

Every journey has a beginning...



2019

Student Catalog

Revision Date July 8, 2019

Effective August 1, 2019 to December 31, 2019

www.monteshcc.com

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Notice to Prospective Students

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. This document is included as an attachment to this catalog or can be downloaded from our website, www.monteshcc.com.

Catalog Term, Updates, and Distribution

Montes HealthCare College's (MHCC) Student Catalog is updated annually. The current revision of the MHCC Student Catalog covers the academic period from September 1, 2018 to August 31, 2019.

MHCC makes every effort to ensure the accuracy of the information in this catalog, however, we reserve the right to implement updates as deemed appropriate by school personnel. If changes in educational programs, educational services, procedures, or policies are made before the issuance of the annually updated catalog, those changes will be provided in writing as supplements or inserts to the active school catalog.

Prospective and enrolled students can review the Student Catalog on our website, www.monteshcc.com, or a printed copy will be provided by our admissions department at the student's request.

Important Disclosures

Montes HealthCare College (MHCC) is a private institution approved to operate by the Bureau of Private Post-Secondary Education (BPPE). This approval to operate is contingent upon compliance with state standards as set forth in the CEC and 5, CCR. Approval to operate in no way implies that the Bureau endorses our program or that MHCC exceeds the minimum standards as set forth by the Bureau.

Montes HealthCare College has not achieved accreditation status from an accrediting agency recognized by the United States Department of Education. Graduates of MHCC's Medical Assisting program will be able to sit for the National Certified Medical Assistant (NCMA) exam offered by the National Center for Competency Testing. Students enrolled in unaccredited institutions are not eligible for federal financial aid programs.

Montes HealthCare College does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Additional Questions

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at

2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833

Web Address: www.bppe.ca.gov | Tel: (888) 370-7589 | Fax: (916) 263-1897

Complaints

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the Bureau's internet Web site www.bppe.ca.gov.

Campus Location, Class Location, and Contact Information

Montes HealthCare College maintains administrative offices, enrollment offices, and classes at the following address:

Montes HealthCare College
555 W. Redondo Beach Blvd., Ste. 108
Gardena, CA 90248

All departments can be reached through the following methods:

Telephone: (310) 436-7000

Fax: (310) 436-7711

Email: info@monteshcc.com

School information is also accessible from our website: www.monteshcc.com

Welcome to Montes HealthCare College!

We are a group of doctors, administrators, and educators committed to our students' academic and professional goals. Our background reflects a history of service, compassion, and achievement; and we aspire to instill these attributes in each of our students throughout the course of their respective program.

Thank you for allowing us to be a part of this next step in your career path.

Your journey begins today!

Mission and Objectives

Our Mission:

Montes HealthCare College develops our students into dedicated and compassionate allied health professionals and prepares them for meaningful employment by providing experiential learning opportunities, promoting interpersonal awareness, and instilling industry recognized practices and principles.

Our Objectives:

- To provide an inviting atmosphere that fosters teamwork and promotes academic success
- To develop the skills and provide the resources necessary for students to realize their professional potential
- To achieve and maintain meaningful employment for our students through lifetimes skills practice opportunities, professional development guidance, and job placement support
- To instill in our students humility and respect for others through community outreach and volunteer programs
- To employ qualified and passionate faculty and staff who will promote their students' success in pursuit of the college's growth and development

Description of Facilities, Equipment, and Materials

Montes HealthCare College is located in the City of Gardena, California in a 3,296 square foot facility. The facility includes, a front desk and waiting area, student lounge, three personnel offices, a computer learning area, student resource area, a lecture classroom, and a clinical classroom.

The front desk and waiting area include a reception desk, desktop computer, multi-function printer, and a seating area with reading material.

Our computer area includes nine desktop computers, a large screen to duplicate a computer screen for instruction, and a large capacity inkjet printer.

The student resource center can be found within the computer area and includes the desktop computers and several reference books and related resource materials.

The lecture classroom has seating and desks for 20 students, an overhead projector, projector screen, whiteboard, bookshelf with learning material and an instructor's desk and work area.

The clinical classroom has 3 exam tables, 3 blood draw chairs, 4 wall mounted biohazard sharps containers, 3 sinks, a counter workspace, 1 autoclave, a physician beam scale, underarm crutches, Snellen eye chart, glucometer, oximeter, an electrocardiogram (EKG) machine, and an automated external defibrillator (AED).

