

College Catalog Volume 11

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QUEST
COLLEGE

Quest College
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Table of Contents

INTRODUCTION TO QUEST COLLEGE	1
Mission.....	1
Vision.....	1
History.....	1
Approvals and Accreditation.....	1
FACILITIES, EQUIPMENT AND STAFF.....	1
Corporate Officers.....	2
HOURS OF OPERATION	2
Scheduled Vacation Periods.....	2
Emergency College Closures/Delayed Start	2
ADMISSIONS	2
Application Process.....	2
Admission Requirements	2
Program Changes	3
Re-Enrollments	3
Care of Textbook, Supplies, and Kits	3
CREDIT FOR COURSEWORK	3
Credit for Previous Education.....	3
Transfer of Credit.....	4
Semester Credit Hour Definition	4
CANCELLATION AND REFUND POLICY.....	4
Cancellation Process	5
ACADEMIC POLICIES.....	6
Grading System for Programs.....	6
Repeating a Course	6
Incompletes	6
Student Withdrawal from Program	7
Satisfactory Academic Progress (SAP).....	7
Appeals for Financial Aid Satisfactory Academic Progress	8
Factors Affecting SAP	9
SAP Appeals Process	9
Regaining Eligibility for Federal Financial Aid (Title IV)	10
Externships.....	11
Make-Up Policy	11
ATTENDANCE POLICIES	11
Leave of Absence.....	11
Attendance Policy for all programs except Esthetician	11

Esthetician Attendance Policy	12
Additional Instructional Charges for Esthetician program	13
STUDENT POLICIES	13
Grounds for Termination	13
Student Conduct.....	13
Dress Code	14
Violence Against Women's Act (VAWA).....	16
Grievance / Complaint Policy	17
Appeal Procedure	17
Non-Sufficient Funds Fee	17
Force Majeure	17
Personal Property	17
Sexual Harassment Policy.....	17
Employee / Student Relationships	18
GRADUATION REQUIREMENTS	18
Certificate and Licensure	19
Graduation Ceremonies.....	19
Graduation Honors	19
Diplomas and Transcripts	19
FINANCIAL ASSISTANCE.....	19
Financial Aid Reinstatement.....	20
Scholarships	20
JOB PLACEMENT.....	20
RESOURCE CENTER	20
Advising.....	21
Advisory Board	21
Equal Opportunity College	21
STUDENT RECORDS	21
Catalog Addendum.....	21
Catalog Revisions	21
COMPLIANCE.....	21
Solicitation	21
Housing	21
Drug Free Campuses	21
Health Risks	22
Campus Awareness and Campus Security Act Policies	22

Student Privacy	22
Computer and Electronic Communications Policy	23
ACADEMIC COURSES	24
American Heart Association Basic Life Support (BLS) Seminar for Healthcare Providers	25
Electrocardiography for Healthcare Providers Seminar	26
Phlebotomy for Healthcare Providers Seminar	27
Sterile Products (IV) Certification Training Seminar	28
Esthetician	29
Medical Assistant	30
Medical Assistant / Phlebotomy / EKG Technician Specialist Dual Program	31
Medical Billing and Coding	32
Nurse Aide Program	33
Patient Care Technician	34
Course Descriptions	35

INTRODUCTION TO QUEST COLLEGE

Mission

Quest College is a college of higher education that offers quality educational programs that provide “career-focused” training to the students it serves providing them the resources to develop and achieve their career goals.

Vision

Quest College recognizes the worth and dignity of all people and is sensitive to the diversity of the cultures and ethnic backgrounds of the college's student population. All Quest College students are encouraged to reach their potential as based upon their individual needs, interest, and capabilities. Quest College employs instructional methods based upon the adult learning theory and the learning ability of the student in a laboratory environment. Our teaching techniques encourage and include active student participation in group discussions, projects, laboratory work, simulations, demonstrations, field trips and guest speakers. Quest College places a strong emphasis on work ethics, accountability, professionalism, and the individual's commitment in establishing and pursuing their personal and professional goals.

Quest College offers programs of study which prepare the student to participate in their chosen profession and provides the student with the working knowledge necessary to “succeed in the real world.” Quest College provides assistance to eligible graduates in obtaining employment through class work, workshops, and advisory sessions which guide each student through the process of securing and maintaining employment.

History

Quest College was originally founded in September of 1995 as Career Quest and was approved and licensed by the Texas Workforce Commission in October of 1996. The college's inaugural class began in January of 1997. In September of 1999, Quest College was awarded national accreditation by the Council on Occupational Education (COE). The US Department of Education approved participation in Federal Financial Aid Programs in July 2000. Career Quest changed its name to Quest College in 2011 as the academic level of the programs changed.

Approvals and Accreditation

Approved and Regulated by:

Texas Workforce Commission, Career Schools and Colleges, 101 East 15th Street, Austin, Texas 78778-0001 (512) 936-3100.
Texas Veterans Commission, PO Box 12277, Austin, TX 78711 (512) 463-6564
Texas Dept of Licensing and Regulations, P.O. Box 12157, Austin, TX 78711- (512) 463-6599
Texas Department of Aging and Disability Services in Nurse Aide Training and Competency Evaluation Program.

Accredited by:

Council on Occupational Education (COE), 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350 (800) 917-2081.

Approved Vendor for:

Department of Assistive and Rehabilitative Services, (DARS)
Education Recipients of the Workforce Investment Opportunity Act (WIOA).

Certification Testing by:

National Association for Health Professionals (NAHP), Gardner, Kansas.

FACILITIES, EQUIPMENT AND STAFF

MAIN CAMPUS 5430 Fredericksburg Road on the 3rd floor of the Tower of the Legacy Oaks office complex. This campus occupies approximately 16,000 square feet of classrooms, laboratories, library, and administrative offices. This facility incorporates instruction with equipment comparable to equipment found in the medical, esthetics, and technical fields for which the student is training.

The programs are supported by a library, a student lounge, available parking, and available city bus service. The facility is ADA compliant.

Corporate Officers

President and Board Chair, Jeanne Martin
School Director, Sandy Clauss

HOURS OF OPERATION

Corporate Business hours are from 8:00AM – 5:00PM
Campus hours are from 7:30AM – 9:45PM

Class schedules vary and are identified with each Program Description and Course Outline

Class hours are scheduled in 50 minute time blocks allowing for a 10 minute student break each hour. A 30 minute meal break is scheduled for any day's class schedule which exceeds 6 hours in a day.

Scheduled Vacation Periods

Students are routinely scheduled off for the time frame from Christmas through New Year's Day. Additional student vacation days are titled as In-Service days and are scheduled throughout the calendar year when classes are not scheduled; however, staff, faculty, and campus operations will remain open.

Emergency College Closures/Delayed Start

If for any reason school is closed or delayed starting for the day, the College will notify local KENS5 TV station as well as post on the College's Facebook site. If an emergency closure is necessary, a make-up day may be scheduled to ensure students remain current with the required course hours. Failure to attend school on a scheduled make-up day will be recorded as an absence.

ADMISSIONS

Application Process

The Admissions Representative will brief prospective students on the various programs and interview each candidate to best assist in deciding upon a suitable program based upon candidate's interest, career goals and qualifications. The Admission Representative provides a recommendation for enrollment based on the candidate's ability to complete the application process and meet entrance requirements. Each applicant will tour the college facilities prior to signing the enrollment agreement.

After the candidate has selected a program, a start date has been determined, and if required, the candidate achieves the minimum test scores; the candidate will complete an application for enrollment and meet with Financial Aid to complete a finance plan. With a finance plan secured and meeting all entrance requirements, the applicant will complete an Enrollment Agreement and pay the registration fee. Upon execution of the Enrollment Agreement, the applicant student will be scheduled to attend a final review with the Director of Admission or designee. The Enrollment Agreement will then be reviewed for determination of official acceptance from Quest College. If the applicant is not accepted to the college, all funds paid to the college will be refunded.

The Veterans Administration (VA) has established rules and regulations for VA students pertaining to attendance, satisfactory progress, refunds, etc. The Registrar's Office can provide information pertaining to VA Students upon request.

Admission Requirements

To be admitted as a student in all programs, an applicant must:

Be at least 18 years of age or have parental approval and School Director acceptance.

Provide official evidence of a high school diploma or GED. Nurse Aide applicants who do not possess a diploma or GED must pass a Wonderlic test. The Department of Defense's document, DD form 214 will be accepted as a verification of high school diploma or its equivalent.

Complete a TWC Record of Previous Education and Training Form.

Complete a TWC Receipt of Enrollment Policies Form.

Completion of the Enrollment Agreement and a finance plan, as necessary.

Completion of a General Statement of Health for all programs.

In addition to the items above, the Nurse Aide (NA) Program applicants must also expect:

Note: Effective May 1, 2008 applicants to the Nurse Aide program cannot be listed as unemployable on the Employee Misconduct Registry (EMR) and cannot have been convicted of a criminal offense as listed in Texas Health and Safety Code 250.006. Prospective students desiring to enroll in the Nurse Aide program and have not earned a high school diploma or GED must complete a Wonderlic Evaluation and achieve score of at least 11.

Program Changes

If a student desires to change to another program, no credit is given if the programs are different in nature. Programs, similar in nature, will be evaluated by the Director of Faculty and Student Services or Designee for possible credit. To change to another program, the student must meet with the Admission Representative and Registrar to complete the appropriate Change of Status paperwork. Students are required to complete a new Enrollment Agreement in order to change programs. Refunds or additional charges will be calculated, if applicable, according to the refund and admissions policies as stated in the enrollment agreement and this catalog.

Re-Enrollments

Former students (i.e., individuals who have previously been enrolled and activated at Quest College) are generally eligible to re-enroll into an existing program, provided:

- The student meets the current eligibility requirements.
- The student completes new application process.
- The student receives acceptance.

The eligibility of the Applicant seeking to re-enroll is subject to the following academic criteria:

- Former students who were dropped for violations related to the Student Code of Conduct (“SCC”) are not eligible to reenroll without a re entry committee review or written permission from the School Director or Designee.
- Former students who have dropped three times or more are not eligible to re-enroll without a re entry committee review and the written approval of the School Director of Quest College.
- Occasionally, students will be dropped by Quest College for administrative reasons such as course schedule availability. Administrative drops will NOT be counted as a “drop” for purposes of the limitations on the number of drops a student may have as described above.
- A student whose enrollment was terminated for unsatisfactory academic progress may re-enroll after a minimum of one grading term.
- A student, who returns after termination for unsatisfactory academic progress, shall be placed on probation for the next grading term.
 - During this probationary period, he/she is eligible for financial aid but on FA SAP warning status.
 - The student will receive this notice in writing, and the student file will be documented as such.
 - The student must maintain satisfactory progress during the probationary period or face termination.
- A registration fee of \$25.00 will be charged for each re-enrollment, excluding Administrative drop/re-entry students.

Care of Textbook, Supplies, and Kits

The textbooks, supplies and kits (new or used) are checked out to students at designated points in the curriculum for use while an active student in the program. Loss of such items will require student to purchase replacements. In an effort to keep the tuition cost down for the students, there are some courses that books are used in the classrooms but not issued to the students to keep. If a student cancels and a book has been issued, the book must be returned in “unused” condition or the student will be charged for the book.

CREDIT FOR COURSEWORK

Credit for Previous Education

Quest College may grant academic and partial financial credit, on a case by case basis, to those students who have completed the same, or substantially the same, subjects on a post secondary level, certain certification exams, and military training. Student requesting credit must provide an official transcript and catalog from the former college with course descriptions. Students in all programs other than Esthetician seeking transfer of credit from a previous institution must submit their requests along with all supporting information prior to first day of enrollment.

Written verification in the form of a transcript must be in the academic file of the student before credit will be given. Quest College reserves the right to require “test-out” to ensure compatibility of courses with documents provided. Granting of credit for previous education is at the discretion of the School Director or Designee. Transcripts from foreign institutions must meet the same requirements as the domestic institutions and they must be translated.

Transfer of Credit

Quest College offers programs that are career focused. The courses may be different from courses that might be offered by an educational institution that offers a more generalized education. The decision of whether an educational institution will accept transfer credits from another college is at the sole discretion of the “accepting institution.” Quest College cannot influence whether an educational institution will accept the transfer of credits from Quest College. Accordingly, Quest College does not make any representation that Quest College credits will be transferable to any other educational institution. No representative of Quest College is authorized to make any such representation or promise of transferability. It is the student’s responsibility to determine and confirm whether credits will be accepted by another institution.

Students may transfer applicable previous credits from a Quest College program to another Quest College program under certain conditions. A non- medical lab course must have been completed within the past 3 years to receive credit. All medical lab courses and core courses such as the ICD-10 Coding or CPT Coding must have been completed within the past year to receive credit. If the lab or core courses were not completed within the past year, the student’s skill / knowledge will be evaluated to determine if the course will need to be repeated.

