

CCHC Healthcare College Student Handbook

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CONTENTS

MISSION AND PURPOSES	4
OBJECTIVES	4
HISTORY	4
CAMPUS FACILITIES	5
ADMISSION REQUIREMENTS AND PROCEDURES	6
ADMISSIONS REQUIREMENTS	6
ACCEPTANCE TO THE COLLEGE	6
ARTICULATION AGREEMENTS	6
NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION	6
OFFICE HOURS	7
DISCLOSURE STATEMENTS	8-9
ACADEMIC PROGRESS STANDARDS	10
ACADEMIC ADVISING	10
SATISFACTORY ACADEMIC PROGRESS STANDARDS	10
GRADING SYSTEM	10
INCOMPLETE GRADES	10
ACADEMIC PROBATION	10
REPEATS AND REMEDIAL MODULES	11
AUDIT CLASSES	11
UNSATISFACTORY ACADEMIC PROGRESS APPEAL PROCEDURES	11
MAXIMUM TIME FRAME	12
EXTERNSHIP POLICIES	12
STUDENT WORK POLICY	13
NON-DISCRIMINATION AND EQUAL OPPORTUNITY	13
HARASSMENT POLICY	13-14
ATTENDANCE, SUSPENSION, AND TERMINATION POLICIES	15
ATTENDANCE/TARDINESS, MAKE-UP STANDARDS	15
LEAVE OF ABSENCE	15-16
SUSPENSION AND TERMINATION	16
WITHDRAWAL FROM COLLEGE	16
GRADUATION REQUIREMENTS	17
SCHOOL POLICIES	18
CONDUCT	18
DRESS CODE AND APPEARANCE	19
DRUG AND ALCOHOL ABUSE AWARENESS AND PREVENTION	19
CRIME AWARENESS	19
PERSONAL PROPERTY	19
OTHER POLICIES	20
ENGLISH-AS-A-SECOND LANGUAGE INSTRUCTION	20

FIELD TRIPS.....	20
GRIEVANCE PROCEDURES	20
STUDENT RECORD RETENTION.....	21
FAMILY EDUCATION RIGHTS AND PRIVACY ACT.....	21
TRANSCRIPTS.....	21
STUDENT SERVICES INFORMATION.....	22
ORIENTATION	22
LIBRARY AND LEARNING RESOURCES.....	22
PARKING.....	22
GRADUATE SERVICES.....	23
PLACEMENT SERVICES	23
SCHEDULE OF CHARGES.....	24
STUDENT TUITION RECOVERY FUND (STRF) DISCLOSURES	24 - 25
CANCELLATION AND REFUND POLICIES.....	26
STUDENT'S RIGHT TO CANCEL	26
PROCEDURE TO CANCEL	26
WITHDRAWAL FROM COURSE.....	26
PRO-RATA REFUND CALCULATION.....	27
PROGRAMS	28
MEDICAL ASSISTING	28 - 31
LICENSURE REQUIREMENTS.....	32
DEPARTMENT OF LABOR'S STANDARD OCCUPATIONAL CLASSIFICATION	32
CLASS SCHEDULES.....	32
FACULTY.....	32
ORGANIZATIONAL STRUCTURE OF THE SCHOOL	33
ACKNOWLEDGEMENT OF RECEIPT OF STUDENT HANDBOOK	34
CCHC HEALTHCARE COLLEGE PHOTO RELEASE FORM	35

MISSION AND PURPOSES

The mission of CCHC Healthcare College (the “College”) is to foster and educate a diverse community of Medical Assistant students and advance medical knowledge in a dynamic and collaborative environment. The College is dedicated to assisting students to achieve success by providing training that could potentially result in job placement. The College's goal is to fulfill the educational expectations of students and faculty and provide the community with professionals capable of meeting the challenges in the field of allied health.

The information contained in this Handbook¹ applies to all College students. Please review this Handbook carefully and keep it for future reference. If you are unclear about anything in the Handbook, please reach out to one of our faculty members.

The College reserves all rights to make any amendments herein, with or without notice to students.

OBJECTIVES

In support of the CCHC Healthcare College mission, the College's objectives are:

- To develop each student’s understanding of the information and language specific to their health care field.

- To provide students with all the materials, faculty and administrative support needed to successfully complete their program.

- To encourage and foster the value of life-long learning in our students.

- To provide students with the most up-to-date and comprehensive information available in their field of study.

- To utilize evaluation tools and materials which require the students to effectively demonstrate the integration of the concepts and skills they have learned.

- To maintain an educational environment that respects and welcomes a diversity of individual backgrounds, abilities, interests, and opinions.

- To provide curriculum that teaches students how to evaluate, analyze, and synthesize information to develop critical thinking and problem-solving skills in a career environment.

- To encourage acquisition of the body of knowledge presented in our educational programs.

HISTORY

The College was established to prepare students for a career in allied health and produce compassionate medical assistants. Advances in medical treatment and care have helped our loved ones live well into their 80s and beyond. In fact, the number of Americans older than 85 is expected to double by 2050. This has had a dramatic impact on job creation, and the department of labor forecasts 3.2 million new jobs created in the healthcare field between 2008 and 2018. Naturally, many of these new positions don't involve caring for the elderly but come in the form of medical assistants working across all medical channels. From pregnant women to ER cases, medical

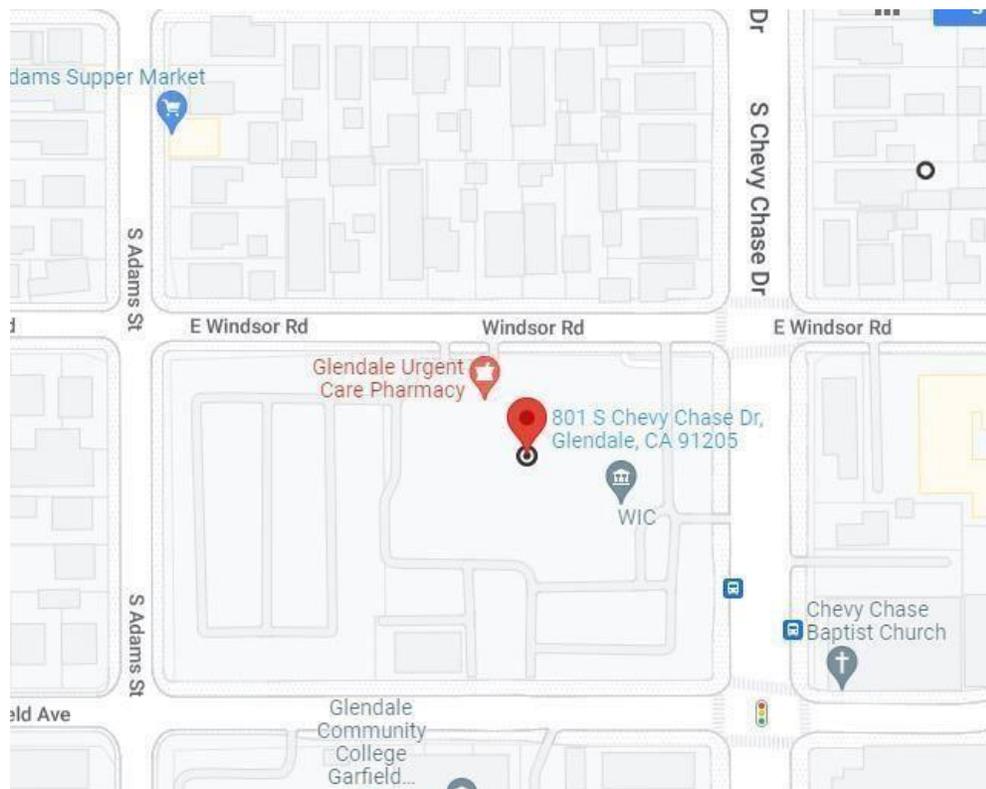
¹ Please note: Handbook and catalog are used interchangeably. Both are in reference to this document.

