total Cost	\$	\$1,999.00

\*Tuition includes the following:

- Laptop computer.
- All necessary program materials.
- Access to the online instruction portal.
- Certification exam(s) if identified below.

\*\* Registration fee is non-refundable

**Methods of Evaluation**

- Knowledge Check
- Skills Demonstration
- Learner-Centered Activities

## Description

This course provides an expanded foundational knowledge of construction safety and health standards often required for construction industry career roles involving a higher level of supervisory safety responsibility. Earn your OSHA 30-Hour card quickly and easily and be on your way to a safe and successful career.

## Upon successful completion, students will be able to:

- Understand the rights as a worker, including employer responsibilities.
- Become more employable, gaining a competitive advantage in the job market.
- Develop a safety mindset.
- Summarize foundational workplace skills.
- Describe different safety hazards and how to prevent them.

## Outline/Modules

### OSHA 30 Curriculum:

Module 1: Fall Protection

Module 2: OSHA Recordkeeping and Reporting

Module 3: Access to Medical and Exposure Records/ Job Hazards

Module 4: Pre-job Briefings/Lone Worker Concerns

Module 5: Culture of Early Reporting

Module 6: Inspections, Observations, and Feedback

Module 7: Reporting and Incident Investigation

Module 8: Tasks and Corrective Actions and Improvement and Safety

Module 9: Achieving Organizational Excellence and Office Safety

Module 10: Safety for Construction

Module 11: Active Shooter

Module 12: Emergency Plans and Safety Signs

Module 13: Personal Protective Equipment (PPE)

Module 14: Hexavalent Chromium and Lead Poisoning

Module 15: Bench Grinder Safety and Machine Guarding Hazards

Module 16: Hydraulic and Compressed Air Safety

Module 17: Hand Safety  
 Module 18: Power Tool Safety  
 Module 19: Electrical Safety  
 Module 20: Work Zone Safety  
 Module 21: Excavation, Blocking, Load Securement, and Concrete and Masonry  
 Module 22: Materials Handling  
 Module 23: Ergonomics  
 Module 24: Elevated Work  
 Module 25: Crane Safety  
 Module 26: Hazard Communication  
 Module 27: Industrial Hygiene Awareness  
 Module 28: Corrosive Safety  
 Module 29: Bloodborne Pathogens and Diseases  
 Module 30: Heat and Cold Stress  
 Module 31: Confined Space, Hazardous Gas Awareness, and HAZWOPER  
 Module 32: Fire Safety  
 Module 33: Welding, Cutting, and Brazing  
 Module 34: Vehicle Safety  
 Module 35: Drugs and Alcohol Awareness

<b>Completion Requirements</b>	Student must complete all modules to be eligible for a Certificate of Completion.
<b>Recommended Certifications</b>	Upon successful completion of the program, the student is prepared to sit for the following certification(s): <b>OSHA 30-Hour Construction Industry</b>
<b>Employment Opportunities</b>	Graduates of this program are prepared for entry-level positions with the following or similar job titles: <ul style="list-style-type: none"> <li>• Construction Project Management</li> <li>• Site Safety Officer</li> <li>• Safety Technician</li> <li>• Construction</li> </ul>
<b>Technology Requirements</b>	
<i>Hardware Requirements</i>	<ul style="list-style-type: none"> <li>• CPU: 1 GHz or higher</li> <li>• RAM: 2 GB or higher</li> <li>• Resolution: 1280 x 720 or higher</li> <li>• Speakers / Headphones</li> </ul>
<i>Operating System Requirements</i>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 or 10 (Home, Pro)</li> <li>• Mac OSX 10 or higher</li> <li>• Latest Chrome OS</li> <li>• Latest Linux Distributions</li> </ul>
<i>Basic Software Recommendations</i>	<ul style="list-style-type: none"> <li>• Office suite software (Microsoft Office, OpenOffice, or LibreOffice)</li> <li>• PDF reader program (Adobe Reader, FoxIt)</li> </ul>
<i>Internet Connectivity</i>	<ul style="list-style-type: none"> <li>• Cable and DSL internet connections are recommended for the best experience.</li> </ul>
<i>Web Browser Requirements</i>	<ul style="list-style-type: none"> <li>• Latest Google Chrome is recommended for the best experience or the latest version of one of the following: Mozilla FireFox, Microsoft Edge, or Apple Safari</li> </ul>

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# Program Descriptions

## Office - Customer Service

### Office - Customer Service Exam Prep Curriculum:

#### **Module 1: What is Customer Service**

**16 lecture hours**

In this module, you will define customer service and discuss its importance in an organization's success. In addition, you will explore customer needs, the benefits gained through meeting those needs, and the role of the customer service representative in this process. You will also discuss the concept of social customers.

#### **Module 2: The Global Customer**

**16 lecture hours**

Best-in-class global service is all about delivering the right information in context to optimize business processes, applications, and activities that support service. In this module, you will discuss ways that the CSR can best serve the global customer.

#### **Module 3: Exceptional Customer Service**

**16 lecture hours**

According to a study by RightNow Technologies, 73 percent of customers leave because of poor customer service. In this module, you will discuss ways that organizations can understand, meet, and exceed customer expectations through exceptional customer service.

#### **Module 4: Customer Service Strategy**

**16 lecture hours**

Most organizations are made of people and customers; therefore, having a strategy for delivering consistently excellent customer service is essential. In this module you will discuss building a customer service strategy in a way that encourages quality service resulting in customer satisfaction.

#### **Module 5: Critical Workplace Skills**

**20 lecture hours**

Every organization has expectations of its employees. In customer service, meeting these expectations is extremely important, as it affects the customers' experience and the health of the business. In this module, you will discuss workplace skills that are critical in customer service. In addition, you will discuss balancing those skills, setting realistic goals, and how to maximize those skills.

#### **Module 6: Problem Solving**

**16 lecture hours**

In this module, you will discuss the importance of the Customer Service Representative in problem solving, resolving conflict, and winning back business through excellent customer service.

#### **Module 7: Extreme Customers and Customer Retention**

**16 lecture hours**

Every business will encounter challenging situations and difficult customers from time to time. In this module you will discuss approaches for handling challenges and dealing with difficult customers.

#### **Module 8: Managing Customer Service**

**16 lecture hours**

In this module, you will discuss effective approaches for managing customer services representatives, such as the provision of training, team building, a positive environment, and clear expectations.

#### **Module 9: Communication Essentials**

**16 lecture hours**

In this module, you will explore communication styles, discuss the basics of written and verbal communication, and become familiar with the characteristics of effective communication.

**Module 10: Customer-Focused Listening****16 lecture hours**

In this module, you will discuss effective listening and listening habits along with roadblocks to effective communication.

**Module 11: Nonverbal Communication, Dress, and Manners****20 lecture hours**

In this module, you will focus on the use of Nonverbal Communication, Dress, and Manners in the best way during interactions with customers. Whether individuals are face-to-face or at a distance from each other, how either party respects and makes the other person feel can manifest in an exciting beginning or an unfortunate ending to a service relationship.

**Module 12: Telephone and Digital Communication****16 lecture hours**

In this module, you will discuss various forms of digital and telephone communication, including web chat, VoIP, telephone service, inbound customer service calls, and outbound telemarketing.

## Health Information Specialist

### Health Information Specialist Exam Prep Curriculum:

#### **Module 1: Introduction to Electronic Health Records**

**18 lecture hours**

This module will explore the history and current use of patient health records, their importance to individuals' health, and their contribution to the healthcare system including documents in medical records, the electronic health record, advantages, and disadvantages to using electronic health records.

#### **Module 2: Overview of SimChart for the Medical Office**

**18 lecture hours**

This module will review when medical practices go digital and getting comfortable with electronic health records software.