For the purpose of cardiopulmonary resuscitation (CPR) instruction, MHCC has purchased 5 adult and 2 infant CPR training mannequins. In addition, students have access to use an adult and a child manual resuscitation bag.

Three-dimensional anatomy models are used to supplement book diagrams. These include:

- An ear model,
- A model of the male urinary system,
- A heart model,
- A brain model,
- An eye model, and
- A life size anatomical skeleton.

In the classroom the clinical items used include:

- Suture Kit which includes non-absorbable black monofilament size 4-0 nylon, 18 inch suture, 19mm needle and 3/8 circle reverse cutting needle
- Alcohol cleansing pads
- Protective procedure gowns
- Venus blood collection tubes
- 4 ounce specimen containers
- Syringe with detachable safety needle in various sizes
- Needle holder for blood collection tubes
- Blood collection safety needles without tubes
- 1" spot bandages
- Disposable exam gloves in extra small, small, medium and large
- Hand sanitizing wipes
- Insulin syringe with sliding safety needle attached
- HCG pregnancy dipstick tests
- Paper tape measure
- Microcuvette Hemocue
- Disposable table paper for the exam tables
- Underarm crutches
- Snellen eye chart
- Sphygmomanometers
- Stethoscopes
- 2 inch by 5 yard hook and loop closure elastic bandage
- 1 inch by 5 yard compression bandage
- 5 x 7 disposable instant hot compress
- 4 x 6 reusable hot/cold compress
- Disposable tympanic probe covers
- Glucose test strips
- Push button safety lancet
- Cotton Balls
- 40 inch x 48 inch disposable drapes
- Safety Glasses
- Strep A test throat/tonsil saliva sample
- Tourniquet band in various sizes
- Safety winged blood collection needle sets
- Anti-microbial soap
- Hand sanitizer
- 0.9% Sodium Chloride (Saline)
- Hydrogen Peroxide
- Urine reagent strips: 10 SG Glucose, Bilirubin, Ketone, Specific Gravity, Blood, pH, Protein, Urobilinogen, Nitrite, and Leucocytes
- Digital Oral Thermometers
- Irrigation Syringe
- Cotton Gauze squares
- Surgical Instruments

Library and Learning Resources

The learning resource center is located in the computer learning area. It offers students access to several reference books that supplement the topics covered throughout the course. It is free of charge to use. A copy machine is available for student use if there is information that the student would like to have access to outside of the learning resource center. A staff member is available to assist with the resource center should questions arise. The resource center is open Monday through Friday from 8 am to 5 pm.

Admissions Requirements and Procedures

All prospective applicants who would like to qualify and enroll into the Medical Assistant Program must:

- Be at least 17 years of age. Applicants under 18 years of age must provide proof of parent consent for enrollment.
- Set an appointment with an Admissions Representative for an interview and tour of the campus. Information will include disclosures of completion, placement rates, tuition payment plan, and the applicant's professional educational goals.
- Submit a \$100.00 application fee (U.S. Dollars)
- Submit a copy of a picture ID (driver's license or an identification card)
- Be able to read, speak and write in English.
- Sit for the Wonderlic Basic Skills Test (WBST), a standardized test recognized and approved by the United States Department of Education to measure basic reading and arithmetic skills. Minimum passing scores accepted by MHCC are 150 for the verbal section and 150 for the quantitative section. Scores on this test will not be used to determine Ability to Benefit (ATB) eligibility as MHCC does not accept ATB students.
- Applicants enrolling in the program offered by MHCC must show proof of having graduated from either a high school or the equivalent recognized by the US Department of Education. Applicant must provide one of the following:
 - High school diploma or high school transcript;
 - General Education Diploma (GED); or
 - Foreign Secondary Diploma translated and evaluated (at the applicant's expense) by an evaluation agency approved by the National Association of Credential Evaluation Services (NACES)

The coursework for this program is taught at below college level and is designed for high school graduates or equivalents to comprehend and excel.

No prior education, preparation or training is required to be qualified. Prospective students may be conditionally accepted contingent upon satisfaction of all admissions requirements and receipts of supporting documentation. Acceptance into the programs is also conditional upon meeting all deadlines to complete funding paperwork, if applicable.

MHCC does not accept Ability to Benefit (ATB) students.

Foreign Students

Montes HealthCare college only admits students who will be legally allowed to work in the United States. Visa services are not provided and MHCC administration will not vouch for student status.