institutions are looking for hard-workers with one key trait: empathy. It is our goal to train exceptional medical assistants who are empathic and compassionate.

CAMPUS FACILITIES

All class sessions are held at the CCHC Healthcare College campus located at 801 S. Chevy Chase Dr. Glendale, CA 91205.

The College is situated on the corner of Chevy Chase and Windsor. The area of the College is approximately 3,000 sq. ft. with a front entrance and back entrance. This space is divided into two administrative offices, 3 storage rooms, one skills lab, one computer lab, one study area and one classroom. Instruction is provided in the primary classroom, the skills lab and the computer lab. Student and faculty lounge areas are available for relaxation purposes. Free ample student parking (including handicapped) is available around the building. Students receive instruction on college owned equipment, hardware and software. Our classroom is equipped with patient beds, anatomical models, clinical equipment & supplies and latest in medical assisting school technology. The facility and equipment used fully comply with all federal, state and local ordinances and regulations, including requirements for fire safety, building safety, handicapped access and health.



ADMISSION REQUIREMENTS AND PROCEDURES

ADMISSIONS REQUIREMENTS

1. All applicants are required to complete an application.
2. All applicants must attend an initial personal interview with the Admissions Committee where they will take a pre-assessment and receive a tour of our facilities and classroom.
3. All applicants must be at least 18 years of age to be considered for admissions.
4. All applicants must pay a \$100 non-refundable registration fee to apply for the program.
5. All applicants must be free from conviction by any court (other than minor traffic convictions) or have clearance from the California Department of Health Services.
6. All applicants must pass a criminal background check satisfactorily.
7. All applicants must maintain proof of good health. A report which includes a medical history, physical examination and PPD test or CXR signed by a healthcare provider performing the physical examination shall be provided to the institution indicating that the student does not have any health conditions that would create a hazard to him/her and patients or visitors. Due before clinical training begins.
8. All applicants must pass a drug test demonstrating that they are not using illegal substances before clinical training begins.
9. If you are not a U.S. citizen and not authorized to work in the U.S., please refer to the Disclosures section of this manual for more information

ACCEPTANCE TO THE COLLEGE

Upon completion of the testing and required documentation for admission, the college administration will review the information and inform the applicant of his/her enrollment status. If an applicant is not accepted, all monies paid will be refunded, except the initial non-refundable \$100 application fee.

ARTICULATION AGREEMENTS

CCHC Healthcare College does not have any articulation agreements or transfer agreements with other institutions, colleges or universities.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at CCHC Healthcare College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Medical Assisting program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that

institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CCHC Healthcare College to determine if your Medical Assisting credits or certificate will transfer.

The College does not award academic credit for advanced placement and experiential learning.

The College does not and cannot guarantee that the transferability of your credits and credentials earned at CCHC Healthcare College.

OFFICE HOURS

8:00 a.m. to 5:00 p.m.
Monday through Friday

Instructor Office Hours:
8:00am – 9:00am and
3:30pm – 5:00pm

Monday through Friday

DISCLOSURE STATEMENTS

All information included in this catalog is printed in font size 11. (CEC §94908)

This college catalog is updated at least once a year or whenever changes to college policies take place. (5, CCR §71810(a))

It is the policy of the college to always provide a copy of the latest college catalog either in writing or electronically on the School's website to all prospective students and any interested persons. (CEC §94909(a) and §94909(c))

CCHC Healthcare College is a private institution, that it is approved to operate by the Bureau for Private Postsecondary Education. Approval to operate means compliance with minimum state standards as set forth in the CEC and 5, CCR. This approval does not imply that the Bureau endorses the institution's programs, or that the institution exceeds minimum state standards. (CEC §94909(a)(2) and §94897(l)(1)(2))

CCHC Healthcare College does not have a pending petition in bankruptcy, and is not operating as a debtor in possession, has not filed a petition within the preceding five years, or 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.). (CEC §94909(a)(12))

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. (CEC §94909(a)(3)(B))

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 1747 N. Market Blvd. Ste 225, Sacramento, CA 95834 / P.O. Box 980818, West Sacramento, CA 95798-0818, www.bbpe.ca.gov , Phone: (888) 370-7589 or by fax (916) 263- 1897, (916)574-8900. (CEC §94909(a)(3)(A))

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.bbpe.ca.gov). (CEC §94909(a)(3)(C))

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private post-secondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888)370-7589 or by visiting the BPPE website at www.bbpe.ca.gov.

This institution is not approved by the U.S. Immigration and Customs Enforcement (I.C.E.) to participate in Student and Exchange Visitor Program (SEVP) and is not authorized to issue I-20 visa, therefore this institution cannot accept applications from students from abroad who are on an F-1 or M-1 visa. This institution does not offer any visa services and will not vouch for a student status. (5, CCR §71810(b)(3))

CCHC Healthcare College students are required to speak English when an instructional setting necessitates the use of English for educational or communication purposes. English language proficiency is documented by the admission interview and receipt of prior education documentation

or the successfully completion of the Wonderlic Basic Skills Test or similar pre-assessment exam, as stated in the admission process. (5, CCR §71810(b)(4))

All classes are taught in English. Instruction will not occur in a language other than English. (5, CCR §71810(b)(5))

CCHC Healthcare College does not participates in federal and state financial aid programs. (CEC §94909(a)(10))

If student obtains a loan to pay for an educational program, the student will have the responsibility of repay the full amount of the loan plus interest, less the amount of any refund, and if the student has received federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal student financial aid program funds. (CEC §94909(a)(11))

CCHC Healthcare College is not approved to participate in the Federal or State Student Aid programs. (5, CCR §71810(b)(6))

CCHC Healthcare College does not have, under its control or ownership, and is not affiliated with any dormitory or housing facilities. (5, CCR §71810 (b)(13)(A))

Rental housing near 91205 in Glendale, CA features a median rent of approximately \$2,344.00 - \$3,000.00 per month, with prices ranging from around \$1,700.00 for studios to over \$3,400.00 for 2-bedroom units. The 91205 area is in high demand, often being more expensive than neighboring Los Angeles areas (e.g. 90027, 90039) (5, CCR §71810 (b)(13)(B))

CCHC Healthcare College has no responsibility to find or assist a student to find housing. (5, CCR §71810 (b)(13)(C))

CCHC Healthcare College does not plan to offer distance education. (5, CCR §71810 (b)(11))

The Chief Executive Officer is responsible for monitoring new policies and procedures and maintaining the college in compliance with the California Private Postsecondary Education Act of 2009.

