2026 Catalog

HEALTHSTAFF TRAINING INSTITUTE, INC.

2026 Catalog

January 1, 2026 to December 31, 2026

Direct Instruction/Distance Education Courses

Main Campus	Branch Campus	Satellite Campus
601 S. Milliken Ave., Suite A Ontario, CA 91761 Phone: (909) 321-5778 Fax: (909) 321-5779	27645 Jefferson Ave., Suite 116 Temecula, CA 92590 Phone: (951) 694-4784 Fax: (951) 694-4785	1970 Old Tustin Ave., Suite C Santa Ana, CA 92705 Phone: (714) 543-9828 Fax: (714) 543-9835

www.HSTi.com

Campus Business Hours
Ontario - Temecula - Santa Ana Campuses
8:30 a.m. - 4:30 p.m. Monday - Thursday
By Appointment - Friday

Owned by:
KD Education, LLC (a California Corporation)
601 S. Milliken Avenue, Suite A
Ontario, CA 91761

Revision Date: 10/13/2026
Revised Annually or as Necessary

BPPE Approval Number 3006691

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HEALTHSTAFF TRAINING INSTITUTE, INC. (HSTi)

GENERAL CATALOG

HealthStaff Training Institute, Inc., Inc. is a private institution with the main campus located at **601 S. Milliken Avenue, Suite A, Ontario, CA 91761,** a branch campus at **27645 Jefferson Ave., Suite 116, Temecula, CA 92590,** and a satellite campus at **1970 Old Tustin Ave., Suite C, Santa Ana, CA 92705**. Class/Lab sessions are held at each of these locations. HealthStaff Training Institute, Inc. is a non-accredited school but both campuses have been granted institutional "Approval to Operate" by the Bureau for Private Postsecondary Education. The Bureau's granting of Approval to Operate means that this institution and its operations comply with the state standards as set forth in the CEC and 5, CCR, established under the law for occupational instruction by private postsecondary educational institutions.

HealthStaff Training Institute, Inc. programs are not accredited by an accrediting agency recognized by the United States Department of Education. Students are not eligible for federal financial aid programs. HealthStaff Training Institute, Inc. offers the following programs/courses: Clinical & Administrative Medical Assistant (Front/Back Office), Administrative Medical Assistant (Front Office), Medical Front Office Assistant, Clinical Medical Assistant (Back Office), Business Systems & Cyber Security, Introduction to Computer Technology, Drug and Alcohol Counseling, Medical Billing and Coding, Advanced Medical Coding, Phlebotomy Technician I, and Pharmacy Technician. Classes are offered either in-class or distance Learning. The occupancy level provides a small classroom environment that allows for more one-on-one time between the student and instructor. The time spent between the student and instructor promotes better quality learning. HealthStaff Training Institute, Inc.'s hybrid courses combine traditional, face-to-face classroom/lab instruction with an online learning component. Some are blended but not all. Online chat rooms and threaded discussions provide opportunities for exciting and productive instructor-student interaction, as well as the opportunity to connect with faculty members for help and guidance.

The State of California requires that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying the fact. A certificate is issued for successful completion of all training programs at HealthStaff Training Institute, Inc..

Prospective enrollees are encouraged to read the school catalog and visit the physical facilities of the school to discuss personal educational and occupational plans with school personnel prior to enrolling or signing an enrollment agreement.

All information in this school catalog is current and correct and is so certified as true by Irma Pirone, Vice President of Operations.

Our History

HealthStaff Training Institute, Inc. (HSTi) began in September 1986 when the training department of Pharmacy Enterprises, Inc. (PEI), a pharmacy management company formed an education division. When the anticipated expansion of HSTi exceeded the scope of Pharmacy Enterprises, the institute became a privately-owned entity, keeping and carrying on the name of HealthStaff Training Institute, Inc.. Since 1986, HSTi has grown to offer solid allied healthcare programs and was one of the first vocational schools in Southern California to get approval from the then Bureau of Private Postsecondary Vocational Education (BPPVE), which is now known as Bureau of Private Postsecondary Education (BPPE). HSTi was acquired by KD Education, LLC, in February 2015, whose principals have an extensive successful background in the vocational school industry. Every day the mission is carried forward to train and educate motivated and focused individuals into becoming efficient and capable allied healthcare or business professionals.

Mission Statement

The mission of HealthStaff Training Institute, Inc. is to provide quality entry-level and retraining in vocational educational programs that are sound in concept and design and geared to serve those seeking solid foundations in the allied health and general business industries.

This mission is accomplished by imparting knowledge and skills needed for successful entry into many distinct employment opportunities available in the greater Temecula, Orange County, and Inland Empire's labor markets. Courses are designed to recognize the worth and dignity of all peoples and to be generally pertinent within the diversity of cultural and ethnic backgrounds represented in our student population. Instructors are selected primarily because of their achievements and professional experience within the vocation they teach, plus their ability to motivate and help the students develop to their greatest potential by providing training created in response to community needs.

Objectives

It is HealthStaff Training Institute, Inc.'s objective to conduct business in a moral, forthright, and effective manner while providing the medical and office community with properly trained technical personnel that perform their duties with expertise to become an asset to the employer. The programs offered at HealthStaff Training Institute, Inc. have three major objectives:

1. To provide the student with the knowledge and the skills necessary for entry or promotion into the career of his/her choice.
2. To provide the student with on-site practical experience.
3. To develop a confident and positive attitude in each student that is necessary for success.

HealthStaff Training Institute, Inc. is also committed to provide the student with a current industry-based curriculum emphasizing practical techniques while conducting business in an ethical and professional atmosphere, and embracing the fact that each student has worthwhile aspirations and a valuable contribution to make to the community.

Bankruptcy Statement

HealthStaff Training Institute, Inc., or its parent company, KD Education LLC, have NO pending petition in bankruptcy, are NOT operating as a debtor in possession, have NOT filed a petition within the preceding five years, or have NO petition in bankruptcy filed against them 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.).

Description of Facility

HSTi main campus is located at **601 #A & 603 #H S. Milliken Avenue, Ontario, CA 91761**. The campus is housed in an air-conditioned professional office building near the I-60, I-10, and I-15 freeways. There are Fourteen (14) administrative offices, Four (4) classrooms, one (1) computer lab, one (1) pharmacy tech lab, three (3) medical labs, a break room, employee lounge, reception area, and lobby. The school consists of approximately 7,500 square feet with the occupancy capability of 60-70 students.

HSTi branch campus is located at **27645 Jefferson Ave., Suite 116, Temecula, CA 92590**. The campus is housed in an air-conditioned professional office building in the heart of Temecula, right off the 15 freeway. There are three (3) administrative offices, four (4) lecture classrooms, one (1) computer lab, one (1) medical lab, one (1) pharmacy technician lab, and an employee/student break room. The school consists of approximately 5,500 square feet with the occupancy capability of 45-50 students.

HSTi satellite campus is located at **1970 Old Tustin Ave, Suite B & C; Santa Ana, CA 92705**. The campus is housed in an air-conditioned professional office building in the heart of Santa Ana, near the I-22, I-55 and I-5 freeways. There are three (3) administrative offices, one (1) computer lab, three (3) lecture classrooms, two (2) medical lab, one (1) pharmacy technician lab and an employee/student break room. The school consists of approximately 4,800 square feet with the occupancy capability of 35-40 students.

- ADA approved restrooms are located inside each building and parking is readily available.

Classroom Capacity

For all programs that include in-class instruction, HealthStaff Training Institute, Inc. limits classroom enrollment to a maximum of twenty-four (24) students per classroom, depending on classroom size, instructional requirements, and applicable safety regulations.

Classroom capacity limits are established to ensure effective instruction, appropriate instructor-to-student ratios, and compliance with state and federal regulatory requirements.

This classroom capacity standard applies to all in-class programs unless a program specifies a lower maximum class size due to licensing, lab, or regulatory requirements.

Blended Learning Classrooms

HSTi hybrid courses combine traditional or face-to-face classroom instruction with an online learning environment. Online chat rooms and threaded discussions provide opportunities for exciting and productive class interaction, as well as the opportunity to connect with faculty members for help and guidance. Chat rooms are open for discussion with peers at any time or with instructors during office hours. Each blended course also engages students with interactive learning exercises and animated activities while providing an audio-visual advantage. Effective online learning requires more than simple text on a screen. Students are able to see and hear each lesson from any computer with internet access.

For each of our hybrid programs, results of the tests taken are returned to the student on the same day or the following day at the latest. Responses/comments to the lessons or projects submitted are sent back to the students either on the same day or on the next business day at the latest.

Equipment

HSTi classrooms are supplied with a Laboratory work area and Lecture room equipped with the following at each of their three campuses:

- Pharmacy Technician: Personal computers, anatomical charts/models, Laminar-Flow Workbench, mortar and pestle, crash carts, Pharmacological References, Triple beam and electronic balances, scale, ointment slabs, syringes, IV fluids, biohazardous waste containers.
- Clinical Medical Assistant/Clinical & Administrative Medical Assistant/EKG Technician: Personal computers, centrifuge, electrocardiograph machine, examination tables, Mayo stands, microscopes, sphygmomanometers, stethoscopes, surgical instruments, training mannequins, autoclave, Audiometer, scales, thermometers, Holter monitors, electronic nebulizer, wheelchair, crutches, walker, venipuncture arm, derriere for injections, bio-hazardous waste containers.
- Business Systems & Cyber Security/Introduction to Computer Technology: Personal computers with Windows operating system and MS Office Suite. All required software and operating programs.
- Phlebotomy Technician I: Centrifuge, medical laboratory supplies, phlebotomy chair, needles, syringes, butterflies, tourniquets, blood collection tubes, bio-hazardous waste containers, venipuncture arm.
- Medical Billing & Coding/Advance Medical Coding/Administrative Medical Assistant/Medical Front Office Assistant/Electronic Health Records: Personal computer, Medical Office Software, Coding Books.
- Drug & Alcohol Counseling: Personal computer with internet access.

Faculty and Staff

Name	Title	Email Address
Tanvi Raje, MBA	Chief Executive Officer	Tanvi.R@HSTi.com
Irma Pirone, MBA	Vice President of Operations, Chief Academic Officer	Irma.P@HSTi.com
Kishore Mathrani, MBA	Director of Growth	Kishore.M@HSTi.com
Kavita Mathrani, BBA	Director of School, Campus Director - Ontario	Kavita.M@HSTi.com
Peggy Stedman	Career Services | Campus Manager, Santa Ana	Peggy.S@HSTi.com
Toni DePiano	Associate Director of Growth	Toni.D@HSTi.com
Debbie Lopez	Executive Assistant, Assistant Director Ontario	Debbie.L@HSTi.com
Kathleen Lopez	Career Services Lead	Kathleen.L@HSTi.com
Carmen Valdez	Career Services | Campus Manager, Temecula	Carmen.V@HSTi.com
Alma Aispuro	Assistant Director of Admissions, Ontario	Alma.A@HSTi.com
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Crystal Uribe, R.N.	Phlebotomy Program Director	Crystal.U@HSTi.com
Kayla Barboza	Medical Assistant Career Services Associate	Kayla.B@HSTi.com

Please refer to our Faculty List Catalog Supplement for Instructor's Names, Qualifications, Certifications, & Campus Locations

GENERAL ADMISSION REQUIREMENTS AND PROCEDURES

HealthStaff Training Institute, Inc. is dedicated to helping students make informed decisions about their education by providing a thorough overview of our programs and facilities before enrollment.

- **On-Campus Programs:** All students enrolling in on-campus programs are required to visit the HealthStaff Training Institute, Inc. campus prior to enrollment to gain a clear understanding of the program structure and to view the facilities and equipment.
- **Online Programs (Distance Learning):** Students enrolling in online programs (Distance Learning) must schedule an orientation session with a HealthStaff representative to become familiar with the virtual classroom and student portal. Personal interviews for online students may be conducted via **video call or phone.**

International Students and Visa Services: HealthStaff Training Institute, Inc. does not admit international students who require a student visa to study in the United States. HSTi does not provide visa services, does not vouch for student status, and does not issue documentation for the purpose of obtaining or maintaining a student visa. Accordingly, HSTi charges no fees for visa services or for vouching for student status.

All programs are conducted in **English**, with the exception of the following programs, which are also offered in **Spanish:**

- Introduction to Computer Technology
- Medical Front Office Assistant

HealthStaff Training Institute, Inc. does not offer English as a second language (ESL) classes.

Educational Requirements:

- Most programs require applicants to be a high school graduate or hold an equivalent (GED or official transcript). Applicants must submit a copy of their **High School Diploma, GED, or official transcript**.

Assessment Test/Ability-to-Benefit (ATB) Admission: Applicants who do not possess a High School Diploma or GED may be eligible to enroll in the following programs by successfully passing the Assessment/Ability-to-Benefit (ATB) test with a minimum score of 70%:
Business Systems & Cyber Security, Drug & Alcohol Counseling, Administrative Medical Assistant, Clinical Medical Assistant, Clinical & Administrative Medical Assistant, Introduction to Computer Technology (English & Spanish), and Medical Front Office Assistant (English & Spanish)

Assessment/ATB Test Grading Scale:

Grade A: 90–100%	Grade B: 80–89%	Grade C: 70–79% (Minimum required for program eligibility)

General Admission Requirements:

1. A copy of high school diploma, GED, or official transcript.
2. All students must possess the minimum of 8th grade English proficiency. Students that do not speak English as their primary language may be required to pass the Assessment Test/Ability to Benefit Test prior to enrollment to ensure that they possess proficiency in English to enroll in the program of their choice.
3. All applicants are required to complete an enrollment application and engage in a personal interview with the Admissions staff/personnel.
4. All applicants must be at least 17 years old.
5. Upon enrollment, all applicants are required to complete an enrollment package that includes reading, signing, and dating required disclosures.
6. A registration fee is required upon enrollment.
7. Please also refer to the course descriptions on pages 22 through 47 of this catalog for additional course specific prerequisites.