Language Proficiency Information

Since Montes HealthCare College conducts all courses in English, it is important that students can speak, read, and write English at a high school equivalency level. We do not require proof of English language proficiency. We do not offer English as a second language instruction.

Credit Granting

Montes HealthCare College has not entered into an articulation or transfer agreement with any other college or university and so does not grant credit for prior learning experience or college credits.

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of credits you earn at Montes HealthCare College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in Medical Assisting is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Montes HealthCare College to determine if your certificate will transfer.

Faculty and Qualifications

The Medical Assistant program is broken into lecture and lab teaching components. The student/instructor ratio for lecture will be limited to 18:1, while lab will be limited to 16:1.

Instructors must possess the following:

- Minimum of three years of experience as a medical assistant or as a medical assistant instructor
- Must possess education and/or qualifications that are equivalent to or exceed the minimum qualifications for the medical assistant program
- Completion of continuing education courses in his or her subject area, classroom management, or other courses related to adult teaching methodologies

2018 Medical Assistant Program Faculty

Sheniqua Maefau, CMA

Degree/Certification: Medical Assisting

Institution: American Career College, Los Angeles, CA

Degree/Certification: Certificate in Business Administration

Institution: University of California, Irvine Extension Program

Professional Experience: 21 Years

Programs Offered, Requirements for Completion, and Methods of Instruction

Objective for Medical Assistant Program

Upon completion of this program the student will possess the knowledge and skills necessary for successful transition into an entry-level position as a Medical Assistant. Students are trained in both administrative (front office) and clinical (back office) medical procedures that can be used in clinics, hospitals, or physician offices.

Class ID MA103:

This class is 20 weeks long and consists of five modules. The first four modules are 140 hours each and are conducted in a classroom and laboratory environment on campus. Tests and/or quizzes are administered weekly during each didactic module. The fifth module is spent in an externship consisting of 160 hours of practical training at an approved externship site. There is no final exam for completion of the program.

Class Outline

Course Number	Course Title	Clock Hours	Semester Credits
CMA110	The Professional Medical Assistant	140	7.0
CMA120	Anatomy and Physiology and Clinical Laboratory Procedures	140	7.0
CMA130	Administration of Medication and Clinical Laboratory Procedures	140	7.0
CMA140	Introduction to the Clinical Laboratory and Phlebotomy	140	7.0
CMA150	MA Externship	160	4.0
	Totals	720	32.0

¹ Up to 10% of each didactic module can be completed using out-of-class/off-site activities.

Course Descriptions

CMA110: The Professional Medical Assistant

During this course the administrative and professional competencies of medical assisting are explored. Emphasis is placed on professional attributes, behaviors, and communication skills that are conducive to the health care environment. Historical background of health care delivery and managed care in the United States is provided. An overview of ethics and law for the medical office is described. Administrative Concepts reviewed include patient reception, effective telephone techniques, appointment scheduling, medical records management, and patient education. Proper use of diagnostic and procedural coding manuals will be emphasized. Introduction to insurance verifications, referrals

and authorizations, and the health care claims forms are discussed throughout the course. In addition, accounting principles and billing and collections will be addressed. In addition, students will be introduced to electronic medical records and medical office management.

Prerequisite: None.

CMA120: Anatomy and Physiology and Clinical Laboratory Procedures

This course explores the major organs, functions, and diseases and disorders of the integumentary, nervous, sensory and endocrine systems. Medical terminology will be introduced along with word elements and term deconstruction. In addition, medical aseptic techniques and OSHA Standard Precautions will be identified and practiced. Clinical laboratory procedures to be performed include vital signs, sterilization techniques, assisting with physical examinations for adult and pediatric patients, minor office surgical procedures, and eye and ear assessments. Elements of the medical record will be highlighted while gaining practical experience with electronic medical records through utilizing the SimChart® for the Medical Office software. Keyboarding skills will be practiced and enhanced throughout the module.

Prerequisite: None.

CMA130: Administration of Medication and Clinical Laboratory Procedures

Fundamentals of pharmacology and medication administration are the emphasized in this course. Students are introduced to immunizations, drug classifications, and drug schedules. Federal and professional statutes concerning the distribution and administration of drugs are also investigated. Major organs, functions, and diseases and disorders of the urinary, reproductive, circulatory, and respiratory systems are covered. Students will be instructed on heart attack and stroke warning signs and protocol as well as the fundamentals of cardiopulmonary resuscitation (CPR). Reproductive health and associated procedures are highlighted. Clinical procedures performed include injections at various sites, reconstituting drugs for administration, dosage calculations, needle safety and disposal, urinalysis, gynecological examinations, cardiopulmonary procedures, and basic life support.