#### **Module 3: Privacy, Confidentiality, and Security**

**18 lecture hours**

This module will review in detail the Health Insurance Portability and Accountability Act (HIPAA); the major features of HIPPA including security safeguards and patients' rights under HIPPA; along with how patients can protect their health information.

#### **Module 4: Administrative Use of the Electronic Health Record Patient Letter**

**18 lecture hours**

This module will cover the role of the front office assistant, communication in the Medical Office, Incident reports, and managing electronic health records.

#### **Module 5: Clinical Use of the Electronic Health Record**

**18 lecture hours**

This module will review the documentation practices in electronic health records while incorporating clinical documentation in the patient record.

#### **Module 6: Using the Electronic Health Record for Reimbursement**

**18 lecture hours**

This module will review the healthcare reimbursement process, revenue cycles, coding systems, and potential fraud and abuse cases.

#### **Module 7: The Personal Health Record and Patient Portals**

**18 lecture hours**

This module will cover personal health records, what information is included as compared to the medical record, innovative features of personal health records and how to maintain the personal health record using patient portals.

### Medical Billing Career Prep Curriculum:

#### **Module 1: Role of the Insurance Billing Specialist**

**18 lecture hours**

In this module, you will learn about your new role as an insurance billing specialist, its responsibilities and tasks, career advantages and necessary qualifications.

**Module 2: Compliance, Privacy, Fraud, and Abuse in Insurance Billing** **23 lecture hours**

In this module, you will learn about the Health Insurance Portability and Accountability Act (HIPAA), insurance reforms and the HITECH act. You will discuss the differences between fraud, waste, and abuse and describe how regulations pertain to the Insurance Billing Specialist

**Module 3: Basics of Health Insurance** **18 lecture hours**

In this module, you will learn about the history and organization of health insurance in the United States and how the Patient Protection and Affordable Care Act will reform healthcare. You will also follow the administrative life cycle of a physician-based insurance claim from completion to third-party payer processing and payment.

**Module 4: The Blue Plans, Private Insurance, & Managed Health Care Plans** **18 lecture hours**

In this module, you will learn about the differences between a traditional indemnity and a managed care plan, including organization, features and payment mechanisms.

**Module 5: Medicare, Medicaid, & Other State Programs** **18 lecture hours**

In this module, you will learn about eligibility, benefits and claim submission for Medicare. Participants will also learn about the history, eligibility, benefits, and claims submission for Medicaid and other state programs.

**Module 6: TRICARE & Veterans Health Care** **18 lecture hours**

In this module, you will learn about eligibility, benefits, providers and claim submission guidelines for TRICARE and Veteran's Health Care.

**Module 7: Workers Compensation** **18 lecture hours**

In this module, you will learn about the differences between workers' compensation and employers' liability insurance, eligibility, waiting periods, types of claims, record keeping, and claim submission.

**Module 8: Disability Income Insurance & Disability Benefit Programs** **18 lecture hours**

In this module, you will learn about the benefits and exclusions contained in individual and group disability income insurance, eligibility requirements, procedures for claim submissions.

**Module 9: Medical Documentation & Electronic Health Records** **18 lecture hours**

In this module, you will learn about the medical record and its transformation into what is known as the electronic health record. You will explain the importance of documentation and how poor documentation makes it difficult for the Insurance Billing Specialist.

**Module 10: Diagnostic Coding** **18 lecture hours**

In this module, you will learn how to code diagnoses and the importance of accurate diagnostic coding. You will have hands-on practice with both ICD-9 and ICD-10 coding conventions and demonstrate your ability to abstract medical conditions from the medical record and accurately assign diagnostic codes.

**Module 11: Procedural Coding****18 lecture hours**

In this module, you will learn the purpose and importance of procedural coding. You will have hands-on practice with CPT coding conventions and demonstrate your ability to abstract information from the medical record and accurately assign procedural codes.

**Module 12: The Paper Claim (CMS-1500)****18 lecture hours**

In this module, you will learn when paper claims are to be used. You will compare the differences between clean, pending, rejected, incomplete, and invalid claims and demonstrate the ability to complete the CMS-1500 claim form accurately for federal, state, and private payer insurance contracts using current basic guidelines.

**Module 13: The Electronic Claim****18 lecture hours**

In this module, you will learn the advantages of electronic claim submission, the methods of interactive computer transactions for transmitting insurance claims and the procedures for transmission.

**Module 14: Receiving Payments & Insurance Problem Solving****18 lecture hours**

In this module, you will learn claim management techniques, solutions for denied and rejected claims, and methods to reduce insurance problems and obtain maximum correct payments.

**Module 15: Collection Strategies****18 lecture hours**

In this module, you will learn about the cash flow cycle in the medical office, including how to explain fees and answer patient questions, offer payment options and how to avoid making patients pay for your mistakes and adding expense and causing a delay in payment.

**Module 16: Ambulatory Surgery Centers****18 lecture hours**

In this module, participants will learn about Outpatient hospital care facilities (as often called ambulatory care) and cover various types of services that do not require an overnight hospital stay. Ambulatory surgery centers, known as ASCs, are health care facilities specifically focused on providing same-day surgical care, including diagnostic and preventive procedures and services.

**Module 17: Hospital Outpatient & Inpatient Billing****18 lecture hours**

In this module, you will learn about the differences in medical billing for a hospital vs. a medical office, the flow of the inpatient hospital stay from billing through receipt of payment and the general guidelines for completion of a paper CMS1450 (UB-04) and transmission of the electronic claim form.

**Module 18: Seeking a Job and Attaining Professional Advancement****18 lecture hours**

In this module, you will learn about the importance of customer-focused service, pathways to certification, how to search for and successfully apply for a job.



## **Medical Administrative Assistant**

### Medical Administrative Assistant Career Prep Curriculum:

#### **Module 1: Introduction to Medical Assisting, part 1**

**18 lecture hours**

In this module, you will learn the basic roles of an administrative medical assistant, communication basics, and explore legal compliance in medical offices.

#### **Module 2: Introduction to Medical Assisting, part 1**

**18 lecture hours**

In this module, you will learn about ethics in healthcare, explore proper medical terminology, and identify best practices when coaching patients.

#### **Module 3: Fundamentals of Ambulatory Care, part 1**

**18 lecture hours**

In this module, you will explore the front-end operations of a healthcare facility, including written communications, telephone techniques, and patient processing.

#### **Module 4: Fundamentals of Ambulatory Care, part 2**

**18 lecture hours**

In this module, you will continue the review of front-end operations by reviewing patient records, principles of pharmacology, and maintaining safe equipment and supplies.

#### **Module 5: Coding and Medical Billing**

**18 lecture hours**

In this module, you will review the medical assistant's role in medical coding and billing. Procedures for diagnostic coding and medical billing claims procedures are also covered.

#### **Module 6: Advanced Ambulatory Care Administration**

**18 lecture hours**

In this module, you will learn more advanced front office procedures, such as accounts receivable and accounts payable. You will also discuss advanced roles in administrative medical assisting, such as medical office management.

#### **Module 7: Assisting with Medical Specialties**

**18 lecture hours**

In this module, you will learn about the administrative medical assistant's role in handling and responding to medical emergencies.

#### **Module 8: Job Seeking**

**18 lecture hours**

In this module, you will learn about how to apply for and find a job in the field of administrative medical assisting.

### Medical Terminology Curriculum:

#### **Module 1: Introduction to Medical Terminology**

**17 lecture hours; 6 lab hours**

In this module, you will learn the techniques to major medical word building using basic word elements.

#### **Module 2: Prefixes and Suffixes**

**18 lecture hours; 6 lab hours**

Through suffixes, you will be able to categorize major surgical, diagnostic, and symptomatic terms. With major prefixes, you will determine position, number and measurement, direction, and other parameters.

**Module 3: Body Structures****17 lecture hours; 6 lab hours**

In this module, you will provide an orientation to the body as a whole. The module contains general terms that are relevant to all body systems. You will use the terms to locate and describe structures within the body. You will also be able to associate the terms with diseases, abnormal conditions, and diagnostic and medical procedure used in the clinical setting.