No more than 50 percent of a program’s total required credit hours to graduate may be fulfilled with transfer credits, unless the transfer of credit is from Quest College. If a student has transfer credits accepted by Quest College and then elects to attend the class, the student will be charged for the class. Any grades earned will be used in computing the student’s grade point average.

Semester Credit Hour Definition

Semester hours are calculated at 1 credit hour for 15 lecture hours, 1 credit hour for 30 lab hours, and 1 credit hour for 45 hours of externship. A clock-hour (classroom hour) is fifty (50) minutes of instruction time and ten (10) minutes of break time.

CANCELLATION AND REFUND POLICY

Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (Until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student’s first three scheduled class days, except that the school may retain not more than \$100.00 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

Refund Policy for Students in All Programs Other than Esthetician.

1. Refund computation will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - (a) The last day of attendance, if the student is terminated by the school;
 - (b) The date of receipt of written notice from the student; or
 - (c) Ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in any administrative fees charged for the program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.
5. Refunds for items of extra expense to the student, such as books, tools or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required.

Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdraw shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for the portion of the course of program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - (a) An enrollee is not accepted by the school;
 - (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
 - (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representation by the owner or representatives of the school.

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

Refund Policy for Students Called to Active Military Service

1. 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 withdraw, 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 withdraw:
 - (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 the student has:
 - a. Satisfactorily completed at least 90 percent of the required coursework for the program; and
 - b. Demonstrated sufficient mastery of the program material to receive credit for completing the program.
2. 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.

Cancellation Process

In order to cancel, the student must submit, in writing, his/her request for cancellation and should include the student's social security number, address, and program of study. The student may mail (must be postmarked within the seventy-two (72) hour deadline), fax, email or deliver the formal request in person, after the enrollment agreement is signed and a tour of the facilities is made. The enrollment agreement is binding after it is signed and dated by the School Director or a designated official.

Refund Policy for Esthetician Program Students

The refund policy provides that:

- The refund is based on the period of the student's enrollment, computed on the basis of course time expressed in scheduled hours, as specified by an enrollment agreement, contract, or other document acceptable to the department;
- The effective date of the termination for refund purposes is the earliest of:
 - the last date of attendance, if the student is terminated by the school;
 - the date the license holder receives the student's written notice of withdrawal; or
 - 10 school days after the last date of attendance; and

- The school may retain not more than \$100 if:
 - Tuition is collected before the course of training begins; and
 - The student fails to withdraw from the course of training before the cancellation period expires.

In the case of withdrawal or termination of an Esthetician student:

If a student begins a course of training at a private beauty culture school that is scheduled to run not more than 12 months and, during the last 50 percent of the course, withdraws from the course or is terminated by the school, the school:

- May retain 100 percent of the tuition and fees paid by the student; and
- Is not obligated to refund any additional outstanding tuition.

If a student begins a course of training at a private beauty culture school that is scheduled to run not more than 12 months and, before the last 50 percent of the course, withdraws from the course or is terminated by the school, the school shall refund:

- 90 percent of any outstanding tuition for a withdrawal or termination that occurs during the first week or first one-tenth of the course, whichever period is shorter;
- 80 percent of any outstanding tuition for a withdrawal or termination that occurs after the first week or first one-tenth of the course, whichever period is shorter, but within the first three weeks of the course;
- 75 percent of any outstanding tuition for a withdrawal or termination that occurs after the first three weeks of the course but not later than the completion of the first 25 percent of the course; and
- 50 percent of any outstanding tuition for a withdrawal or termination that occurs not later than the completion of the first 50 percent of the course.
- A refund owed under this section must be paid not later than the 30th day after the date the student becomes eligible for the refund.

New Policies

All Program curriculums are subject to change after appropriate state and accreditation approvals received. Active students are subject only to curriculum revision for courses which have not yet been started or completed. Program hours will not be subject to change for any active student and are only implemented with new enrollments or re-enrollments.

ACADEMIC POLICIES

Grading System for Programs

<u>Grade</u>	<u>Explanation</u>	<u>Grade Points</u>
90 – 100 = A	Excellent	4.0
80 – 89 = B	Above Average	3.0
70 – 79 = C	Average	2.0
60 – 69 = D	Below Average	1.0
Below 60 = F	Failing	0.0
W	Withdrawn	None

Once a student is enrolled they must pass every course in each level of the program to graduate.

TC = Transfer Credit PC = Previous Credit W = Withdrawal W-M = Withdrawal for Military Duty

Repeating a Course

If a required course is failed, it must be taken again. If a student repeats a course, without regard to whether the previous grade was a passing or a failing grade, the new grade will be used (and all prior grades will be ignored) in calculating the Cumulative Grade Point Average. Students who repeat courses will be charged to the program hourly rate for the hours of the class.

Incompletes

All course requirements must be completed by the last day of the term. If, however, the instructor is aware of extenuating circumstances that may delay the student’s progress, the instructor may record a temporary grade of “I” for Incomplete. An Incomplete may be granted only at the discretion of the Director of Faculty and Student Services. All incomplete work, assignments, tests, etc. must be completed within five (5) class days after the term ends. If the incomplete is not satisfied within the five-day period, the student will receive the grade earned per completed coursework.

Student Withdrawal from Program

Sometimes conditions or circumstances beyond the control of the student or the College require that the student withdraw from the College. Students needing to withdraw from the College prior to completion must follow the steps below:

Meet with the designated College official to discuss the student's decision to withdraw. The College will make every effort to assist students in continuing their education.

Meet with the Financial Aid Office and the Loan Management Department. The Financial Aid Officer can answer questions regarding financial obligations to the College. Once the exit calculations are completed the Loan Management Director can answer questions regarding any student loan payment responsibilities and process the student through the Exit Interview.

Satisfactory Academic Progress (SAP)

All students must maintain satisfactory progress in order to remain eligible to continue their training and continue to receive Title IV funds. Satisfactory academic progress will be evaluated at the scheduled completion of each term for academic progression for programs in the Main Campus (3 weeks for morning and 5 weeks for evening classes).

In order to maintain Satisfactory Academic Progress, all students must maintain at least a cumulative 60 percent average in all courses. All students must proceed through their program at a pace allowing for completion of the program's maximum time frame, as defined below.

Quest College will evaluate *Financial Aid* Satisfactory Academic Progress at the conclusion of each payment period (12 credit hours, 15 weeks OR for Esthetician program the 375 hour mark) or at the very least, at the midpoint of the program for financial aid eligibility. Upon receipt of the grades and course completion data the cumulative Grade Point Average will be computed. We will also calculate the "pace" at which the student is progressing. This is done by dividing the cumulative course hours completed by the cumulative course hours attempted.

At the end of the payment period in which it is determined that the student is not making *Financial Aid* Satisfactory Academic Progress, a student will be placed on *Financial Aid Warning* for the next payment period they attend. If the student has not met SAP qualifications at the end of the *Financial Aid Warning* period, the student will be placed on *Financial Aid Probation* and financial aid funds for the next payment period will be stopped unless a student appeal is granted. If the student appeal is granted, but student has not met SAP qualifications at the end of the *Financial Aid Probation* period, the student will be placed on *Financial Aid Suspension* and all financial aid funds for the next payment period will be stopped. A student under Financial Aid Suspension may appeal to complete the program only if they are greater than 75 percent complete in the program AND their account balance is zero. The student appeal in this situation may only be granted after review by the School Director.

<i>Cumulative Qualitative Component</i>	<i>Cumulative Quantitative Component</i>
Esthetician Program 2.00 Cumulative Grade Point Average (C Average)	75% Attendance Rate
All Other Programs 2.00 Cumulative Grade Point Average (C Average)	80% Attendance Rate

Status Definition: At each pre-determined evaluation point, students will be placed in one of the following four categories:

- **Good Standing**
 - Students who have met both SAP measurements are considered to be in good standing. No notification or further action needs to be taken.
- **Financial Aid/Academic Warning**
 - A student will be placed on Financial Aid/Academic Warning the first time they reach a scheduled benchmark and are determined to have not met one or both SAP measurements.
 - Warning status lasts until the next benchmark is reached, during which the student may continue to receive federal student aid.
 - Students who are placed on Financial Aid/Academic Warning will be reinstated to good standing at the next benchmark if they are deemed to be meeting both SAP requirements.
 - All students on Financial Aid/Academic Warning should complete an academic plan with the Director of Faculty and Student Services and the School Director.
- **Financial Aid/Academic Probation**
 - Students who do not meet one or both of the SAP measurements for a second consecutive benchmark may be placed on Financial Aid/Academic Probation and may receive federal student aid if the student is able to successfully appeal the SAP decision.
 - Additionally, the student must agree to follow an academic plan which demonstrates they will be able to meet satisfactory academic requirements upon graduation from the program and within maximum time frame.
 - Students who are placed on Financial Aid/Academic Probation will be reinstated to good standing at the next benchmark if they meet both SAP requirements.
- **Financial Aid/Academic Suspension**
 - A student will be placed on SAP Suspension if they do not meet satisfactory academic progress at the third consecutive benchmark. At this time, the student will lose eligibility to receive federal student aid.
 - The student may be able to continue their education with alternative funding arrangements as long as they are able to successfully appeal the SAP decision.
 - Additionally, the student must agree to follow an academic plan which demonstrates they will be able to meet satisfactory academic requirements upon graduation from the program and within the maximum time frame.

A student may not progress from Financial Aid/Academic Suspension directly to Good Standing. However, they may be eligible to return to Financial Aid/Academic Probation and reinstate Title IV funding provided they meet both SAP criteria by the next evaluation point and are able to successfully appeal the SAP decision.

At any time within the program, a student who is absent **ten (10)** consecutive scheduled class days will be **DISMISSED from the program.**

Appeals for Financial Aid Satisfactory Academic Progress

SAP Appeals

A SAP appeal may be approved based on undue hardship when the failure to make satisfactory academic progress occurs. Generally speaking, there should be a causal link between the special circumstances and poor academic performance. However, any circumstance that cannot be directly linked to performance during the term and/or would continue to affect future performance is not considered grounds for a successful appeal.

It is the responsibility of the campus to determine whether the circumstances that lead to the academic problems will continue to interfere with the student's progress before approving a SAP appeal. If the student has corrected the problem/s, then it is reasonable to expect the student's grades and or attendance will improve during the next evaluation period, and the appeal would be approved. If the problems are ongoing and continuing to impact attendance or academic performance, the student's appeal will be denied and the student will be withdrawn. Students should re-apply for admission at such time as the circumstances affecting the student's performance have been resolved.

The following is a list of events that indicate there may have been mitigating circumstances that negatively affected academic progress:

- Abusive relationships
- Death of an immediate family member
- Divorce proceedings
- Family emergency
- Financial hardship such as foreclosure or eviction
- Illness of a family member where the student is a primary caretaker
- Loss of transportation where was no alternative method of transportation
- Natural disaster
- Previously undocumented disability
- Student illness requiring hospitalization
- Temporary incarceration
- Work-related transfer during the term

Factors Affecting SAP

Program Change – A student may change their program of study. Only courses applicable to the current program of study are included in evaluating satisfactory academic progress. Students must be meeting the institution’s attendance requirements in order to be eligible for a program change. Students may only change their program of study once during their period of enrollment at the school.

Transfer Credits – Courses accepted for transfer credits will be included in the cumulative quantitative calculation. The cumulative qualitative calculation is unaffected by accepted transfer credits.

Grade of W – Courses that earn a grade of W are included in the cumulative quantitative calculation. They are not included in the cumulative qualitative calculation.

Grade of Incomplete – Courses that are graded as Incomplete are not included in the cumulative qualitative evaluation but are included in the cumulative quantitative component. With special approval by the Director of Faculty and Student Services, a student may have the opportunity to complete required coursework within 5 class days from the last day of class. Failure to submit all required work within this timeframe may result in a failing grade for that term. Once a grade earned is posted, the qualitative calculation will be updated and the student may be deemed to have not met academic progress for that term. Financial aid disbursements may be delayed as a result of incomplete grades.

Audited Courses – Courses that are being audited are not included in the cumulative qualitative or quantitative calculation.

Repeated Courses – When a course is repeated, the most recent grade is included in the cumulative qualitative calculation but both attempts of the course are included in the cumulative quantitative calculation.

Re-entry Students – upon re-enrollment, students who are not meeting academic progress requirements in their program of study may be eligible for federal funds if the student is assigned an academic plan that demonstrates the student will be able to meet academic progress requirements upon graduation. Students currently placed on Financial Aid and Academic Probation must also successfully appeal their aid eligibility. The student will be considered to be on *Financial Aid Probation* upon re-enrollment in this instance. Students who are not able to meet both satisfactory academic progress requirements within maximum time frame and upon graduation will not be considered for re-enrollment.