Spanish Language Programs:

For students enrolling in **Spanish-language instruction** for the **Introduction to Computer Technology** or **Medical Front Office Assistant** programs:

- All students must possess a **minimum of 8th grade Spanish proficiency**.

- Applicants who do not possess a high school diploma, GED, or official transcript may still be eligible for admission by successfully passing the **Assessment/Ability to Benefit (ATB) Test** with a **minimum score of 70%**.

Assessment/ATB Test Grading Scale:

Grade A: 90–100%	Grade B: 80–89%	Grade C: 70–79% (Minimum required for program eligibility)

Credit for Previous Training and Prior Experiential Learning

HealthStaff Training Institute, Inc. may grant credit for prior **formal education or training** when a student provides an official transcript or other official academic documentation showing successful completion of coursework that is substantially equivalent in content, clock hours, and competencies to coursework contained in the student's HSTi program.

Official transcripts and supporting documentation must be submitted for evaluation prior to enrollment or, when approved by the institution, prior to the start of the applicable course or module. HSTi will review the documentation and determine whether the previously completed coursework is equivalent to the applicable HSTi course or module. HSTi reserves the right to accept or deny any request for credit based on the content, scope, age, and applicability of the previous training.

When credit is approved, the applicable course or module will not be required to be repeated. The student's program schedule and tuition, when applicable, will be adjusted accordingly and reflected on the Enrollment Agreement or other appropriate enrollment documentation.

Because of the nature of HSTi's programs, education or training completed more than three (3) years prior to enrollment may not be accepted unless HSTi determines that the student's knowledge and skills remain current and applicable to the program.

Prior Experiential Learning: HealthStaff Training Institute, Inc. does not award academic credit solely for prior work experience, life experience, volunteer experience, military experience, internships, practicums, independent study, or other experiential learning that is not supported by qualifying formal educational or training records. Employment or other experience alone is not sufficient for the award of academic credit.

This restriction does not prevent HSTi from granting credit for previously completed formal coursework or training when supported by an official transcript or other acceptable academic documentation and determined by HSTi to be substantially equivalent to the applicable HSTi course or module.

Evaluation Procedure: A student requesting credit for previous formal education or training must submit an official transcript and, if requested by HSTi, supporting documentation such as course descriptions, syllabi, certificates, or documentation of clock hours. The Campus Director, Director of School, Program Director, or qualified designee will review the documentation and determine whether credit will be granted. The student will be informed of the determination.

Appeal Procedure: A student who disagrees with a determination concerning credit for previous formal education or training may submit a written appeal to the Director of School within ten (10) business days of receiving the determination. The student may submit additional supporting documentation with the appeal. The Director of School or designee will review the appeal and provide the student with a final written determination.

Charges: HSTi does not charge a fee for the evaluation of prior formal education or training, for a request concerning prior experiential learning, or for an appeal of a credit determination. Because HSTi does not award credit solely for prior experiential learning, there are no assessment, examination, portfolio review, or other charges associated with experiential-learning credit.

Notice Concerning Transferability of Credits and Credentials Earned at our Institution:

The transferability of credits you earn at HealthStaff Training Institute, Inc. is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program you complete 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 is 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 HealthStaff Training Institute, Inc. to determine if your credits or certificate will transfer. This institution has not entered into a transfer or articulation agreement with any other college or university.

Non-Discrimination and Disability Statement

HealthStaff Training Institute, Inc. is firmly committed to providing educational programs for all eligible applicants without regard to race, creed, color, religion, national origin, sex, age, or medical condition, except where a medical condition constitutes an occupational limitation. Federal sexual harassment guidelines have been adopted as a part of school policy. HealthStaff Training Institute, Inc. also complies with the Equal Opportunity Act of 1972, Title VII of the Civil Rights Act 1964, American Disabilities Act 1990, and Section 504, Rehabilitation Act of 1973. This policy of non-discrimination applies to all students, employees, and applicants for admission and employment and to all participants in institutionally sponsored activities.

Disability Access & Reasonable Accommodations (ADA / WIOA)

HealthStaff Training Institute, Inc. complies with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and Workforce Innovation and Opportunity Act (WIOA) Title I.

The institution does not impose eligibility criteria that screen out or tend to screen out individuals with disabilities unless such criteria are necessary for the provision of the program and are applied in a non-discriminatory manner.

Reasonable accommodations, auxiliary aids and services, assistive technology, service animals, and mobility aids (including wheelchairs) are available upon request and are provided at no cost to the individual.

Accommodation requests may be made verbally or in writing at any time during the admissions process or enrollment by contacting the Campus Director or Administrative Office.

Individuals requesting accommodations have the right to accept or decline any accommodation and may choose to participate in programs without accommodation. Declining an accommodation will not result in any penalty, denial of services, or adverse treatment.

Concerns regarding accessibility or accommodations may be addressed through the institution's Student Rights / Grievance Procedure outlined in this catalog.

STUDENT SERVICES

Students are encouraged to contact administrative officials and staff for information on local services.

- **Transportation** - Bus and Metro line services offering multiple connections are available near most of the HSTi campuses. MTA riders may be eligible for student discounts by providing proof of enrollment.
- **Academic Advising** - Instructors and faculty are available to the student Mondays through Thursdays during regular business hours. The student can receive tutoring, guidance, and support throughout their educational path.
- **Housing** - HealthStaff Training Institute, Inc. does not maintain any dormitory facilities and assumes no responsibility to find or assist a student in finding housing. Monthly rental places for 1+ bedrooms within a 5 to 10-mile radius of the Temecula campus average in the low $700's to $1100, the Santa Ana campus' average is in the low $1000's to $1400, and the Ontario campus is in the low $600's to $1200's.

LIBRARY/LEARNING RESOURCES/REFERENCE MATERIALS

HealthStaff Training Institute, Inc. maintains a number of reference materials including textbooks, magazines, and other industry-related publications, as well as, a list of websites and information systems. It is available to students either on campus or for home use. Students are encouraged to access the internet for research purposes. Student links are provided by the instructor or in the course syllabus. HealthStaff Training Institute, Inc. also maintains a computer lab that students may log onto to use the Internet for learning resources as well. The procedure to access these materials is to ask the instructor to email links, "Google" topics of research, or access references provided in online courses or textbooks via the student's own computer or one of the computers in the computer lab. HealthStaff Training Institute, Inc. does not have an extensive inhouse library but is able to direct students to local libraries around the surrounding community.

Ontario City Library 215 East "C" Street, Ontario (909) 395-2004	Temecula Public Library 30600 Pauba Rd., Temecula (951) 693-8900	Santa Ana Public Library 20 Civic Center Plaza, Santa Ana (714) 647-5250

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.

Student Rights / Grievance / Complaint Procedures

HSTi encourages students who have concerns, complaints, or problems with the school or its employees to first discuss the matter with their instructor or another appropriate school representative in an effort to resolve the concern promptly.. A student may submit an official complaint in writing by completing the **HSTi Student Complaint/Suggestion Form** provided in the enrollment packet, or by submitting the complaint in writing by email. All official student complaints should be submitted to: Irma Pirone, Email: Irma.P@HSTi.com.
A student or any member of the public may also file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 Toll-Free or by completing a complaint form, which can be obtained on the Bureau's internet website www.bppe.ca.gov. Students are not required to complete HSTi's internal complaint process before contacting the Bureau for Private Postsecondary Education (BPPE). A student or any member of the public may file a complaint with BPPE at any time.

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 Street, Suite 225, Sacramento, CA 95834 or P.O. Box 980818, West Sacramento, CA 95798-0818. Telephone #'s (888) 370-7589 or (916) 574-8900 or by fax (916) 263-1897.

Office of Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary 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, option #5, or by visiting osar.bppe.ca.gov

Student Conduct

Students must adhere to the standards set by HSTi. Professionalism and respect for others are practiced at all times at HSTi. Failure to comply will lead to suspension or to other disciplinary actions (dismissal from the institute). Proper safeguards for the welfare, safety and educational opportunity for all students will be provided. Students must conduct themselves in a way that will not interfere with the learning process of other students, the classroom presentation by the instructor, or the progress of the class in general.

Dress Code

Students are preparing for careers. Preparation includes developing the habit of wearing appropriate professional attire. Students in the CAMA, CMA, AMA, MFO. EKG, EHR, Pharmacy and Phlebotomy Technician courses are required to wear standard uniform school scrubs during class session. Each student will receive two sets of school scrubs upon enrollment. Students may purchase additional school scrubs for $20 per set. No shorts, skirts, sandals or open-toed shoes will be permitted in the Clinical Laboratory. Any student wearing any combination of these articles will not be permitted to participate in medical lab practice. All other course dress code should be business casual.

Drug-Free Workplace Policy

It is the policy of HSTi to maintain a drug-free environment in accordance with the Drug Free School and Communities Act. HSTi prohibits the unlawful possession, use or distribution of illicit drugs and alcoholic beverages by students on its property or as part of any of its activities. Any student or employee who is involved with the unlawful possession, use or distribution of illicit drugs or alcohol will be subject to termination. Information concerning use and misuse of chemicals (including drugs and alcohol) shall be available as well as resource information of a chemical dependency program in the community. Anyone seeking information or help, please contact an Administrator or Director of Campus. All conversations are held in strict confidence.

Student Records

Student records are maintained for five years from the date of student's graduation, termination, or withdrawal. Records are available upon individual student request for a five-year period only. For security purposes all records are destroyed after the five-year term. The Family Educational Rights and Privacy Act (FERPA) of 1974 is a federal law and prohibits an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. Transcripts are kept permanently.

Job Placement Assistance

HealthStaff Training Institute, Inc. offers placement assistance to graduates in career planning and job placement lifetime. Career preparation begins the first week of class. Techniques such as networking, finding the hidden job market, writing an effective resume, and interviewing techniques are taught in a practical classroom approach. ***HealthStaff Training Institute, Inc. does not guarantee employment.***

- **Pharmacy Technicians** must be registered with the California State Board of Pharmacy to obtain a Pharmacy Technician's license. *The registration process includes Live Scan finger printing, which is electronically transmitted to the Department of Justice and Federal Bureau of Investigation for completion of a criminal record check. The California State Board of Pharmacy will likely deny your registration if you have a felony conviction.
- **Drug & Alcohol Counseling** employers are required since 2012, to have 66% of their staff certified by the California Consortium of Addiction Programs & Professionals (CCAPP). ***Certain employers may require a background check."***

Calendar

HealthStaff Training Institute, Inc. operates on a continuous basis throughout the year. Class start and end dates can be found as an addendum to this catalog. The following holidays are observed for the student population:

• Martin Luther King Day	Mon, Jan 19, 2026
• Presidents Day	Mon, Feb 16, 2026
• Memorial Day	Mon, May 25, 2026
• Independence Day	Fri, Jul 3, 2026
• Labor Day	Mon, Sep 7, 2026
• Veterans Day	Wed, Nov 11, 2026
• Thanksgiving Day (and day after)	Thu & Fri, Nov 26-27, 2026
• Holiday Break	Thu, Dec 24, 2026- Fri, Jan 1, 2027 (Skeleton staff present on Dec 28-31)

Semester Hour System Unit

HealthStaff Training Institute, Inc. has adopted the semester credit unit basis of measuring student progress. One reason for adopting this system is that it makes it clearer when calculating a student's Grade Point Average (GPA). A credit unit is based on the following:

1 semester credit unit…15 hours of classroom instruction/lecture
1 semester credit unit…30 hours of supervised laboratory/practical instruction
1 semester credit unit…45 hours of supervised externship at an approved facility

A clock hour is defined as a period of 60 minutes with a minimum of fifty minutes of classroom instruction, laboratory, or other academic related work.

Grades are based on the result of written tests, laboratory final exams, daily classroom assignments, practical check-off and completion of homework assignments. Final grades are reported at the end of each course and posted to the student's permanent academic record.

Attendance Procedure

Students are expected to attend all regularly scheduled classes. It is the responsibility of a student to telephone the school and email the instructor in advance to advise the school when he/she will be absent or late. All students are considered full-time status, which is defined as the enrollment of at least 20 hours per week.

Students are expected to maintain satisfactory attendance throughout the program. Attendance is monitored on both a cumulative and consecutive basis. Students who fall below the minimum attendance requirement of 80% at any point in the program will be placed on probation, regardless of whether absences are consecutive.

- Students absent for more than five (5) consecutive class days will be placed on probation and may be subject to counseling.

- A student who is absent for three (3) consecutive weeks, defined as fifteen (15) consecutive scheduled class days, will be terminated from the program. This applies only to consecutive absences.
- The five (5)-day probation threshold and the fifteen (15)-day termination threshold apply only to consecutive scheduled class days. Non-consecutive absences do not count toward the fifteen (15) consecutive-day termination threshold but may affect overall attendance percentage.

At midpoint of the program, a student's overall attendance percentage is determined. If the minimum is not achieved the student will be counseled and/or placed on probation.

A class may be canceled or rescheduled if there is insufficient enrollment in the first session not to exceed thirty (30) days. If a class reschedule date exceeds thirty (30) days, the students' enrollment will be terminated. Students will be required to complete a new enrollment agreement.

Daily Attendance

Instructors will take student attendance on a daily basis. Daily attendance records become part of the student's permanent record. The student may make arrangements with the instructor to make up the work and/or time missed during this period.

All students (**except Phlebotomy Technician I**) must have a minimum of 80% attendance of the total clock hours in order to graduate. **Phlebotomy Technician I** students are required to have 100% attendance and cannot be late or leave early in order to graduate. If a phlebotomy student misses a class or is one minute or more late to class, or leaves class one minute or more early, the student must make up the same entire day that was missed when the class rotates through it again. *There will be no exceptions made as this is mandated by the California Department of Public Health.*

Distance Learning Students

It is a requirement that students must have access to a computer with internet access. Each module is presented with lessons, assignments, handouts, and modular testing. Instructor is available during regular business hours for /arranged telephone communication. Instructor will review educational activity on a weekly basis. This will include message board, live classroom, and chat room forum with instructor and fellow classmates. Instructor is available during regular business hours for telephone communication. Student may Skype/Video Conference in to live classroom at any time. HealthStaff Training Institute, Inc. students receive full access to course curriculum; however, students are to follow their instructor's lead. Students will be emailed progress reports, educational suggestions, and mid-point status. Student lessons or projects submitted to instructors will be returned to the student within three (3) business days with the instructor's response and evaluations.