Prerequisite: None.

CMA140: Introduction to the Clinical Laboratory and Phlebotomy

The principles of infection control, including medical and surgical asepsis are examined. The chain of infection, pathogenic microorganisms, and blood borne diseases are emphasized. The standard precautions developed by OSHA and awareness concerning HIV, Hepatitis B, and Hepatitis C are promoted. In addition, this course introduces the anatomy and physiology of the human body. Emphasis is placed on cell structure, biochemical processes, and the human body systems. Major organs, functions, and diseases and disorders of the skeletal, muscular, and digestive systems will be explored. An introduction to medical microbiology is also provided. Classes of nutrients in relation to

general health are covered. Clinical procedures performed include blood specimen collection, clinical laboratory quality control, and phlebotomy techniques.

Prerequisite: None.

CMA150: MA Externship

Externship is designed to allow the student to gain practical clinical and administrative experience in an approved ambulatory health care facility. Students apply their knowledge and refine the procedural, technological, critical-thinking and interpersonal skills acquired during the training program. Externs work under the direct supervision of school personnel and the site supervisor and are evaluated on skill performance, subject knowledge, professionalism, and participation/attendance.

Prerequisites: Successful completion of courses CMA110, CMA120, CMA130, and CMA140.

Career Outcomes (SOC Code: 31-9092)

This program prepares students for positions such as Medical Assistant, Medical Lab Assistant, or Medical Administrative Assistant.

Standards for Student Achievement

MHCC utilizes the following grading system for the Medical Assisting Program:

Letter Grade	Percentages	Qualitative Assessment	Grade Points
A	90% and above	Excellent	4.0
B	80% - 89%	Good	3.0
C	70% - 79%	Adequate	2.0
F	Below 70%	Fail	0

The student's grade in each module will consider performance on homework, quizzes, exams, clinical lab, classwork, projects, and attendance. Refer to the specific course syllabus for more information.

Students must achieve a cumulative Grade Point Average of 2.0 or above at the conclusion of the program to be eligible for graduation. Students who do not achieve a 2.0 or above in a given module are considered to have failed the module and must repeat it. When students repeat a failed module, the grade of the repeated module will replace the original grade and will be used to calculate the final cumulative GPA. The original grade will remain in the student's record and will be used to calculate the cumulative GPA until the module is repeated.

Students are expected to complete their enrolled program within 150% of the published program length.

Academic Probation and Dismissal Policy

Academic Performance Warning

If a student fails to meet the requirements for Satisfactory Academic Achievement for the first time in a specific module, he/she will be required to repeat the module when next available and will be placed on an Academic Performance Warning period for three (3) consecutive modules. (Failure to pass the repeated module for the second time will result in immediate dismissal.) While in the Warning period, the student will receive counseling advisement to achieve the Standards for Student Achievement.

Academic Probation Policy

If a student fails an additional module within the warning period, he/she is eligible for dismissal unless he/she submits a written appeal to be placed on Academic Probation for an additional three (3) modules starting after the second failed module.

If the appeal is successful, students will be given an academic plan to come into compliance with the MHCC Satisfactory Academic Progress standards for each of the modules within the Probation period.

Failure to achieve Satisfactory Academic Progress throughout the Probation period will result in dismissal from MHCC.

Academic Dismissal

Students may be dismissed for the following:

- Failure to attend at least 80% of the total scheduled hours in their selected program with a cumulative GPA of 2.0 or below.
- Unsuccessfully repeating a course for a second time.
- Failure to achieve Satisfactory Academic Performance while in a Probation period.
- Failure to complete the program within 150% of the published program length.
- Failure to attend classes for 14 consecutive calendar days, excluding holidays and scheduled breaks.
- Failure to meet the MHCC rules and standards of conduct.
- Failure to meet financial obligations to the institution.
- Failure to meet any of the conditions as set forth and agreed to in the Enrollment Agreement and Handbook.
- The Cancellation, Withdrawal, and Refund Policy will be applied to students who are dismissed from the institution to determine if the student is eligible for a refund of tuition fees paid.
- Students have the right to appeal termination decisions by following the steps set forth in the Appeal Process policy.