**Module 4: Integumentary System****17 lecture hours; 6 lab hours**

The module will cover the Integumentary System, or the skin. You will learn about the system and its accessory organs (hair, nails, and glands). You will learn how the glands produce several types of secretions, nerves that transmit impulses, and blood vessels that help regulate body temperature. You will discover how important the skin is for protection and performance.

**Module 5: Digestive System****17 lecture hours; 6 lab hours**

This module will cover the digestive system, also referred to as the gastrointestinal (GI) system. The GI track extends from the mouth to the anus and has several accessory organs whose primary function is to break down food, prepare it for absorption, and eliminate waste.

**Module 6: Respiratory System****17 lecture hours; 6 lab hours**

In this module, you will learn how the respirator system is responsible for the exchange of oxygen and carbon dioxide. You will learn how the lungs and airways transport oxygen from the atmosphere to the lungs and carry the carbon dioxide from the lungs into the atmosphere; this process is called breathing, which helps maintain a stable internal environment of the body.

**Module 7: Cardiovascular System****17 lecture hours; 6 lab hours**

This module will cover the cardiovascular (CV) system, which is composed of the heart and blood vessels. It's responsible for carrying blood across the body. Blood contains oxygen and cells that are vital for life. Without this system in place, life is not possible.

**Module 8: Blood, Lymphatic, Immune Systems****17 lecture hours; 6 lab hours**

This module will cover blood, lymphatic and immune systems. They are all separate, but interrelated functions that help maintain homeostasis and ward off diseases.

**Module 9: Musculoskeletal System****17 lecture hours; 6 lab hours**

In this module, you will learn how the musculoskeletal system includes muscles, bones, joints, and related structures that function in the support of movement.

**Module 10: Urinary System****17 lecture hours; 6 lab hours**

This module will cover the urinary system, which consists of two kidneys, and the primary function of which is the regulation of extracellular fluids of the body. The kidneys remove waste products in the form of urine.

**Module 11: Female Reproductive System****17 lecture hours; 6 lab hours**

This module will discuss how the female reproductive system produces and transports ova or discharge depending on fertilization processes. You will learn how female hormones play a role in the reproductive process.

**Module 12: Male Reproductive System****17 lecture hours; 6 lab hours**

In this module, you will learn how the male reproductive system produces, maintains, and transports sperm for fertilization. You will also discover how it also develops and maintains male secondary sex characteristics.

**Module 13: Endocrine System****17 lecture hours; 6 lab hours**

This module will teach you about the endocrine system, and how its primary function is to produce hormones that directly enter the bloodstream and travel to specific tissues or organs of the body. You will also learn how this process causes short-term and long-term changes.

**Module 14: Nervous System****17 lecture hours; 6 lab hours**

This module will cover the nervous system, one of the most complicated systems of the body. You will learn how it senses physical and chemical changes in internal and external environments, processes them, and then responds to maintain homeostasis. You will also learn how the nervous system coordinates, regulates, and integrates voluntary activities.

**Module 15: Special Senses****17 lecture hours; 6 lab hours**

In this module, you learn the general sensations experienced by the body and the specific sensations experienced by the body. The specific sensations include smell, taste, vision, hearing, and equilibrium and are all connected to a specific organ or structure in the body.

## **Medical Assistant**

### Medical Assistant Prep Exam Curriculum:

#### **Module 1: Introduction to Medical Assisting**

**24 lecture hours**

In this module, you will learn the basic roles of a medical assistant, the importance, and types of patient records, and explore proper medical terminology.

#### **Module 2: Fundamentals of Clinical Medical Assisting, Part 1**

**24 lecture hours**

In this module, you will learn the fundamentals of clinical medical assisting, including infection control, examining patients, coaching patients, and nutrition.

#### **Module 3: Fundamentals of Clinical Medical Assisting, Part 2**

**24 lecture hours**

In this module, you will learn about the basics of surgical supplies and instruments, assisting with minor surgeries, electrocardiography, and the role of a medical assistant during medical emergencies.

#### **Module 4: Assisting with Medications**

**25 lecture hours**

In this module, you will learn about medications. Principles of pharmacology, reading labels, pharmacological math, and types and methods of medication administration will all be covered.

#### **Module 5: Assisting with Medical Specialties, Part 1**

**25 lecture hours**

In this module, you will learn about the medical specialties that employ medical assistants. The basics of each field are covered, including ophthalmology, dermatology, allergy and infectious disease, gastroenterology, and orthopedics.

#### **Module 6: Assisting with Medical Specialties, Part 2**

**25 lecture hours**

In this module, you will learn about the medical specialties that employ medical assistants. The basics of each field are covered, including neurology, behavioral health, endocrinology, cardiology, and pulmonology.

#### **Module 7: Assisting with Medical Specialties, Part 3**

**25 lecture hours**

In this module, you will learn about the medical specialties that employ medical assistants. The basics of each field are covered, including urology, obstetrics, pediatrics, and geriatrics.

#### **Module 8: Assisting with Clinical Laboratory Procedures**

**24 lecture hours**

In this module, you will learn about how medical assistants work with the clinical lab and the medical equipment associated with working with the lab.

#### **Module 9: Job Seeking**

**24 lecture hours**

In this module, you will learn about how to apply for and find a job in the field of medical assisting.

### Medical Terminology Curriculum:

#### **Module 1: Introduction to Medical Terminology**

**17 lecture hours; 6 lab hours**

In this module, you will learn the techniques to major medical word building using basic word elements.

**Module 2: Prefixes and Suffixes****18 lecture hours; 6 lab hours**

Through suffixes, you will be able to categorize major surgical, diagnostic, and symptomatic terms. With major prefixes, you will determine position, number and measurement, direction, and other parameters.

**Module 3: Body Structures****17 lecture hours; 6 lab hours**

In this module, you will provide an orientation to the body as a whole. The module contains general terms that are relevant to all body systems. You will use the terms to locate and describe structures within the body. You will also be able to associate the terms with diseases, abnormal conditions, and diagnostic and medical procedure used in the clinical setting.

**Module 4: Integumentary System****17 lecture hours; 6 lab hours**

The module will cover the Integumentary System, or the skin. You will learn about the system and its accessory organs (hair, nails, and glands). You will learn how the glands produce several types of secretions, nerves that transmit impulses, and blood vessels that help regulate body temperature. You will discover how important the skin is for protection and performance.

**Module 5: Digestive System****17 lecture hours; 6 lab hours**

This module will cover the digestive system, also referred to as the gastrointestinal (GI) system. The GI track extends from the mouth to the anus and has several accessory organs whose primary function is to break down food, prepare it for absorption, and eliminate waste.

**Module 6: Respiratory System****17 lecture hours; 6 lab hours**

In this module, you will learn how the respirator system is responsible for the exchange of oxygen and carbon dioxide. You will learn how the lungs and airways transport oxygen from the atmosphere to the lungs and carry the carbon dioxide from the lungs into the atmosphere; this process is called breathing, which helps maintain a stable internal environment of the body.

**Module 7: Cardiovascular System****17 lecture hours; 6 lab hours**

This module will cover the cardiovascular (CV) system, which is composed of the heart and blood vessels. It's responsible for carrying blood across the body. Blood contains oxygen and cells that are vital for life. Without this system in place, life is not possible.

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This module will cover the nervous system, one of the most complicated systems of the body. You will learn how it senses physical and chemical changes in internal and external environments, processes them, and then responds to maintain homeostasis. You will also learn how the nervous system coordinates, regulates, and integrates voluntary activities.

**Module 15: Special Senses****17 lecture hours; 6 lab hours**

In this module, you learn the general sensations experienced by the body and the specific sensations experienced by the body. The specific sensations include smell, taste, vision, hearing, and equilibrium and are all connected to a specific organ or structure in the body.