Prior to signing an enrollment agreement, you must be given this Handbook and a School Performance Fact Sheet, which you are encouraged to review prior to signing any agreement with the college. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, certification examination passage rates, and salaries or wages, prior to signing an enrollment agreement.

ACADEMIC PROGRESS STANDARDS

ACADEMIC ADVISING

Each student is given personal consideration and assistance with course arrangement and program scheduling. The academic department provides individual assistance and advice to a student with special academic problems in any particular subject. A student is also encouraged to request an appointment with his/her instructors to work on any specific problem he/she may be having with courses.

SATISFACTORY ACADEMIC PROGRESS STANDARDS

Satisfactory progress toward the completion of a program of study is expected of all students attending the College. Satisfactory progress is defined as maintaining a 3.0 grade point average measured by passing examinations with a 80% or better accuracy, timely completion of assignments, and acceptable performance of required skills.

GRADING SYSTEM

The grading system outlined below is used for all courses. Only letter grades are posted to the student's official college transcript.

A	= 90 - 100%	4.0	W	=	Withdrawal	.0
B	= 80 - 89%	3.0	I	=	Incomplete	.0
C	= 70 - 79%	2.0				
F	= < 70%	1.0				

Course withdrawal will not affect a student's grade point average (G.P.A.).

INCOMPLETE GRADES

Incomplete grades cannot be given as a final grade and will affect the student's G.P.A. until a final grade is assigned. However, at the end of the module or term, students may be granted a maximum extension not exceeding 14 calendar days to complete the course requirements. If the student does not complete the course requirement within the extension period, he/she will receive a failing grade of "F" for the module or term.

ACADEMIC PROBATION

If a student falls below the Satisfactory Academic Progress Standards, the student will be placed on academic probation for the duration of the next module or term. Students must satisfy the

Satisfactory Academic Progress Standards by the end of the probationary period in order to remain in the program.

If the student fails to meet the Satisfactory Academic Progress Standards (grade of 80% or better) by the end of the probationary period, the student will be terminated from the College.

REPEATS AND REMEDIAL MODULES

Unless special circumstances apply, a module may be repeated only once. The grade received on the repeated module replaces any other grade for that module in the calculation of the G.P.A. All final module grades will be recorded and appear on the student's transcript.

AUDIT CLASSES

In the case that it becomes necessary to do so, a student may submit a written request and submit the "Request to Audit a Class" form to the Program Director to audit a class. Class audits are considered on a case-by-case basis and are permitted at the discretion of the Program Director. Circumstances for a class audit include, but are not limited to the following:

- Repeating a failed module or course. A student may audit a class if the failed module is not currently available.
- Change in class session. A student may audit a class until the appropriate module becomes available.
- Returning from a leave of absence (L.O.A.). A student may audit a class until the appropriate module becomes available.

The written request to audit classes must contain the name of the module and the scheduled dates of the audit. During the audit period:

- The attendance policy will apply.
- No grade will be given.
- No academic credit will be earned.
- No charges will be incurred.
- The total time a student audits a class is not included in the calculation of the maximum time frame of one and one-half (1.5) times the normal length of the program.

UNSATISFACTORY ACADEMIC PROGRESS APPEAL PROCEDURES

A student who wishes to be reinstated after voluntarily withdrawing or being dismissed from the College due to failure to meet satisfactory academic progress standards or any other reason, may request reinstatement or appeal the dismissal based upon exceptional mitigating circumstances. Such requests must be made in writing. Circumstances must be documented, and the student must demonstrate that such circumstances had an adverse impact on the student's academic progress in the program.

An Appeals Board made up of college officials will review the written request and supporting materials. A decision will be made, and the student will be notified in person or in writing. All decisions made by the Appeals Board are final.

MAXIMUM TIME FRAME

Regardless of the student's rate of completion, the maximum time frame that the student will be allowed to complete his/her educational objective is one and one-half (1.5) times the normal length of the program. For example, if a program requires 30 credit hours the student may not attempt more than 45 credit hours (1.5 x 30) without completing the program. Applicable to all circumstances.

EXTERNSHIP POLICIES

Students must attend the externship site designated by the College.

The externship portion of the program is 40 hours per week for a total of 160 hours. (Externship schedules may vary depending on clinical site shift availability)

Students are assigned to non-compensated externship positions during the final phase of program study. This experience provides adult learners with the opportunity to continue their education under the supervision of clinical or office professionals. The student is expected to perform in an ethical, professional manner and to assist the professional in all externship matters requested. Transportation to and from the externship site will be at the student's expense.

In case of an absence, the student is required to notify both the designated supervisor at the externship site and the college staff member. Days and times of externship duties may not be changed without the written permission of the College.

Externship site personnel, based on the standards set by the College, will evaluate the student's performance. An instructor or clinical coordinator will be assigned to visit sites on a regular (weekly) basis to meet with students and verify that the objectives of externship as written in the College's curriculum are being met. Students must satisfactorily complete the externship assignment and all applicable coursework related to the externship and submit an approved verification of time completed to graduate.

Program failure may result if the student receives unsatisfactory evaluations by the externship supervisor, fails to complete all coursework pertaining to the externship assignment, or demonstrates unprofessional or unethical behavior during the assignment. Externship re-assignments will be evaluated on an individual basis and may require additional charges.

Important Note: Clinical and externship sites assigned by the College are final and non-negotiable. Students are expected to attend their clinical or externship assignment regardless of travel distance to the site or the site's hours of operation. If a student refuses a clinical or externship site assignment, he/she may be terminated from the program as unable to meet the required objectives and expected progress of the program.

STUDENT WORK POLICY

During externships, the student shall not be substituted for paid personnel during the program's clinical component.

The clinical affiliation site shall not pay the student during the program's clinical component.

NON-DISCRIMINATION AND EQUAL OPPORTUNITY

This College offers equal opportunity to all its employee and students. This includes, but is not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training. This policy shall be applied without regard to any individual's sex, race, national origin, disability, veteran status, sexual status, pregnancy, age, or marital status, as defined by federal laws or the laws of the State of California.