Leave of Absence Policy

Students may request a Leave of Absence (LOA) in the event of serious illness, death in the family, or any mitigating or emergency circumstances. A written request explaining the circumstances, length (number of days) of the LOA and any documentation to support the LOA must be submitted for review and must be approved by the Campus Director.

If approved, a leave may be granted for a period of up to 60 calendar days for one 12-month period. *Students may not return in the middle of any given module. Return dates must fall on the first day of a scheduled module start date (to be determined by administration).* This may extend the 60 days as well.

Students who fail to return to class as scheduled following a LOA will be terminated from the program and the school will invoke the Cancellation/Refund Policy if applicable.

Make-Up Examinations

If a student has an excused absence on the day a test is given, he/she will take the exam on the day of return with no penalties. Students who wish to retake a failed test will be given one (1) opportunity to re-take the test. A maximum score of 70% will be recorded for any re-take examinations.

Course Incompletes

An “Incomplete” will not be considered as a final grade. If students do not complete the required course work within five school days, the Incomplete will be converted to an “F”. The “F” will be averaged in with the other grades in determining the average grade.

Transcripts

Upon written request, the student may receive, or have issued on his/her behalf, one (1) official transcript of grades completed at HSTi at no charge at time of completion of the course. A fee of $10.00 will be charged for each additional transcript requested.

Course Evaluation

At various intervals, students are requested to participate in a confidential evaluation of different aspects of their education, including instructor’s efforts. For purposes of self-improvement, instructors are provided with a summary of the results from the Director but have no access to individual student evaluations.

Notice to Veteran (Military) Students

- Registration Fee for Veteran’s is $10 instead of $250 for non-Veteran’s.
- Student progress is monitored monthly. Students are placed on probation for thirty (30) days if 70% requirement is not being met. If at the end of the probation period standards are still not met, benefits will be terminated.
- Student attendance is checked on a monthly basis. Students who are not meeting the graduation attendance requirements are placed on probation for thirty (30) days. If at the end of the probation period graduation requirements are not met, benefits will be terminated.
- HSTi will notify Veterans Administration regarding changes of student status.
- All prior transcripts and records of previous education and training must be provided for evaluation. HSTi will evaluate prior education and training and grant appropriate credit, when applicable, in accordance with the institution’s Credit for Previous Training and Prior Experiential Learning policy.
- For information or for resolution to specific payment problems, the veteran should call the Department of Veteran Affairs nationwide toll-free number at (800) 827-1000; Education Services (888) 442-4511.

Monitoring of Progress

Progress reports are reviewed on the 5th of every month by Director, Instructor, and student. During the first increment (25%) of the program, a minimum of 80% of the attempted clock hours and “C” average (70%) are required. If the minimums are not achieved, the student will be placed on academic or attendance probation or both, if applicable. The second increment is reviewed at 50% of the program, which requires a minimum of 80% of the attempted clock hours and “C” average (70%). If the minimums are not achieved, the student will be placed on probation for 30 days. If unsuccessful, the student will be terminated from the program.

Academic and Attendance Probation, Warning and Dismissal

Students who fail to comply with the standard of attendance or satisfactory academic progress will be placed on probation and given written notification/warning of their probationary standing. One or more of the following may determine unacceptable progress assessment:

- Poor attendance (see Daily Attendance)
- Below academic standing
- Unsatisfactory mastery of pertinent skills

Academic and attendance progress is evaluated for all students at the following intervals:

• Monthly, for ongoing monitoring of academic and attendance performance
• At twenty-five percent (25%) of program completion
• At fifty percent (50%) of program completion
• At the conclusion of any probationary period, which is thirty (30) days

Students who do not meet academic or attendance standards are placed on probation and provided written notice outlining the requirements necessary to regain satisfactory progress.

A student who fails to meet academic or attendance standards after the probationary period will be terminated from the program.

If the student is funded by a third-party payor (including but not limited to Veterans Affairs (VA), Workforce Innovation and Opportunity Act (WIOA), Department of Rehabilitation (DOR), Workers' Compensation, or other sponsoring agencies), HealthStaff Training Institute, Inc. will notify the applicable third-party payor within thirty (30) days of the effective date of termination, in accordance with applicable regulatory requirements.

Students who are placed on probation will be notified in writing that they are being placed on academic probation, which will begin at the start of the next module. Students on probation will be considered to be making satisfactory academic progress if at the end of the probation period, their cumulative average is 70% or higher.

If a student falls below the standards set by the Institute, a consultation between the student and the Instructor(s) and/or the Program Coordinator will be scheduled. At this time arrangements will be made to re-establish satisfactory progress through makeup work and/or tutorial sessions. Within thirty (30) days, all missed course work and/or time is to be made up, to be removed from probation/ warning status.

If after the thirty (30) days probation period the student continues to fall below the specified requirements of satisfactory academic progress, the student will then be dismissed from the program.

Grading System

Any assignment not submitted timely or any test missed will be marked as an, "incomplete." Students are allowed five (5) school days to make up a missed test or an incomplete assignment – it must be turned in to the instructor to be approved. If the student does not submit the assignment or complete a test that the student has missed within five (5) school days, a grade of an "F" will be submitted automatically.

The grading system is as follows:

Grade		GPA	Interpretation
A	(90-100)	4.0	Excellent
B	(80-89)	3.0	Above Average
C	(70-79)	2.0	Average
F	(0-69)	0.0	Fail
I		0.0	Incomplete
L			Leave of absence
T	(Transfer Credit)		Credit
W			Withdrawal

Academic Reinstatement

Students failing a module must retake that module in order to continue the program. Repeating the module may not exceed 150% of the program length. A failed module may only be retaken once. A student may re-enroll at a later date if authorized by the instructor and School Director (and Career Counselor, if applicable). To re-enroll, the student must submit a written request for re-admittance to the School Director. The student will be notified of his/her re-admittance status within forty-eight (48) hours after receipt of the written request. Students who are re-admitted must sign a new Enrollment Agreement and will receive credit only for courses in which a 2.0 GPA was received. The time attended is counted towards maximum time frame.

Appeal Process

Students who wish to appeal the determination of satisfactory progress probation; a grade, a suspension or a **dismissal** must submit a letter to the office of the Chief Executive Officer. A two-person committee appointed by the Director will make an appeal recommendation. The appeal process may occur only once, and any decision shall be deemed final. The committee will notify the student within forty-eight (48) hours regarding the course of action recommended. The appeal process may be denied in cases of drug-alcohol use/possession, carrying a concealed weapon, or physical violence.

Satisfactory Academic Progress Guidelines

Student progress is evaluated at 25% and 50% of program completion, and monthly thereafter. Students not meeting SAP standards (minimum 70% GPA and 80% attendance) at any evaluation point are immediately placed on a 30-day probation.

Failure to meet SAP requirements at the end of the probation period will result in termination from the program. For students receiving VA benefits, any change in status, including termination for failure to meet SAP, will be reported to the Department of Veterans Affairs within 30 days.

Satisfactory progress is expected of each student to remain in school. Satisfactory progress is determined by the following criteria:

- Maintaining a 2.0 grade-point average, which is an indication of successful academic performance as measured by passing examinations with 70% accuracy or better, timely completion of assignments, acceptable performance of pertinent skills, and not to exceed Maximum Time Frame or 150% of normal program length.
- Achieving the minimum number of semester credits
- Meeting standards specified on probation agreement
- Meeting the specified conditions for incomplete, withdrawals, or probation status
- Tutoring is available upon student request and scheduling to help students meet these guidelines

If a student falls below the criteria listed above, a consultation with a school official will be scheduled. The student will receive a written notice of probation. Any student, whose training has been interrupted for academic reasons, or administrative withdrawals, may be reviewed for reinstatement. Request must be in writing and submitted to the Campus Director. HealthStaff Training Institute, Inc. does not offer non-credit, remedial courses, or non-punitive grades on satisfactory progress.

Plagiarism Policy

HSTi considers academic honesty to be of the highest value. Students are expected to be the sole authors of their work. Examples of dishonesty or unethical behavior:

- Copying and pasting text from online media.
- Copying and pasting text from any web site.
- Transcribing text from any printed material such as books, magazines, journals, and encyclopedias.
- Using another student's work and claiming it as your own, even with permission from the other student. Any time you quote, summarize or paraphrase; you must acknowledge the original source.

Maximum Time Frame for Program Completion

All students are required to complete their program within a maximum time. (All programs must be completed within 150% times the normal duration of time required to complete the program). A Leave of Absence is not counted in the maximum time frame. **A student who exceeds the maximum time frame prior to completion of the program "will be dropped"' from the program.*

Graduation Requirements

To graduate, students are required to complete a prescribed course of study with a cumulative grade point average (CGPA) of 2.0 (C), have 80% attendance, and if applicable, the required clinical externship hours with satisfactory evaluation or assessment within the maximum time frame. Graduates will obtain "OFFICAL" Transcripts when the course and financial requirements are met.

A full discharge of all financial obligations to the school is expected when the "OFFICAL" Transcripts are requested. Students completing these requirements will receive a certificate of completion in their program of study. Stamped "UNOFFICIAL" Transcripts can be provided to the student with a note of unpaid financial obligations to the school. If the student has defaulted on his or her financial obligations, the school may also specify this on the academic transcript.

Students Right to Cancel

The student shall have the right to cancel the enrollment agreement and receive a full refund pursuant to section 71750 through attendance at the first class session, or the seventh day after enrollment, whichever is later. Cancellation is effective on the date written notice of cancellation is sent by email to Irma Pirone, Irma.P@HSTi.com. Written notices may also be delivered in person to Irma Pirone, or mailed to the school's

administrative office, care of Debbie Lopez, 601 S. Milliken Ave, Ste A, Ontario CA 91761. Notice of cancellation must be in writing. If a student provides a verbal cancellation in person or over the phone, the institution shall send a follow-up written notice via email to the student affirming their verbal cancellation and the date the verbal cancellation was made.

All records pertaining to the student's cancellation and refund issuance will be retained in the student's file, and the student will be added to the institution's cancellation log records, to include the student's name, address, telephone number, personal email address, date of cancellation and refund amount.

Withdrawal Policy

Withdrawals Initiated by the Student

A withdrawal for the current period of attendance may be effectuated by the student's written notice sent by email to Irma Pirone, Irma.P@HSTi.com. Written notices may also be delivered in person to Irma Pirone, or mailed to the school's administrative office, care of Debbie Lopez, 601 S. Milliken Ave, Ste A, Ontario CA 91761. Notice of withdrawal must be in writing. If a student provides a verbal withdrawal notice in person or over the phone, the institution shall send a follow-up written notice via email to the student affirming their verbal withdrawal and the date the verbal withdrawal was made. The effective date of the student's withdrawal shall be the date it is received by the institution.

Withdrawals Initiated by the Institution

Withdrawal for the current period of attendance may also be brought about by the student's conduct or lack of attendance. This is referred to as an "administrative withdrawal" and will be effectuated by the institution's written notice to the student, which is to include the reasons for administrative withdrawal and the effective date of the administrative withdrawal. For students who are administratively withdrawn due to lack of attendance, the effective date of the administrative withdrawal shall be the student's last date of attendance.

Students attending programs at our institution may be administratively withdrawn for the following reasons:

- Disruptive and/or offensive and inappropriate behavior in class or outside of class to fellow classmates and/or faculty and staff
- As the result of an investigation of plagiarism and cheating in which it was concluded the student did commit such actions
- Being absent for three (3) consecutive weeks (15 scheduled class days) with no communication with the school to excuse the absences or otherwise seek to arrange a leave of absence

All records pertaining to the student's withdrawal and refund issuance will be retained in the student's file, and the student will be added to the institution's withdrawal log records, to include the student's name, address, telephone number, personal email address, date of withdrawal and refund amount.

Refund Policy

What follows is the sole refund policy for this institution. No other refund policy shall be enforced other than this policy, as specified in our institutional catalog and enrollment agreement.

How Refunds are Calculated in the Event of a Cancellation

If a student cancels their enrollment according to the Cancellation Policy, this institution shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee, not to exceed two hundred fifty dollars ($250), as specified in the catalog and enrollment agreement. Any fees collected related to the Student Tuition Recovery Fund shall be refunded. Any fees collected for educational materials otherwise noted as nonrefundable shall also be refunded.

How Refunds are Calculated in the Event of a Withdrawal

A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:

(A) The amount of the refund owed to the student equals the total charges paid by the student, minus the daily or hourly tuition charge for the program (total institutional charge minus any non-refundable charges, divided by the number of days or hours in the program), multiplied by the number of days or hours the student attended prior to withdrawal, and minus any non-refundable charges. Any hours or days prior to the student's last day of attendance for which the student was scheduled to attend but was absent shall be included in the calculation of days or hours attended.

All amounts that the student has paid shall be subject to a pro rata refund unless the enrollment agreement and the refund policy outlined in the catalog specify a non refundable deposit or application fee, not to exceed two hundred fifty dollars ($250), or non-refundable amounts paid for educational materials, or both. This institution does charge a non-refundable deposit of two hundred fifty dollars ($250). This amount is specified in our Charges and Fees section in the catalog and on the student's enrollment agreement. Please refer to the Fees section of the catalog and the enrollment agreement for an itemization of charges that are non-refundable as part of a pro rata refund, as well as a description of the conditions under which those items may or may not be refundable

Refunds to 3rd Parties, as applicable

If a refund is made to a third party on behalf of a student who has cancelled or withdrawn from their enrollment in an educational program, the institution shall provide the student, within 45 calendar days after the date of cancellation or withdrawal, a written notice, as described in section 71920(b)(10), in hard-copy or electronic format, itemizing the amount refunded to each third party, the name of the third party, and the date of each refund, as applicable.