## Medical Billing & Coding Specialist

### Medical Billing Career Prep Curriculum:

#### **Module 1: Role of the Insurance Billing Specialist**

**8 lecture hours**

In this module, you will learn about your new role as an insurance billing specialist, its responsibilities and tasks, career advantages and necessary qualifications.

#### **Module 2: Compliance, Privacy, Fraud, and Abuse in Insurance Billing**

**8 lecture hours**

In this module, you will learn about the Health Insurance Portability and Accountability Act (HIPAA), insurance reforms and the HITECH act. You will discuss the differences between fraud, waste, and abuse and describe how regulations pertain to the Insurance Billing Specialist

#### **Module 3: Basics of Health Insurance**

**8 lecture hours**

In this module, you will learn about the history and organization of health insurance in the United States and how the Patient Protection and Affordable Care Act will reform healthcare. You will also follow the administrative life cycle of a physician-based insurance claim from completion to third-party payer processing and payment.

#### **Module 4: The Blue Plans, Private Insurance, & Managed Health Care Plans**

**8 lecture hours**

In this module, you will learn about the differences between a traditional indemnity and a managed care plan, including organization, features, and payment mechanisms.

#### **Module 5: Medicare, Medicaid, & Other State Programs**

**8 lecture hours**

In this module, you will learn about eligibility, benefits and claim submission for Medicare. Participants will also learn about the history, eligibility, benefits, and claims submission for Medicaid and other state programs.

#### **Module 6: TRICARE & Veterans Health Care**

**8 lecture hours**

In this module, you will learn about eligibility, benefits, providers and claim submission guidelines for TRICARE and Veteran's Health Care.

#### **Module 7: Workers Compensation**

**8 lecture hours**

In this module, you will learn about the differences between workers' compensation and employers' liability insurance, eligibility, waiting periods, types of claims, record keeping, and claim submission.

#### **Module 8: Disability Income Insurance & Disability Benefit Programs**

**8 lecture hours**

In this module, you will learn about the benefits and exclusions contained in individual and group disability income insurance, eligibility requirements, procedures for claim submissions.

#### **Module 9: Medical Documentation & Electronic Health Records**

**8 lecture hours**

In this module, you will learn about the medical record and its transformation into what is known as the electronic health record. You will explain the importance of documentation and how poor documentation makes it difficult for the Insurance Billing Specialist.

#### **Module 10: Diagnostic Coding**

**8 lecture hours**

In this module, you will learn how to code diagnoses and the importance of accurate diagnostic coding. You will have hands-on practice with both ICD-9 and ICD-10 coding conventions and demonstrate your ability to abstract medical conditions from the medical record and accurately assign diagnostic codes.

### **Module 11: Procedural Coding**

**8 lecture hours**

In this module, you will learn the purpose and importance of procedural coding. You will have hands-on practice with CPT coding conventions and demonstrate your ability to abstract information from the medical record and accurately assign procedural codes.

### **Module 12: The Paper Claim (CMS-1500)**

**8 lecture hours**

In this module, you will learn when paper claims are to be used. You will compare the differences between clean, pending, rejected, incomplete, and invalid claims and demonstrate the ability to complete the CMS-1500 claim form accurately for federal, state, and private payer insurance contracts using current basic guidelines.

### **Module 13: The Electronic Claim**

**8 lecture hours**

In this module, you will learn the advantages of electronic claim submission, the methods of interactive computer transactions for transmitting insurance claims and the procedures for transmission.

### **Module 14: Receiving Payments & Insurance Problem Solving**

**9 lecture hours**

In this module, you will learn claim management techniques, solutions for denied and rejected claims, and methods to reduce insurance problems and obtain maximum correct payments.

### **Module 15: Collection Strategies**

**9 lecture hours**

In this module, you will learn about the cash flow cycle in the medical office, including how to explain fees and answer patient questions, offer payment options and how to avoid making patients pay for your mistakes and adding expense and causing a delay in payment.

### **Module 16: Ambulatory Surgery Centers**

**9 lecture hours**

In this module, participants will learn about Outpatient hospital care facilities (as often called ambulatory care) and cover various types of services that do not require an overnight hospital stay. Ambulatory surgery centers, known as ASCs, are health care facilities specifically focused on providing same-day surgical care, including diagnostic and preventive procedures and services.

### **Module 17: Hospital Outpatient & Inpatient Billing**

**9 lecture hours**

In this module, you will learn about the differences in medical billing for a hospital vs. a medical office, the flow of the inpatient hospital stay from billing through receipt of payment and the general guidelines for completion of a paper CMS-1450 (UB-04) and transmission of the electronic claim form.

### **Module 18: Seeking a Job and Attaining Professional Advancement**

**9 lecture hours**

In this module, you will learn about the importance of customer-focused service, pathways to certification, how to search for and successfully apply for a job.



## Medical Coding Career Prep Curriculum:

### **Module 1: Reimbursement, HIPAA and Compliance**

**10 lecture hours**

In this module, you will learn about third-party reimbursement issues, such as Medicare, the definition of a participating provider, how to locate information in the Federal Register, the RBRVS system, the framework of Medicare Fraud, and the major components of managed health care. Finally, you will have the opportunity to put this information into practice by completing exercises and class activities.

### **Module 2: An Overview of ICD-10-CM**

**10 lecture hours**

In this module, you will learn about the ICD-10-CM format and the GEMs file, the Alphabetic Index and the Tabular List, and finally, you will have the opportunity to put this information into practice by using the I-9 to I-10 GEMs file and I-10 to I-9 GEMs file to map codes.

### **Module 3: ICD-10-CM Outpatient Coding and Reporting Guidelines**

**10 lecture hours**

In this module, you will learn about ICD-10-CM Outpatient Coding and Reporting Guidelines. You will have the opportunity to put this information into practice by assigning codes to complete exercises and coding reports.

### **Module 4: Using ICD-10-CM**

**10 lecture hours**

In this module, you will learn about ICD-10-CM Official Guidelines for Coding and Reporting, General Coding Guidelines. You will have the opportunity to put this information into practice by assigning codes to complete exercises and coding reports.

### **Module 5: Chapter-Specific Guidelines (ICD-10-CM Chapters 1-10)**

**10 lecture hours**

In this module, you will learn how to apply ICD-10-CM Official Guidelines for Coding and Reporting of infectious diseases, neoplasms, endocrine, nutritional, and metabolic diseases, and immunity disorders, diseases of blood and blood-forming organs, mental disorders, diseases of the nervous system and sense organs, diseases of the circulatory system, and diseases of the respiratory system.

### **Module 6: Chapter-Specific Guidelines (ICD-10-CM Chapters 11-14)**

**10 lecture hours**

In this module, you will learn to apply ICD-10-CM Official Guidelines for Coding and Reporting of diseases of the digestive system, diseases of the skin and subcutaneous tissue, disease of the musculoskeletal system and connective tissues.

### **Module 7: Chapter-Specific Guidelines (ICD-10-CM Chapters 15-21)**

**10 lecture hours**

In this module, you will learn to apply ICD-10-CM Official Guidelines for Coding and Reporting of diseases of the pregnancy, childbirth, and the puerperium, certain conditions originating in the perinatal period, congenital malformations, deformations, and chromosomal abnormalities, symptoms signs and abnormal clinical and laboratory findings, not elsewhere classified, and injury and poisoning, and certain other consequences of external causes.

### **Module 8: Introduction to CPT and the Level II National Codes (HCPCS)**

**10 lecture hours**

In this module, you will learn about the CPT manual, periodic updates to the manual, and the information that is required to properly code procedures and services. You will be introduced to the CPT manual format and

categories of CPT codes, including proper use of modifiers. You will also have an opportunity to practice exercises to gain familiarity with how to locate terms in the CPT index and to identify content in the CPT appendices.