Standards of Student Conduct

The Standards of Student Conduct are established to provide an equitable method of addressing and penalizing student behavior that is detrimental to the Mission, Objectives, and Values of our institution. Students who violate these policies are subject to disciplinary action, which may include dismissal from

the enrolled program. These regulations are not intended to substitute for criminal or civil proceedings that may be initiated by other agencies.

Prohibited conduct that may subject a student to disciplinary sanctions includes, but is not limited to the following:

1. Dishonesty, cheating, plagiarism, lying, or knowingly providing false information to a school official performing their duties;
2. Selling, preparing, or distributing recorded course materials for any purpose unless authorized by the instructor in writing;
3. Cheating, plagiarism, or other violations that compromise academic honesty;
4. Disruption to the orderly operation of the college;
5. Gaming, gambling, or participating in other activities for the purpose of wagering or betting funds;
6. Use, possession, or distribution of narcotics, other legally controlled substances, or alcoholic beverages except as expressly permitted by law.
7. Presence on campus or at a college-sponsored function while under the influence of narcotics, other legally controlled substances, or alcoholic beverages except as expressly permitted by law;
8. Illegal or unauthorized possession or use of firearms, explosives, or other weapons, or dangerous chemicals;
9. Sexual harassment of a member of the school community or a campus visitor including, but not limited to unwelcome sexual advances and other verbal, non-verbal, or physical conduct of a sexual nature in violation with applicable State and Federal laws.
10. Verbal abuse, threats, intimidation, harassment, coercion, or other conduct that threatens or endangers the health and/or safety of a member of the school community or campus visitor.
11. Assault, battery, or any threat of force or violence upon a student, college personnel, or campus visitor;
12. Theft or attempted theft of MHCC property, or property of a member of the school community or campus visitor;
13. Actual or attempted vandalism or destruction of MHCC property, or property of a member of the school community or campus visitor;
14. Failure to comply with direction of MHCC employees who are acting within the scope of their job responsibilities.

Professional Appearance and Dress Code

Montes HealthCare College has established the following dress code to ensure that students will wear attire that is neat, clean, and well-pressed to present a well groomed and professional appearance. Proper attire also contributes to the safety of your fellow students and program staff.

Unless otherwise directed by your instructor, students of the Medical Assistant Program will wear the following for lecture, lab, and externship:

- MHCC branded clinical scrub shirts and pants,
- Closed toe shoes.

Please note that presentation of hair, nails, jewelry, and makeup also impact the professional image of the student. Students deemed to be out of compliance with the standards for professional appearance will be counseled by their program instructor.

Student Grievance Procedure

Students are always encouraged to communicate their questions and concerns to the staff and faculty of Montes HealthCare College. Whether the issue is with a member of the faculty or staff, the program, the facility, or any other concern the student may have that is not covered in the handbook, the students can report a grievance to any member of the Montes HealthCare College faculty or staff either verbally or in writing. If the grievance is discussed verbally with a staff member, that staff member will document the details of the conversation, obtain a signed copy of the issue discussed, and submit to the Campus Director or Chief Operating Officer.

Grievances will be addressed by the Campus Director and Chief Operating Officer within two business days. If the resolution presented by these individuals is not acceptable to the student, the student may take his/her concern to the Campus President. The Campus President may present another solution or is entitled to call a grievance hearing that will grant the student the ability to speak about his/her concern freely and discuss acceptable resolutions with the Montes HealthCare College Faculty.

If a Grievance Committee Hearing is deemed necessary, the Committee will consist of no less than three (3) Montes HealthCare Faculty/Staff. The student filing the complaint can submit any documents that they feel are appropriate to support their grievance. The hearing will be held within three (3) business days of the acknowledgment of the hearing. If other individuals are involved, they must be present or submit in writing to the Campus Director that they do not wish to be present. If the proposed date/time of the hearing is not feasible for all parties involved and they all agree to postpone the hearing, the hearing can be set for a future date.

If the student is not satisfied with the outcome of the hearing, they are welcome to appeal the decision.

Student Appeals Process

Students have the right to appeal decisions made and policies enforced by Montes HealthCare College. Appeals may be requested based on final grades, attendance, enforcement of Montes HealthCare College policies resulting in a change of student status or disciplinary action, or any other decision that the college has made which is opposed by the student.