SAP Appeals Process

Students on Financial Aid/Academic Probation or Financial Aid/Academic Suspension are required to appeal in writing to remain eligible to continue their program of study. Those who wish to appeal are responsible for submitting the following information to the Financial Aid Director by the deadline given to the student during their initial SAP notification meeting; which should be no later than 12:00 PM on the last day of the first week of the new evaluation period.

A completed SAP Appeal needs a description of the extenuating circumstances which affected the student’s ability to meet satisfactory academic progress requirements. The extenuating circumstances must be temporary in nature and directly linked to their performance for that term. An explanation of how circumstances have changed that will allow the student to meet SAP in future terms. An outline of what the student will do differently to overcome obstacles that would cause them to be placed on a SAP status in the future.

Supporting documentation which provides evidence of the circumstances described in the appeal application. This could include; car repair bills, letters from the court, a doctor’s note, attestations from people aware of the situation, etc.

At the time in which a completed appeal is received, the SAP Appeal Committee will convene to review the documentation and make a decision as to whether or not the appeal is approved. Members of the SAP Appeal Committee should consist of a

minimum of three members including Director of Faculty and Student Services or School Director, Director of Financial Aid, Director of Compliance or their designee(s).

Students on Financial Aid/Academic Probation whose appeal is granted will retain eligibility for Title IV (federal student aid) funds. Upon approval, the Director of Faculty and Student Services or School Director will notify the student of the decision and present them with their academic plan. The plan should be as prescriptive as possible and could require the student to complete tutoring sessions, individual meetings with the instructor, etc. The appeal paperwork will be signed by all committee members, and given to the Registrar to be placed in the student's academic file.

Students on Financial Aid/Academic Suspension whose appeal is granted will not retain eligibility for Title IV (federal student aid) funds but may continue their program of studies provided alternative funding has been arranged. Upon approval, the Director of Faculty and Student Services will notify the student of the decision and present them with their academic plan. The plan should be as prescriptive as possible and could require the student to completed tutoring sessions, individual meetings with the instructor, etc. The appeal paperwork will be signed by all committee members, and given to the Registrar to be placed in the student's academic file.

If the circumstances dictate the student will require more than one academic term to meet progress standards, the appeal may only be approved by the School Director and/or CEO. However, a complete review of the student's progress must be made at the end of each grading period to determine if the student is meeting the requirements of the academic plan.

If the committee determines the student's appeal is denied, all charges accrued for the grading period should be removed. The student should then be placed in drop status.

Regaining Eligibility for Federal Financial Aid (Title IV)

Students can regain eligibility for federal student aid by meeting the requirements of the satisfactory academic progress (SAP) policy, or continuing to meet the requirements of an academic plan and/or successfully appealing a SAP decision and being placed on an academic plan that demonstrates their ability to meet SAP upon completing the program.

VA SATISFACTORY PROGRESS POLICY

Students receiving VA Educational Benefits who fail to meet the progress requirements established by Quest College are marked with unsatisfactory progress. This information is reported to the Department of Veterans Affairs Regional Office.

PROBATIONARY STATUS

A student who fails to maintain satisfactory progress for the term just completed or who is not progressing through the program at a pace allowing for completion within the maximum time frame, will be counseled and placed on probation the next grading term. During this next grading term the student is considered to be making satisfactory progress. A student unable to achieve the cumulative acceptable average during the probationary period for their program, the student is not considered to be making satisfactory progress. A grading term is defined as the term period for the respective program.

Students on probation who do not have satisfactory progress at the end of their probationary period may be allowed to continue on probation at the discretion of the School Director or Director of Faculty and Student Services for another grading term if the student demonstrated improvement by attaining at least the acceptable average for that program for that grading term. A grading term is defined as the term period for the respective program. The enrollment of a student who fails to achieve overall satisfactory progress at the end of two successive probationary grading terms shall be terminated.

Under Texas Education Code, Section 132.061(f), students terminated for unsatisfactory progress cannot be readmitted until a minimum of one grading term has passed. This does not circumvent the approved refund policy.

A student who returns from termination after unsatisfactory progress shall be placed on academic probation for the next grading term. The returning student will be advised of this probationary period and the student file will be appropriately documented. Students on academic probation, after having been terminated, who do not maintain satisfactory progress throughout the probationary period, will be terminated and refunds will be processed in accordance with the refund policy. A student who has been terminated for unsatisfactory progress may appeal to the School Director for re-entry after a minimum of one grading term. Appeals should be submitted in accordance with the Grievance Policy.

GRADES IN ERROR

If a student believes he/she received a grade in error, the student may request a review of the grade received. The request must be made in writing to the Director of Faculty and Student Services within 30 days of the end of the term for which the grade is disputed.

Externships

Externship classes consist of hours of training in a doctor's office, clinic, hospital, nursing home, laboratory, other similar appropriate facilities and advanced training on campus at Quest College. Externships are an effective means of gaining hands-on experience. This phase of training is an integral part of the student education, and a prerequisite to the successful completion of the program and, therefore, subject to the same academic and attendance policies. The externship program is under the direction and supervision of the College. All externship sites must be approved by Quest College, and an externship agreement between the site and the College must be in place BEFORE the student may begin externship at the site. Quest College will assign each student an externship site.

Externships are scheduled during weekdays, from 8:00 AM to 5:00 PM. There are no evening externships. Evening students enrolled in programs that require an externship, must make arrangements for a day time externship. Students will not be paid a salary during the externship phase, as this is a scheduled part of their program. Students will submit externship timesheets to the college on a weekly basis.

Make-Up Policy

The ability to make up work is identified in the attendance policies.

ATTENDANCE POLICIES

Leave of Absence

The College does not grant Leaves of Absence (LOA) for any other reason than an Administrative Leave of absence. Any request for exception to this policy must be submitted to the School Director for review. An Administrative leave will be granted to a student if a required course is unavailable at the time of scheduling. The student will be placed on "LOA" status. Financial Aid will not be processed while the student is on "LOA" status. Administrative leave is only approved by President or School Director.

Attendance Policy for all programs except Esthetician

Quest College believes attendance is essential to the successful completion of the curriculum. Therefore, our students are expected to make every effort to; attend all scheduled classes, arrive to class on time, and remain until the end of class. Students needing to make personal appointments should make them after the school day.

Absences

Students are marked absent for each hour they are not in class. There are no excused absences. In the event a student must be absent from class, it is the student's responsibility to notify the instructor to arrange make-up work or assignments. Examinations and quizzes will be made up in accordance with the Examination, Homework, and Quiz Policy.

If a student is absent for ten (10) consecutive class days, the student will be dismissed from the program.

Tardiness

Tardiness is a disruption of a good learning environment and is discouraged. Frequent tardiness without legitimate reasons may be cause for disciplinary action up to and including attendance probationary status. Students arriving late for a class or who leave prior to the end of class will be considered "tardy" or "left early." Tardiness and early departures adversely affect the student's overall education.

Make-up Hours

Students are allowed to make up missed class hours subject to the following:

The amount of make-up hours for a course cannot exceed 5 percent of the total program hours. This is monitored by course. (Ex: 3 week course meets for 70 hours. 5 percent of 70 hours = 3.5 hours)

Hours must be made up within 5 class days of the end of the course in which the hours were missed as scheduled by faculty. A student scheduled for make-up hours and does not attend those scheduled make-up hours will not be allowed to schedule additional make-up hours for that course.

Attendance Probation

Students who are absent for more than 20 percent of the scheduled course hours must meet with the Director of Faculty and Student Services for approval to continue in the course. At the discretion of the Director of Faculty and Student Services either;

- The student will be allowed to continue in the course.
 - The student will then be placed on attendance probation for the next *module/unit*.
 - If a student is absent more than 20 percent of the scheduled clock hours during a probationary term, the student will be withdrawn from the program.
- The student will be dropped from the course.
 - Students who are dropped from a course may apply for re-entry through the normal re-entry process.
 - In the event a student is accepted for re-entry, they will be scheduled for the next available offering of that course.

Students who accumulate absences in excess of 20 percent of the total program hours will be dropped from the program.

Esthetician Attendance Policy

Students are expected to attend each class meeting for every class in which they are officially enrolled. The following guidelines will be used to assure minimum attendance standards will be maintained by all students:

Attendance records reflecting absences are kept by the school. Any agency that provides educational financial assistance to a student will receive accurate and complete information concerning the student attendance and progress.

A full day of absence shall be charged when a student does not attend any of the scheduled classes on that day.

A student shall be terminated when:

- Student is absent for ten (10) consecutive scheduled school days or
- Student is absent for more than 25 percent of the total program hours, whichever occurs first.

Rate of attendance will be monitored and the overall attendance rate will be measured at the established checkpoints of 375 scheduled hours. Should a student fail to maintain at least a minimum standard of 75 percent attendance of scheduled hours at the established checkpoints, they will be placed on Attendance Probation.

If the student violates the 75 percent attendance rate a second time or misses **10 consecutive days**, whichever comes first, the student will be ***DISMISSED from school***.

Tardiness

Tardiness is a disruption of a good learning environment and is discouraged. Frequent tardiness (>3 per month) without legitimate reasons may be cause for disciplinary action up to and including attendance probationary status. Students arriving late for a class or who leave prior to the end of class will be considered “tardy” or “left early.” Tardiness and early departures affect the student’s overall education and attendance.

Esthetician Attendance Probation

Students placed on attendance probation will be advised in writing to improve their attendance rate. Student’s placed on attendance probation will remain on attendance probation throughout the next unit. If a student is absent more than 25 percent of the scheduled clock hours during a probationary term, the student will be withdrawn from the program. If at any time a student has absences of ten (10) consecutive days or 25 percent of the clock hours for a program, whichever comes first, the student will be withdrawn for the remainder of the program. However, no students will be withdrawn if they are in the last unit of their program and at which time they would not be entitled to a refund

Make Up Time

Students who miss class will only be allowed to make up hours during approved times. Make-up work shall not be authorized for the purpose of removing an absence. However, if a student notifies the school prior to an absence, class work can be evaluated for credit. Make-up work will be allowed for the following reasons: illness, death in the family, court dates, job interviews, military duty, and appointment with a government agency, jury duty or other situations approved by the Director of Faculty and Student Services. Reasons for absence must be documented. It is the student’s responsibility to contact instructors for assignments during the absence. Students are reminded it is their responsibility to be current in all assignments at all times. An absence does not excuse program obligations required for satisfactory progress. A maximum of one week

from the original date an assignment, report, or test was due or two days after the end of term, whichever comes first, is allowed for makeup, unless otherwise stipulated by the school policy or the Director of Faculty and Student Services.

Students terminated due to attendance violations that have completed more than 75 percent of the required course work will be considered fully obligated for tuition costs and considered “completers” for statistical purposes.

FOR VA STUDENTS - Students using veteran benefits to attend Quest College will have attendance monitored until the time the student drops, graduates, or completes the program. All violations of the attendance policy will be reported to DVA on VA Form 22-1999b within 30 days at any time the student exceeds the allowed number of absences.

Additional Instructional Charges for Esthetician program

There are financial consequences for poor attendance. In the employment world, the consequence would be unemployment. In the education environment, students who incur absences beyond the ability to make up timely cause their program length to be extended. This impacts the ability of the program to progress newer students or to accept additional new students. Therefore, students enrolled in the Esthetician Program *should maintain a 90 percent attendance average each month* in order to complete the program within the scheduled program length, without impacting other peer student’s learning experience and demonstrating an appropriate workplace expectation for future employment habits.

Students will be scheduled with the opportunity to make up 10 percent of their program hours without extending their program length. Students may use the allowed 10 percent of their scheduled hours for vacation, doctor appointments, illness, etc. Students missing more than 10 percent of their scheduled hours will be required to complete those hours extending past their normal program length. Therefore, students missing more than 10 percent of their scheduled program hours will be required to pay extra instructional charges.

If students must attend additional Program hours beyond their maximum Scheduled Program length due to not meeting a 90 percent attendance average or to complete academic graduation requirements, they will be charged **an additional \$7.00** for each hour necessary to complete the program after the Scheduled Program length is reached. Payment must be in certified funds (cash, cashier’s check, or money order) and must be paid in full prior to the final week of attendance.

STUDENT POLICIES

Grounds for Termination

All students are expected to conduct themselves as responsible adults, to attend classes regularly, and to maintain a satisfactory level of academic achievement. Quest College reserves the right to suspend or dismiss any student who:

- Exhibits conduct that is found by the administration to be detrimental to fellow students, other individuals, the community, or the College, as addressed in the Conduct section of this catalog;
- Fails to maintain satisfactory academic progress;
- Fails to meet attendance standards, or
- Fails to meet financial obligations to the College.

Student Conduct

Quest College reserves the right to dismiss any student whose conduct is detrimental to the best interest of other students and/or the college. Quest College is proud of the academic standards it has established and maintains. In the job market of today, professional conduct is a crucial factor in obtaining and keeping a job. Emphasis is continually placed on regular attendance, promptness, honesty, and a positive attitude.