### **Module 9: Modifiers**

**10 lecture hours**

In this module, you will learn about the use of modifiers to indicate delivery of services in nonstandard ways.

### **Module 10: Evaluation and Management (E/M) Services**

**10 lecture hours**

In this module, you will learn about the information required to properly code procedures and services from the Evaluation and Management (E/M) section of the CPT. You will be exposed to the contents of the E/M section as well as the factors and conditions that affect the determination of the level of service. You will also have an opportunity to practice coding E/M services. Finally, you will be introduced to documentation guidelines for E/M services that apply to services delivered under Medicare/Medicaid.

### **Module 11: Anesthesia**

**10 lecture hours**

In this module, you will learn about the methods of sedation and the formula used to determine to code for anesthesia services.

### **Module 12: Surgery Guidelines and General Surgery**

**10 lecture hours**

In this module, you will learn about the Surgery section format, locate the notes and guidelines in the Surgery section, state the use of unlisted procedures, interpret elements of a special report, examine the designation of separate procedures, analyze contents of a surgical package, and determine the contents of the General Subsection.

### **Module 13: Integumentary System**

**10 lecture hours**

In this module, you will learn how to code the procedures and services described in the Surgery Section and Integumentary System subsection of the CPT.

### **Module 14: Musculoskeletal System**

**10 lecture hours**

In this module, you will learn about the Musculoskeletal System, including how the subsection is coded. Additional attention will be paid to fracture types and repair, application of casts and strapping, the General Subheading, and endoscopic procedures. You will have an opportunity to learn about these subdivisions and to practice coding procedures and services categorized in these subdivisions.

### **Module 15: Respiratory System**

**10 lecture hours**

In this module, you will learn about the format of the Respiratory System subsection of the CPT. Special attention will be paid to the surgical procedures coded in this subsection and to procedures coded under additional subheadings of the nose, accessory sinuses, larynx, trachea and bronchi, and lungs and pleura. Students will also have an opportunity to practice coding procedures from the Respiratory System subsection of the CPT.

**Module 16: Cardiovascular System****10 lecture hours**

In this module, you will learn about the coding of procedures affecting the Cardiovascular System. You will cover coding from the Surgery, Medicine, and Radiology sections, as well as the major classes of procedures that apply in each system.

**Module 17: Hemic, Lymphatic, Mediastinum, and Diaphragm****10 lecture hours**

In this module, you will learn about the codes used to report services involving the Hemic and Lymphatic Systems and the Mediastinum and Diaphragm. Subsection formats and subheadings are also discussed. Finally, you will have the opportunity to complete coding exercises that require the student to assign procedural and diagnostic codes.

**Module 18: Digestive System****10 lecture hours**

In this module, you will learn about the codes used to report services associated with the Digestive System. Coding for services involving the digestive system and subsection formats will be discussed. Finally, you will have the opportunity to practice applying the above information by assigning procedural and diagnostic codes for exercises and coding reports.

**Module 19: Urinary and Male Genital Systems****10 lecture hours**

In this module, you will learn about the codes used to report services associated with the Urinary and Male Genital Systems. Coding for services involving the urinary system and male genital system and subsection formats will be discussed. Finally, you will have the opportunity to practice applying the above information by assigning procedural and diagnostic codes for exercises and coding reports.

**Module 20: Reproductive, Intersex Surgery,  
Female Genital System, and Maternity Care and Delivery****10 lecture hours**

In this module, you will learn about coding procedures of the Reproductive System, Intersex Surgeries, and also those that affect the Female Genital System. Coding practices, critical terms, and services for maternity care and delivery will also be discussed. Furthermore, you will have the opportunity to analyze abortion procedures.

**Module 21: Endocrine and Nervous Systems****10 lecture hours**

In this module, you will learn about the codes used to report services associated with the Endocrine and Nervous systems. Subsection formats and subheadings are also discussed. Finally, you will have the opportunity to complete coding exercises that require you to assign procedural and diagnostic codes.

**Module 22: Eye, Ocular Adnexa, Auditory, and Operating Microscope****10 lecture hours**

In this module, you will learn about codes used to report services associated with the eye, ocular adnexa, auditory, and the operating microscope. Coding for services involving the eye and ocular adnexa and the auditory system is discussed. Finally, you will have the opportunity to complete coding exercises that require the student to assign procedural and diagnostic codes.

**Module 23: Radiology****10 lecture hours**

In this module, you will learn about codes used to report services associated with radiology services. You will be shown radiology terminology, component coding, elements of the global procedure, and appropriate coding of contrast material. Finally, you also will have the opportunity to put this information into practice by assigning codes to complete exercises and coding reports.

**Module 24: Pathology/Laboratory****10 lecture hours**

In this module, you will learn about codes used to report services associated with radiology services. You will be shown radiology terminology, component coding, elements of the global procedure, and appropriate coding of contrast material. Finally, you also will have the opportunity to put this information into practice by assigning codes to complete exercises and coding reports.

**Module 25: Medicine****10 lecture hours**

In this module, you will learn about the codes in the Medicine section of the CPT manual. You will have the opportunity to put this information into practice by completing exercises and coding reports that require the use of codes in the Medicine section.

**Module 26: Inpatient Coding****10 lecture hours**

In this module, you will learn about Inpatient Coding and Reporting while being able to differentiate between inpatient and outpatient coding and will examine the ICD-10-PCS system.

Medical Terminology Curriculum:**Module 1: Introduction to Medical Terminology****17 lecture hours; 6 lab hours**

In this module, you will learn the techniques to major medical word building using basic word elements.

**Module 2: Prefixes and Suffixes****18 lecture hours; 6 lab hours**

Through suffixes, you will be able to categorize major surgical, diagnostic, and symptomatic terms. With major prefixes, you will determine position, number and measurement, direction, and other parameters.

**Module 3: Body Structures****17 lecture hours; 6 lab hours**

In this module, you will provide an orientation to the body as a whole. The module contains general terms that are relevant to all body systems. You will use the terms to locate and describe structures within the body. You will also be able to associate the terms with diseases, abnormal conditions, and diagnostic and medical procedure used in the clinical setting.

**Module 4: Integumentary System****17 lecture hours; 6 lab hours**

The module will cover the Integumentary System, or the skin. You will learn about the system and its accessory organs (hair, nails, and glands). You will learn how the glands produce several types of secretions, nerves that transmit impulses, and blood vessels that help regulate body temperature. You will discover how important the skin is for protection and performance.

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This module will cover the digestive system, also referred to as the gastrointestinal (GI) system. The GI track extends from the mouth to the anus and has several accessory organs whose primary function is to break down food, prepare it for absorption, and eliminate waste.

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In this module, you will learn how the respirator system is responsible for the exchange of oxygen and carbon dioxide. You will learn how the lungs and airways transport oxygen from the atmosphere to the lungs and carry the carbon dioxide from the lungs into the atmosphere; this process is called breathing, which helps maintain a stable internal environment of the body.

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**Module 9: Musculoskeletal System****17 lecture hours; 6 lab hours**

In this module, you will learn how the musculoskeletal system includes muscles, bones, joints, and related structures that function in the support of movement.

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**Module 15: Special Senses**

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## Pharmacy Technician

### Pharmacy Technician Curriculum:

#### **Module 1: Overview of the Pharmacy and the Role of the Pharmacy Technician** **25 lecture hours**

In this module, you will learn about the pharmacy and the role of the pharmacy technician. You will learn about the laws, regulations, and standards governing pharmacies and the legal obligations of pharmacy technicians. You will also learn the basic concepts of pharmacology, including drugs and their sources, the national drug code, and the regulation of drugs. Finally, you will learn about the role of the pharmacy technician as part of the pharmacy team, as well as the importance of communication in the pharmacy. Upon completion of this module, you will have a thorough understanding of the pharmacy and the role of the pharmacy technician.