Students disputing a final grade or attendance must first discuss the issue with the instructor within five (5) business days of the last scheduled class day. The student must provide evidence substantiating the request. The instructor will review the evidence and will provide the student with a determination within three (3) business days. If the student would like to further appeal this decision, he/she has three (3) business days to submit a letter to the Chief Operating Officer along with all evidence supporting his/her claim. The Chief Operating Officer will discuss the situation with the Chief Academic Officer and will return a decision to the student within five (5) business days. This decision is final.

Students disputing an enforcement of policies, disciplinary action, or other issue must submit a letter with all supporting evidence to the Chief Operating Officer within five (5) business days of the initial decision. An appeals panel will be convened within three (3) business days of receipt of the appeal. The panel will review, make a determination, and meet with the student within three (3) business days. During this meeting and prior to the appeal panel's final decision, the student may choose to present additional information he/she would like the panel to consider. The decision made by this panel is final.

Attendance Policy

Students are expected to attend class regularly and be on time. To be credited as present, students must attend 90% of each scheduled class module. Three tardies are equal to one absence. Specific attendance policies will be outlined in each class syllabus and/or the student handbook.

If a student falls below 85% of the total scheduled hours for any class during the quarter, he/she will be placed on attendance probation. Students may not be on attendance probation for two consecutive quarters. Non-compliance with the attendance policy may lead to dismissal from MHCC.

If a student fails to attend classes for a period of fourteen consecutive calendar days (not just scheduled class days), excluding holidays and scheduled breaks, the student is considered to have unofficially withdrawn. For example, a weekday student would be terminated under this policy if he/she missed 14 consecutive days. This policy applies whether or not the student has submitted an excused absence notice within the 14-day period.

Make-Up Work Policy

Students are required to make up missed lab time by each quarter's end date. All missed assignments must be made up according to the policy stated in the course syllabus. Students in the Medical Assistant Assistant programs must make up all missed lab time and work.

Leave of Absence

If an emergency occurs and the student must be absent from school for an extended period of time, he/she is allowed to take a Leave of Absence (LOA). Granting an LOA, however, is that the discretion of the school. To be approved for a LOA, the following criteria must be followed:

1. The student must submit a signed and dated letter to either the Campus Director or the Chief Operating Officer either in person, by mail or by email. The letter must include the effective date of the leave, reason for the leave and expected date of return.
2. The appropriate school official must approve and sign the LOA request prior to the start date of the LOA.
3. The school may request documentation to verify the reason for the LOA.
4. Acceptable reasons for LAO include medical treatment, death in the immediate family, or temporary work conflicts. LOA's resulting from poor academic performance will not be considered.
5. An LOA will not be considered if requested in the first didactic module unless the student requests reasonable accommodations under the American's with Disabilities Act (ADA).

6. If the LOA is requested after the start of a didactic module, the student will be expected to repeat all coursework of that same module. Fees already paid for the student's current module will be applied upon return.
7. Students must return on the start date of a module except for the externship module. If a student is in externship, he/she may return at any time to complete the remaining hours of the module.
8. If the date of return will be different from the date submitted in the letter, the student must notify the Campus Director or the Chief Operating Officer in writing as soon as the updated date of return is known or prior to the anticipated date submitted in the original letter regarding the leave, whichever is sooner. However, the total time of LOA must not exceed 120 days (approximately 4 months including weekends and holidays) in a 12-month period.
9. If the student fails to meet the requirements listed above, the student will be withdrawn from the program, all records will be closed, and any refund will be issued according to the "Cancellation, Withdrawal, and Refund Policies."

Cancellation, Withdrawal, and Refund Policies

Students wishing to cancel or discontinue their participation in Montes HealthCare College may be entitled to a refund of certain monies paid to their enrolled program. Students shall notify the school in writing of the cancellation of their enrollment agreement and withdrawal from their enrolled program ("Notice of Cancellation"). The letter must include the effective date of withdrawal and the reason for the withdrawal. The Notice of Cancellation may be submitted by any of the following methods:

**Fax - 310-436-7711 | Email – Info@MontesHCC.com
Mail – 555 W. Redondo Beach Blvd., Ste. 108, Gardena, CA 90248**

If the Notice of Cancellation is received by mail, the postage date indicated on the envelope will serve as the effective date of Notice of Cancellation. If received by fax or email, the date indicated on the header of the fax or email will serve as the effective date of cancellation.