The following examples of unacceptable conduct are not all inclusive or limited to the following on campus, clinical, externship sites or college related trips:

- All forms of dishonesty including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of College documents.
- Theft of, or deliberate destruction, damage, misuse or abuse of Quest College property or the property of private individuals associated with the College.
- Inappropriate or profane behavior that causes a disruption of teaching, college activities, research, administration, or disciplinary proceedings.
- The use of an alcoholic beverage or a controlled substance on college or externship property, including the purchase, consumption, possession, or sale of such items.
- Violence or the threats of violence towards persons or property of students, faculty, staff, or Quest College.
- Smoking, including electronic cigarettes, in the College facility.
- Eating or drinking in the classrooms or any location other than designated areas.

- Failure to comply with Quest College officials acting within the scope of their employment responsibilities.
- Use of cell phones or other electronic devices unless directed by a faculty or staff member.
- Bringing animals onto college property. (Service animals are permitted)
- Bringing children into the Quest College teaching areas during scheduled classes. The College does not provide childcare services and cannot assume responsibility for their health and safety.
- Failure to comply with all emergency evacuation procedures, disregarding safety practices, tampering with fire protection equipment, or any violation of any other health and safety rules and regulations.
- Failure to comply with any regulation not contained in official college publications but announced as administrative policy by a college official or other person authorized by the School Director.
- Bringing dangerous items such as explosives, firearms, or other weapons, either concealed or exposed, onto Quest College or externship property.
- Improper use of e-mail and Internet access.
- Failure to comply with federal software piracy statutes forbidding the copying of licensed computer programs.
- Any other behavior deemed inappropriate by general college standards, or that would disrupt the positive and constructive flow of the classroom.
- Violation of a federal, state, or local ordinance including, but not limited to, those covering alcoholic beverages, narcotics, gambling, sexual offenses, or arson on Campus property or at a Campus function.
- Aiding and abetting or inciting others to commit any act of misconduct set forth herein.
- Conviction of a crime which is of a serious nature if it is administratively determined that the continued presence of the student would constitute a threat or danger to the students, faculty or staff of Quest College.
- Violating the Student Sexual Harassment Policy.
- Violation of Quest College policy applicable to use of computers or online services, including:
 - Copyright infringement;
 - Misrepresentation of identity through alteration of e-mail names;
 - Transferring computer viruses, intentionally or unintentionally.

Violation of any of the above may subject the student to any of the following depending on seriousness of infraction:

- Verbal warning
- Suspension
- Termination

Students committing any of the violations listed above may receive a written warning concerning the misconduct and may receive disciplinary action up to and including immediate suspension or dismissal. If suspension is issued, the suspension period will not be less than 1 school day and not more than 10 consecutive school days. A College Official will initiate a suspension report with a copy to the student and the original copy will be placed into the student's file. If the student is assigned a probationary period and exhibits satisfactory conduct during this period, he/she will be removed from conduct probation. Any student dismissed for conduct violations will not be eligible to return to the College.

Dress Code

Since many employers and other business professionals visit Quest College to give lectures and conduct job interviews, it is important that all faculty and students convey a professional image at all times. In order to promote professional pride and encourage personal development, the following dress code standards will be observed:

All students whether on the salon floor or in didactic (classroom) lecture will be expected to immediately comply with the following dress code policies:

1. Esthetician Uniform requirements
 - a. Esthetics Program will wear the provided scrub uniform. Uniforms will consist of scrub tops and bottoms.
 - b. Shoe wear: According to OSHA standards and in staying compliant with Texas Department of Licensure and regulation protocols: No open toed shoes are to be worn.
 - c. The uniform should fit loosely enough to allow adequate movement and not reveal skin inappropriately at anytime.
 - d. No article of clothing may have rips, tears, holes, frays, and fringes, be sagging, or have logos or designs.
 - e. If a student is cold, they are encouraged to wear layers under the uniform. No coats, hoods, sweatshirts or any outerwear is to be worn over the Quest uniform while on the Clinic floor.
 - f. All students must wear a picture ID badge (provided by the school).
 - g. The student's appearance will remain clean and as wrinkle free as possible.
 - h. Students may purchase additional scrubs sets at their discretion from the Business Office.

- i. Newly enrolled students are expected to meet uniform dress code as soon as uniforms are delivered.
- j. Students should be freshly bathed with good oral hygiene and no body odor. (This includes unpleasant body odor or cigarette smell)
- k. Excessive perfume/cologne or scented grooming products are not permitted.

We realize words like “excessive” or “unpleasant” are subjective and we ask students to please respect faculty feedback if it is necessary to correct a dress code issue. All students should immediately and respectfully make the requested corrections when directed to do so by faculty or staff. Failure to comply with Quest College employee requests regarding dress code will result in immediate suspension for the day and a required meeting with Director of Faculty and Student Services. Any repeat suspension will require student to meet with the School Director to determine if student will be reinstated or withdrawn from the program.

This Dress code will be implemented immediately and changes may be made at the discretion of Administration at any time.

Quest College staff can be of assistance in the application of the above standards, so please do not hesitate to ask if the dress code is unclear to you. Violations of this dress code will result in documented counseling. Flagrant and/or repeated violations could result in suspension and/or termination.

For Allied Healthcare Programs:

A PROFESSIONAL APPEARANCE IS EXPECTED AT ALL TIMES when at the school, clinical or extern site.

All dress code violations will be dealt with by faculty and student body governing officers.

At this time, all students, whether in clinical assignment or in didactic (classroom) lecture, or present at the school, will be expected to immediately comply with the following dress code policies:

1. There will be no exposed tattoos: all body art should tastefully be covered. Long sleeves, flesh colored band aids or body tone make-up are acceptable.
2. No visible FACIAL OR BODY piercings.
 - a. Ear studs are permissible: one pair only.
 - b. Tongue and nose studs are not to be worn. This is an issue with our diverse clientele.
 - c. Ear cartilage, nose or body piercings: must have flesh or neutral colored spacers or removed.
3. Shoe wear: According to OSHA standards and in staying compliant with nursing protocols:
 - a. No open toed or open heel shoes are to be worn: Any shoe that does not protect foot, i.e. cotton, canvas, nylon etc., or protect the toes/heels are not to be worn. This applies to didactic as well as clinical settings.
 - b. When in uniform, shoes must be athletic or nursing type. White should be considered as a professional preference. No bright or distracting color or multi-toed shoes are to be worn.
4. Uniform requirements
 - a. The school scrub uniform color as assigned by program.
 - b. Uniform will consist of a scrub top, a bottom, school logo, socks and appropriate foot wear.
 - c. The uniform should fit loosely enough to allow adequate movement and not reveal skin inappropriately at anytime.
 - d. All students must wear a picture ID badge (provided by the school).
 - e. The uniform will remain clean, no holes, and as wrinkle free as possible.
 - f. Students may purchase additional scrubs sets at their discretion from the Business Office.
 - g. Freshman students have until uniforms are delivered to be in the appropriate colors. Until that time, single color scrub sets or business casual may be worn.
 - h. All students will be required to wear their uniforms daily in both clinical and didactic courses.
 - i. Instructors should wear white lab coats.
5. Hair should be worn in a style to provide safety and protection of the patient.
 - a. Plain bobby pins or plain metal barrettes are permitted to fasten long hair securely.
 - b. Head and facial hair must be trimmed in such a manner as to allow the proper fit of n-95 TB masks
 - c. All hair must be “natural colors.” Hair that is of an “unnatural” color such as blue, green, yellow, fluorescent, purple etc. and/or that are colored in patterns, streaks or cut in stencils, will not be allowed.
 - d. Hair styling must be conservative and professional in appearance.
 - e. Male students must be clean shaven or beards/mustache must be neatly trimmed.

- f. No hair ornaments, head bands, handkerchiefs or other head or hair coverage devices or caps will be worn either in school or at clinical sites. Students requesting an exception to dress code policy for religious purposes need to submit the request in writing to the School Director for review and approval.
- g. Hair bands, (head bands) if worn, must be no greater than 1” in width, and either white or grey.
- h. Hair must be worn up or back during any clinical setting, including skills lab.
6. Jewelry: One ring is allowed without a raised setting, no bracelets, or necklaces (with the exception of medic alert tags). No dangling earrings or excessive jewelry will be worn in the classroom or clinical setting.
7. Nails should be trimmed and should not extend beyond the end of the finger. Clear or natural nail polish may be allowed but the preference is that none be worn. For health and safety reasons, no artificial or acrylic nails are allowed. Nail ornamentation or nail jewelry is not permitted.
8. No body odor
 - a. Students should be freshly bathed with good oral hygiene
 - b. No scented deodorants or scented antiperspirants
 - c. Excessive perfume/cologne/make-up or scented grooming products are not permitted.

In an effort to project the dignity of the medical profession in an educational setting, all students are expected to dress professionally at all times, or as they would in a clinical work environment.

ALL STUDENTS THAT ARE NON-COMPLIANT WITH THE ALLIED HEALTH DRESS CODE WILL BE SENT HOME FOR THE DAY and incur an absence. Graded activities missed during this absence will not be allowed make-up. A student advisement will be initiated. Three violations will be grounds for dismissal from the program. There is zero tolerance for violation of these policies and every student should be observant of their fellow classmates to assist in recognizing professional dress and behavior.

Violence Against Women's Act (VAWA)

The Violence Against Women Act (VAWA) is a federal law that was implemented in 1994 in recognition of the severity of the crimes associated with domestic violence, sexual assault, and stalking, as part of the Violent Crime Control and Law Enforcement Act of 1994. VAWA was reauthorized in 2000, 2005, and 2013 to strengthen the law.

The Violence Against Women Act provides protection to women against crimes of sexual violence. The act was amended on several occasions and placed new obligations on colleges and institutions to report and conduct educational programs under its Campus Sexual Violence Act (Campus Save Act), which amended the Cleary Act.

The 2013 VAWA Reauthorization added a non-discrimination provision that prohibits discrimination on the basis of sex by organizations that receive funding under the Act and allows an exception for "sex segregation or sex-specific programming" when it is deemed to be "necessary to the essential operations of a program".

Critical to ending violence and maintaining a safe campus is recognizing and avoiding abusive behavior. Abuse can surface in many ways (emotional, verbal, psychological, sexual, and physical). Some warning signs of abuse are:

- Frequent yelling directed at a partner
- Blaming partner for own faults
- Name-calling
- Consistently accusing partner of infidelity
- Kicking, holding, slapping, and scratching
- Forcible sex (e.g., wanting sex after hitting)

Quest College's VAWA Policy Statement

Quest College is committed to maintaining a safe and secure work and academic environment free of any form of sexual misconduct including domestic violence, dating violence, sexual assault, stalking, and sexual harassment. A violation of the Violence Against Women's Act shall constitute grounds for disciplinary action, up to and including, dismissal from the College.

VAWA Resources:

You can help to ensure that victims have access to services they need to feel safe and receive counseling. Direct the victim to the following resources:

- 911
- San Antonio Police Department: 210-207-7155
- Building Security: 210-525-1174
- School Director: 210-366-2701
- Title IX Coordinator: 210-366-2701

Additional Resources:

www.notalone.gov

National Domestic Violence Hotline: 800-799-7233

National Sexual Assault Hotline: 800-656-4673

Grievance / Complaint Policy

Quest College is dedicated to the professional and technical development of its students. To ensure every student is afforded fair nondiscriminatory treatment, the College has adopted the following set of guidelines to govern student conduct, academic, and administrative actions:

- Whenever a student is confronted with an issue, concern, dispute, etc., he/she is encouraged to speak first with their primary instructor, explain the grievance or complaint and ask for clarification. Most problems will be resolved at this level.
- If the Instructor does not satisfactorily resolve your concern or issue or if your concern or issue involves the Instructor, contact the Director of Faculty and Student Services of your facility.
- If the Director of Faculty and Student Services does not resolve the concern or issue to your satisfaction, arrange a meeting with the School Director and provide a written signed statement of the issues. The School Director will consider your grievance and will advise the student of a decision. It is the college policy that the School Director's decisions regarding student grievances are final.

Appeal Procedure

After utilizing the Grievance Policy stated in this catalog, a student may contact the following agencies to report any unresolved grievances:

Texas Workforce Commission, Career Schools and Colleges, 101 East 15th Street, Austin, Texas 78778-0001. Office phone: (512) 936-3100.

Council on Occupational Education, 7840 Roswell Rd., Building 300, Suite 325, Atlanta GA., 30350 Office phone: (800) 917-2081.

Students may initiate a complaint with THECB by sending the required forms either by electronic mail to StudentComplaints@theeb.state.tx.us, or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. Facsimile transmissions of the forms are not accepted.

Information on filing a complaint with THECB can be found on the THECB website at <http://www.theeb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>.