#### **Module 2: Pharmacy Math, Dosage Calculations, and Drug References** **25 lecture hours**

In this module, you will learn about pharmacy math and dosage calculations. You will receive a basic math review to ensure you are prepared for pharmacy calculations. Then, you will learn about dosage forms, routes of administration, and dispensing medications. You will also learn about pharmaceutical measurements and calculations. In the second section, you will learn about the different types of drugs and the drug references associated with them. Upon completion of this module, you will be fully prepared to perform basic math and dosage calculations as part of a pharmaceutical team.

#### **Module 3: Pharmacy Practice Settings** **25 lecture hours**

In this module, you will learn about the various pharmacy practice settings. You will receive an overview of the community pharmacy and the specific activities that occur in a community pharmacy, including the business practices in the community pharmacy. From there, you will learn about the institutional pharmacy and how it differs from the community pharmacy. The module will provide an overview of the institutional pharmacy and describe the structure, services and personnel that comprise an institutional pharmacy. You will also learn about the specific techniques and procedures that are part of an institutional pharmacy.

#### **Module 4: Compounding** **25 lecture hours**

In this module, you will learn about compounding. You will learn the rules and standards that apply to compounding, and you will also learn the techniques and procedures for compounding. Upon completion of this module, you will understand how to properly perform the procedures associated with compounding and you will be prepared to apply this knowledge to a pharmacy setting.

#### **Module 5: Pharmacy Management and Medication Safety** **25 lecture hours**

In this module, you will learn about pharmacy management practices and basic medication safety. You will learn the skills necessary to properly manage a pharmacy, including inventory, billing, insurance, and ordering. You will also learn proper drug storage procedures. In the second section, you will learn about medication safety and error prevention, including the various medication errors and their causes, reporting strategies, and error tracking.

**Module 6: Therapeutic Agents: Nervous - Cardiovascular System****25 lecture hours**

In this module, you will learn about the therapeutic agents that are used with the following body systems: Nervous, Endocrine, Musculoskeletal, and Cardiovascular. In each section, you will learn about the body system and the conditions associated with it. You will also learn about the drugs used to treat conditions in each body system.

**Module 7: Therapeutic Agents: Respiratory - Reproductive System****25 lecture hours**

In this module, you will learn about the therapeutic agents that are used with the following body systems: Respiratory, Gastrointestinal, Renal, and Reproductive. In each section, you will learn about the body system and the conditions associated with it. You will also learn about the drugs used to treat conditions in each body system.

**Module 8: Therapeutic Agents: Immune - Hematological System****25 lecture hours**

In this module, you will learn about the therapeutic agents that are used with the following body systems: Immune, Eyes/Ears/Nose/Throat, Dermatological, and Hematological. In each section, you will learn about the body system and the conditions associated with it. You will also learn about the drugs used to treat conditions in each body system.

**Module 9: Over the Counter and Complimentary Medicine****25 lecture hours**

In this module, you will learn about over the counter and complimentary medications. You will learn about the different types of medication and the conditions they treat. You will also learn how to manage and distribute these medications.

HIV/Aids Curriculum:**Module 1: HIV Infection and AIDS****25 lecture hours**

In this module, you will learn about HIV infection and AIDS. You will learn about the etiology, epidemiology, and transmission of HIV. You will also learn about the history of HIV and the evolution of the virus. HIV will be discussed from a national and global perspective to provide a thorough overview of the scope and impact of the virus. Upon completion of this module, you will have a broad understanding of the history and extent of the virus.

**Module 2: HIV Diagnosis and Progression****25 lecture hours**

In this module, you will learn about HIV diagnosis and prevention. In the first section, you will learn about HIV screening, testing and counseling. You will learn about the different types of tests available and the ways in which patients receive test results and post-diagnosis counseling. In the second section, you will learn about the pathogenesis of HIV. Upon completion of this section, you will have a thorough understanding of HIV diagnosis and progression.

**Module 3: Prevention****25 lecture hours**

In this module, you will learn about prevention and intervention strategies that are used to reduce the spread of HIV. The first section of this module will provide an overview of the prevention strategies used by individuals to reduce the risk of acquiring the virus. The second section of this module provides information regarding the broad-scale intervention strategies used with individuals to prevent the spread of the infection through groups.



**Module 4: Managing HIV****25 lecture hours**

In this module, you will learn how to manage HIV in HIV positive patients. In the first section, you will learn about patients' experiences living with HIV to gain a better understanding of the challenges these individuals face. In the second section, you will learn how to work with patients to help them manage their infection. You will learn about basic medical management of HIV, as well as medical case management. Upon completion of this module, you will be fully prepared to help patients manage their infection.

**Module 5: Working with Caregivers****25 lecture hours**

In this module, you will learn how to work with caregivers to ensure patients receive adequate care and treatment. Formal and informal caregivers encounter significant challenges in meeting demands of care giving to persons living with HIV/AIDS (PLWH). This module discusses stigma, caregiver burden, and grief related to loss as these relate to caregivers of PLWH. Global strategies for addressing these care giving issues include: (1) identifying important care giving problems and skills, (2) developing effective coping strategies, and (3) using community resources to assist caregivers.

**Module 6: Special Populations****25 lecture hours**

In this module, you will learn about the issues facing HIV positive members of special populations. Over the program of the HIV epidemic the disease has disproportionately affected members of vulnerable (minority) populations, including racial, ethnic, gender, and sexual minorities. Persons from ethnic and gender minority groups face multiple challenges when seeking health care. Challenges faced by minorities are often contextually based and require nurses and other health care providers to examine complex interrelationships between person and environment. In addition to the groups mentioned above, incarcerated individuals who are HIV positive face special challenges regarding care and treatment. This module will address the concerns faced by members of these special populations and provide strategies for working with them.

**Module 7: Women, Children, and the Elderly****25 lecture hours**

In this module, you will learn about HIV and its impact on women, children, and the elderly. These groups face unique challenges, issues, and considerations with respect to HIV/AIDS, and it is important that health care providers are aware of their special needs. This module will provide strategies for working with these groups that will ensure they receive the proper level of care and adequate treatment.

## **HVAC Technician**

### HVAC Technician Curriculum:

#### **Module 1: What is HVAC**

**15 lecture hours**

This module covers general information on the industry, systems and components. You will also be introduced to HVAC safety and the basic tools. Common math skills such as fractions and conversions will also be covered.

#### **Module 2: HVAC Fundamentals**

**13 lecture hours**

In the module you will learn common HVAC systems that heat or cool a structure. This module will also cover what happens inside an HVAC unit. You will be introduced to the maintenance needed on air conditioning systems and heating systems. Lastly, you will explore the fundamental electrical concepts in simple terms and how they relate to one another.

#### **Module 3: Electrical for HVAC/R**

**13 lecture hours**

In this module you will learn the symbols and diagrams for the HVAC system. You will also learn how to use a multimeter, switches, loads and circuits. Motors used in residential and commercial settings will be introduced. This module covers contactors, contactor troubleshooting, and motor starters. You will learn about the different types of thermostats and heating controls. The module concludes with the mathematical relationship between volts, amps and ohms using the Ohm's Law.

#### **Module 4: HVAC Refrigeration**

**13 lecture hours**

This module introduces you to refrigeration systems including regulations, tools used and basics of pressure and refrigerants. You will also learn some of the science that supports mechanical systems. Evaporators and condensers are covered. Lastly, you will learn how to troubleshoot a major component of any HVAC system.

#### **Module 5: HVAC – Evacuation and Charging**

**13 lecture hours**

This module covers compressors and how to diagnose problems. You will also learn how to locate leaks, evacuation methods and charging. This module also goes into detail about charging such as tools and rules. Lastly, you will learn how to diagnose A/C systems.

#### **Module 6: HVAC Troubleshooting**

**13 lecture hours**

This module introduces you to heat pumps and how to troubleshoot them. You will also learn different methods for measuring airflow in a blower. This module will cover common electrical and mechanical faults of a typical split residential A/C system.