HARASSMENT POLICY

The College is fully committed to providing an environment that is free of unlawful discrimination including maintaining a strict policy prohibiting unlawful harassment, including sexual harassment. This policy applies to all students and employees at all levels. Each student and employee have an obligation to avoid any act or actions that may suggest harassment including:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual advances
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct: leering, making sexual gestures, displaying or sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct: making or using derogatory comments, epithets, slurs, and jokes
- Verbal sexual advances or propositions
- Verbal abuse of sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations
- Physical conduct: touching, assault, impeding or blocking movement

Further, the College prohibits abusive conduct ("bullying"): Any form of abusive conduct by a student and/or employee in the college and in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to the College's best interest.

No student shall be subjected to any form of retaliation for reporting any violation of this policy truthfully and in good faith, or for participating in an investigation conducted pursuant to this policy.

Any student who believes they are been subject to discrimination or harassment by another student, faculty member, or visitor, or has information regarding, or witnesses such harassment, must immediately report the facts of the incident(s) and the names of those involved to the College's Admissions Committee by email at gigiec@cchccenters.org, or by phone at (818)630-2239. The College will conduct a fair, impartial, and thorough investigation that provides all parties appropriate due process. The investigation shall be conducted confidentially to the extent confidentiality is possible. The College will document and track the progress of the investigation and will make a reasonable determination, after reviewing all the evidence collected, concerning whether misconduct occurred. The investigation will be completed in a timely manner and the student who filed the complaint will receive a timely response. If misconduct is found to have occurred, appropriate remedial measures will be taken. Disciplinary action, up to and including discharge, will be taken against any student who is found to have engaged in conduct prohibited by this policy.

ATTENDANCE, SUSPENSION, AND TERMINATION POLICIES

ATTENDANCE/TARDINESS, MAKE-UP STANDARDS

Regular attendance and punctuality will help develop the good habits necessary for successful careers. Regular attendance and punctuality are an essential responsibility that will help develop the good habits necessary for successful completion of the course. All scheduled hours of the class must be attended. If a student missed a class, they must make up the hours missed prior to the completion of the current module. Students cannot attend externship without completing all hours required. Late arrival and early departure from scheduled hours must be avoided.

If you are unable to report to class due to personal reasons (e.g. medical, dental or legal appointments), students will be marked absent and/or tardy. Students are highly encouraged to schedule personal appointments after school hours and must notify school as far in advance as possible. Absences must be reported to both the instructor and the registrar.

Any absence from a class session will negatively affect the student's modular grade. Absences equal to or over 15% of any 4-week module will lead to "Attendance Probation". Each module is a total of 100 hours, and 15% being 15 hours. Exceeding this amount will cause the student to miss a significant amount of the material covered in class and will result in the student repeating the current module they were absent in. Generally speaking, only 2 full absences will be allowed per module. The extent of probation is usually until the end of the current module as long as improvement was shown in the student's attendance. Late arrivals and early departures may be applied towards Attendance Probation thresholds.

Note: Students who accumulate a total of three tardies or early departures will accrue one full day of absence on their attendance record. Two incomplete or failed modules will automatically result in the student being dismissed from the program as a whole (except for those who are on an approved Leave of Absence). In addition, excessive tardiness or leaving early may lead to probation or dismissal from the college. All decisions will be made at the discretion of the College's instructor and/or the College's Admissions Committee.

Students are required to make up all assignments and work missed due to absence. The instructor may assign additional outside make-up work for each absence at his or her discretion. Arrangements to take any exams missed due to an absence must be made with the instructor and approved by the college administration prior to the absence. Medical emergencies will be considered.

Students who have been terminated for violating the attendance policy may be reentered through the appeal process. To be eligible to reenter, students must wait one complete module to restart. Approval for reentry to the Medical Assisting Program will be granted only once and will be at the discretion of the College's instructor and/or the College's Admissions Committee.

LEAVE OF ABSENCE

In case of serious illness, family bereavement, short-term military obligation, or other emergency circumstances, a student may apply for a Leave of Absence. All Leave of Absence requests must be in writing and approved by the Admissions Committee. In addition, the following guidelines apply.

- The student must submit a signed Leave of Absence form.
- A Leave of Absence may be approved for a certain period determined by the designated associate.
- A Leave of Absence may affect the availability of the class schedule for the individual student.
- Students making tuition payments for courses completed must continue to do so during a Leave of Absence.
- A student who fails to return from an L.O.A. on the scheduled return date and no prior arrangements have been made will be dropped from the College.

SUSPENSION AND TERMINATION

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

- Displays conduct that the faculty and administration determine to be detrimental to fellow students, other individuals, the community, or the College, as addressed in the conduct policy of this Handbook.
- Is under the influence of alcoholic beverages or marijuana; or uses illegal drugs on or adjacent to college property.
- Fails to maintain satisfactory academic progress.
- Fails to meet satisfactory clinical standards.
- Fails to meet School's attendance policy or standards.
- Fails to comply with classroom rules and conduct.
- Fails to meet financial obligations to the College.
- Fails to comply with federal software piracy statutes forbidding the copying of licensed computer programs.
- Fails to comply with provisions of this Handbook

WITHDRAWAL FROM COLLEGE

Although most students at the College complete their program, there are occasionally unforeseen circumstances that require that the student withdraws from the College. Students who withdraw from the College prior to the completion of their program must follow the steps listed:

1. Meet with lead Instructor and Program Director (if applicable).
2. Meet with the Admissions Committee to discuss the student's decision to withdraw. The College will make every effort to assist the student to continue his/her education.
3. Meet with the registrar regarding financial obligations to the College. The amount of refund and final grade determinations are based upon the student's last date of class attendance.
4. Submit a formal written request to CCHC Healthcare College indicating the student's intent to withdraw from the program, including the specific date on which the student wishes the withdrawal to be officially recognized.

GRADUATION REQUIREMENTS

The candidate for a Medical Assisting certificate must:

1. Complete all classes (credit units and hours) with a 3.0 grade point average (G.P.A.) of at least 80% (on a scale of 1-100 percent).
2. Meet all applicable clinical, classroom, and laboratory skill proficiency standards.
3. Complete all theory, clinical, and externship requirements and hours, and receive satisfactory evaluations.
4. Fulfill all financial obligations to the College prior to graduation.

The College does not issue partial credit (credit units or clock hours) for programs. Programs taken must be completed to receive a certificate.