The web address for the Texas Administrative Code (rules governing student complaints) is [http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

Non-Sufficient Funds Fee

A fee of \$35.00 will be charged on all checks returned by the bank for non-sufficient funds.

Force Majeure

Quest College will not be liable for any damages including but not limited to consequential damages resulting from Quest College's inability to fulfill Quest College's obligations under the Enrollment Agreement including but not limited to the failure to provide the instruction and other resources necessary to enable a student to complete the program in which a student has enrolled. This includes actions directly or indirectly caused by or results from a fire, war, terrorist act, strike, work stoppage, riot, utility failure or shortage, damage by the elements, act of nature, acts of God or any other cause beyond the control of Quest College. In the event Quest College is unable to perform any of the obligations under the Enrollment Agreement, for any of the reasons set above, Quest College shall not be responsible for any damages including but not limited to consequential damages or have an obligation to issue Tuition refunds, other than as required by an applicable refund policy.

Personal Property

Quest College assumes no responsibility for loss or damage to the personal property or vehicle of a student, graduate, visitor or employee.

Sexual Harassment Policy

Sexual harassment is against the law and will not be tolerated by Quest College. The management and employees of Quest College are committed to providing a student learning environment that is safe and free from all forms of sexual harassment.

Sexual Harassment should always be reported immediately to Quest College Human Resources Coordinator either by telephone at 210-547-9684 or in writing to 5430 Fredericksburg Road Suite 310, San Antonio, TX 78229, or by email to lcortez@questcollege.edu.

What Constitutes Sexual Harassment?

For some inappropriate conduct can be difficult to define. Conduct that may be considered appropriate by one person may be deemed as inappropriate by another person. Students should always report any conduct that they believe constitutes sexual harassment.

Sexual harassment is behavior of any individual or group of either sex against an individual of the opposite or same sex. Sexual harassment can occur when behavior includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, sexually related jokes, and/or display of pornographic material in the an academic or student setting. An academic or student setting includes: all settings on campus, off-campus clinical programs, off-campus courses, and off-campus College-sponsored events.

Sexual Harassment includes situations when:

- Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment or an individual's treatment as a student;
- Submission or rejection of such conduct by an individual is used as the basis for employment decisions or the treatment of a student, affecting the employee or student; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work or a student's academic performance or creating a sexually intimidating, hostile or offensive working or academic environment.

The following are examples of behavior that can generally be constituted as sexual harassment:

- Direct or indirect demands or threats for unwanted sexual activity
- Sexual and sexually suggestive comments jokes, humor, cartoons and other media that is sexual in nature
- Displaying pictures or other materials that could be considered offensive in nature
- Stalking in person or through media sources of another individual.

An initial course of action for any student who feels that they are being sexually harassed is for the student to:

- **Tell the harasser to stop.** Promptly let a person know that his or her behavior makes you uncomfortable. Do not mince words - use precise language stating that you want the harassment to stop immediately.
- **Document the abuse.** Write down what happened, when it occurred, the names of anyone who witnessed the harassment, and how it affected you.
- **Report the harassment.** Immediately report sexual harassment to the Quest College Human Resources Coordinator either by telephone at 210-547-9684 or in writing to 5430 Fredericksburg Road Suite 310, San Antonio, TX 78229, or by email to lcortez@questcollege.edu

Any instance of sexual harassment should be reported no later than three (3) business days from the date of the instance. If a student does not report an instance of sexual harassment with this period, they are still encouraged to come forward as soon as possible.

Employee / Student Relationships

Quest College strictly prohibits employees from fraternizing or socializing with students, except as a part of organized Campus event. Students are prohibited from fraternizing or socializing with employees, except as a part of organized Campus social event. This policy prohibits students and employees from dating. Employee/student relationships must maintain the highest level of professional respect. Employees or a student engaging in any type of relationship that is outside of the professional student/employee relationship violates Quest College's sexual harassment policy as set forth above. This policy does not apply to students married to an employee prior to becoming a student.

GRADUATION REQUIREMENTS

Complete all requirements of their program of study and maintain the minimum acceptable grade point average.

Compile a satisfactory attendance record as outlined by the college.

Complete the Externship (if required by the program) and submit required Timesheets and Evaluations.

Return all property belonging to the college.

Fulfill all financial obligations to the college and attend Graduate and Financial Aid Exit interviews prior to graduation.

Certificate and Licensure

No student is automatically certified in their program of study just because they graduate from their program.

Students who have successfully completed the programs of Medical Assistant, Medical Billing and Coding, Medical Assistant/Phlebotomy/EKG Technician Specialist Dual Program, Patient Care Technician and are in good standing in all financial obligations are eligible to take a certification exam. In some cases there are multiple certification exams available to students depending on their program of study.

Students that complete the Nurse Aide curriculum are eligible to take a “certification test” issued by the Texas Department of Aging and Disability Services.

Students who have successfully completed the Esthetician program and are in good standing in all their financial obligations are eligible to take the state written exam and the state practicum exam.

The cost of the specific certification exams (as determined by the college) is included in the program tuition/fees cost. To repeat any exam will be at the expense of the student or graduate.

Students in the Medical Assistant, Medical Assistant/Phlebotomy/EKG Technician Specialist Dual Program programs will also be afforded the opportunity to receive CPR training. As part of their curriculum, students that complete the Nurse Aide set of courses are also trained for CPR. Students successfully completing the material will receive CPR certification.

Graduation Ceremonies

Students within 30 days of their last day of scheduled attendance, who are in good standing both academically and financially, are eligible to participate in graduation exercises.

A student or graduate who is not current on their financial obligations to Quest College will not be permitted to participate in graduation ceremonies and will not be eligible to receive their graduation certificate or transcript until the account is brought into good standing.

Graduation Honors

Students who have successfully completed all course requirements and have a weighted numeric grade average of 90 or higher will be designated as Honors Graduates.

Diplomas and Transcripts

Upon successful completion of a certificate program’s course work and graduation requirements, graduates will be awarded a Certificate of Completion.

Official transcripts may be issued upon request by the student. Upon completion of the program and with a zero balance on their account, graduates will receive one official transcript free of charge. Former students or graduates will be charged \$10.00 per transcript for additional official or unofficial transcripts if their account is in good standing. A replacement diploma or degree is \$25.00.

FINANCIAL ASSISTANCE

Several forms of financial assistance and payment options are available to Quest College students. These include credit card payments, individual payment plans, Federal Financial Aid Assistance, Workforce Investment Act, and Veterans Educational Benefit.

Federal Financial Aid Assistance is available to qualified students for programs of at least 600 clock hours. The Federal Family Education Loan Program (FFELP) includes both the Stafford Loan and the Parent Loan (PLUS), and the Federal Pell Grant programs are available to qualified students. Financial aid applications may be obtained from Quest College's Financial Aid Office. Students receiving Federal Financial Aid must make satisfactory progress in both academics and attendance in order to maintain eligibility in Federal Financial Aid. If a student loses this eligibility, the student becomes liable for all college charges not covered by the loss of financial aid assistance. Title IV Financial Aid is managed in terms of semester hours or when applicable, clock hours. Students are encouraged to contact the Quest College’s Financial Aid Officer for any assistance, information or questions concerning financial aid and/or general institutional issues.

The Federal Office of Student Financial Assistance (FSA) Ombudsman works with student loan borrowers to informally resolve loan disputes and problems. The goal of the FSA Ombudsman is to facilitate and provide creative options/alternatives for borrowers needing assistance with federal loans. Students needing assistance is unable to resolve a loan dispute, should contact: U S Department of Education, Student Financial Assistance, FSA Ombudsman, 830 1st St. NE, Fourth Floor, Washington DC, 20202-5144. Telephone is 877-577-2525. <http://ombudsman.ed.gov>.

Students enrolled in the Nurse Aide program will be required to make payment in full prior to the first day of class

Students may also qualify for sponsorship by various agencies. In order to determine one's eligibility, individuals are encouraged to speak with an Admission Advisor or Financial Aid Representative about procedures for making application to the agency.

Financial Aid Reinstatement

Eligibility for financial aid will be reinstated when the student re-establishes satisfactory progress status. This is accomplished by obtaining no less than the cumulative acceptable grade average in all courses and earning sufficient credit or clock hours for the period of academic probation, thus enabling the student to return to a timely completion schedule. Interruption of financial aid could result in a change to the amount awarded.

Maximum time frame is defined as: To remain eligible for continuance of training and receive financial assistance (Title IV funds), the student must progress through the program at a pace leading to completion of the program within 1 ½ times the program length.

Scholarships

Quest College has established the HAROLD E. MARTIN SCHOLARSHIP in memory of its pioneering co-founder. Details for application and awarding of the scholarship are available from the College's Registrar. The scholarship offers prospective student the opportunity to apply for scholarship monies if they meet all of the scholarship criteria in one of three areas, High School or GED graduate, Agency or Sponsor, or being a graduate from a previous Quest College program.

JOB PLACEMENT

QUEST COLLEGE CANNOT AND DOES NOT GUARANTEE EMPLOYMENT BEFORE OR AFTER GRADUATION.

The Job Placement Department assists students in their efforts to obtain employment after graduation. The assistance provided by the Job Placement Department is not a guarantee that the student will obtain employment.

The Job Placement Department offers the following services:

Assistance in the creation of resumes and cover letters as well as the completion of employment applications.

Assistance with job interviewing and follow-up techniques.

Extends invitations to prospective employers to visit the college, interview graduates, present employment opportunities, and offer employment applications to graduating students.

Quest College maintains job placement assistance services for all graduates who seek new positions. Ultimately it is the hiring manger, not the college that makes the decision on hiring. The employer is influenced by factors such as training, character, attendance/punctuality, personality traits, favorable appearance, work ethics, dependability, and the ability to easily converse with others. Through the Job Placement Department, Quest College will assist students in their job search. Job search activities include assistance in resume writing, interviewing, and identifying job openings. Students are responsible for advising the college of their employment information.

Although average starting wage information based upon data received from employers and graduates may be available to prospective students, no employee of the College is authorized to guarantee that a graduate will earn a specific amount. The student's program of study, employer needs, current economic conditions, and other factors may affect wage levels.

RESOURCE CENTER

Quest College maintains a general reference library containing resources directly related to subjects taught at the college, career opportunities for the respective fields, job search strategies, and other pertinent information. This resource of books, reference materials, and periodicals may be used for additional preparation of assignments or leisure reading. The library is available to Quest College students and graduates during normal business hours.

Advising

Advising begins with the admissions interview and continues throughout the time the student is attending their program. The main purpose of advising is to assist the student in getting the most out of his/her education. Students are encouraged to discuss academic difficulties with their instructor. In addition, the administrative staff is available to assist any student who is experiencing academic or personal problems.

Advisory Board

Quest College has established Advisory Boards of health care, beauty, business professionals, owners, Quest College staff and faculty members, employers of former graduates, and alumni of Quest College. These Advisory Boards meet semi-annually to evaluate the educational programs of Quest College and as well as to provide input and feedback for improved programs and curriculum.

Equal Opportunity College

Quest College does not discriminate on the basis of race, color, religion, ancestry, national origin, age, non-disqualifying disability, gender, sexual orientation, marital status, or veteran status in the recruitment of students and staff, or in the implementation of its policies, procedures, and activities. Sexual harassment is a prohibited aspect of sexual discrimination under this policy.

ENGLISH ONLY: All classes and course material are taught in English.

STUDENT RECORDS

Student records are confidential and maintained in a secure area where only authorized personnel have access to the records. These records are available for review by the student upon written request. Student records, with the exception of student transcripts, will be maintained for a period of five (5) years following the date of the student's last date of attendance from Quest College. Students are strongly encouraged to maintain their current name, telephone number, mailing and email address in the college's database and to inform Quest College immediately of any changes.

Catalog Addendum

Quest College reserves the right to supplement this catalog in order to accurately reflect any change(s) in programs, classes, instructors, or other matters. Catalog changes will be maintained on the Quest college web site: www.questcollege.edu.

Catalog Revisions

Quest College retains the right with the approval of The Texas Workforce Commission, Career Schools and Colleges, and the Texas Department of Licensing and Regulation to make general and/or specific revisions to this catalog and its supplements. These revisions may include changes to academic programs, curriculum, calendars, credit hours, college policies, tuition and fees, instructional staff, etc. Changes in tuition and fee charges will not affect an enrolled student who has a properly executed Enrollment Agreement.

COMPLIANCE

Solicitation

There is no solicitation permitted within the college facilities without the written approval of the President.

Housing

Quest College does not operate its own housing facilities, nor does it endorse or supervise any particular housing complex.

Drug Free Campuses

The Drug Free Schools and Communities Act Amendments of 1989 requires that Quest College, as an institution of higher education, adopt and implement a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees.