## Plumbing Technician

### Plumbing Technician Curriculum:

#### **Module 1: How does Plumbing Work**

**14 lecture hours**

In this module you will learn the basics of how plumbing works. You will discover the two different plumbing systems, how they work, and how they are set up in a building. This module also covers basic plumbing tools, plumbing safety and the basic math skills you will need for this trade.

#### **Module 2: Plumbing Basics**

**11 lecture hours**

In this module you will learn about different types of pipes such as potable water piping, sanitary drainage, and fuel gas piping. A brief overview of the general plumbing codes you may encounter will be covered. You will also learn the procedures for removing common bathroom and kitchen fixtures. Lastly, this module will provide you with the knowledge necessary to prevent serious injuries as a result of falls.

#### **Module 3: Pipe Joining and Repair**

**11 lecture hours**

In this module you will learn the various types of joining methods for plastic tubing and piping. It will also cover how to repair leaks and damages of plastic pipes, galvanized, copper, and copper DWV piping and cast iron fittings in different parts of the home.

#### **Module 4: Plumbing Fixtures and Fittings**

**11 lecture hours**

In this module you will learn all the materials, configurations and components of various plumbing fixtures. You will also discover the installation of four common plumbing fixtures. This module will give guidance on how to choose the right trim parts to make sure your fixture works effectively as it is intended to. Different kinds of caulk and what they are used for are also covered. You will also learn about the pipe supports behind every plumbing system. Lastly, you will explore all of the different pipe fittings and the vital role they play in a well-functioning plumbing system.

#### **Module 5: Plumbing Fixture Troubleshooting and Replacement**

**11 lecture hours**

In this module you will learn the skills necessary to tackle plumbing maintenance. You will be provided with a drain cleaning overview and procedures. This module also covers how to diagnose and repair 5 of the most common problems that occur with a toilet. Lastly, you will learn how to troubleshoot the 4 most common problems with a kitchen sink.

#### **Module 6: Electrical for Plumbing**

**11 lecture hours**

In this module you will learn the major fundamental electrical concepts and how they relate to one another. You will also be introduced to a multimeter and how to use it. You will be provided with the essential knowledge necessary to stay safe in the electrical field.

#### **Module 7: Water Heaters**

**11 lecture hours**

In this module you will learn the components, setup, and function of gas, electric and tankless water heaters. You will also be introduced on how to install and maintain the different types of water heaters.

## Electrical Technician

### Electrical Technician Curriculum:

#### **Module 1: Becoming an Electrician**

**10 lecture hours**

In this module you will learn about the training you need to become an electrician. It will also cover fundamental electrical concepts and how they relate to one another. You will be introduced to basic math skills used in the electrical field.

#### **Module 2: Tool Fundamentals**

**8 lecture hours**

In this module you will learn tools frequently used for electrical work. You will be introduced to tools such as a multimeter, hand and power tools.

#### **Module 3: Circuit Basics**

**8 lecture hours**

In this module you will learn how DC circuits fit into the real world and how Kirchhoff's Law and Ohm's Law apply to series and parallel DC circuits. You will gain a deeper understanding of alternating current and A/C power, how it behaves and is generated. Lastly, this module covers how magnetism, current, and the sine wave are all connected in an A/C motor.

#### **Module 4: Installation Basics**

**8 lecture hours**

In this module you will be introduced to electrical safety required by OSHA in regard to electrical installation. You will learn three electrical devices that are likely to be encountered on electrical related service calls. The ampacity of conductors is defined and explained in this module. In conclusion, you will learn how to measure, cut, ream, and bend Electrical Metallic Tubing (EMT) conduit.

#### **Module 5: Electrical Safety**

**8 lecture hours**

In this module you will learn about different types of safety as it pertains to the electrical field, this includes ladder and fall safety. You will also be introduced to lockout/tagout energy control procedures.

#### **Module 6: Electrical Code**

**8 lecture hours**

In this module you will learn about the National Electrical Code, which is a set of guidelines that covers the best ways to do electrical work in residential and commercial settings. You will also be introduced to the fundamentals of three-way and four-way switches.

## OSHA 10

### OSHA 10 Curriculum:

#### **Module 1: Introduction to OSHA**

**1 lecture hour**

In this module you will be introduced to OSHA and the foundation for OSHA basics in the workplace, including the importance of OSHA in providing a safe and healthy workplace. This will include the topics of workers' rights and employer responsibilities, utilizing worker safety and health resources, and procedures such as inspections and violation reporting.

#### **Module 2: Fall Hazards**

**1.5 lecture hours**

In this module you will learn about fall hazards. This topic covers critical knowledge workers need to protect themselves from one of the most common causes of serious work-related injuries and deaths and one of OSHA's Focus Four Hazards for the construction industry.

#### **Module 3: Avoiding Electrocution Hazards**

**1 lecture hour**

In this module you will cover how electricity is a serious workplace hazard and another of OSHA's Focus Four Hazards for construction-industry jobs. You will also learn about how to protect yourself from electrocution and employer requirements for protecting workers from electrocution hazards.

#### **Module 4: Struck-By Hazards**

**1 lecture hour**

In this module you will learn the Struck-By Hazards topic which provides information workers need to know to protect themselves from injuries caused by contact or impact with an object or piece of equipment. This is the third of OSHA's Focus Four Hazards for construction industry jobs.

#### **Module 5: Caught-In or -Between Hazards**

**1 lecture hour**

In this module you will be introduced to how workers often encounter hazards in which they (or a part of their bodies) could become caught-in or -between objects. This is the fourth of OSHA's Focus Four Hazards for construction-industry jobs.

#### **Module 6: Personal Protective Equipment (PPE)**

**1 lecture hour**

In this module you will learn about Personal Protective Equipment (PPE). It provides workers with the knowledge they need to ensure they have the proper equipment to protect themselves from common workplace hazards. Topics such as face and head protection and identifying the differences between full body protection levels will be covered.

#### **Module 7: Health Hazards in Construction**

**.5 lecture hours**

In this module you will be introduced to how construction industry workers are often faced with unique, industry-specific health hazards. The health hazards in this construction topic provides students with the knowledge they need to identify common health hazards, apply health hazard protection, and recognize employer requirements for protecting workers.

**Module 8: Excavations****.5 lecture hours**

In this module you will learn that jobsites in or near an excavation or involving trenching pose unique hazards for workers. In the Excavation topic of this course, you will learn to identify major risks presented at an excavation site, recognize cave-in protection, and identify employer requirements for protecting workers.

**Module 9: Materials Handling, Storage, Use, and Disposal****.5 lecture hours**

This module provides workers with the knowledge and skills they need for handling, storing, using, and disposing of materials in the workplace. Other topics include types of material handling equipment, hazards associated with material handling equipment, and employer requirements for protecting workers.

**Module 10: Scaffolds****.5 lecture hours**

In this module scaffolding is introduced. This topic provides information on these unique hazards and how to work competently and safely around them. You will learn the different types of scaffolds, hazards associated with scaffolds, and employer requirements for protecting workers.

**Module 11: Hand and Power Tools****.5 lecture hours**

In this module you will learn about using hand and power tools and the proper use of those tools and protection from common hazards associated with them. This topic will familiarize you with basic hand and power tool safety rules.

**Module 12: Safe Driving Practices****.5 lecture hours**

In this module you will learn safe driving skills and how they are an essential part of workplace safety. The Safe Driving Practices topic will teach you to identify risk factors for drivers, provide examples of distracted driving, and protect themselves while driving on the job.

**Module 13: Emergency Action Plans and Fire Protection****.5 lecture hours**

In this module you will be introduced to Emergency Action Plans (EAPs) and Fire Prevention Plans (FPPs). These help employees and employers alike be prepared for any situation. In this topic you will learn the benefits of EAPs and FPPs, conditions in which they would be used, and types of fire extinguishers.