SCHOOL POLICIES

CONDUCT

The College is proud of the academic standards it maintains. In today's competitive employment market, professional conduct is crucial in obtaining and keeping a job. For this reason, the College has established guidelines for proper conduct. Emphasis is continually placed on regular attendance, promptness, honesty, and a positive attitude. Students must agree to abide by the following regulations:

1. Students will be held responsible for their actions while attending the College and other facilities during externships.
2. Dishonesty on any student may result in probation, suspension, or termination from the College. Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false information to staff, faculty, administrators, or other officials.
3. Students will be held responsible for any theft or damage is done to college or externship site property and will be expected to reimburse the institution for such damage or loss.
4. Any actions that disrupt other students' learning opportunities, including but not limited to fighting, use of profanity, harassment, cheating, and stealing, will not be tolerated.
5. Students may not be under the influence of or in possession of any intoxicating beverage or drug while on college or externship property.
6. Students may not have any weapons or create a safety hazard to others while on college or externship property.
7. The College is a non-smoking facility. Smoking is permitted outside of the buildings.
8. Animals are not permitted on the college grounds, except for animals designated to assist the physically impaired.
9. The College does not provide childcare services. Children are not permitted in the instructional areas.
10. Students must adhere to all required health and safety standards.

Violation of any of the guidelines listed above may result in being removed from class, probation, suspension, or dismissal from the College.

DRESS CODE AND APPEARANCE

Students must wear appropriate attire as designated by the College. This includes the full uniform required by the program in which the students are enrolled. Uniforms must be worn while on campus and at the assigned externship site. A detailed dress code is provided during orientation.

Students are expected to practice good personal hygiene and maintain a clean, neat, and professional appearance at all times. Make-up, hairstyles, fingernails, and jewelry must be moderate and understated. Any student reporting to class or an externship site inappropriately dressed will not be allowed to remain, and the time missed will be recorded as an absence.

DRUG AND ALCOHOL ABUSE AWARENESS AND PREVENTION

The College supports the National Drug and Alcohol Abuse Awareness and Prevention Program and follows the United States Department of Education guidelines. A copy of these guidelines is provided to students at orientation. Abuse referral resources are available to all students, faculty, and staff.

CRIME AWARENESS

The College provides students with current campus security policies and procedures in compliance with the Crime Awareness and Campus Security Act of 1990 (Title II of Public Law 101-542, as amended). In addition, students are provided with information on crime prevention, reporting crimes, and statistics for crimes on the college campus.

PERSONAL PROPERTY

The College assumes no responsibility for loss or damage to a student's personal property or vehicle (including vehicle contents) while in, on, or adjacent to college property.

OTHER POLICIES

NO ENGLISH-AS-A-SECOND LANGUAGE INSTRUCTION

The College does not offer English-as-a-Second Language instruction. All courses at the College are taught in English. The student must speak, read, and write English fluently. Completing the application, college admissions test, and interview will determine the student's English abilities.

FIELD TRIPS

When appropriate, arrangements will be made for students to leave campus to observe their particular course of study as it applies to the real world of work. The College requires students who attend field trips to sign liability release forms prior to attending. Field trips are not mandatory.

GRIEVANCE PROCEDURES

Students wishing to express a concern should adhere, in order, to the following procedures:

1. Discuss the concern with the appropriate Instructor. All discussions are held before or after class or by a scheduled appointment.
2. If the concern cannot be resolved through the Instructor, present the concern in writing to the Program Director.
3. Schedule an appointment to discuss the concern with the Program Director or Admissions Committee, as appropriate.
4. Meetings will be scheduled with all relevant parties before a resolution is reached.
5. Unresolved concerns may be appealed to a review board in writing. Appointments with the Admissions Committee are scheduled through the registrar. The Admissions Committee along with the Program Director are responsible for reaching a decision that is in balance with the best interests of all parties named in the complaint.
6. Further unresolved concerns may be processed either in writing or by personal appearance. Contact the College's Program Director or the Admissions Committee to pursue this formal grievance procedure.
7. If the problem or grievance cannot be resolved after exhausting the formal grievance procedures, students may report to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225 Sacramento, CA 95834 www.bppe.ca.gov or P.O. Box 980818 W. Sacramento, CA 95798-0818 Toll-Free Number: 1 (888) 370-7589 Telephone Number: (916) 431-6959 Fax: (916) 263-1897 By E-mail to: bppe@dca.ca.gov

STUDENT RECORD RETENTION

The College will maintain student records for each student, whether or not the student completes the educational service, for a period ending five years after the date of the student's graduation, withdrawal, or termination. Student transcripts will be maintained permanently.

FAMILY EDUCATION RIGHTS AND PRIVACY ACT

Also known as the Buckley Amendment, the Family Educational Rights and Privacy Act was mandated by Congress in 1974. The main points include the following:

1. Student records must be maintained for a minimum of five years, with transcripts maintained indefinitely. The student has the right to inspect academic, financial, or general records by appointment during regular college hours. The only exception is the personal student guidance notes maintained by faculty members, the department head, or the C.E.O. or C.A.O.
2. The College may not release nor disclose academic, personal, or financial information to outsiders (employers, agencies, or individuals) without first securing a written release from eligible student.
3. The student may not have access to financial data separately submitted by parents or guardians.
4. Once the student becomes an eligible student, the rights accorded to and consent required of parents under this Act, transfer from the parents to the student.

TRANSCRIPTS

Student transcripts will be maintained indefinitely. The College will provide one transcript to each graduate at no charge. A fee of \$10.00 will be charged for each additional transcript. The student's financial accounts must be current prior to furnishing any transcripts.

STUDENT SERVICES INFORMATION

ORIENTATION

All new students must attend an orientation prior to their first day of class. Orientation is typically scheduled 1 week prior to class start. During orientation, a schedule and calendar of modules will be provided, class policies are introduced, submission of required documents, registration fee of \$100 is collected, a photo ID is taken, and uniforms and textbooks are distributed.

(Course syllabi and textbooks may also be distributed during the first days of class)

LIBRARY AND LEARNING RESOURCES

The College has established a library and resource center consisting of textbooks and periodicals providing information in the institution's various allied health and business administration disciplines. The College subscribes to medical assisting periodicals that expose students and faculty to the latest in the allied health industry. In addition, the College offers a wide variety of resource material related to general education, including textbooks on writing research papers, critical thinking, cultural diversity, mathematics, communication, elementary statistics, marketing, organizational behavior, cultural diversity, public health, and safety.

The resource center provides students with access to current publications and a quiet workspace. Computers are available for student use. The College also will provide students with online library resources. The online library is the student's gateway to dozens of free resources and courses as well as e-journals containing articles from hundreds of publishers through Cengage. Students may search textbooks, periodicals, news, current events, encyclopedias and dictionaries, economic data, and business directories. A student may search by title, author, subject area, or keywords.

The library, which provides academic assistance to students, is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Students may check out textbooks for the duration of the program. Students are held responsible for any book checked out on their card/library check-out book.