Quest College has adopted the following policy:

All students, upon enrolling in the institution, complete a document entitled "Drug Free Workplace Act" which is retained in the file as a permanent record. When completed by the enrollee, the enrollee acknowledges that he/she understands and agrees to adhere to the Drug Free Workplace Policy. Among other items, this document allows the institution to perform random drug testing throughout the student body, as deemed necessary. The dangers of drug abuse are covered in lectures.

Quest College shall continually monitor its Drug Free Workplace program to ensure it is in compliance with the above policy.

Quest College will not condone or allow the unlawful possession, use, or distribution of illegal drugs and alcohol by students, faculty, administration, or employees on its property or as a part of any of its activities.

SANCTIONS:

Quest College will impose disciplinary sanctions on students, faculty and employees, consistent with local, state, and federal law, as follows:

- A student, faculty, or administrative member who is suspected of being under the influence of alcohol or any controlled substance or illegal drug on Quest College premises or as a part of any of its activities, will be sent home. Transportation will be arranged.
- A student, faculty, or administrative member who was witnessed using alcohol or any controlled substance or illegal drug on Quest College premises or sponsored event may be dismissed or terminated from the program.
- A student, who admits to having a problem with alcohol, drugs, or both, and who wants to complete his/her studies at Quest College, will be required to complete either a drug or alcohol rehabilitation program or attend Alcohol Anonymous (AA) or Narcotics Anonymous (NA).
 - Documented proof of progress, completion and meeting attendance will be required at the end of thirty days leave of absence.
 - The above policy must be strictly adhered to, and documentation given to the School Director, prior to re-admittance.
 - A personal meeting with the School Director will also be required prior to re-admittance. Satisfactory progress is based upon the report of the student and discussion with the involved treatment center and AA or NA sponsor.
 - If the student chooses to attend AA or NA meetings, the student must attend at least three meeting per week. Documentation must be presented to the School Director on the first meeting day of each week.
 - Failure to present such documentation will result in termination.
 - The student is responsible for all fees and charges incurred by attending any rehabilitation program or meetings.

A student, faculty or administrative member possessing, distributing or selling illegal drugs or alcohol on Quest College premises will be detained by an official of Quest College. The proper authorities will be notified and the student, faculty, or administrative member will be expelled or terminated.

The School Director shall annually review the Drug Prevention Program. Program evaluations will be completed by affected persons for constructive feedback and suggestions to improve.

It is the responsibility of the administration, faculty, and students at Quest College to see that disciplinary sanctions are consistently enforced. Anyone who suspects that a student, faculty, or administrative member has a drug or alcohol problem, or who witnesses a violation of the Quest College policy, shall inform the School Director in confidence.

Health Risks

Students may request pamphlets that provide a description of health risks associated with the use of drugs and alcohol from the front desk. In addition reference materials on the topics of drug and alcohol abuse and treatment are available.

Campus Awareness and Campus Security Act Policies

Students and employees at Quest College are encouraged to promptly report any suspected criminal activity or other emergencies to the School Director. This applies to any activity occurring on the college premises, in the building, or in the parking lot.

Students and employees should immediately report any suspected criminal activity to any such member of the administrative staff, or should contact local police by dialing 911. Student and employees who contact police are also urged to report any incident to the administrative staff of the College. The College will keep the report of the student or employee confidential except with regard to discussion with local police, law enforcement personnel, or otherwise as ordered by the court.

Quest College has no student organizations conducting off-campus activities of any kind, and accordingly has no policy concerning the monitoring of criminal activities at such locations. All students, in attendance, will be advised at Student Orientation of any special campus security procedures and practices. Employees are also advised regarding these policies and procedures upon hiring.

Student Privacy

The Family Educational Rights and Privacy Act ("FERPA") affords students certain rights with respect to their education records. Quest College may disclose general directory information at its discretion, without the prior written consent of the

student, unless the student provides written notice to the Registrar, objecting to the disclosure of all or part of the directory information, within thirty (30) days after enrollment.

Unless a student specifically objects by notifying the School Director in writing, Quest College will make the following “directory information” available to third parties who inquire:

The student’s name; Dates of attendance; Confirmation of certificate conferred.

Students, who want Quest College to release any other information including grade information, transcript, class standing, externship evaluations, and other such information, must specifically request the release of that information in writing. Standard FERPA release forms are available from The Registrar office.

Students who want to review their educational records may do so by submitting a written request to the School Director. After review, the student can initiate a request for an amendment to the record by submitting a written request to the School Director. If the college decides not to amend the record, the College will notify the student of the decision and the student’s right to a hearing regarding the request for amendment.

The name and address of the Office that administers FERPA is:

Family Compliance Office, U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-4605

Quest College does not permit students to inspect or review confidential student guidance notes maintained by the School, nor the financial records (including any information those records contain) of their parents or guardian. The rights accorded to, and consent required of, parents under this Act transfer from the parents to the student once the student becomes eligible. Upon request the College discloses educational records without consent to officials of another college in which the student seeks or intends to enroll.

Computer and Electronic Communications Policy

Quest College maintains a business telephone system, computer equipment, provides e-mail capability, facsimile equipment, and Internet access. The college also provides voicemail on the telephone system. These systems, as well as all equipment and supplies, are provided exclusively to assist employees in their jobs and students in their educational activities. Personal use of any of these systems is prohibited.

Downloading, distributing, or sending a pornographic or obscene material is prohibited. This includes viewing, or book-marking any such web sites, or opening or forwarding any such e-mail, fax, or voicemail messages. Any communications by the employees or students via e-mail, voicemail, or fax that may constitute verbal abuse, slander, or defamation or may be considered offensive, harassing, vulgar, obscene, or threatening is prohibited. Offensive content includes, but is not limited to, sexual comments or images, racial slurs, gender-specific comments, or any comments that would offend someone on the basis of his or her age, race, sex, color, religion, national origin, handicap, disability, or veteran status. Any individual with a complaint about such communications should contact the School Director.

By using the college’s computer equipment and communications devices, all employees and students knowingly and voluntarily consent to their use of these systems being monitored, and acknowledge the college’s right to conduct such monitoring. The internet media and equipment are intended to be used for business and educational purposes only, and any other use by student or employees may result in disciplinary action, up to and including termination.

ACADEMIC COURSES

Seminars

- American Heart Association Basic Life Support (BLS) Seminar for Healthcare Providers
- Electrocardiography for Healthcare Providers Seminar
- Phlebotomy for Healthcare Providers Seminar
- Sterile Products (IV) Certification Training Seminar

Certificate Programs

- Esthetician – Diploma, 750 Clock Hours, 31 Semester Credit Hours
- Medical Assistant – Diploma, 760 Clock Hours, 31 Semester Credit Hours
- Medical Assistant/Phlebotomy/EKG Technician Specialist Dual Program – Diploma, 900 Clock Hours, 37 Semester Credit Hours
- Medical Billing and Coding – Diploma, 900 Clock Hours, 34 Semester Credit Hours
- Nurse Aide – Diploma, 116 Clock Hours, 1 Semester Credit Hours
- Patient Care Technician – Diploma, 900 Clock Hours, 35 Semester Credit Hours

American Heart Association Basic Life Support (BLS) Seminar for Healthcare Providers

A. Seminar Title: American Heart Association Basic Life Support Healthcare Providers

B. Seminar Description

The American Heart Association Basic Life Support (BLS) for Healthcare Providers Classroom Course is designed to provide a wide variety of healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner.

C. Admissions Requirement

Healthcare Professional

D. Seminar Outline

Course #	Course Title:	Lecture Hours	Lab Hours	Total Hours
BLS 101	AHA Basic Life Support for Health Care Providers	2	3	5
Totals		2	3	5

Seminar Length

Day Classes or Lab: Monday - Friday between the hours of 8:00am-1:00pm.

Evening Classes or Lab: Monday - Thursday between the hours of 5:30pm - 10:30pm.

E. Subject Description

Students will learn to perform cardio pulmonary resuscitation and other life saving techniques to be used in various settings to include inpatient, and outpatient health care facilities.

Prerequisites	Healthcare Professional
Hours	Total Clock Hours 5
Textbook	90-1038 BLS for Healthcare Providers Student Manual

F. Fee Breakdown

Total fee for this seminar is \$35.00

Electrocardiography for Healthcare Providers Seminar

A. Seminar Title: Electrocardiography for Healthcare Providers

B. Seminar Description

The Electrocardiography for Healthcare Providers Seminar is specifically designed to prepare students with the skills and medical knowledge required to comprehend and apply technical and clinical skills necessary to perform EKG procedures whether in a clinical or laboratory setting. Seminar topics include: The history of EKG, OSHA and CLIA Standards, Medical Law and Ethics, Medical Terminology specific to electrocardiography. The seminar incorporates infection control procedures, documentation, and all aspects of electrocardiography, equipment, complications. The student will have hands-on experiences, and practice how to prepare, test and report EKG results. The student will also learn basic ECG interpretation.

C. Admissions Requirement

Must have completed an Allied Health training program with a minimum of 600 hours of training, or 2 years experience in a medical office, hospital, or related field

D. Seminar Outline

Course #	Course Title:	Lecture Hours	Lab Hours	Total Hours
EKG 301	Electrocardiography for Healthcare Providers Seminar	35	35	70
Totals		35	35	70

Seminar Length

Day classes: 5 hours a day for 14 days

Evening classes: 4 hours a day for 17.5 days

E. Subject Description

Students will learn advanced electrocardiography skills such as; basic EKG interpretation and Arrhythmia identification. These skills will be utilized in medical offices and inpatient facilities.

Prerequisites

Must have completed an allied health training program with a minimum of 600 hours training, or 2 years experience in a medical office, hospital, or related field

Hours – 70 Total Clock Hours

Textbook: EKG Textbook Theory & Practical Approach, 3rd ed., Farooq.

F. Fee Breakdown

Total fee for this seminar is \$995.00 which includes textbook

Phlebotomy for Healthcare Providers Seminar

A. Seminar Title: Phlebotomy for Healthcare Providers

B. Seminar Description

The Phlebotomy for Healthcare Providers Seminar is specifically designed to prepare students with the training and knowledge required to comprehend and apply technical and clinical skills necessary to perform phlebotomy procedures whether in a clinical or laboratory setting. Course topics include: The history of phlebotomy, OSHA and CLIA Standards, Medical Law and Ethics, Medical Terminology specific to the laboratory. The course incorporates infection control procedures, documentation, and all aspects of blood collection, equipment, and complications. The student will have hands-on experiences, and practice how to collect, prepare, test and report specimens and patient samples through venipuncture, capillary and other specialized phlebotomy techniques.

C. Admissions Requirement

Must have completed an allied health training program with a minimum of 600 hours of training, or 2 years experience in a medical office, hospital, or related field

D. Seminar Outline

Course #	Course Title:	Lecture Hours	Lab Hours	Total Hours
PHB 301	Phlebotomy	35	35	70
Totals		35	35	70

Seminar length

Day classes: 5 hours per day for 14 days

Evening classes: 4 hours per day for 17.5 days

E. Subject Description

Students will learn advanced phlebotomy skills such as: blood collection in special populations, arterial blood collections, special specimen handling, and therapeutic phlebotomy. These skills can be utilized in medical offices, hospital laboratories, inpatient facilities, reference laboratories and/or blood and tissue centers.

Prerequisites

Must have completed an allied health training program with a minimum of 600 hours training, or 2 years experience in a medical office, hospital, or related field

Hours – 70 Total Clock Hours

Textbook: Phlebotomy Textbook: Theory & Clinical Approach, 3rd ed., Farooq.

F. Fee Breakdown

Total fee for this seminar is \$995.00 which includes textbook

Sterile Products (IV) Certification Training Seminar

A. Seminar Title: Sterile Products (IV) Certification Training Seminar

B. Seminar Description:

The Sterile Products Certification Training has been designed to train pharmacy technicians, pharmacists, and Pharmacy students on the topic of sterile product preparations and aseptic technique, including USP <797>. Students will be able to use these skills in Sterile Product pharmacies such as hospitals, infusion centers, surgical centers, and special community pharmacies. Students will complete the online portion of the requirements for certification as a pre-requisite to be eligible to attend the 20 hours on campus for the lab training and skills assessment portion required for certification. Upon successful completion of both aspects, Quest College will submit evidence of successful completion of the skills lab portion towards the Student application for Certification through the National Association of Pharmacy Technicians.

C. Admissions Requirement:

Must have pharmacy experience as Pharmacy Technician, Pharmacy Technician in Training, or Pharmacist.