Refunds of Payments Collected and Payable to 3rd Party Entities, as applicable

If this institution has collected money from, or on behalf of, a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license, application, or examination and the institution has not paid the money to the third party or has not yet been billed or invoiced by the third party at the time of the student's cancellation or withdrawal, the institution shall refund the money to the student within 45 calendar days of the student's cancellation or withdrawal.

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.

Timing and Documentation of Refunds

This institution shall refund any credit balance on the student's account within 45 days after the date of the student's cancellation of, completion of, or withdrawal from, the educational program in which the student was enrolled. This institution shall provide the student with documentation specifying the amount of a refund, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent, as well as the payment method of refund (check, cash, ACH transfer, etc.).

Distance Learning Program:

Students in the Distance Learning Program have the right to cancel the agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent. If the institution sent the first lesson and material before an effective cancellation notice was received, the Institution will make the refund within 45 days after the student returns any materials sent.

a. Has fully paid for the educational program; and

b. After having received the first lesson and initial materials, requests in writing that all of the materials be sent. However, if HealthStaff Training Institute, Inc. has provided the balance of the material as the student requests, the school shall remain obligated to provide the other educational services it agreed to provide, such to the

student's inquiries, student and faculty interaction, and evaluations and comment on lessons submitted by the student, but will not be obligated to pay and refund after all of the lessons and materials are provided.

Sample Refund Calculator

Refunds will be calculated in clock hours using the elapsed time method. The student is entitled to a refund based upon the portion of the program not completed. The amount owed equals 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 student attended, or was scheduled to attend, prior to withdrawal less the cost of any books, supplies and equipment returned in good condition (good condition does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) and a registration fee not to exceed $250.00. The refund is to be paid within 45 days of withdrawal.

Example: *If a student pays $8395.00 for institutional charges ($7835.00 for tuition fee, $310.00 for books & supplies and 250.00 non-refundable registration fee) in advance for a 930-hour course and withdraws after 200 hours, the tuition earned would be $2365.37 and refund due would be $6029.63*

200/930 x $8395 *(Institutional Charges)* ***+ $250*** *(Registration) +* ***$310*** *(Books & Supplies)* ***= $2365.37***

Refund Due = $8395 - $2365.37 = $6029.63

STRF fee paid by the student in non-refundable

Rights & Responsibilities of Loan/Financial Assistance Recipients

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 receives federal aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

Student Tuition Recovery Fund

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, and prepay all or part of your tuition.

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 N. Market Blvd., Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or 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.

Methods of Payments

HealthStaff Training Institute, Inc. participates in the following sponsored programs to assist the student with the financial investment in their education. HSTi does not participate in standard (DOE) federal and state financial aid programs.

- Cash, Check, Money orders, Visa, MasterCard, American Express, Discover or Private Payment Arrangements
- Climb Credit Student Loans
- Leif Student Loans
- WIOA, Department of Labor, TAA funding
- Workers Compensation vouchers, CA Department of Rehabilitation
- Veteran's Benefits and MyCAA
- Private Banking Lending Agencies

Applicants interested in more information regarding financial availability should contact the Director of Admissions. Additional consumer information and forms are available to interested students. The Director of Admissions will assist the applicant in filling out the appropriate forms.

Externship (Practical Training) Assignment

Students should be made aware of the externship policies and requirements prior to enrollment. It is important that students meet with externship coordinators at least 2 weeks prior to class end date so that resumes can be prepared and interviews may be set up prior to externship assignment.

Externship training is scheduled to begin after the didactic and laboratory portions of the program are successfully completed, and when the student has met the stated requirements below:

- All course work must be completed prior to placement in an externship facility.
- Any student removed from an externship site for absenteeism, attitude or unprofessional behavior will forfeit his/her participation in the program.
- Students may only be reinstated once for the externship rotation portion of the program.
- The Program Coordinator/Instructor will make the final decision as to the externship placement.

Externship Attendance

All students must be in contact with the externship coordinator within 30 days of the last class. If the student fails to contact within 30 days, the externship coordinator will issue the student a warning letter with a 10 day grace period. If after 10 days there is still no contact, a drop letter will be sent to the student.

The externship facility will place the same demands on the student that are placed on their paid employees. HSTi attendance policy applies (see attendance). Students are encouraged to participate in their externship training on a full-time basis (20 - 40 hours per week).

Students in the **Medical Assistant** programs (CAMA, CMA, and AMA) must complete the required number of externship hours (160) at least four (4) months from the date they begin their externship. **Pharmacy Technician** students must complete their externship requirements (120 hours) at least six (6) months from the date they begin their externship. **Drug and Alcohol Counseling** students must complete the entire required hours (255) to be recognized by CCAPP, registration or testing must be completed within twelve (12) months of externship. **Phlebotomy Technician** students must complete 40 hours of externship within six (6) months of training.

Any student who does not start an externship within 20 days (20 days is 4 school weeks) of completing the didactic portion of the course involving lab skills will need to attend school onsite lab/s to be checked off for current skill sets before being placed at an externship site.

Students may be required to participate on various days, hours and/or shifts that may or may not rotate at their externship site. This is because some of the tasks might be divided throughout the day; therefore, a student may need to rotate hours or shifts in order to adequately complete their training.

Externship hours will be determined between the site and the student. Students are required to adhere to the set schedule of the facility. If the student requests a change of scheduled hours or days, he/she must comply with the procedures set forth by the externship site.

It is the student's responsibility to complete the timesheets at the externship facility on a weekly basis and obtain the signature of a staff member of the facility. While at the externship facility, students are required to submit time sheets as defined in the externship policy.

Externship Completion

All required paperwork must be returned to HealthStaff Training Institute, Inc. prior to graduation from the program.
Completion is determined by the following:

✓ All hours of participation are documented and verified
✓ Externship completion summary form from supervisor of facility
✓ Original documentation

HSTi reserves the right to amend, change, cancel, review policies, procedure, curriculum, and class schedules in order to benefit the students.

This catalog includes programs that are state-approved by the California Bureau for Private Postsecondary Education and subject to the California Private Postsecondary Education Act of 2009 and others that are not. Certain rights and protections outlined in this catalog, including but not limited to student refund rights, cancellation rights, and Student Tuition Recovery Fund (STRF) eligibility, apply only to the following state-approved programs.

State-approved Programs by the California Bureau for Private Postsecondary Education (BPPE)

PROGRAM FEES

Registration Fee:	Non-refundable $250.00	*Veterans: $10.00
STRF Fee:	Non-refundable $0.00 per $1,000 of institutional charges effective April 1, 2024	

THE SCHEDULE OF TOTAL CHARGES FOR A PERIOD OF ATTENDANCE & THE ESTIMATED SCHEDULE OF TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: (includes Registration, STRF, Books/Equipment/Tools, & Tuition):

Program Name	In-Class/Distance Learning					
	Registration Fee	STRF	Books Fees	Supplies Fees	Tuition Fee	**Total Charges**
Clinical & Administrative Medical Assistant	$250.00*	$0.00	$210.00	$100.00	$9,035.00	**$9,595.00**
Administrative Medical Assistant	$250.00*	$0.00	$290.00	$20.00	$6,035.00	**$6,595.00**
Clinical Medical Assistant	$250.00*	$0.00	$210.00	$100.00	$8,035.00	**$8,595.00**
Drug & Alcohol Counseling	$250.00*	$0.00	$350.00	$0.00	$7,795.00	**$8,395.00**
Medical Billing & Coding	$250.00*	$0.00	$300.00	$0.00	$6,845.00	**$7,395.00**
Pharmacy Technician	$250.00*	$0.00	$321.00	$100.00	$7,724.00	**$8,395.00**
Phlebotomy Technician CPT-1 (In-Class only)	$250.00*	$0.00	$150.00	$300.00	$1,895.00	**$2,595.00**
Business Systems & Cyber Security	$250.00*	$0.00	$375.00	$0.00	$6,770.00	**$7,395.00**
Introduction to Computer Technology (Offered in English & Spanish both)	$250.00*	$0.00	$375.00	$0.00	$6,370.00	**$6,995.00**
Advanced Medical Coding	$250.00*	$0.00	$500.00	$0.00	$5,245.00	**$5,995.00**
Medical Front Office Assistant (Offered in English & Spanish both)	$250.00*	$0.00	$310.00	$0.00	$6,035.00	**$6,595.00**
EKG Technician	$250.00*	$0.00	$150.00	$400.00	$2,195.00	**$2,995.00**
Electronic Health Records (EHR)	$250.00*	$0.00	$550.00	$0.00	$2,195.00	**$2,995.00**

*** HealthStaff Training Institute, Inc. (HSTi) offers a reduced registration fee of $10 instead of the standard $250 to eligible U.S. military veterans.**

For purposes of this policy, an eligible veteran is an individual who has served in the United States Armed Forces, including the Army, Navy, Air Force, Marine Corps, Coast Guard, or Space Force, and has been discharged or released under conditions other than dishonorable. Qualifying members of the National Guard and Reserves are also eligible. Verification of military service may be requested through a DD Form 214, Veteran Identification Card, or other acceptable military service documentation. This reduced registration fee is an institutional benefit offered by HSTi and does not require the student to receive VA educational benefits.

****Laptops issued to students by HSTi are not returnable or refundable once the student has used it. Books, Equipment, Tools & Supplies are Non Refundable**

No student shall be charged nor collected from or on behalf of any amount for total charges that exceeds the amount listed in our catalog and on the student's enrollment agreement.

California State Board of Pharmacy application includes but may not be limited to:
Photos, fingerprints, H.S. transcript, self-query (actions regarding medical field negative actions), and California application fees are the responsibility of the student. California State Board of Pharmacy does not refund money. Please inquire with the Administrative staff members for any questions or direction for specific questions regarding the California State Board of Pharmacy.

HSTi recommends that all Drug & Alcohol Counseling students obtain membership and certification within industry related organizations. Fees are not covered by HSTi.

Additional Expenses Not Paid by HSTI:

- Online program Memberships, Registration, Applications for governing agencies.
- Physical Examination
- TB Test/ Chest X-ray (if TB test is positive)
- HBV Series and/or HBV Titer
- Additional Testing and/or National Certification (except for Phlebotomy Technician I, EKG Technician & EHR students)
- HSTi is approved by the California Veterans state approving agency to enroll veterans and other eligible persons.
- HSTi policy states "Registration fee for Veterans" is $10.00.
- HSTi does not participate in Federal Title IV funding of Pell Grants or student loans (Sub or Unsubsidized).

✓ Total Program Cost above indicates: Total cost of program, the schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.

Student Tuition Recovery Fund Rate Change

Effective April 1, 2024

Effective April 1, 2024, the Student Tuition Recovery Fund (STRF) assessment rate will change from two dollars and fifty cents ($2.50) per one thousand dollars ($1,000) of institutional charges to zero dollar ($0.00) per one thousand dollars ($1,000) of institutional charges.

After the rate change, institutions will no longer be required to collect STRF assessment fees from students.

CLINICAL & ADMINISTRATIVE MEDICAL ASSISTANT (CAMA)

Direct Instruction/Distance Education

(FRONT AND BACK OFFICE)

Course Description

930 Clock Hours / 42.0 Credit Hours

This nine hundred-thirty hours (930), 36-week program prepares the student for entry level employment in a clinical/administrative setting of a physician's office or a health care facility. Students receive instruction in medical law and ethics, terminology, anatomy and physiology, human relations, use and care of diagnostic equipment, venipuncture, injections, pharmacology, universal precautions, vital signs, CPR, first aid, hematology, EKG's, stress testing, Holter monitor, urinalysis, and microbiology. Basic computer operations, administration of front office medical procedures, insurance forms, and CPT codes are also included. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies. Upon completion of this program, graduates will receive a certificate of completion, certification in BLS and AED, and will be eligible to test for national certification.

Course	Course Title & Description	Clock Hours	Unit	Lecture	Lab	Extern
AMA 100	**Medical Assisting as a Career, Human Relations, Medical Law & Ethics:** Introduction to the field of Medical Assisting, emphasizing professional behavior, effective communication, and the understanding of medical law, ethics, and confidentiality standards.	50	2.0	50	0	
AMA 101	**Reception, Office Equipment & Telephone Techniques:** Covers front office operations, including patient reception, effective use of office equipment, and professional telephone techniques vital to healthcare settings.	50	2.5	25	25	
AMA 102	**Safety, Patient Education & Scheduling:** Focuses on maintaining a safe clinical environment, patient education strategies, and mastering scheduling techniques for optimal patient flow and clinic efficiency.	50	2.5	25	25	
AMA 103	**Medical Records and HIPAA Compliance.** Introduces the proper management, storage, and security of medical records, with an emphasis on HIPAA compliance, regulations, and examination preparation.	50	2.5	35	15	
AMA 104	**Insurance, Billing, & Coding:** Overview of the healthcare insurance industry, including the history, key concepts such as deductibles, copayments, and coinsurance, and the fundamentals of billing and coding.	50	2.5	35	15	
AMA 105	**Computers & Electronic Health Record:** Hands-on training in Electronic Health Records, including patient charting, billing, scheduling, and the use of Medisoft software in a healthcare environment.	50	2.5	40	10	
AMA 106	**Patient Billing & Collection / Financial Management:** Emphasizes accurate ICD-10 diagnostic coding, CPT procedural coding, and the importance of precise billing and collection procedures in healthcare financial management.	50	2.5	35	15	
CMA 100	**Exam & Treatment Areas, Anatomy & Physiology I:** Introduces medical specialties, clinical exam areas,	50	2.5	25	25	

	and the basic physiological processes of the human body, providing foundational knowledge for clinical practice.					
CMA 101	**Applied Anatomy & Physiology I:** Covers the Integumentary, Skeletal, Muscular, and Respiratory systems, including structures, functions, and related medical terminology.	50	2.5	30	20	
CMA 102	**Applied Anatomy & Physiology II:** Study of the Cardiovascular system, cellular structure, and Male and Female Reproductive systems, including common laboratory tests and diagnostics.	50	2.5	30	20	
CMA 103	**Clinical Practices I:** Practical training in vital signs, patient SOAP notes, assisting with physical examinations, preparing exam trays, and administering injections.	50	2.5	25	25	
CMA 104	**Clinical Practices II:** Advanced clinical skills including basic phlebotomy techniques, EKG testing, pediatric measurements, glucometer use, TB testing, wound care, and basic CPR.	50	2.5	25	25	
CMA 105	**Assisting with Diagnostics I:** Examination of the Gastrointestinal system structure and functions, including laboratory requisitions, exam tray preparation, and fundamentals of injection techniques.	50	3.0	25	25	
CMA 106	**Assisting with Diagnostics II:** Techniques for assisting physicians during examinations, preparing patients for procedures, and addressing patient mobility and special needs.	60	3.0	30	30	
CMA 107	**Pharmacology:** Covers basic pharmacology concepts including dosage calculations, medication administration, drug interactions, and pharmacy-related medical terminology.	60	3.0	30	30	
CMA 108	**Career Preparation & Externship:** Preparation for externship placement through skills validation (lab check-offs), NHA certification review, professional resume development, and meeting with the externship coordinator.	160	3.5			160
TOTAL		***930***	***42***	***465***	***305***	***160***

*Clinical Medical Terminology is taught continuously throughout the course

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, Hospital, or Insurance Company.
Job Titles include: Front Desk Receptionist, Front Office Medical Assistant, Unit Clerk, Clinical Medical Assistant, Medical Assistant, Medical Back Office Assistant, Medical Office Manager, and Admissions Representative.