Reference materials, books, periodicals, pamphlets, newspapers, and any other materials labeled reference are non-circulating. Reference books cannot be removed except to be taken to the copy machine. This must be done with permission from the registrar. Reference books and materials can be removed from the shelves and placed on reserve by an instructor for a limited time, but they may be used if needed.

PARKING

The College has daily parking available around the building. Street parking is also available near and around the campus.

GRADUATE SERVICES

The College's mission is to provide adult learners with the skills and technical knowledge necessary to qualify for employment in entry-level medical assisting positions. The College cannot and will not guarantee a job to anyone. The College does not represent or guarantee compensation levels to anyone.

An eligible graduate is any student who has:

1. Completed all graduation requirements.
2. Completed externship successfully and submitted all documents required
3. Submitted a personal résumé and cover letter to the Registrar and/or Program Director.
4. Returned all books, all equipment belonging to the College.
5. Fulfilled all financial obligations to the College.

Upon graduation, the following graduate services are provided:

- Interviewing and Job Search Skills
- Résumé Writing
- Medical Assistant Assessment Exam
- Placement Assistance

PLACEMENT SERVICES

The College does not guarantee employment for its graduates. The graduate services staff assists students in their job searches after completing their studies by offering information on job opportunities and temporary assignments and guidance in resume preparation and interviewing techniques.

The institution at which the students are completing their externships (CCHC) intends to hire all graduates who have passed CCHC's medical assistant assessment exam upon completion of the program; however, each student must successfully pass/complete the program, externship and all required onboarding process required by CCHC. The College will make reasonable efforts to satisfy the wishes of a graduate as to location and type of employment. The more flexible a graduate can be regarding initial employment, the easier it is for the college to assist in the placement process.

In addition to the graduate services available to students, all programs integrate career-planning concepts into the curriculum. Students participate in sessions covering interviewing techniques, networking, resume writing, and professional dress and conduct.

Placement services will be available to students for one calendar year after graduation.

SCHEDULE OF CHARGES

Program of Study	Cost Breakdown					
	Registration	Tuition	STRF*	Supplies/Books	** Total Charges	Total refundable charges per hour
	<i>Nonrefundable</i>	<i>Refundable</i>	<i>Nonrefundable</i>	<i>Refundable</i>		
Medical Assistant	\$100.00	\$7,500.00	\$0.00	\$150.00	\$7,757.50	\$7.81/ per hour

** "Total charges" means the sum of institutional and non-institutional charges.

These are the schedule of total charges for a period of attendance **and an estimated schedule of total charges for the entire educational program, subject to change.

CCHC Healthcare College graduates who successfully complete the program and are hired by CCHC (Comprehensive Community Health Centers) will receive a tuition reimbursement of \$2,500.00 upon the successful completion of the program, externship **AND one year of employment at CCHC. (*for students who enrolled **prior** to April 17th 2025*).

Students who enrolled **after April 17th 2025, who successfully graduate from the program, and are hired onto CCHC (Comprehensive Community Health Centers) will receive an employee retention bonus of \$2,000.00 at the anniversary of their 2nd year as an employee of one of our CCHC Clinics.

STUDENT TUITION RECOVERY FUND (STRF) 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 College, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the College, 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, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 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:

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.

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.

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.

The institution has been ordered to pay a refund by the Bureau but has failed to do so.

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.

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.

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

CANCELLATION AND REFUND POLICIES

STUDENT'S RIGHT TO CANCEL

There is a grace period when the student has the right to cancel the enrollment agreement and obtain a full refund of charges paid through attendance at the first class session, or the seventh business day after enrollment, whichever is later.

PROCEDURE TO CANCEL

Cancellation occurs when the institution receives written notice of cancellation from the student directed to the attention of the Admissions Committee at CCHC Healthcare College 801 S. Chevy Chase Dr. Ste.25, Glendale CA 90723 Fax: 818-844-5061 admissions@cchccenters.org The student can do this by mail, email or in person, or by fax. The notice, if mailed is effective by postmark date.

This notice need not take any form; it need only to state that the student wishes to cancel the enrollment agreement. If the student cancels the enrollment agreement, the College shall refund 100 percent of the amount paid for institutional charges, less the application fee of \$100.00 if a notice of cancellation is received by the first class session, or the seventh business day after the enrollment agreement is signed, whichever is later.

WITHDRAWAL FROM COURSE

After the grace period, the institutional refund policy for students who have completed up to four modules or less of the course of instruction is pro rata refund. Students have a right to terminate their studies at any time and have the right to receive a refund for the part of the program they have paid for and did not receive, up to the fourth module. After the completion of the fourth module, students will not be eligible for a refund.

A withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance.

If a student withdraws or is terminated from a program after the grace period allowed for cancellation, the college will remit a refund, less the registration fee of \$100.00, within 45 days following the withdrawal date. A student is obligated to pay only for educational services rendered and for unreturned books or equipment.

PRO-RATA REFUND CALCULATION

- (A) Deduct a registration fee (\$100) from the total tuition charge.
- (B) Divide this figure by the number of hours in the program.
- (C) The quotient is the hourly charge for the program.
- (D) The amount owed by you for purposes of calculating a refund is derived by multiplying the total days attended by the daily charge for instruction.
- (E) The refund would be any amount in excess of the figure derived in (D) that was paid by you.
- (F) The refund amount shall be adjusted for equipment, if applicable.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student defaults on a federal or state loan, both the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- (2) The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

PROGRAMS

MEDICAL ASSISTING

Total Clock Hours: 960 clock hours

Program Delivery: Residential

Type of Instruction: Lecture, Lab, and Externship

Leads to the Standard Occupational Classification: 31-9092.00 – Medical Assistants Below College Level

Program Description

The Medical Assisting Program (certificate) is designed to prepare students for entry-level positions as medical assistants in a variety of health care settings. Students study the structure and function of the major body systems in conjunction with medical terminology, diagnostic and therapeutic procedures, computer skills, administrative processes, bookkeeping and accounting practices, and the processing of medical insurance forms and claims. Due to the growing need for bilingual medical assistants throughout many clinics, we have added a Spanish for Medical Personnel section within each of our modules, where students can learn common healthcare terms and phrases in Spanish. This program is divided into eight learning units called modules. The first eight modules, 100 through 800, are didactic classroom modules. Each module stands alone as a unit of study and is not dependent upon the completion of any previous or subsequent module. If students do not complete any portion of a module, the entire module must be repeated. Students may enter the program in five of the eight modules and continue through these modules until all have been completed. Following the successful completion of the first eight modules, 100 through 800, students participate in a 160-hour unpaid externship.