D. Seminar Outline:

Course #	Course Title	Lab	Total Hours
PT 105	Sterile Products Certification	20 hours	20 hours

Seminar Length:

Lab training and skills assessment on campus (20 hours)

Day 1: 9:00 am – 5:00 pm with 1 hour for lunch

Day 2: 9:00 am – 5:00 pm with 1 hour for lunch

Day 3: 9:00 am – 4:00 pm with 1 hour for lunch

E. Subject Description:

Students will learn the concepts and skills of Sterile Products and Aseptic Techniques in the following areas facilities, garb and equipment, calculations, properties of sterile products, aseptic technique, product preparations, total parenteral nutrition, chemotherapy, and quality control. These skills will be utilized in inpatient, outpatient, satellite and compounding pharmacies

Prerequisites

Attendees must be Pharmacist Technicians / Assistants, Pharmacists or a student in a Pharmacist, Pharmacy Technician/Assistant Program. Prior to coming to the school for lab training and skills assessment the student must complete the reading of Sterile Products and Aseptic Techniques for the Pharmacy Technician 2nd ed by Mike Johnston and pass all online quizzes and final.

Hours – 20 Total Clock Hours

Textbook Products and Aseptic Techniques for the Pharmacy Technician 2nd ed by Mike Johnston

F. Fee Breakdown

Total fee for this seminar is \$595 includes textbook

Esthetician
Total Clock Hours
750

Total Credit Hours
31.0*

Estimated Completion Time:

Day Class: 32 weeks
Evening Class: 38 Weeks
(Excluding Holidays and Breaks)

PROGRAM OBJECTIVE:

The Esthetician program is designed to provide the student with the technical abilities and academic theories necessary to provide facial services to clients in areas such as salons, spas, dermatologist's offices and medical facilities. The student will be taught to realize the importance of safety and sanitation for the protection of both esthetician and client. The program concentrates on the health, care, and attractiveness of the skin plus the artistic uses of cosmetics. Students will receive the understanding of science, business management, and the Texas State Law, as it relates to Esthetics. As a competency based program; the Esthetics students advance in their curriculum after completing each unit of study through demonstration of competency using rubric evaluation criteria.

CLASS SCHEDULE: Classes schedules vary between 9:00 am and 5:30 pm Monday through Saturday for day classes and 5:30 pm to 9:30 pm Monday through Friday for evening classes.

COURSE OUTLINE:

Course#	Course Title	Lecture Clock Hours	Lab Clock Hours	Clinic Clock Hours	Total Clock Hours	Semester Credit Hours
EST100	Esthetics	365	170	215	750	31.0*

* The total program credit hours are now being rounded down to nearest whole number.

Esthetician Curriculum

(A)	Facial treatment, cleansing, masking, therapy	225 hours
(B)	Anatomy and physiology	90 hours
(C)	Electricity, machines, and related equipment	75 hours
(D)	Make-up	75 hours
(E)	Orientation, rules and laws	50 hours
(F)	Chemistry	50 hours
(G)	Care of client	50 hours
(H)	Sanitation, safety and first aid	40 hours
(I)	Management	35 hours
(J)	Superfluous hair removal	25 hours
(K)	Aroma therapy	15 hours
(L)	Nutrition	10 hours
(M)	Color psychology	10 hours

Course Units of Study:

Phase One

- Unit 1 History
- Unit 2 Life Skills
- Unit 3 Professional Image
- Unit 4 Communication
- Unit 5 Infection Control
- Unit 6 Skin Analysis
- Unit 8 Basic Facials
- Unit 9 Facial Massage
- Unit 10 Hair Removal

Phase Two

- Unit 1 Anatomy and Physiology
- Unit 2 Basics of Chemistry
- Unit 3 Basics of Electricity
- Unit 4 Basics of Nutrition
- Unit 5 Physiology and Histology of Skin
- Unit 6 Diseases and Disorders
- Unit 7 Skin Care Products
- Unit 8 Facial Machines
- Unit 9 Advance Topics and Treatments
- Unit 10 The World of Make Up
- Unit 11 Planning Your Career
- Unit 12 The Skin Care Business
- Unit 13 Selling Products and Services
- Unit 14 State Regulations & Law

Phase Three

- Written State Board Final Exam
- Practical State Board Final Exam

Medical Assistant

Estimated Completion Time:

Day Class: 30 weeks
 Evening Class: 49 weeks
 (Excluding Holidays and Breaks)

Total Clock Hours

760

Total Semester Credit Hours

31.0*

PROGRAM DESCRIPTION:

The Medical Assistant Program is designed to prepare students with technical skills and medical knowledge required to comprehend and apply basic laboratory and clinical skills, as well as administrative skills such as scheduling, word processing, and records management as they correspond to each body system. This program is designed to prepare students for entry-level positions as Medical Assistants or as a Medical Secretary in a doctor's office, medical front office personnel, clinic laboratory or hospital.

PROGRAM SCHEDULE:

Day Classes or Lab: Monday - Friday between the hours of 8:00am-1:00pm.

Evening Classes or Lab: Monday - Thursday between the hours of 5:30pm - 9:30pm.

Externship is scheduled to mirror the hours of operation within the Extern site between 8AM - 5PM.

The Day students will be scheduled for a minimum of 30 hours per week externship.

The Evening students will be scheduled a minimum of 20 hours per week externship during the day.

COURSE OUTLINE:

Course #	Course Title:	Lecture Clock Hours	Lab Clock Hours	Extern Clock Hours	Total Clock Hours	Semester Credit Hours
HP 101	Anatomy and Physiology	70	0	0	70	4.5
HP 102	Med. Terminology and Prof. Development	70	0	0	70	4.5
MA 201	The Cardiology Medical Office	35	35	0	70	3.0
MA 202	The Orthopedic Medical Office	35	35	0	70	3.0
MA 203	The OB/GYN/Reproductive Medical Office	35	35	0	70	3.0
MA 204	The EENT Medical Office	35	35	0	70	3.0
MA 205	The GI/GU Medical Office	35	35	0	70	3.0
MA 206	The General Practitioner Medical Office	35	35	0	70	3.0
HP 401	Career Readiness and Externship	0	20	180	200	4.0
Totals		350	230	180	760	31.0*

* The total program credit hours are now being rounded down to nearest whole number.

Medical Assistant / Phlebotomy / EKG Technician Specialist Dual Program

<u>Estimated Completion Time:</u>	<u>Total Clock Hours</u>	<u>Total Semester Credit Hours</u>
Day Class: 36 weeks Evening Class: 59 weeks (Excluding Holidays and Breaks)	900	37.0*

PROGRAM DESCRIPTION:

The Medical Assistant/Phlebotomy/EKG Technician Specialist Dual Program is specifically designed to prepare students with the skills and medical knowledge required to comprehend and apply technical and clinical skills necessary to perform medical assistant, phlebotomy and EKG procedures whether in a clinical or laboratory setting. The student is taught the skills and medical knowledge required to perform technical skills to comprehend and apply basic laboratory and clinical skills, as well as administrative skills such as scheduling, word processing, medical billing, and records management as they correspond to each body system.

CLASS SCHEDULE:

Day Classes or Lab: Monday - Friday between the hours of 8:00am-1:00pm.

Evening Classes or Lab: Monday - Thursday between the hours of 5:30pm - 9:30pm.

Externship is scheduled to mirror the hours of operation within the Extern site between 8AM - 5PM.

The Day students will be scheduled for a minimum of 30 hours per week externship during the day.

The Evening students will be scheduled a minimum of 20 hours per week externship during the day.

COURSE OUTLINE:

Course #	Course Title:	Lecture Hours	Lab Hours	Extern Hours	Total Hours	Credit Hours
HP 101	Anatomy and Physiology	70	0	0	70	4.5
HP 102	Med. Terminology and Prof. Development	70	0	0	70	4.5
MA 201	The Cardiology Medical Office	35	35	0	70	3.0
MA 202	The Orthopedic Medical Office	35	35	0	70	3.0
MA 203	The OB/GYN/Reproductive Medical Office	35	35	0	70	3.0
MA 204	The EENT Medical Office	35	35	0	70	3.0
MA 205	The GI/GU Medical Office	35	35	0	70	3.0
MA 206	The General Practitioner Medical Office	35	35	0	70	3.0
PHB 301	Phlebotomy	35	35	0	70	3.0
EKG 301	Electrocardiography	35	35	0	70	3.0
HP 401	Career Readiness and Externship	0	20	180	200	4.0
Totals		420	300	180	900	37.0*

* The total program credit hours are now being rounded down to nearest whole number.

Medical Billing and Coding

Estimated Completion Time:

Day Class: 36 weeks
 Evening Classes: 55 weeks
 (Excluding Holidays and Breaks)

Total Clock Hours:

900

Total Semester Credit Hours

34.0*

PROGRAM OBJECTIVE:

The Medical Billing and Coding Program is designed to prepare students with skills and knowledge required to comprehend and complete medical billing forms. This information provides the student with the ability to gain employment as an entry-level records-coder and claims technician for all major insurance carriers, government medical and workmen's compensation programs, HMOs/PPOs and other managed health care programs. Students will learn to use computerized medical management software.

CLASS SCHEDULE:

Day Classes or Lab: Monday - Friday between the hours of 8:00am-1:00pm.

Evening Classes or Lab: Monday - Thursday between the hours of 5:30pm - 9:30pm.

Externship is scheduled to mirror the hours of operation within the Extern site between 8AM - 5PM.

The Day students will be scheduled for a minimum of 30 hours per week externship.

The Evening students will be scheduled a minimum of 20 hours per week externship during the day.

COURSE OUTLINE:

Course #	Course Title	Lecture Clock Hours	Lab Clock Hours	Extern Clock Hours	Total Clock Hours	Semester Credit Hours
HP 101	Anatomy and Physiology	70	0	0	70	4.5
HP 102	Medical Terminology and Professional Development	70	0	0	70	4.5
MA 206	The General Practitioner Medical Office	35	35	0	70	3.0
MIM 301	Medical Office Procedures	0	70	0	70	2.0
MIM 302	Medical Billing/Office Software	0	70	0	70	2.0
MIM 303	Medical Insurance Procedures	0	70	0	70	2.0
MIM 304	CPT Coding	70	70	0	140	6.5
MIM 305	ICD-10 Coding	70	70	0	140	6.5
HP 401	Career Readiness and Externship	0	20	180	200	4.0
Totals		315	405	180	900	34.0*

* The total program credit hours are now being rounded down to nearest whole number.

Nurse Aide Program

Estimated Completion Time:

Day Class: 5 weeks

Total Clock Hours

116

Total Semester Credit Hours

1*

PROGRAM OBJECTIVE:

The Nurse Aide Program is designed to provide the student with the fundamental knowledge, skills and abilities essential for the provision of basic care to residents in long term care facilities, hospitals, and the patient's home. Students will learn to perform basic first aid, CPR, take vital signs, and follow infection control measures. Additionally, they will be able to apply proper body mechanics in bed making, lifting, and turning patients. The students are trained to meet the requirements necessary to attempt to pass the State Exam and become a CERTIFIED Nurse Aide in the State of Texas.

New classes will start approximately every six (6) weeks

CLASS SCHEDULE:

Day Classes: Monday - Friday between the hours of 8:00am-12:45pm.

Clinical hours are scheduled for the hours of operation within the Clinical site between 7:00 am – 5:00 pm.

Class hours may be adjusted as needed for holidays.

COURSE OUTLINE:

Course #	Course Title	Lecture Clock Hours	Lab Clock Hours	Extern Clock Hours	Total Clock Hours	Semester Credit Hours
101	Introduction to Long Term Care	6	10	0	16	0
102	Personal Care Skills	6	10	0	16	0
103	Basic Nursing Skills	4	6	0	10	0
104	Restorative Services	3	2	0	5	0
105	Mental Health and Social Service Needs	3	5	0	8	0
106	CPR	4	4	0	8	0
107	Nurse Aid Clinicals	0	0	45	45	0
108	Social Skills	5	3	0	8	0
NAT 100	Totals	31	40	45	116	1

* The total program credit hours are now being rounded down to nearest whole number.

Patient Care Technician

Estimated Completion Time:

Day Class: 36 weeks
(Excluding Holidays and Breaks)

Total Clock Hours

900

Total Semester Credit Hours

35.0*

PROGRAM DESCRIPTION:

The Patient Care Technician Program builds on the state mandated Nurse Aide curriculum and is designed to provide the student with the fundamental knowledge, skills and abilities essential for the provision of entry level care to patients in long term care facilities, the patient's home and hospitals. Students will learn to perform entry level first aid, CPR, take vital signs, and follow infection control measures. Additionally, they will be able to apply proper body mechanics in bed making, lifting, and turning patients. The students are trained to meet the requirements necessary to attempt to pass the State Exam and become a CERTIFIED Nurse Aide in the State of Texas. The student continues their training in skills required for the higher acuity care settings. This additional training prepares the student for the role of the Patient Care Technician on a hospital unit floor, Rehab unit, Skilled Nursing Unit or a Psychiatric Unit. The additional skill sets include the Health Unit Coordinator, phlebotomy, electrocardiography assistance and advanced skills of the Patient Care Technician such as discontinuing intravenous therapy, removing catheters and basic wound care.