**Module 14: Cranes****.5 lecture hours**

This module will cover crane operators and those who work near cranes. These workers have unique hazards and precautions to be aware of on the jobsite. In the Cranes topic of this course, you will learn common causes of accidents and protection requirements for crane usage.

**Module 15: Welding and Cutting****.5 lecture hours**

In this module you will learn about Welding and cutting safety in the workplace. This topic provides the knowledge needed when working around and operating equipment associated with welding and cutting.

## Core Construction

### OSHA 30 Curriculum:

#### **Module 1: Fall Protection**

**55 lecture mins.**

This module will cover critical knowledge workers need to protect themselves from one of the most common causes of serious work related injuries and deaths. You will be able to identify major fall hazards and how to protect yourself from them.

#### **Module 2: OSHA Recordkeeping and Reporting**

**43 lecture mins.**

In this module, you will learn the requirements of recordkeeping and reporting that is required by OSHA standards.

#### **Module 3: Access to Medical and Exposure Records/ Job Hazards**

**33 lecture mins.**

This module covers the requirements that employers are to maintain as it pertains to the medical and exposure records of employees who are exposed to toxic substances or harmful physical agents. On-the-job hazards are also highlighted in this section.

#### **Module 4: Pre-job Briefings/Lone Worker Concerns**

**30 lecture mins.**

This module discusses how the employer shall ensure that the employee in charge conducts a job briefing that meets OSHA standards and requirements with the employees involved before they start each job. It will also discuss standards for lone workers.

#### **Module 5: Culture of Early Reporting**

**29 lecture mins.**

This module showcases the culture of early reporting. You will learn that early reporting is one that proactively addresses current and potential health and safety issues.

#### **Module 6: Inspections, Observations, and Feedback**

**42 lecture mins.**

In this module, you will learn about OSHA inspections, the process that each inspection entails, and how observations and feedback play a key role in safe work environments.

#### **Module 7: Reporting and Incident Investigation**

**37 lecture mins.**

This module covers the guidelines for reporting incidents that occur in the workplace. It also covers the process of investigating these incidents.

#### **Module 8: Tasks and Corrective Actions and Improvement and Safety**

**35 lecture mins.**

In this module, you will learn about how OSHA assigns tasks and corrective action plans for the improvement and safety of the workplace.

#### **Module 9: Achieving Organizational Excellence and Office Safety**

**30 lecture mins.**

This module defines OSHA expectations for achieving organizational excellence. You will also learn about the office safety guidelines.

**Module 10: Safety for Construction****55 lecture mins.**

In this module, you will learn that construction industry workers are often faced with unique industry-specific health hazards. Some of the topics discussed are common health hazards and hazard protection measures.

**Module 11: Active Shooter****44 lecture mins.**

This module covers the procedures and plans put in place in the event of an active shooter. It will discuss the actions that employees will need to take.

**Module 12: Emergency Plans and Safety Signs****38 lecture mins.**

In this module, you will learn about the requirements when it comes to emergency plans. You will understand the responsibilities of both the employee and employer. You will also learn about common safety signs and their meanings.

**Module 13: Personal Protective Equipment (PPE)****1 lecture hour 22 mins.**

This module covers the topic of personal protective equipment and how to use it in common workplace hazards.

**Module 14: Hexavalent Chromium and Lead Poisoning****49 lecture mins**

In this module, you will learn about the potential dangers and preventative measures as it pertains to hexavalent chromium and lead poisoning.

**Module 15: Bench Grinder Safety and Machine Guarding Hazards****44 lecture mins**

This module discusses the OSHA regulations for bench grinders. You will also learn about common machine guarding hazards and how to prevent them.

**Module 16: Hydraulic and Compressed Air Safety****27 lecture mins**

In this module, you will learn about the rules for using hydraulic and compressed air. It also covers how to safely use and store them.

**Module 17: Hand Safety****54 lecture mins**

This module covers health hazards in construction that cause hand injuries. You will learn how to protect yourself from such injuries and actions taken if an injury occurs.

**Module 18: Power Tool Safety****26 lecture mins**

This module you will learn the essential precautions for tools commonly used at construction worksites. It covers the guarding techniques that apply to hand and power tools.

**Module 19: Electrical Safety****1 lecture hour 35 mins**

This module highlights the serious workplace hazards associated with electricity. This topic covers major electrocution hazards and how to protect yourself.



**Module 20: Work Zone Safety****31 lecture mins**

This module covers struck-by and caught-in or between hazards. You will learn about ways to protect yourself from injuries caused by these hazards. You will also be introduced to many common signs used on worksites.

**Module 21: Excavation, Blocking, Load Securement, and Concrete and Masonry****1 lecture hour 18 mins**

In this module, you will learn how to identify major risks and hazards present at an excavation site, including ways to eliminate them. It will also cover topics such as blocking, load securement, and concrete and masonry safety hazards and methods to prevent them.

**Module 22: Materials Handling****54 lecture mins**

This module covers types of material handling equipment and describes hazards associated with material handling activities.

**Module 23: Ergonomics****1 lecture hour 37 mins**

In this module, you will be introduced to ergonomics awareness. You will learn how to recognize risk factors associated with work-related musculoskeletal disorders (MSDs), including ergonomic control methods for eliminating and reducing (MSDs).

**Module 24: Elevated Work****58 lecture mins**

This module includes information about mobile elevated work, scaffolds, and ladder safety essentials. The hazards associated with these topics and the methods for preventing them are discussed.

**Module 25: Crane Safety****1 lecture hour 25mins**

In this module, you will learn about the unique hazards and common causes of crane accidents. You will also learn about the training and protection requirements for crane operations.

**Module 26: Hazard Communication****24 lecture mins**

In this module, you will learn about hazard communication and the essential role it plays. It highlights the employer's responsibilities under the Hazard Communication Standard (HCS), including training requirements and components of a Hazard Communication program.

**Module 27: Industrial Hygiene Awareness****1 lecture hour 33 mins**

This module focuses on industrial hygiene in the workplace which includes anticipation, recognition, evaluation, and control of environmental factors or stressors that impact workplace health.

**Module 28: Corrosive Safety****55 lecture mins**

In this module, you will learn the employer requirements for protecting workers from corrosive materials. It will also cover what actions will be taken should an incident occur with a corrosive substance.

**Module 29: Bloodborne Pathogens and Diseases****39 lecture mins**

In this module, you will learn about bloodborne pathogens and the critical knowledge needed to protect yourself in case of exposure.

**Module 30: Heat and Cold Stress****52 lecture mins**

This module covers the requirements for employers in order to comply with OSHA's hazard-specific safety and health standards for hot and cold stress.

**Module 31: Confined Space, Hazardous Gas Awareness, and HAZWOPER****45 lecture mins**

This module covers multiple topics. First, you will learn about the hazards of confined spaces. Next you will be introduced to hazardous gas awareness. Lastly, HAZWOPER and its importance will be explained.

**Module 32: Fire Safety****1 lecture hour 2mins**

This module highlights fire prevention techniques. You will learn about the five types of fire extinguishers and the proper maintenance of portable fire extinguishers.

**Module 33: Welding, Cutting, and Brazing****47 lecture mins**

This module provides the knowledge needed when working around and operating equipment associated with welding and cutting. It also covers the ventilation and protection used in various working environments.

**Module 34: Vehicle Safety****47 lecture mins**

In this module, you will learn safe driving skills, and different risks associated with driving on the job.

**Module 35: Drugs and Alcohol Awareness****1 lecture hour 8 mins**

This module highlights the importance of having a drug and alcohol-free workplace. Every employee must make sure the workplace is free from substance abuse for their safety and the general public's safety.

## True and Correct Statement

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

Kevin Watts  
Signed by Director or Owner

May 8, 202  
Date