Program Mission

The mission of the Medical Assisting Program is to provide the student with the appropriate didactic theory, hands-on skills and soft skills required and necessary, to prepare them for entry level positions in medical assisting as well as clinical or administrative assistant, medical receptionist, and medical insurance biller roles. Students study the structure and function of the major body systems in conjunction with medical terminology, diagnostic and therapeutic procedures, computer skills, administrative processes, bookkeeping and accounting practices, and the processing of medical insurance forms, claims and learning common Spanish phrases and terms that correlate with each module.

Program Objectives

Upon completion of this program, the student will be able to:

- Demonstrate professionalism and ethical behavior in all healthcare and clinical settings.
- Discuss the history of medical assisting as it relates to medical practice and professional organizations.
- Recognize and respond to verbal and non-verbal communication and use appropriate communication techniques.
- Demonstrate knowledge of and use appropriate terminology for the different body systems, illnesses and injuries associated with those systems, and diagnostic and therapeutic procedures.
- Apply principles of infection control and use appropriate aseptic technique.
- Perform clinical responsibilities, including preparing patients for examination and procedures, preparing, and administering medications as directed, collecting, and processing specimens, recognizing emergencies, and performing CPR and first aid.
- Identify minor surgical procedures and demonstrate the ability to assist with those procedures.
- Instruct and teach patients methods of health promotion and disease prevention.
- Maintain accurate patient records.
- Perform administrative procedures that include telephone techniques, appointment scheduling, record management, and insurance billing procedures.
- Demonstrate skills related to word processing, medical transcription, the processing of insurance claims, EHR and simulated computerized medical office applications.
- Implement current procedural terminology and ICD-10 coding.
- Accurately complete bookkeeping, banking, and financial procedures.
- Demonstrate acceptable speed and accuracy in computer keyboarding.
- Learn common Spanish phrases and terms used within health care and clinical settings
- Develop a resume and identify a career plan that includes potential job leads, networking contacts, a job search schedule, and five-year goals.

Program Outline

Course Number	Course Title	Clock Hours
Module 100	Introduction to Medical Assisting	100
Module 200	Anatomy & Physiology I	100
Module 300	Business Communications	100
Module 400	Anatomy & Physiology II	100
Module 500	Medical Insurance & Coding	100
Module 600	Patient Preparation	100
Module 700	Pharmacology & Responding to Emergencies	100
Module 800	Career Readiness & Job Search	100
Module X	Externship	160
	Program Total	960

Course Descriptions

Module 100: Introduction to Medical Assisting

Medical Assisting is among the most versatile and fastest-growing careers in the healthcare industry. In this course students will explore the various skills, responsibilities of a medical assistant. Students will identify the various members of the healthcare team. The importance of adhering to professionalism, legal and ethical behavior will be discussed. They will understand the importance of having proper communication skills, as they interact with patients. This course introduces the students to medical terminology that is essential to the role as a medical assistant.

Module 200: Anatomy & Physiology I

This course will introduce the body's structure and function of each of its body systems. The anatomy of each body system and their physiological functions will be discussed. By understanding the complex interrelationships of the body systems, the student will be able to see how the patient's complaints, the examination and the clinical findings coincide with the clinical assessment and plan of treatment.

Module 300: Business Communications

This course introduces the students to the various administrative skills they will need to perform in medical practices. The Medical assistant must have proper written communication and computer skills to comply with data entry required in the electronic medical patient records. They will learn telephone answering techniques to properly schedule and register patients in the practice management system while adhering to HIPAA privacy guidelines. The student will be introduced to his/her role in the revenue cycle in a medical setting.

Students will be introduced to the history and evolution of Community Health Centers and the impact of their role in the community.

Module 400: Anatomy & Physiology II

This course is the second part of Anatomy and Physiology. The student will be introduced the body's structure and function of each of its body systems. The anatomy of each body system and their physiological functions will be discussed. By understanding the complex interrelationships of the body systems, the student will be able to see how the patient's complaints, the examination and the clinical findings coincide with the clinical assessment and plan of treatment. Students will learn the various safety techniques followed in healthcare settings in an effort to prevent transmission of diseases.

Module 500: Medical Insurance & Coding

This course introduces the student to the various types of insurance coverages community health centers participate with. The students will be able to describe and understand the importance of the Insurance eligibility process and the impact it has on patient care. They will be introduced to the diagnostic and procedural codes needed in order to submit charges to third party payers. The student will be able to process the claims needed for adjudication of claims.

Student will learn how to take patients' vitals and properly document in the patients' medical records using an Electronic Health Record (EHR) system as they prepare the patient for physical examinations.

Module 600: Patient Preparation

In this course the student will learn to identify, prepare, and perform various in-office examinations and procedures while assisting providers in the care of patients of various age groups, pediatrics to

geriatrics. The students will familiarize themselves with techniques to employ when discussing sensitive issues with patients specially in behavioral health, oncology or the elderly. They will learn the safety protocols to follow in preparing, and cleaning the instruments and/or equipment utilized in the medical office laboratory. The student will identify and perform venipunctures while adhering to safety guidelines.

Module 700: Pharmacology & Responding to Emergencies

In this course the student will understand the importance of medication administration. The student will learn how to administer medications accurately providing the right dose of the right medication to the right patient at the right time by the right route following the prescribed order by the physician. Upon completion of this course the student will acquire the necessary skills to provide first aid care in cases of emergencies that may arise in an outpatient setting. The student will be introduced to the Patient Centered Medical Home Model practiced in Community Health settings, and the Social Determinants of Health that affect a person's well-being.

Module 800: Career Readiness & Job Search

In this course, students will learn the skills necessary to be career ready as well as how to successfully get a job in their desired career field. Participating in practicum not only helps the student become more competent in medical assisting skills but also helps you decide which area of practice you would enjoy the most, as well as help develop good work habits in preparation for fulltime employment. Along with learning the standard Electronic Health Records (EHR) management, students will also learn CCHC's specific protocols in EHR practice and mock simulations. During the module, students will be exposed to MA certification practice tests and mock exams to practice, study, and better prepare themselves to take their national certification. Students will train and receive their BLS for Healthcare Providers certification and will be required to complete a Health Screening and background check prior to being scheduled for externship.

Module X: Externship Training

Upon successful completion of Modules 100 through 800, Medical Assisting students participate in a 160-hour unpaid externship training at an approved CCHC facility or partnered organization. Externship training provides the student an opportunity to apply principles and practices learned in the program and utilize entry level Medical Assisting skills in working with patients. Medical assisting externs work under the direct supervision of qualified personnel or medical assistant lead at participating externship sites, and under general supervision of the college staff. All extern trainees are assessed and evaluated by supervisory personnel prior to being cleared and released from externship training.

LICENSURE REQUIREMENTS

Medical Assistant

Although Medical Assistants are not licensed, certified, or registered by the State of California, the Medical Assistant's employer and/or supervising physician's or supervising physician's malpractice insurance carrier may require that the Medical Assistant must be certified by one of the approved certifying organizations to train other medical assistants. (Title 16 CCR 1366.3).