SOC CODE: 31-9092

Prerequisite: Student must have a High School Diploma or GED or Assessment Test/ATB prior to enrolling in this course.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Two sets of scrubs, stethoscope, and a laptop computer, if applicable.
Certification Exam: Upon successful course completion, students can pay the required NHA fees and take the Certified Clinical Medical Assistant certification exam.

ADMINISTRATIVE MEDICAL ASSISTANT (AMA)

Direct Instruction/Distance Education

(FRONT OFFICE, COMMUNITY HEALTH WORKER)

Course Description

600 Clock Hours / 25.5 Credit Hours

This six hundred hours (600), 25-week program prepares the student for entry level employment in a front office setting of a physician's office, or Community Health Worker at a health care facility. The emphasis of the program is placed on medical ethics, medical terminology, human relations, insurance billing, and secretarial skills for a medical office. Basic computer operations (including MS Word and MS Excel), administration of front office medical procedures, insurance forms, and CPT, and ICD-10 codes are also included. Soft skills training will include ethics, good citizenship, teamwork, critical thinking and problem-solving skills, along with communication, interpersonal and effective listening skills as well as de-escalating procedures. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies. Upon completion of this program, graduates will receive certification in BLS and AED, a certificate of completion, and are eligible to test for national certification.

Course	Course Title & Description	Clock Hours	Unit	Lecture	Lab	Extern
AMA 100	**Medical Assisting as a Career, Human Relations, Medical Law & Ethics:** Introduction to the field of Medical Assisting, emphasizing professional behavior, effective communication, and the understanding of medical law, ethics, and confidentiality standards.	50	2.5	50	0	
AMA 101	**Reception, Office Equipment & Telephone Techniques:** Covers front office operations, including patient reception, effective use of office equipment, and professional telephone techniques vital to healthcare settings.	50	2.5	25	25	
AMA 102	**Safety, Patient Education & Scheduling:** Focuses on maintaining a safe clinical environment, patient education strategies, and mastering scheduling techniques for optimal patient flow and clinic efficiency.	50	2.5	25	25	
AMA 103	**Medical Records and HIPAA Compliance.** Introduces the proper management, storage, and security of medical records, with an emphasis on HIPAA compliance, regulations, and examination preparation.	50	2.5	35	15	
AMA 104	**Insurance, Billing, & Coding:** Overview of the healthcare insurance industry, including the history, key concepts such as deductibles, copayments, and coinsurance, and the fundamentals of billing and coding.	50	2.5	35	15	
AMA 105	**Computers & Electronic Health Record:** Hands-on training in Electronic Health Records, including patient charting, billing, scheduling, and the use of Medisoft software in a healthcare environment.	50	2.5	25	25	
AMA 106	**Patient Billing & Collection / Financial Management:** Emphasizes accurate ICD-10 diagnostic coding, CPT procedural coding, and the importance of precise billing and collection procedures in healthcare financial management.	50	2.5	30	20	

AMA 107	**Practice Management, De-escalating Procedures, & Emergency Preparedness:** Focuses on managing a healthcare practice efficiently, handling difficult patient interactions through de-escalation techniques, and preparing for emergencies within a medical office setting. Students learn essential skills for maintaining a safe, organized, and professional healthcare environment.	50	2.5	35	15	
MT 100	**Medical Terminology & Abbreviations:** Introduction to medical language and abbreviations used in healthcare settings. Students learn word roots, prefixes, suffixes, and the structure of medical terms to effectively communicate within a clinical environment.	40	2.0	40	0	
CMA 108	**Career Preparation & Externship:** Preparation for externship placement through skills validation (lab check-offs), NHA certification review, professional resume development, and meeting with the externship coordinator.	160	3.0			160
TOTAL		**600**	**25**	**300**	**140**	**160**

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, Hospital, or Insurance Company.
Job Titles include: Front Desk Receptionist, Front Office Medical Assistant, Community Healthcare Worker, Unit Clerk, and Admissions Representative.

SOC CODE: 31-9092

Prerequisite: Student must have a High School Diploma or GED or Assessment Test/ATB prior to enrolling in this course.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Two sets of scrubs, stethoscope, and a laptop computer, if applicable.

Certification Exam: Upon successful course completion, students can pay the required NHA fees and take the Certified Medical Administrative Assistant certification exam.

CLINICAL MEDICAL ASSISTANT (CMA)
Direct Instruction/Distance Education
(BACK OFFICE)

Course Description

600 Clock Hours / 25.5 Credit Hours

This six hundred hours (600), 25 week program prepares the student for entry level employment in a clinical/medical setting of a health facility or a physician's office. Students receive instruction in medical law and ethics, terminology, anatomy and physiology, human relations, use and care of diagnostic equipment, venipuncture, injections, pharmacology, universal precautions, vital signs, CPR, first aid, hematology, EKG's, stress testing, Holter monitor, urinalysis, and microbiology. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies. Upon completion of this program, graduates will receive certification in BLS and AED, a certificate of completion, and are eligible to test for national certification.

Course	Course Title & Description	Clock Hours	Unit	Lecture	Lab	Extern
AMA 100	**Medical Assisting as a Career, Human Relations, Medical Law & Ethics:** Introduction to the field of Medical Assisting, emphasizing professional behavior, effective communication, and the understanding of medical law, ethics, and confidentiality standards.	40	2.0	40	0	
CMA 100	**Exam & Treatment Areas, Anatomy & Physiology I:** Introduces medical specialties, clinical exam areas, and the basic physiological processes of the human body, providing foundational knowledge for clinical practice.	50	2.5	25	25	
CMA 101	**Applied Anatomy & Physiology I:** Covers the Integumentary, Skeletal, Muscular, and Respiratory systems, including structures, functions, and related medical terminology.	50	2.5	30	20	
CMA 102	**Applied Anatomy & Physiology II:** Study of the Cardiovascular system, cellular structure, and Male and Female Reproductive systems, including common laboratory tests and diagnostics.	50	2.5	30	20	
CMA 103	**Clinical Practices I:** Practical training in vital signs, patient SOAP notes, assisting with physical examinations, preparing exam trays, and administering injections.	50	2.5	25	25	
CMA 104	**Clinical Practices II:** Advanced clinical skills including basic phlebotomy techniques, EKG testing, pediatric measurements, glucometer use, TB testing, wound care, and basic CPR.	50	2.5	25	25	
CMA 105	**Assisting with Diagnostics I:** Examination of the Gastrointestinal system structure and functions, including laboratory requisitions, exam tray preparation, and fundamentals of injection techniques.	50	2.5	25	25	
CMA 106	**Assisting with Diagnostics II:** Techniques for assisting physicians during examinations, preparing patients for procedures, and addressing patient mobility and special needs.	50	2.5	25	25	
CMA 107	**Pharmacology:** Covers basic pharmacology concepts including dosage calculations, medication administration, drug interactions, and pharmacy-related medical terminology.	50	2.5	25	25	

CMA 108	**Career Preparation & Externship:** Preparation for externship placement through skills validation (lab check-offs), NHA certification review, professional resume development, and meeting with the externship coordinator.	160	3.0			160
TOTAL		***600***	***25***	***250***	***190***	***160***

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, or Hospital.

Job Titles include: Clinical Medical Assistant, Medical Assistant, and Medical Back Office Assistant.

SOC CODE: 31-9092

Prerequisite: Student must have a High School Diploma or GED or Assessment Test/ATB prior to enrolling in this course.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Two sets of scrubs, stethoscope, and a laptop computer, if applicable.

Certification Exam: Upon successful course completion, students can pay the required NHA fees and take the Certified Clinical Medical Assistant certification exam.

DRUG AND ALCOHOL COUNSELING (DAC)

Direct Instruction/Distance Education
CCAPP & CADTP Approved Curriculum
Alcohol and Drug Addiction Counseling

Course Description

645 Clock Hours / 29.88 Semester Credit Units

This six hundred and forty-five hours (645), 24-week program prepares the student for entry-level employment as a Drug and Alcohol Counselor in different recovery settings. Students receive instruction in the basics of addiction, the 12 core functions of a counselor, basic counseling skills and methods, chemical dependency and the family, ethics and special treatment issues, and advanced counseling skills and methods. Students will be required to participate in a 255-hour externship in an approved facility, and 50 hours of educational required classroom lecture covering TAP 21* addiction counseling competencies, and the 12 core functions. Upon completion of this program the student will receive a certificate of completion and official transcript. Graduates are eligible to apply for certification with CCAPP* & CADTP**. Students must complete 3000 hours of on the job experience (approximately 1.5 years full time) prior to being eligible to take the certification exam for CCAPP, or 2080 hours of an the job experience prior to being eligible to take the certification exam for CADTP

Course	Course Title & Description	Clock Hours	Unit
DAC 100	**Introduction & Orientation:** Overview of program expectations, registration procedures, resume preparation techniques, and completion of a research project.	40	2.500
DAC 101	**Abnormal Psychology:** Introduction to abnormal psychology, foundational counseling techniques, dual diagnosis (mental health and substance use), the disease model, and the bio-psycho-social approach to treatment. Knowledge of current DSM-5 model, cultural competency introduction	50	3.125
DAC 102	**Physiology & Pharmacology:** Exploration of drug classifications, neurotransmitter functions, brain imaging technologies, and the physical effects of tolerance, withdrawal, and craving, medications for addiction treatment	50	3.125
DAC 103	**Law & Ethics:** Examination of laws and policies governing substance use treatment, ethical standards, confidentiality practices, and CFR-42 federal regulations, Behavioral HealthCare Delivery	50	3.125
DAC 104	**Case Management & Core Functions:** Focus on the 12 core functions of substance abuse counseling, Assessment, Treatment Planning, Relapse Prevention, After Care Planning, ASAM criteria and levels of care, Utilizing Electronic Health Records, Clinical Documentation	50	3.125
DAC 105	**Individual, Group & Family Counseling:** Study of counseling theories and techniques applied to individuals, families, and groups; includes family counseling dynamics and group process fundamentals.	50	3.125
DAC106	**Personal & Professional Growth:** Emphasis on counselor self-care, stress management, practicing professional boundary setting, preventing burnout, and techniques such as motivational interviewing.	50	3.125
DAC 107	**Field Work Practicum:** Introduction to TAP-21 standards, the eight dimensions of counseling competencies, and preparation for supervised practicum experience.	50	3.125
DAC 108	**Supervised Field Practicum (Externship):** Completion of 255 hours of supervised practicum experience, documentation of fieldwork hours, and fulfillment of program completion requirements.	255	5.5
TOTAL		***645***	**29.88**

Completion of this course could lead to a position in Rehabilitation Centers, Hospitals, Outpatient Clinics, Residential Treatment Facilities, and Community Health Organizations.

Job Titles include: Drug and Alcohol Counselor, Substance Abuse Counselor, Addiction Specialist, Case Manager, Rehabilitation Counselor, Behavioral Health Technician, and Recovery Support

SOC CODE: 21-1011

Prerequisite: Student must have a High School Diploma or GED or Assessment Test/ATB prior to enrolling in this course.
Prior To externship, student must have RADT certificate from CCAPP or SUDRC from CADTP
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

The Drug and Alcohol Counseling program is approved by:
*California Consortium of Addiction Programs & Professionals website: https://ccapp.us/
*California Association for DUI Treatment Programs website: https://cadtpcounselors.org/

CCAPP Requirements:

- Certificate of completion from an approved institution.
- Official transcript must state the following: Minimum of 288 core classroom hours, 45 classroom practicum hours, and 255 field experience hours.
- Must have completed work experience hours as follows prior to taking the CCAPP certification exam:
  - 3000 hours - High School Diploma
  - 2080 hours - A.S. or higher in Behavioral Health related field.
- Application, portfolio processing, test, and fees to CCAPP.

Recommended:

- CCAPP Membership
- CADTP Membership

CADTP Requirements:

- Certificate of completion from an approved institution.
- Official transcript must state the following: Minimum of 315 core classroom hours, 50 classroom practicum hours, and 255 field experience hours.
- Must have completed work experience hours as follows prior to taking the CADTP certification exam:
  - 2080 hours of SUD counseling work experience - High School Diploma
- Application, portfolio processing, test, and fees to CADTP.