ADMISSION REQUIREMENTS:

Candidates must be 18 years of age or a High School Graduate

CLASS SCHEDULE:

Day Classes or Lab: Monday - Friday between the hours of 8:00am-1:00pm.

Externships are scheduled to mirror the hours of operation within the Clinical site between 7AM - 5PM.

PROGRAM OUTLINE:

Course #	Course Title:	Lecture Hours	Lab Hours	Extern Hours	Total Hours	Semester Credit Hours
101	Introduction to Long Term Care	6	10	0	16	0
102	Personal Care Skills	6	10	0	16	0
103	Entry level Nursing Skills	4	6	0	10	0
104	Restorative Services	3	2	0	5	0
105	Mental Health and Social Service Needs	3	5	0	8	0
106	CPR	4	4	0	8	0
107	Nurse Aide Externship	0	0	45	45	1.0
108	Social Skills	5	3	0	8	0
HP 101	Anatomy and Physiology	70	0	0	70	4.5
HP 102	Med. Terminology and Prof. Development	70	0	0	70	4.5
HP 103	Foundations of Health Professionals	70	0	0	70	4.5
HP 104	Mental Health Mental Illness	70	0	0	70	4.5
PCT 101	The Health Unit Coordinator	35	35	0	70	3.0
PCT 102	Understanding the Role of the PCT	35	35	0	70	3.0
PHB 301	Phlebotomy	35	35	0	70	3.0
EKG 301	Electrocardiography	35	35	0	70	3.0
PCT 103	PCT Career Readiness/Externship	0	24	200	224	4.0
Totals		451	204	245	900	35.0*

* The total program credit hours are now being rounded down to nearest whole number.

Course Descriptions

BLS 101	American Heart Association Basic Life Support for Health Care Providers	2/3/0/5/0.0
<i>Prerequisite: None</i>		
This course provides the student with the basics of CPR according to the American Heart Association standards for basic cardiac life support.		
EKG 301	Electrocardiography	35/35/0/70/3.0
<i>Prerequisite: None</i>		
This course explores the history of electrocardiography and incorporates documentation and all aspects of electrocardiography set up, lead placement, test data collection, equipment, and complications. This student will have hands-on experience and practice how to collect, test, prepare, and report data on a patient. This course does not prepare the graduate for EKG interpretation, but focuses on the role of the EKG Technician in preparing and producing quality EKG data for physician's interpretation.		
EST 100	Esthetics	365/170/215/750/31
<i>Prerequisite: None</i>		
The Esthetician program is designed AS ONE course with multiple entry / exit points. The course provides the student with the technical training and academic theories necessary to provide facial services to clients in areas such as salons, spas, dermatologist's offices and medical facilities. The student will be taught to realize the importance of safety and sanitation for the protection of both esthetician and client. The program concentrates on the health, care, and attractiveness of the skin plus the artistic uses of cosmetics. Students will receive the understanding of science, business management, and the Texas State Law, as it relates to Esthetics.		
HP 101	Anatomy and Physiology	70/0/0/70/4.5
<i>Prerequisite: None</i>		
This course presents the basic elements of all body systems, including muscular, integumentary, urinary, circulatory, respiratory, cardiovascular, sensory, digestive and reproductive. Normal anatomy and physiology are the basis of this course.		
HP 102	Med. Terminology and Prof. Development	70/0/0/70/4.5
<i>Prerequisite: None</i>		
The student will be introduced to the complex language of medicine. Students will spell, analyze, pronounce and define medical terms and state their abbreviations. With a new vocabulary, the student will be introduced to the professional standards of the health care environment and expectations of healthcare employers. This provides a foundation for success as a student beginning or advancing their career in a healthcare profession.		
HP103	Foundations of Health Professionals	70/0/0/70/4.5
<i>Prerequisite: None</i>		
This course explores the legal and ethical considerations of the allied health professional and how each role fulfills needs within the healthcare system. The student is able to identify the professional relationships and organizational structure within a variety of health care settings. This information provides them with the skills to relate and communicate to other healthcare professional appropriately.		
HP104	Mental Health and Mental Illness	70/0/0/70/4.5
<i>Prerequisite: None</i>		
This course explores and differentiates between the mental health and mental illnesses along the patient care continuum. The student has the opportunity to discuss the various approaches and roles played when providing psychiatric care to a patient. These therapeutic regimens are reviewed from a variety of settings and how the healthcare provider must interact and adjust in each setting. Along with exploring the various mental illnesses, the student is introduced to the methods of treatment and pharmacological approaches to psychiatric care. This information provides the student with the skill set to provide basic personal care to those with mental illnesses.		
HP 401	Career Readiness and Externship	0/20/180/200/4.0
<i>Pre Requisite Course/s: All Medical Assistant Diploma Program Courses OR all Medical Billing and Coding Program courses OR all Medical Assistant / Phlebotomy / EKG Technician Specialist Dual Program courses.</i>		
This course provides the student with hands-on training in a supervised medical setting with emphasis of training determined by student's future employment preference. The Externship experience is aided by weekly scheduled class time on campus to review the externship experience as it relates to the program content.		
MA 201	The Cardiology Medical Office	35/35/0/70/3.0
<i>Prerequisite: HP101 and HP 102</i>		
This course introduces the student to the theoretical information along with the technical skills required for both front office and clinic floor procedures which correspond with the circulatory and lymphatic body systems.		
MA 202	The Orthopedic Medical Office	35/35/0/70/3.0
<i>Prerequisite: HP101 and HP 102</i>		
This course introduces the student to the theoretical information along with the technical skills required for both front office and clinic floor procedures which correspond with the musculoskeletal body system.		
MA 203	The OB/GYN/Reproductive Medical Office	35/35/0/70/3.0
<i>Prerequisite: HP101 and HP 102</i>		
Information along with the technical skills required for both front office and clinic floor procedures which correspond with both male and female reproductive body systems.		

MA 204	The EENT Medical Office	35/35/0/70/3.0
<i>Prerequisite: HP101 and HP 102</i>		
This course introduces the student to the theoretical information along with the technical skills required for both front office and clinic floor procedures which correspond with all five body senses.		
MA 205	The GI/GU Medical Office	35/35/0/70/3.0
<i>Prerequisite: HP101 and HP 102</i>		
This course introduces the student to the theoretical information along with the technical skills required for both front office and clinic floor procedures which correspond with both the gastrointestinal, and genitourinal body systems. The course continues with a basic foundation of nutrition topics to better understand the impact of nutrition to all body systems.		
MA 206	The General Practitioner Medical Office	35/35/0/70/3.0
<i>Prerequisite: HP101 and HP 102</i>		
This course introduces the student to the theoretical information along with the technical skills required for the front office clerical procedures which correspond with the general practitioner's office practice.		
MIM 301	Medical Office Procedures	0/70/0/70/2.0
<i>Prerequisite: HP101 and HP102</i>		
Course Description: This course is designed to cover the basic procedures in a medical office. Topics include how medical office teams operate within various medical office settings; how rules of etiquette, standards from the Health Insurance Portability and Accountability Act (HIPAA) and ethics are applied to office and telephone interaction; how computers and electronic medical records impact the medical office; how to use multiple telephone lines and how to communicate appropriately and effectively in writing as well as on the telephone. Students are instructed in how to manage a medical office, organize and file a patient's medical record and perform bookkeeping procedures and clerical functions.		
MIM 302	Medical Billing/Office Software	0/70/0/70/2.0
<i>Prerequisite: HP101 and HP102</i>		
Course Description: This Course introduces the students to ICD-10 manual for diagnostic coding. Students are introduced to the proper procedures for coding diagnoses, signs and symptoms, drugs, hypertension, and neoplasm tables. The course also includes an introduction to CPT and HCPCS.		
MIM 303	Medical Insurance Procedures	0/70/0/70/2.0
<i>Prerequisite: HP101 and HP102</i>		
Course Description: This course covers health insurance products and managed care approaches to the financing and delivery of healthcare services. Students explore reimbursement and payment methodologies and examine forms, processes, practices and the roles of health information professionals. Students are exposed to concepts in insurance, third-party and prospective payments, and managed care organizations.		
MIM 304	CPT CODING	70/70/0/140/6.5
<i>Prerequisite: HP101 and HP 102</i>		
The student will learn the coding rules for the CPT by converting descriptions of medical procedures into numerical codes to provide a uniform language to identify medical, surgical, and diagnostic services.		
MIM 305	ICD-10 CM CODING	70/70/0/140/6.5
<i>Prerequisite: HP101 and HP 102</i>		
The student will learn the criteria of the conversions of descriptions of diagnosis into numerical 3, 4, and 5 digit codes to provide uniform language to identify etiology, site, and manifestations of disease.		
NAT 100	Nurse Aide Training	31/40/45/116/4.0
<i>Prerequisite: None</i>		
This course explores the role of the Nurse Aide in long term care. Topics of discussion and training include safety, emergency measures, infection control, resident's rights, communications, body mechanics to include positioning of residents, care of resident's environment, assisting with activities of daily living, skincare, hygiene and grooming, nutrition, hydration and elimination. Also included are procedures for promoting a restraint-proper environment, performing vital signs, measuring weight and height, importance of observing, reporting and charting in long term care, coping with death and the role of the Nurse Aide in admitting, discharging a resident and restorative and mental health care.		
PCT 101	The Health Unit Coordinator	35/35/0/70/3.0
<i>Prerequisite: None</i>		
The Patient Care Technician often times fills the need of a hospital unit secretary. The student will role play communication between the patient, the patient records and each department of the hospital as well as handling incoming calls within the scope of patient confidentiality. The student will develop these skills to better manage a unit desk within a hospital setting.		
PCT 102	PCT Understanding the Role of the PCT	35/35/0/70/3.0
<i>Prerequisite: None</i>		
This course allows the student to both learn and practice the various responsibilities of the patient care technician in a variety of settings. The student will explore the variety of roles this profession plays over the various departments within a health care setting and the impact this has on patient care. The student will explore the legal issues, the medical issues their patients will commonly have and the various treatments and procedures the PCT will engage in. A tremendous amount of focus will be placed on written, verbal communications skills and the advanced skills of the PCT needed for the health care environment.		

PCT 103	PCT Clinical/Externship	0/24/200/224/4.0
<i>Prerequisite: All Patient Care Technician Program Courses</i>		
This course provides the student with hands-on training in a supervised medical setting with emphasis of training in the acute care setting. The experience can be in a Clinical format with a student group of up to 10 with a clinical instructor or as an Externship experience with an onsite supervisor and a staff extern coordinator providing supervisory phone and on site visits.		
PHB 301	Phlebotomy	35/35/0/70/3.0
<i>Prerequisite: None</i>		
This course provides the student with the history of phlebotomy, OSHA and CLIA Standards, Medical Law and Ethics, Medical Terminology specific to the laboratory. The course will incorporate infection control procedures, documentation, and all aspects of blood collection, equipment, and complications. This student will have hands-on experiences, and practice how to collect, prepare, test and report specimens and patient samples through venipuncture, capillary and other specialized phlebotomy techniques.		
101	Introduction to Long Term Care	6/10/0/16/0
<i>Prerequisite: None</i>		
The student will learn the role of the Nurse Aide in long term care, safety and emergency measures, infections control, resident's rights and independence, importance of communications, interpersonal skills, and taking care of oneself.		
102	Personal Care Skills	6/10/0/16/0
<i>Prerequisite: None</i>		
The student will learn body mechanics to include positioning of residents, care of resident's environment, assisting with activities of daily living, skincare, hygiene and grooming, nutrition, hydration, and elimination.		
103	Basic Nursing Skills	4/6/0/10/0
<i>Prerequisite: None</i>		
The student will learn procedures for promoting a restraint-proper environment, performing vital signs, measuring weight and height, importance of observing, reporting and charting in long term care, coping with death, and the role of the Nurse Aide in admitting and discharging a resident.		
104	Restorative Services	3/2/0/5/0
<i>Prerequisite: None</i>		
The student will learn the role of the Nurse Aide in restoration.		
105	Mental Health and Social Service Need	3/5/0/8/0
<i>Prerequisite: None</i>		
The student will learn the psychosocial needs of the resident and associated considerations for long term care as it relates to specific behavioral problems and cognitive impairment.		
106	CPR	4/4/0/8/0
<i>Prerequisite: None</i>		
The student will learn the basics of CPR, including the causes, signs, symptoms, equipment, and underlying principle of application. The student is eligible to take national certification.		
107	Nurse Aid Clinicals	0/0/45/45/1
<i>Prerequisite: All other courses in certificate program</i>		
The student will learn, through hands-on experience and under the supervision of a licensed nurse, the care requirements for a resident in long term care situations.		
108	Social Skills	5/3/0/8/0
<i>Prerequisite: None</i>		
The student will learn the basic skills in conflict resolution as well as ways to find a resolution in the workplace. The student will also learn important regulations regarding technology, to include the use of cell phones, texting and social media.		