Students have a right to cancel and receive a full refund of tuition paid, excluding the Registration Fee, if the Notice of Cancellation is submitted through attendance at the first-class session, or the seventh (7) day after enrollment, whichever, is later. The Registration Fee is only eligible for refund if the Notice of Cancellation is submitted within three (3) business days from the date the Enrollment Agreement is signed but before the first class session.

Students wishing to cancel their enrollment before completing 60% of the published program term are entitled to a pro rata refund of tuition paid determined by the date the Notice of Cancellation is submitted. The amount of the refund will equal the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days (hours) the student attended, or was scheduled to attend, prior to withdrawal. All amounts, excluding the Registration Fee, paid by the student in excess of what is owed based on this pro rata calculation, will be refunded.

Should a student submit a Notice of Withdrawal after completing 60% or more of the published program term, the student will not be entitled to any paid tuition funds.

All available refund amounts will be returned to the student within forty-five (45) days after the school receives the student's Notice of Cancellation.

If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

A student may also be asked to withdraw due to inappropriate student conduct, lack of attendance, or any other reason deemed necessary by the faculty and approved by the Campus President. The student will be notified in writing immediately following the determination of the student's non-continuation in the course and the aforementioned refund policies will apply.

Financial Obligations of Students

MHCC students are expected to make all payments as outlined by the Student Enrollment Agreement.

MHCC reserves the right to withhold transcripts, diplomas, and/or registration privileges from students who have been issued with written notice of delinquent financial status. Any item(s) withheld will be released when the student's financial status has been returned to good standing.

Late Payment Fees

Late payment of tuition and/or fees must be approved in advance and must be documented in writing. Late fees will be assessed if the obligations outlined in the Student Enrollment Agreement are not followed. Students with accounts in a delinquent status will be charged a Late Payment Fee of \$20 for each instance that a scheduled payment is missed and will not be allowed to participate in class if the account is over 2 class days past due. Regular attendance expectations as outlined in the Attendance Policy still apply.

Returned Check Fee

MHCC accepts personal checks for payment of tuition and fees. A collection fee of \$20 is assessed for any check returned due to non-payment including any check in which payment is stopped. In these instances, the funds from the delinquent check must be paid within 10 days or late payment fees will be assessed.

Payment for Repeated Courses

Any student who is required to repeat a module for credit will be charged an additional tuition fee. The amount due will equal the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days (hours) in the repeated module.

Federal and State Financial Aid Program

MHCC does not participate in federal and state financial aid programs at the college.

Other Forms of Financial Aid

MHCC does not currently offer any other forms of financial aid at the college.

Student Loan Policy

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less any refund that may be issued. If the student receives federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal financial aid funds.

Class Cancellation and Tuition Updates

The college reserves the right to cancel a class prior to the first scheduled class day. In the event of class cancellation, the student may: (1) receive a full refund for the cancelled class; or (2) enroll in a currently offered alternative class or schedule.

The college also reserves the right to adjust tuition at any time. Payment schedules and total charges outlined in Enrollment Agreements in place at the time of the change will be honored. Any Enrollment Agreements yet to be completed will reflect the charges in place at the time of execution.

Student Services

MHCC provides community resource information to students in need. Examples include childcare, housing, medical referral information, and social services. In addition, on campus tutoring is arranged through student services at no additional charge to students.

Career Services

MHCC provides career guidance to all graduates through the Career Services Department. These services are at no additional charge to the student and include:

- Assistance with resume preparation and customization.
- Instruction in job interview techniques, including, but not limited to mock interviews.
- Placing students in externship sites that will offer the best potential for hire.
- Assistance in locating available positions in the field of Medical Assisting according to the student's preferences.
- Educating students on how to perform a productive job search.
- Providing professional development workshops to educate students on how to conduct themselves in a professional working environment.

While the college cannot guarantee employment, it is the mission of the Career Services Department to provide students with job search tools they need to find a satisfactory position and ultimately receive an employment offer from the job site. MHCC is dedicated to the success of its graduates in the job market, however, graduates are ultimately responsible for securing their own employment.

Externship Placement Policy

MHCC will make arrangements for the student to enroll into one externship site, however, we cannot guarantee that an externship site will be offered with any specific specialty or organization. If a site is refused or if the student is terminated for any reason, the student will be responsible for procuring any subsequent site(s) until the required hours are completed. An approved list of sites can be obtained from the externship coordinator. Students will be responsible for contacting the site supervisor to learn if he/she is accepting externs at the time of the student's need. The student may also reach out to medical facilities not registered with the externship coordinator. These sites can be found through Internet research and can be of any desired specialty or focus, but sites must be reviewed and approved by the externship coordinator before any on-site hours commence.