Equipment/Supplies include: Laptop computer, if applicable.

MEDICAL BILLING & CODING (MBC)

Direct Instruction/Distance Education

Course Description

240 Clock Hours / 15 Semester Credit/units

This two hundred forty hours (240), 12-week program is designed to provide the student with the skills and knowledge necessary to successfully perform multifaceted functions in a doctor's office. Knowledge of insurance providers is emphasized along with medical terminology, anatomy, and the training to perform basic techniques in billing and coding. Students are taught how to code using CPT, HCPCS, ICD-10-CM resources. Extensive computer instruction and lab time is also provided in Windows 11, Electronic Medical Record, and other medical computer programs. Upon completion of this program, graduates will receive a Certificate of Completion.

Course	Course Title & Description	Clock Hours	Units	Lecture	Lab
MB 100	**Medical Office Etiquette & Ethics:** Introduction to professional behavior in a medical office, understanding legal and ethical guidelines, the basics of the healthcare revenue cycle, and conducting effective patient interviews.	20	1.3	20	
MB 101	**HIPAA Compliance and Safety:** Examination of HIPAA regulations, patient confidentiality laws, and government compliance standards to ensure safe and secure medical practice operations.	20	1.3	20	
MB 102	**Introduction to Health Insurance:** Overview of the healthcare insurance industry, including its history, structure, and key concepts such as deductibles, coinsurance, and copayments.	10	0.67	10	
MB 103	**Coding Techniques:** Introduction to ICD-10 diagnostic coding, including sub-terms, main terms, indexing, basic coding techniques, and use of the alphabetic tabular system.	20	1.3	20	
MB 104	**Coding Techniques for CPT:** Training in CPT procedural coding with focus areas including Evaluation and Management, Respiratory, Integumentary, Laboratory, Surgery, and Radiology services.	20	1.3	20	
MB 105	**Electronic Billing & Learning System:** Hands-on instruction in electronic billing processes, patient data input, and claims submission procedures using industry-standard software.	20	1.3	20	
MB 106	**Physicians' Current Procedural Terminology I & II:** Focus on Medicare billing and compliance, including patient qualifications, deductibles, applicable laws and ethics, prevention of fraudulent billing, and CMS-1500 claim form preparation.	20	1.3	20	
MB 107	**Coding Techniques for CPT:** Introduction to Medicaid billing and compliance procedures, including qualification requirements, billing protocols, and CMS-1500 form submissions.	20	1.3	20	
MB 108	Private Insurances and HMO Billing. Deductibles, Copays, Coinsurance, Primary Payer and CMS 1500	10	0.67	10	
MB 109	Disability Insurance and Veteran Benefits and how to bill. Different qualifications and programs. CMS 1500 billing	20	1.3	20	
MB 110	Patient Case Studies & History Charts: Electronic Patient System, Charts, Superbills, Insurance Information	20	1.3	20	
MB 111	Medical Billing Software Application I & II: Case Studies for electronic billing and CMS 1500 claim forms	20	0.67		20

MB 112	Career Management & Communication Skills: Hospital Billing basics and Case Coordination, Career Services, resume building and potential job market.	20	1.3	20	
TOTAL		**240**	**15**	**220**	**20**

Completion of this course could lead to a position in Medical Offices, Medical Billing Service Companies, Hospitals, Skilled Nursing Facilities, Clinics, Home Health Agencies, and Insurance Companies.

Job Titles include: Medical Biller, Medical Insurance Biller, Medical Coder, Medical Collector, Healthcare Claims Examiner, Claims Processor, Authorization Specialist, Reimbursement Specialist, Patient Service Representative and Data Entry Clerk.

SOC CODE: 43-3021

Prerequisite: Student must have a High School Diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Laptop computer, if applicable.

Certification Exam: Upon successful course completion, students can pay the required NHA fees and take the Certified Billing and Coding Specialist certification exam.

BUSINESS SYSTEMS & CYBER SECURITY (BCS)

Direct Instruction/Distance Education

Course Description

510 Clock Hours / 21.5 Credit Hours

This five hundred and ten hours (510), 20-week program prepares the student for entry-level employment in administration positions in office environments as well as entry-level bookkeeping. Students receive instruction in Windows, Cyber Security, Artificial Intelligence, Microsoft Office, and QuickBooks. These skills can be utilized in general and specialized office settings. This program allows the student to obtain the technical skills and knowledge necessary to utilize computer software applications efficiently. Programs include but are not limited to Windows, Microsoft Word, Excel Outlook, PowerPoint, QuickBooks, and Internet operations. Throughout the course, students will be required to practice typing and 10-key skills to improve speed and accuracy. Upon completion of this program, graduates will receive a Certificate of Completion and be eligible to sit for certification exams if so desired.

Course	Course Title & Description	Clock Hours	Units	Lecture	Lab
CO 100	**Computer Basics:** Introduction to Windows and internet navigation. Covers computer etiquette, email techniques, scheduling, contact management, and digital calendar use for professional settings.	25	1.05	10	15
WD 101	**Word Processing & Document Designing:** Training in Document Creation & Maintenance, Editing, Word Tables, Formatting, Advanced Styles, Document Sharing, Mail Merging	75	3.15	25	50
EX 102	**Spreadsheets & Data Management:** Training in Spreadsheet Creation & Maintenance, Editing, Conditional Formatting, Formulas, Charts, Graphs, Templates	75	3.15	25	50
PP 103	**Presentations & Visual Communication:** Training in Presentation Development, Templates, Importing, Animation, Sound & Graphics, Charts, Graphs, Templates	25	1.05	10	15
AI 100	**Artificial Intelligence:** Introduction to Artificial Intelligence, Machine Learning & Algorithms, AI Practices, Ethical Considerations in AI, The Future of AI	25	1.05	10	15
CS 100	**Cyber Security:** Introduction to Cyber Security, Types of Cyber Threats, Cyber Security Technologies, Cyber Security Best Practices	75	3.15	25	50
QB 100	**QuickBooks I:** Introduction to QuickBooks software for managing accounts receivable/payable, invoicing, record keeping, and bank account setup.	60	2.6	20	40
QB 101	**QuickBooks II:** Intermediate QuickBooks training covering user navigation, data entry techniques, and effective management of financial records.	50	2.1	20	30
QB 102	**QuickBooks III:** Advanced QuickBooks usage including generating reports, handling online banking functions, and financial analysis tools.	50	2.1	20	30
CP 100	**Career Preparation:** Training in general office operations, including business machines, office etiquette, business English, and terminology. Includes job search strategies, resume writing, and interview techniques.	50	2.1	15	35
TOTAL		***510***	***21.5***	***170***	***340***

Completion of this course could lead to a position in any general office setting, payroll company, or accounting firms.

Job Titles may include but are not limited to: Receptionist, Administrative Assistant, Administrator, Computer Operator, Data Entry, Accounting Clerk, Payroll Clerk, Accounts Payable & Accounts Receivable Clerk, and Bookkeeper.

SOC CODES: 43-3030, 43-1010, 43-6011, 43-3057, 43-6014, 43-3050, 43-6010, 43-4171

Prerequisite: Student must have a High School Diploma or GED or Assessment Test/ATB prior to enrolling in this course.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Laptop computer, if applicable.

PHARMACY TECHNICIAN

Direct Instruction/Distance Education

Course Description

600 Clock Hours / 25 Credit Hours

This six hundred (600) hour, 27-week program prepares the student for entry level employment as a Pharmacy Technician in different pharmacy settings. Students receive instruction in pharmacy law and drug legislation, drug nomenclature, dosage forms, weights, measures, and calculations. Emphasis is placed on terminology, anatomy, and physiology as it relates to various diagnosis, medications, drug classifications, chemotherapy and antibiotic, automated drug distribution, sterile preparation and extemporaneous compounding. Students are required to participate in a one hundred twenty (120) hour externship in an approved hospital or pharmacy where they perform various pharmacy functions. Upon completion of this program, the student will receive a certificate of completion, qualify to apply to California State Board of Pharmacy for registration/licensing, and are eligible to sit for a national certification exam if they desire.

Course	Course Title & Description	Clock Hours	Unit	Lecture	Lab	Extern
PT 100	**Pharmacy Law:** Introduction to the pharmacy profession, including laws, regulations, industry standards, and the development of drugs and supplements.	50	3.0	50		
PT 200	**Pharmacy Operations I:** Covers drug administration routes, dosage forms, pharmacy measurements, and pharmaceutical calculations essential for safe medication dispensing.	50	2.0	10	40	
PT 300	**Pharmacy Operations II:** Focus on community pharmacy procedures, including prescription processing, medication labeling, patient instructions, and customer service.	50	2.0	10	40	
PT 400	**Internal Medicine I:** Introduction to pharmacology and commonly prescribed cardiovascular and anti-infective agents. Reviews the evolution and categories of medicinal drugs.	50	3.0	40	10	
PT 500	**Internal Medicine II:** Examination of endocrine, respiratory, gastrointestinal, renal, hematologic, topical, ophthalmic, otic agents, as well as vitamins and over-the-counter supplements.	50	3.0	40	10	
PT 600	**Hospital Procedures & Operations:** Overview of hospital operations, community pharmacy management, and applying business math to everyday pharmacy operations.	50	2.0	10	40	
PT 700	**Pharmacology I:** Training in hospital pharmacy dispensing, infection control practices, aseptic techniques, sterile compounding, and cleanroom procedures.	50	2.0	20	30	
PT 800	**Pharmacology II:** Emphasizes patient safety, error prevention, professional communication, ethical standards, and interpersonal skills for pharmacy technicians.	50	2.0	20	30	
PT 900	**Pharmacy Compounding:** Hands-on training in extemporaneous nonsterile compounding and special pharmaceutical calculations used in customized medication preparation.	50	2.0	10	40	
PT 920	**Career Prep:** Guidance on resume writing, cover letter creation, interview skills, and job search strategies for pharmacy technician employment.	30	1.5	15	15	

PT 950	**Externship:** A supervised externship that provides real-world pharmacy experience in a retail or hospital setting, applying classroom knowledge in a practical environment.	120	1.75			120
TOTAL		**600**	***25***	***225***	***255***	***120***

Completion of this course could lead to a position in a retail pharmacy, hospital pharmacy, compounding pharmacy, or mail order pharmacy.

Job Titles include: Pharmacy Technician, Compounding Technician, IV Technician, Hospital Pharmacy Technician, Retail Pharmacy Technician, Mail Order Pharmacy Technician

SOC CODE: 29-2052

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.

California State Board Requirements:

- High school diploma or GED
- Course completion certificate
- Finger printing process *(Live Scan clearance from DOJ and FBI)*
- Application and fees submitted to California State Board of Pharmacy

Equipment/Supplies include: 2 sets of scrubs, and a laptop computer, if applicable.

Certification Exam: Upon successful course completion, students can pay the required PTCB or NHA fees and take the Certified Pharmacy Technician certification exam.

MEDICAL FRONT OFFICE ASSISTANT (MFO)

(Offered in English & Spanish both)

Direct Instruction/Distance Education

(MEDICAL ASSISTANT, FRONT OFFICE, COMMUNITY HEALTH WORKER)

Course Description

200 Clock Hours / 11.83 Credit Hours

This two hundred hours (200), 12-week program prepares the student for entry level employment in a front office setting of a physician's office, or Community Health Worker at a health care facility. The emphasis of the program is placed on medical ethics, medical terminology, human relations, insurance billing, and secretarial skills for a medical office. Basic computer operations (including MS Word and MS Excel), administration of front office medical procedures, insurance forms, and CPT, and ICD-10 codes are also included. Soft skills training will include ethics, good citizenship, teamwork, critical thinking and problem-solving skills, along with communication, interpersonal and effective listening skills as well as de-escalating procedures. Upon completion of this program, graduates will receive certification in BLS and AED, a certificate of completion, and are eligible to test for national certification.

Course	Course Title & Description	Clock Hours	Unit	Lecture	Lab
AMA 100	**Medical Assisting as a Career, Human Relations, Medical Law & Ethics:** Introduction to the field of Medical Assisting, emphasizing professional behavior, effective communication, and the understanding of medical law, ethics, and confidentiality standards.	40	2.50	35	5
AMA 101	**Reception, Office Equipment & Telephone Techniques:** Covers front office operations, including patient reception, effective use of office equipment, and professional telephone techniques vital to healthcare settings.	40	2.33	30	10
AMA 102	**Safety, Patient Education & Scheduling:** Focuses on maintaining a safe clinical environment, patient education strategies, and mastering scheduling techniques for optimal patient flow and clinic efficiency.	20	1.17	15	5
AMA 103	**Medical Records and HIPAA Compliance.** Introduces the proper management, storage, and security of medical records, with an emphasis on HIPAA compliance, regulations, and examination preparation.	40	2.33	30	10
AMA 104	**Insurance, Billing, & Coding:** Overview of the healthcare insurance industry, including the history, key concepts such as deductibles, copayments, and coinsurance, and the fundamentals of billing and coding.	20	1.17	15	5
AMA 106	**Patient Billing & Collection / Financial Management:** Emphasizes accurate ICD-10 diagnostic coding, CPT procedural coding, and the importance of precise billing and collection procedures in healthcare financial management.	20	1.17	15	5
MT 100	**Medical Terminology & Abbreviations:** Introduction to medical language and abbreviations used in healthcare settings. Students learn word roots, prefixes, suffixes, and the structure of medical terms to effectively communicate within a clinical environment.	20	1.17	15	5
TOTAL		**200**	**11.83**	**155**	**45**

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, Hospital, or Insurance Company.

Job Titles include: Front Desk Receptionist, Front Office Medical Assistant, Community Healthcare Worker, Unit Clerk, and Admissions Representative.

SOC CODE: 31-9092

Prerequisite: Student must have a High School Diploma or GED or Assessment Test/ATB prior to enrolling in this course.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: A laptop computer, if applicable.

Certification Exam: Upon successful course completion, students can pay the required NHA fees and take the Certified Medical Administrative Assistant certification exam.