Upon successful completion of the medical assisting program and the receipt of their certification, students will be eligible to sit for the certified medical assistant exam to attain their national certification.

DEPARTMENT OF LABOR'S STANDARD OCCUPATIONAL CLASSIFICATION

31-9092.00 – Medical Assistants

CLASS SCHEDULES

Medical Assisting Class

9:00 a.m. to 3:00 p.m. Monday – Friday

Externship training

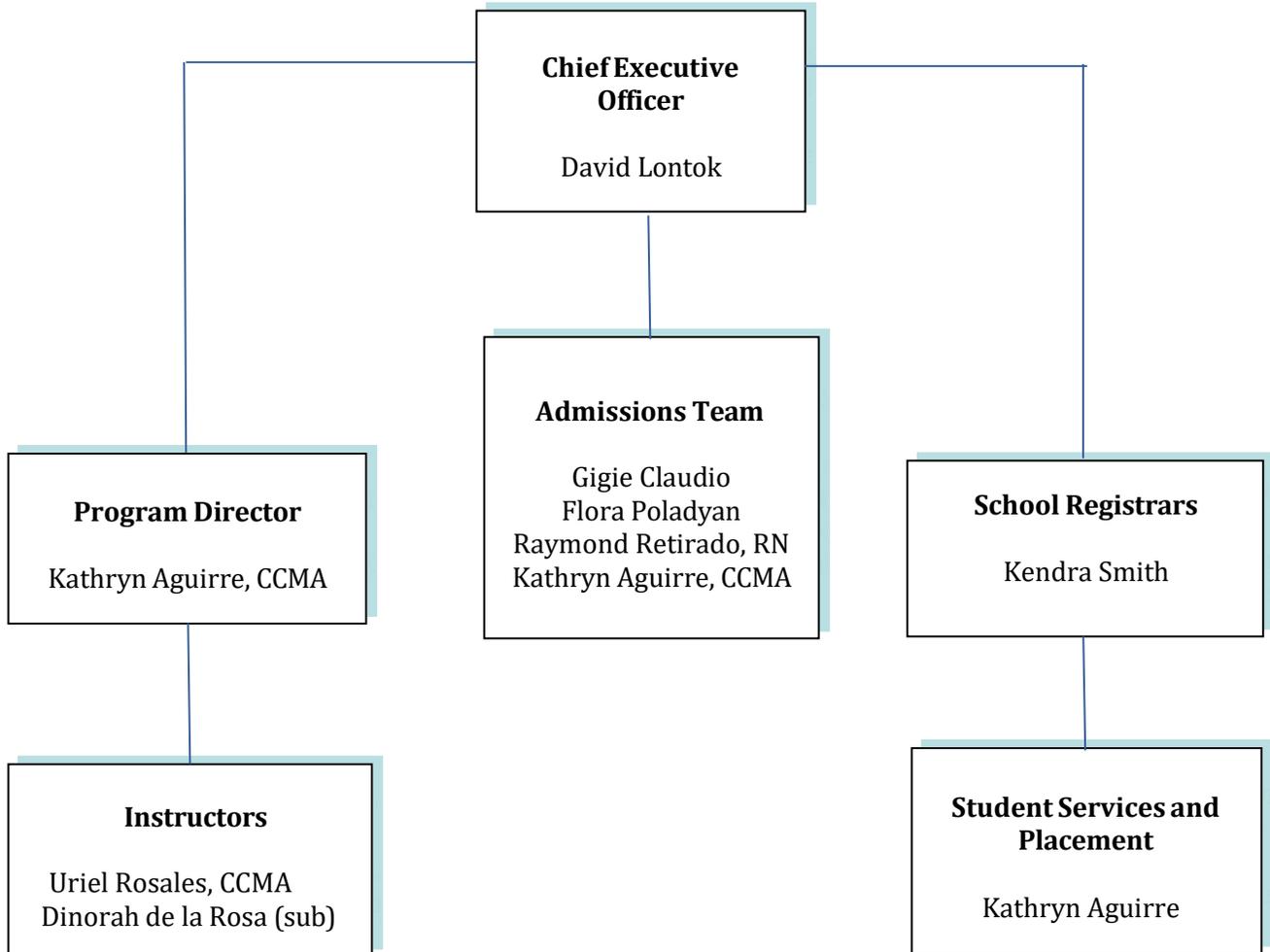
Although externship training hours can and may vary depending on clinical staffing and needs, scheduled hours are 40 hours per week, usually between the hours of:

8:00am – 5:00pm

FACULTY

The College's faculty members and instructors are licensed and/or nationally certified in their field of expertise. Our medical assisting instructors are CCMA certified. They are selected for their academic qualifications as well as their "real world" experience in education and administration, the health care field, and in clinical settings. In this way, the faculty can provide a healthy balance of textbook theory and "real world" educational application to the classroom. As professionals in the fields in which they teach, these faculty members bring to the College's students the benefits of their practical professional experience.

ORGANIZATIONAL STRUCTURE OF THE SCHOOL



CCHC HEALTHCARE COLLEGE

Acknowledgement of Receipt of Student Handbook

I hereby acknowledge that I have received a copy of CCHC Healthcare College's ("College") Student Handbook and that I am responsible for reading and adhering to all of its contents. I understand that this Handbook contains a summary of the College's policies. I further understand that the College may change, rescind, or add to any policies, benefits or practices described in the Handbook at any time, at its sole and absolute discretion with or without prior notice.

My signature below certifies that I have received the College's Student Handbook and understand the policies and procedures included in it and agree to abide by its provisions during my enrollment.

Student Signature

Date

Student Name

CCHC HEALTHCARE COLLEGE

PHOTO RELEASE FORM

I hereby grant CCHC Healthcare College permission to use my likeness in a photograph, video, or other digital media (“photo”) in any and all of its publications, including web-based publications, without payment or other consideration.

I understand and agree that all photos will become the property of CCHC Healthcare College and will not be returned.

I hereby irrevocably authorize CCHC Healthcare College to edit, alter, copy, exhibit, publish, or distribute these photos for any lawful purpose. In addition, I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive my right to royalties or other compensation arising or related to the use of the photo.

I hereby hold harmless, release, and forever discharge CCHC Healthcare College from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on the behalf of my estate have or may have by reason of this authorization.

I HAVE READ AND UNDERSTAND THE ABOVE PHOTO RELEASE. I AFFIRM THAT I AM AT LEAST 18 YEARS OF AGE, OR, IF I AM UNDER 18 YEARS OF AGE, I HAVE OBTAINED THE REQUIRED CONSENT OF MY PARENTS/GUARDIANS AS EVIDENCED BY THEIR SIGNATURES BELOW. I ACCEPT:

Student Signature

Date

Student Name