Student Record Retention

Student records are considered confidential and are accessed by authorized personnel only. Records will be maintained whether or not the student completes the educational program. MHCC strives to adequately protect and maintain student records. Hard copies of each student record are secured in a fire safe, locked file cabinet located onsite. They are filed in alphabetical order by last name. Digital copies of each student record are stored on a secured document management database and are backed up by an offsite server.

Each student file will contain the following information:

- Copies of all documents signed by the student, including the enrollment agreement which records the student's name, address, e-mail address and telephone number;
- Record (high school diploma or equivalent) of the required prerequisite to the course;
- Copy of state identification card or driver's license;
- Records of MMRV and Hepatitis B immunizations;
- TB test results dated within a year of enrollment;
- Records of externship location and performance evaluations;
- Records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation;
- A transcript showing all of the academic accomplishments and/or attempts to complete the curriculum;
- Copy of certificate of graduation and transcripts;
- A copy of documents relating to student financial aid that are required to be maintained by law or by a loan guarantee agency;
- A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;
- A document specifying the amount of a refund, including the amount refunded for tuition, the method of calculating the refund, the date the refund was made, the check number of the refund, and the name and address of the person or entity to which the refund was sent or the proof the check was received in person;
- Copies of any official advisory notices or warnings regarding the student's progress; and
- Complaints received from the student, including any correspondence, notes, memoranda, or telephone logs relating to a complaint.
- The College shall maintain records of student attendance.

All student records, with the exception of the student transcript, for each enrolled student will be kept and stored for at least five years from the student's date of completion or withdrawal from the MHCC program. Upon request, any student will be able to access their records at any time during the five years. After five years from the student's date of completion or withdrawal from the MHCC program, all records, except for the student transcript, will be disposed of properly. Student transcripts, however, will be maintained permanently.

Custodian of Records/Location of Records

Name: Allison Yi

Email Address: ayi@monteshcc.com

Physical Address: 555 W. Redondo Beach Blvd., Ste. 108

City: Gardena

State: CA

Zip: 90248

Telephone Number: (310) 436-7000

Website Address: www.monteshcc.com

Housing Information

Montes HealthCare College is conveniently located in the City of Gardena, which is in the South Bay region of Los Angeles County. Approximately 21,500 residential units are available in the city's 5.9 square miles of land. There are a variety of housing options for current or prospective students, including many family-oriented neighborhoods.

Rental properties range from approximately \$1,350 per month for a single person dwelling up to approximately \$3,000 per month for a multi-bed/multi-bath unit.

Montes HealthCare College does not maintain or offer students dormitory facilities. We have no responsibility for finding or assisting to find current or prospective students with residential housing while enrolled in our institution.

Student Tuition Recovery Fund Disclosures

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF

may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Program Tuition Table

Montes HealthCare College is pleased to offer our students affordable payment options to aid in supporting their professional endeavors.

Please refer to the table below for information about the cost associated with our Medical Assisting program.

Class ID	Hours	Semester Credits	Months (Approx.)	Registration Fee*	Tuition Due Per Month	Total Tuition**	Total Charges for the Program***
MA103	720	32	5	\$100.00	\$980.00	\$4,900.00	\$5,000.00

***Non-refundable fee. (This fee will only be refunded for students who cancel enrollment within three (3) business days from the date the Enrollment Agreement is signed but before the first class session.)**

Should the school cancel a class, any registration fees paid by the student will be refunded.

Registration fee includes administrative fees and uniforms.

****Total tuition includes tuition, temporary use of textbook, stethoscope, and supplies.**

*****Total Charges for the Program include all institutional charges for a period of attendance and schedule of total charges for the entire educational program.**

While Total Charges for the Program are non-negotiable, alternate payment arrangements will be considered based on student need. Please discuss payment options with your admissions counselor. The finalized payment schedule will be reflected on the completed Enrollment Agreement.

Additional Fees

Additional fees that may be incurred during the period of enrollment include the following:

Transcript Copy	\$15	ID Card Replacement	\$10
Late Payment Fee	\$20	Additional Uniform Scrub Set	\$45
Returned Check Fee	\$20	Graduation Ceremony Fee	\$30