INTRODUCTION TO COMPUTER TECHNOLOGY (ICT)

(Offered in English & Spanish both)

Direct Instruction/Distance Education

Course Description

240 Clock Hours / 10.25 Credit Hours

This two hundred and forty hours (240), 12-week program prepares the student for entry level employment in administration positions and office environments. Students receive instruction in MS Windows, Cyber Security and Microsoft Office Suite. These skills can be utilized in general and specialized office settings. This program allows the student to obtain the technical skills and knowledge necessary to utilize computer software applications efficiently. Programs include but are not limited to Windows, Cyber Security, Microsoft Word, Excel, PowerPoint and Internet operations. Throughout the course, students will be required to practice typing and 10-key skills in order to improve speed and accuracy. Upon completion of this program, graduates will receive a Certificate of Completion and be eligible to sit for certification exams if so desired.

Course	Course Title & Description	Clock Hours	Units	Lecture	Lab
CO 100	**Computer Basics:** Introduction to Windows, Internet navigation. File Explorer, Computer Etiquette, E-Mail Techniques, and Outlook,	40	1.65	10	30
WD 101	**Word Processing & Document Design:** Training in Document Creation & Maintenance, Editing, Word Tables, Formatting, Advanced Styles, Document Sharing, Mail Merging	60	2.65	20	40
EX 102	**Excel Spreadsheets & Data Management:** Introduction to Spreadsheet Creation & Maintenance, Editing, Conditional Formatting, Formulas, Charts, Graphs, Templates	60	2.65	20	40
PP 103	**Presentations & Visual Communication:** Introduction to Presentation Development, Templates, Importing, Animation, Sound & Graphics	40	1.65	10	30
CP 100	**Career Preparation & General Office Skills:** Training in General Office Skills, Office Etiquette Career Preparation, Job Search & Interview Techniques, Resume Preparation. Also covers introduction to Cyber Security, Cyber Threats, Safe Internet Practice, Basic Data Protection.	40	1.65	10	30
TOTAL		***240***	***10.25***	***70***	***160***

Completion of this course could lead to a position in any general office setting.

Job Titles include: Receptionist, Administrative Assistant, Administrator, Computer Operator, Data Entry, Clerk.

SOC CODES: 43-1010, 43-6011, 43-3057, 43-6014, 43-6010, 43-4171

Prerequisite: Student must have a High School Diploma or GED or Assessment Test/ATB prior to enrolling in this course.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Laptop computer, if applicable.

ADVANCED MEDICAL CODING (AMC)

Direct Instruction/Distance Education

Course Description

100 Clock Hours / 3.10 Semester Credit/units

This One hundred hours (100), 10-week program is designed to provide the student with the skills and knowledge necessary to successfully perform multifaceted medical coding functions in a doctor's office. Knowledge of ICD-10 diagnostic coding and CPT procedure coding with abstracting patient medical records to gain hands-on experience. Medical language is emphasized along with medical terminology, anatomy, and the training to perform proficient coding so the student can pass their medical coding certificate. Students are taught how to code using HCPCS, and inpatient PCS coding resources. Extensive computer instruction, lab coding time and lecture is also provided. Upon completion of this program, graduates will receive a Certificate of Completion.

Course	Course Title & Description	Clock Hours	Units	Lecture	Lab
MBC 111	**Introduction to Medical Coding:** Overview of the medical coding profession, including key terminology, processes, and the role of a coder in healthcare documentation and reimbursement.	10	0.31	4	6
MBC 112	**Introduction to ICD-10 and Reporting Diagnosis:** Focus on diagnostic coding using ICD-10, with instruction on the alphabetic index and tabular list. Emphasizes the importance of accuracy in diagnostic coding.	10	0.31	4	6
MBC 113	**ICD-10 Coding (Mental Health, Endocrine, and Special Senses):** Diagnostic coding practices related to mental illness, the endocrine system, and diseases of the eyes, ears, and nose, with emphasis on identifying main terms and sub-terms.	10	0.31	4	6
MBC 114	**ICD-10 Coding (Respiratory, Cardiovascular, and Skeletal Systems):** Coding instruction for respiratory conditions, cardiovascular diseases, and skeletal system disorders using correct main and sub-terms.	10	0.31	4	6
MBC 115	**ICD-10 Coding (Integumentary, Muscular, and Skeletal Systems):** Specialized diagnostic coding for the integumentary system, benign and malignant neoplasms, muscular, and skeletal conditions using ICD-10 standards.	10	0.31	4	6
MBC 116	**ICD-10 Coding (Obstetrics and Gynecology):** Focused training on diagnostic coding for obstetric and gynecological conditions, including pregnancy-related diagnoses and health status factors.	10	0.31	4	6
MBC 117	**CPT Coding Evaluation, Management, and Anesthesia:** Instruction in CPT coding for evaluation and management services, anesthesia procedures, time-based coding, medical decision-making (MDM), and modifier use.	10	0.31	4	6
MBC 118	**CPT Coding - Surgical Procedures and Introduction to HCPCS:** CPT coding for surgical procedures related to the integumentary, skeletal, gastrointestinal, and cardiovascular systems. Includes an introduction to HCPCS and coding modifiers.	10	0.31	4	6
MBC 119	**Inpatient Coding and PCS Codes:** Introduction to inpatient hospital coding, focusing on the use of PCS (Procedure Coding System) codes specific to hospital settings.	10	0.31	4	6

MBC 120	**Final Review and Exam Preparation**: Comprehensive review of ICD-10, CPT, and HCPCS coding concepts, practice exams, and preparation for the coding certification exam. Includes resume submission to placement services.	10	0.31	4	6
TOTAL		**100**	**3.10**	**40**	**60**

Completion of this course could lead to a position in Medical Offices, Medical Billing Service Companies, Hospitals, Skilled Nursing Facilities, Clinics, Home Health Agencies, and Insurance Companies.

Job Titles include: Medical Biller, Medical Insurance Biller, Medical Coder, Medical Collector, Healthcare Claims Examiner, Claims Processor, Authorization Specialist, Reimbursement Specialist, Patient Service Representative and Data Entry Clerk.

SOC CODE: 43-3021

Prerequisite: Student must have a High School Diploma or GED prior to enrolling in this course.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Laptop computer, if applicable.

EKG TECHNICIAN (EKG)

Direct Instruction/Distance Education

Course Description

52 Clock Hours / 3.11 Semester Credit/units

This 3-week, 52-hour EKG Technician program is designed to equip students with the essential skills and knowledge to perform a wide range of electrocardiographic (EKG) functions in healthcare settings. The curriculum includes training in law and ethics, safety guidelines, infection control, communication, patient documentation, and an in-depth understanding of cardiovascular anatomy and physiology. Students will gain hands-on experience in vital signs measurement, CPR, Basic Life Support, electrocardiography procedures, and the use of Holter monitors and stress tests. Extensive computer instruction, lab time, and expert-led lectures are provided to ensure students are fully prepared for real-world scenarios. The program also includes preparation for the National Healthcareer Association (NHA) Certification Exam - Certified EKG Technician (CET). Upon successful completion of the course and passing the national certification exam administered by the school, the student will receive a certificate of completion as an EKG Technician, positioning them for a successful career in healthcare.

Course	Course Title & Description	Clock Hours	Units	Lecture	Lab
EKG 100	**Law, Ethics & HIPAA Compliance**: Covers the ethical and legal responsibilities of EKG Technicians, HIPAA regulations, and effective patient interview techniques.	3	0.16	2	1
EKG 101	**Safety Guidelines and Regulations:** Instruction on safety protocols, OSHA standards, use of PPE (Personal Protective Equipment), and proper hand hygiene practices.	3	0.16	2	1
EKG 102	**Infection Control Procedures:** Introduction to infection control protocols including donning masks and gloves to maintain a sterile and safe environment.	3	0.16	2	1
EKG 103	**Communication & Patient Documentation:** Training in effective communication, patient interaction, and accurate documentation of surgical, medical, and social history.	3	0.16	2	1
EKG 104	**Anatomy of the Heart & Cardiovascular Physiology:** Overview of heart anatomy, cardiovascular system functions, and introduction to basic medical terminology.	3	0.16	2	1
EKG 105	**Vital Signs & Patient Preparation:** Instruction on measuring vital signs such as blood pressure, temperature, and respiration, as well as preparing patients for cardiac examinations.	3	0.16	2	1
EKG 106	**CPR, Basic Life Support & Emergency Response:** Hands-on training in CPR and BLS procedures, including recognizing patient symptoms and responding during medical emergencies.	3	0.16	2	1
EKG 107	**Electrocardiography & Cardiac Monitoring:** Comprehensive instruction in EKG testing procedures, understanding arrhythmias, interpreting waveforms (PQRST, QRS), and analyzing BPM and rhythms.	3	0.16	2	1
EKG 108	**Holter Monitor, Stress Testing & Machine Setup:** Covers patient preparation and monitoring during Holter and stress tests, symptom recognition, documentation, and machine operation/setup.	3	0.16	2	1
NHA 100	**Certification Preparation:** Focused review and study guide, including NHA registration assistance and practice exams to prepare for national certification.	25	1.67	25	
TOTAL		**52**	**3.11**	**43**	**9**

Completion of this course could lead to a position in Hospitals, Cardiology Clinics, Skilled Nursing Facilities, Outpatient Care Centers, and Diagnostic Laboratories.

Job titles include: EKG Technician, Cardiovascular Technician, Monitor Technician, Cardiology Technician, ECG/EKG Technician, Stress Test Technician, Holter Monitor Technician, and Patient Care Technician.

SOC CODE: 29-2031

Prerequisite: Student must have a High School Diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Two sets of scrubs, NHA EKG Technician National Exam

ELECTRONIC HEALTH RECORDS (EHR)

Direct Instruction/Distance Education

Course Description

80 Clock Hours / 3.44 Semester Credit/units

This 8-week, 80-hour Electronic Health Records (EHR) program is designed to equip students with the essential skills and knowledge to manage and utilize electronic health records in various healthcare settings. The curriculum includes comprehensive training in EHR simulation, medical records management, health information technology, insurance and coding, and the operation of office equipment. Students will also gain knowledge in accounting specifically tailored for healthcare, medical terminology, and an overview of healthcare systems. Extensive computer instruction, lab time, and expert-led lectures are integral to the program, ensuring students are fully prepared to manage electronic health records efficiently. The program also includes preparation for the National Healthcareer Association (NHA) Certification Exam - Certified Electronic Health Records Specialist (CEHRS). Upon successful completion of the course and passing the national certification exam administered by the school, the student will receive a certificate of completion as an EHR Specialist, positioning them for a successful career in healthcare administration.

Course	Course Title & Description	Clock Hours	Units	Lecture	Lab
EHR 100	**Introduction to Electronic Health Records:** Overview of Electronic Health Records (EHR), including basic structure, usage guidelines, legal standards, and ethical practices in healthcare data management.	6	0.23	3	3
EHR 101	**Charting, Scheduling & Medical Record Management:** Hands-on electronic simulations covering charting, appointment scheduling, creation of new patient charts, and management of medical records.	6	0.23	3	3
EHR 102	**Health IT & Patient Data Accuracy:** Focus on entering patient data accurately, recognizing and correcting medical record errors, and understanding the role of health information technology in documentation.	6	0.23	3	3
EHR 103	**Insurance, Billing & Coding Compliance:** Introduction to billing and coding within EHR systems, including a review of insurance processes and the legal/ethical responsibilities related to medical law.	6	0.23	3	3
EHR 104	**EHR Utilization & HIPAA Compliance:** Application of Electronic Health Records in medical practice management, with a strong emphasis on maintaining HIPAA compliance and patient privacy.	6	0.23	3	3
EHR 105	**Medical Accounting & Authorizations:** Training in healthcare accounting, CMS-1500 billing form preparation, and understanding insurance authorizations and referral procedures.	6	0.23	3	3
EHR 106	**Health Management Systems & Scheduling Tools:** Exploration of various health information systems and electronic scheduling software used in modern healthcare facilities.	6	0.23	3	3
EHR 107	**Final Review & Case Study Management:** A cumulative course involving EHR-based case studies, system navigation exercises, and final program review to ensure skill mastery.	6	0.23	3	3
NHA 100	**Certification Preparation:** Includes study guides, timed practice exams, and assistance with registration for the NHA Certified Electronic Health Records Specialist (CEHRS) exam.	32	1.60	32	
TOTAL		**80**	**3.44**	**56**	**24**

Completion of this course could lead to a position in Hospitals, Medical Offices, Skilled Nursing Facilities, Clinics, and Health Information Management Departments.

Job titles include: Electronic Health Records Specialist, Health Information Technician, Medical Records Coordinator, EHR Implementation Specialist, Medical Office Administrator, Health Information Clerk, and Patient Information Coordinator.

SOC CODE: 29-2071

Prerequisite: Student must have a High School Diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Equipment/Supplies include: Laptop computer, if applicable.

PHLEBOTOMY TECHNICIAN CPT-1

Direct Instruction

Course Description

100 Clock Hours / 4.2 Credit Hours

This one hundred (100) clock hour, six (6) week program is designed to provide the student with the skills and knowledge necessary to work in a clinical laboratory, hospital, clinic, or physician's office setting. Twenty hours of lecture will cover basic phlebotomy skills in the areas of infection control, universal precautions and safety, anatomy and physiology of body systems emphasizing the circulatory system, and appropriate medical terminology, proper identification of the patient and specimens, selection and preparation of the skin puncture site, blood collection equipment, types of tubes and additives, order of the draw, post-puncture care, and appropriate sharps, needle, and waste disposal. An additional twenty hours of lecture is provided in advanced infectious disease control and biohazards, anticoagulation theory, knowledge of pre-analytical sources of error in specimen collection, transport, processing, and storage, and anatomical site selection and patient preparation, risk factors and appropriate response to complications, recognition of and corrective action to take with problems in test requisitions, specimen transport and processing, applications of basic concepts of communication, interpersonal relations, stress management, professional behavior, ethics, legal implications pertaining to phlebotomy, and quality assurance. The student will have an additional 20 hours of lab time to learn, practice, and become efficient at skin punctures and venipunctures. The student will then perform a mandatory externship of forty hours of practical instruction and experience in phlebotomy. The student will be required to perform and document a minimum of 50 successful venipunctures and 10 skin punctures while in the clinical setting. The student will be required to pass a national certification exam administered by a certifying agency approved by the California Department of Public Health, Laboratory Field Services division.

Upon successful completion of the course and passing the national certification exam administered by the school, the student will receive a certificate of completion as a Phlebotomy Technician I and have their application submitted on line directly to the CDPH Laboratory Field Services division for certification as a Certified Phlebotomy Technician I.

Course	Course Title & Description	Clock Hours	Units	Lecture	Lab	Extern
BPT 1	**Safety, Universal Precautions & Infection Control:** Introduces essential safety standards, infection control procedures, and universal precautions to protect patients and healthcare professionals.	3	0.2	3		
BPT 2	**Anatomy & Medical Terminology:** Covers basic human anatomy and medical terminology relevant to phlebotomy, focusing on veins, arteries, and circulatory system structure.	5	0.33	5		
BPT 3	**Proper Identification of Patient & Specimens:** Emphasizes accurate patient identification, specimen labeling, and verification techniques to prevent errors in diagnostic testing.	2	0.13	2		
BPT 4	**Selection & Preparation of Skin Puncture Site:** Instruction on selecting appropriate puncture sites, preparing the site properly, and ensuring patient comfort and safety.	3	0.2	3		
BPT 5	**Blood Collection Equipment:** Overview of tools and equipment used in phlebotomy, including vacutainers, lancets, needles, tubes, and their correct usage.	5	0.33	5		
BPT 6	**Post-puncture Care & Proper Disposal of Sharps & Waste:** Training on post-draw care procedures, including bandaging, monitoring for complications, and safe disposal of sharps and biohazard waste.	2	0.13	2		
APT 1	**Advanced Infectious Disease Control:** Expands on infection control protocols with an emphasis on managing	2	0.13	2		

	exposure risks and infectious disease prevention in phlebotomy.					
APT 2	**Anticoagulation Theory:** Covers the theory and application of anticoagulants in specimen collection and their effects on test outcomes.	2	0.13	2		
APT 3	**Pre-analytical Sources of Error in Specimen Collection, Transport, Processing & Storage:** Focus on identifying and preventing errors during specimen collection, labeling, transport, and storage to ensure specimen integrity.	4	0.27	4		
APT 4	**Anatomical Site Selection & Patient Preparation:** Further training on choosing appropriate venipuncture and skin puncture sites, and preparing patients physically and psychologically.	2	0.13	2		
APT 5	**Risk Factors, Complications, & Response to Complications:** Identifies potential complications during phlebotomy procedures and appropriate responses to ensure patient safety.	2	0.13	2		
APT 6	**Test Requisition, Specimen Transport & Processing, Problems & Correction:** Instruction in completing test requisitions, transporting specimens correctly, and resolving common collection and processing issues.	2	0.13	2		
APT 7	**Communication Skills & Professional Behavior**: Focuses on developing communication techniques, empathy, and professionalism in patient interactions and workplace conduct.	2	0.13	2		
APT 8	**Ethical & Legal Implications:** Addresses the ethical and legal responsibilities of phlebotomy technicians, including patient rights and confidentiality.	2	0.13	2		
APT 9	**Quality Assurance in Phlebotomy:** Covers quality control measures, recordkeeping, and procedural checks to maintain high standards in specimen collection.	2	0.13	2		
PT LAB	**Skin Puncture & Venipuncture Lab:** Hands-on lab training in performing venipuncture and skin puncture techniques on simulation arms and live subjects.	20	0.67		20	
PT EXT	**Externship-Mandatory:** A supervised clinical externship that provides real-world experience in blood collection, patient interaction, and laboratory procedures.	40	0.9			40
TOTAL		**100**	**4.2**	**40**	**20**	**40**

Completion of this course could lead to a position in a clinical laboratory, Hospital, Clinic, Medical Group, Research Company, Mobile Insurance Company, or Physician's Office.

Job Titles include: Phlebotomy Technician I

SOC CODE: 31-9097

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors (See below).
Prior to externship, student must have First Aid/CPR card. HSTi can refer students to an outside vendor for a special discounted fee.
Please also refer to General Admissions Requirements and Procedures listed on Page 6 of this Catalog for additional information.

Requirements for State Certification/Licensure:

- Must be 18 years of age and possess a valid High school diploma or GED
- Must complete a State of California, Department of Health Services approved minimum of 80 hours Basic & Advanced Phlebotomy course that includes a mandatory forty (40) hour externship and students must have 100% attendance in order to graduate.
- Applicants with misdemeanors and/or felonies are approved on a case by case basis and must be disclosed on the attestation page.

Class Size: The Phlebotomy Technician course is conducted only as an "in-class" course. The maximum number of students is 24 or under at each campus.

Equipment/Supplies include: Two sets of scrubs, NHA Phlebotomy Technician National Exam, and State license fees.

Non-Career Training Programs

These programs are excluded from the definition of an “educational program,” and are not regulated by the Bureau (BPPE). These short programs will not be covered by many of the protections offered by the Private Postsecondary Education Act of 2009.

The following programs consist solely of video tutorials and are designed for self-paced learning without direct instructor involvement. Each program is 24 hours or less in duration and is exempt from BPPE regulations. These courses are intended for personal enrichment and skill enhancement rather than direct employment preparation. Please note that completion of these video-based tutorials alone may not qualify students for employment in the respective fields. Most of the Video Tutorial below are offered in both English & Spanish.

Program Name	Hours	Registration Fee	Tuition	Total Charges
Creative Canva Basics	24	$250.00	$1250.00	$1500.00
Website Creation Basics	24	$250.00	$1250.00	$1500.00
Floral Fun	24	$250.00	$1250.00	$1500.00
Cake Decoration for Beginners	24	$250.00	$1250.00	$1500.00
Digital Photography Playtime	24	$250.00	$1250.00	$1500.00
Photoshop Basic Editing Techniques	24	$250.00	$1250.00	$1500.00
Social Media Marketing 101	24	$250.00	$1250.00	$1500.00
Basics of Artificial Intelligence	24	$250.00	$1250.00	$1500.00
Warehouse Organization Essentials	24	$250.00	$1250.00	$1500.00
Inventory Management Made Simple	24	$250.00	$1250.00	$1500.00
Customer Service Essentials	24	$250.00	$1250.00	$1500.00
Retail Merchandising 101	24	$250.00	$1250.00	$1500.00
Cash Handling and Register Basics	24	$250.00	$1250.00	$1500.00
Cultural Competency for Pharmacy Providers (CE)	3	$250.00	$250.00	$500.00
Ethics	6	$250.00	$250.00	$500.00

Faculty Qualifications, & Email Addresses

DRUG & ALCOHOL COUNSELING

Ontario/Temecula/Santa Ana

Miguel Palos: CADC III, Drug and Alcohol Counseling Program Director | miguel.p@hsti.com
Bachelor of Science Degree in Human Services, University of Phoenix, 2012
Associate of Science Degree, Administration of Justice, Citrus College, 2010
Certified Drug and Alcohol Counselor with 16 years of counseling and 8 years as a Drug and Alcohol Counseling Instructor.

Juan Carlos Sigala: CADC II, Drug and Alcohol Counseling Program Instructor | juan.s@hsti.com
Bachelor of Arts in Psychology, California Baptist University, 2023
Certified Court Provider, Certified Anger Management Provider, Certified Domestic Violence Counselor, Certified EMDR
Certified Drug and Alcohol Counselor with 8 years of counseling experience.

CLINICAL & ADMINISTRATIVE MEDICAL ASSISTANT/CLINICAL MEDICAL ASSISTANT/ ADMINISTRATIVE MEDICAL ASSISTANT/ MEDICAL FRONT OFFICE ASSISTANT

Shawna LaMunyon, CBCS: CAMA/CMA/AMA Instructor | shawna.l@hsti.com -Ontario, Temecula
Clinical & Administrative Medical Assistant certificate, Bryman College, 1995
Over 26 years of experience in the medical field and 8 years as an instructor

David Ortega: CAMA/CMA/AMA Instrutor | david.o@hsti.com -Santa Ana
Clinical & Administrative Medical Assistant certificate, Northwest College, 2009
Over 17 years of experience in the medical field and 16 years as an instructor

Sequoia Rollins, MHA, CCMA, LSSGB: CAMA/CMA/AMA Instrutor | sequoia.r@hsti.com - Ontario, Temecula
Master of Healthcare Administration (MHA) Capella University, CCMA
Over 16 years of experience in the medical field and 5 years as an instructor

Courtney Mason, CPT-1: CAMA/CMA/AMA Instructor | courtney.m@hsti.com -Ontario, Temecula
Certified Phlebotomy Technician certificate & license, US Colleges, 2008
Over 17 years of experience in the medical field and 12 years as an instructor

Sally Jimenez, CCAMA: CAMA/CMA/AMA Instructor | sally.j@hsti.com -Santa Ana
Clinical & Administrative Medical Assistant certificate, National Education Center, 1986
Over 34 years of experience in the medical field and a CAMA instructor with over
9 years of teaching experience

Dulce Manjarrez: CAMA/CMA/AMA Instructor Aide | Dulce.m@hsti.com -Ontario, Temecula
Clinical & Administrative Medical Assistant certificate, HSTi 2025

Marie Williamson, CAMA/CMA/AMA Instructor Aide | marie.w@hsti.com -Santa Ana
CCMA, Clinical & Administrative Medical Assistant certificate, HSTi 2025
Over 1 year of experience in the medical field

PHARMACY TECHNICIAN
Ontario/Temecula/Santa Ana

Sona Minakian, Rph, Pharmacy Technician Instructor | sona.m@hsti.com
Registered Pharmacist CA, University of Kentucky, Master's Degree, 1996
Over 26 years as a Registered Pharmacist in both retail and hospital pharmacies
Pharmacy Technician Instructor for 5 years

Guinevere Wood: Pharmacy Technician Instructor | gini.w@hsti.com
Pharmacy Technician certificate, HSTi, 2023
Pharmacy Technician with 2+ years of experience in pharmacy operations.

MEDICAL BILLING & CODING/ ADVANCED MEDICAL CODING
Ontario/Temecula/Santa Ana

Shawna LaMunyon, CBCS: Medical Billing and Coding Instructor | shawna.l@hsti.com
Clinical & Administrative Medical Assistant certificate, Bryman College, 1995
Over 25 years of experience in the medical field and 7 years as an instructor

PHLEBOTOMY TECHNICIAN 1
Ontario/Temecula/Santa Ana

Noemi Hernandez, CPT-1: Phlebotomy Technician Instructor | noemi.h@hsti.com
Master's Degree in Business Administration, University of Phoenix, 2018
Bachelor of Science in Health Services, University of Phoenix, 2016
Certified Phlebotomy Technician certificate & license, California Health Institute, 1997
Over 25 years of experience in the medical field

Courtney Mason, CPT-1: Phlebotomy Technician Instructor | courtney.m@hsti.com
Certified Phlebotomy Technician certificate & license, US Colleges, 2008
Over 17 years of experience in the medical field and 12 years as an instructor

Andrea Torres, CPT-1: Phlebotomy Technician Instructor | andrea.t@hsti.com
Certified Phlebotomy Technician certificate & license, US Colleges, 2009
Over 13 years of experience as a phlebotomist.

Tami Burke, CPT-1: Phlebotomy Technician Instructor | tami.b@hsti.com
Certified Phlebotomy Technician certificate & license, AUMT, 2016
Over 7 years of experience as a phlebotomist.

Avis Hartley, CPT-1: Phlebotomy Technician Instructor | avis.h@hsti.com
Bachelor's Degree in Business Administration, University of Phoenix, 2005
Certified Phlebotomy Technician certificate & license, 2003
Over 19 years of experience as a phlebotomist.

BUSINESS SYSTEMS & CYBER SECURITY / INTRODUCTION TO COMPUTER TECHNOLOGY

Ontario/Temecula/Santa Ana

Nancy C Brady: BCS/ICT Instructor **|** nancy.b@hsti.com
Computerized Office Specialist certificate, Computer Career Connection, 2002
U.S. Navy Veteran with over 20 years vocational teaching experience in Windows,
MS Office and QuickBooks Pro

Norma Whitford: ICT Instructor (English & Spanish) | norma.w@hsti.com
Computerized Office & Accounting Certificate, MA Certificate, HSTi ; Certified TPM Instructor
Over 14 years of experience in the field of computer applications & healthcare

Gloria Baltazar: ICT Instructor (English & Spanish) | gloria.b@hsti.com
Rio Hondo College, Whittier
Over 22 years of experience in the field of computer applications & administration.

EKG TECHNICIAN

Shawna LaMunyon, CBCS: EKG Instructor | shawna.l@hsti.com -Ontario, Temecula
Clinical & Administrative Medical Assistant certificate, Bryman College, 1995
Over 26 years of experience in the medical field and 8 years as an instructor

Sally Jiménez, CCAMA: EKG Instructor | sally.j@hsti.com -Santa Ana
Clinical & Administrative Medical Assistant certificate, National Education Center, 1986
Over 34 years of experience in the medical field and a CAMA instructor with over 9 years of teaching experience

David Ortega: CAMA/CMA/AMA Instrutor | david.o@hsti.com -Santa Ana
Clinical & Administrative Medical Assistant certificate, Northwest College, 2009
Over 17 years of experience in the medical field and 16 years as an instructor

ELECTRONIC HEALTH RECORDS

Ontario/Temecula/Santa Ana

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Clinical & Administrative Medical Assistant certificate, Bryman College, 1995
Over 25 years of experience in the medical field and 7 years as an instructor