LETTER FROM THE PRESIDENT
Welcome to

If your goal is to receive quality education and training in your chosen career, then Milan Institute is here to assist you. Our primary objective is to provide the education, training and job placement assistance that you will need to succeed in your new field.

Our faculty members offer academic credentials with many years of training and work experience in their areas of specialization. Our administrative staff is committed to providing the individual attention every student needs. Most importantly, our team has the enthusiasm to motivate our students to increase their knowledge, skill level and employability.

We invite you to make an appointment to visit our campus and talk to one of our Admissions Advisors. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

Gary Yasuda, President
Amarillo College of Hairdressing, Inc. d/b/a Milan Institute

Campus Catalog

Milan Institute
Branch COE Campus
1021 W. Hemingway
Nampa, ID 83651
(208) 965-8140

The program(s) listed in this catalog apply to only this campus. Please refer to the catalog designated for a particular campus for programs offered at other locations.

Additional Locations

Milan Institute
Branch COE Campus
225 W. Bullard Ave.
Fresno, CA 93704
(559) 323-2800

Milan Institute
Branch COE Campus
710 South Tonopah Dr.
Las Vegas, NV 89106
(702) 671-4242

Milan Institute
Branch COE Campus
3115 N. Sillect
Bakersfield, CA 93308
(661) 335-5920

Milan Institute
Branch COE Campus
3222 "F" Street
Bakersfield, CA 93301
(661) 335-5900

Milan Institute
Branch COE Campus
780 Loughborough Drive
Merced, CA 95340
(209) 230-9420

Milan Institute
Additional Space
790 Loughborough Drive
Merced, CA 95340
(209) 230-9420

www.milaninstitute.edu
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Please note, not all programs may be offered at this time.
Please check with the Admissions Department for more information and class availability.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement.

Effective December 2017 – December 2018
ABOUT MILAN INSTITUTE

MISSION STATEMENT

Our mission is to meet the needs of students and employers by offering quality short term educational programs in career fields with solid growth potential.

PHILOSOPHY AND OBJECTIVES

Milan Institute recognizes that people attend college for a variety of reasons—from increasing their knowledge to enhancing their skills and employability. The principal objective of Milan Institute is to promote a high level of distinction in its faculty, students and educational programs. Only through quality training will the school produce graduates of all courses who will not only be successful, but will also be of service to their community. The course of study and activities are designed to provide a solid foundation from which our graduates may take advantage of the many opportunities available in the worlds of cosmetology, business and health. We understand our obligation to our students, alumni, and community, and constantly seek more effective ways to meet these commitments.

HISTORY


January 2004: Amarillo College of Hairdressing, Inc. purchased Texas Beauty College on Loop 410 in San Antonio, TX as a main campus.

November 2004: GSBC, Inc. received approval from the Bureau for Private Postsecondary and Vocational Education (BPPVE) to change its Golden State College auxiliary classrooms in Fresno and Bakersfield

March 2005: Amarillo College of Hairdressing, Inc. changed the school name from Texas Beauty

December 2005: Amarillo College of Hairdressing, Inc. changed the school name from Milan Institute of Cosmetology in San Antonio, Loop to Milan Institute.

December 2005: Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, received approval to open a branch campus on 731A West Shaw Avenue in Clovis, CA.

December 2005: Amarillo College of Hairdressing, Inc. opened the branch campus Milan Institute in Clovis, CA.

October 2006: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 605 SW Military Drive, San Antonio, TX 78221.

August 2007: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 934 Missouri Street, Fairfield, CA 94533.

January 2008: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 3238 South Fairway, Visalia, CA 93277.

April 2008: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1050 Matley Lane, Reno, NV 89502.

September 2008: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 2150 John Glenn Dr. Concord, CA 94520.


May 2009: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 2822 “F” Street, Bakersfield, CA 93301.

August 2010: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1580 George Dieter #207, El Paso, TX 79936.

August 2010: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 1021 W. Hemingway, Nampa, ID 83651.

June 2011: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 710 South Tonopah Drive, Las Vegas, NV 89106.
January 2012: Golden State Business College, Inc. d/b/a Milan Institute and Academy of Court Reporting, Inc. d/b/a Milan Institute merged with Amarillo College of Hairdressing, Inc. d/b/a Milan Institute and Milan Institute of Cosmetology.

April 2013: Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 780 Loughborough Drive, Merced, CA 95340.

March 2015: Milan Institute opened a branch campus at 3115 N. Sillect, Bakersfield, CA 93308.

GOVERNING BODY
Amarillo College of Hairdressing, Inc., a Texas Corporation and Gary Yasuda, President owns Milan Institute and Milan Institute of Cosmetology.

REGISTRATION AND APPROVAL
Milan Institute is registered with the State of Idaho Board of Education in accordance with Section 33-2404 of the Idaho code.

Milan Institute is approved by the Idaho Board of Dentistry

ACCREDITATION
Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is accredited by the:

Council on Occupational Education (COE)
7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898
FAX (770) 396-3790
www.council.org

Milan Institute of Cosmetology is approved by the:

State of Idaho Bureau of Occupational Licenses
Board of Cosmetology
700 West State Street
Boise, ID 83720-6633
Phone (208) 334-3233

RECOGNITION
U.S. Department of Education
Milan Institute is authorized to participate in Title IV programs for student financial aid assistance per the Higher Education Act of 1965, as amended by the U.S. Department of Education

MEMBERSHIPS
Milan Institute or its faculty holds memberships in the following organizations: American Medical Technologists (AMT) and American Massage Therapy Association (AMTA).

FACULTY
Milan institute faculty members have industry and/or professional experience coupled with the appropriate academic credentials to support the mission of the institution. In addition to meeting the educational requirements for the program, each instructor is committed to the success of each student. A list of our faculty members can be found in the catalog insert.
FACILITIES
The Milan Institute located at 1021 W. Hemingway, Nampa, ID consists of 4,200 sq. ft. with facility occupancy level accommodating 75 people. Milan Institute facilities include separate classrooms and clinic, dispensary, break room, and administrative offices.

STUDENT HOUSING
Student housing is not available on campus. There are multiple housing units available in the community, and students will need to make their own housing and boarding arrangements.

CATALOG INSERTS
See the inserts for current information related to the school calendar, tuition and fees, listing of staff and faculty and other updates made in between postings of new catalogs.

CHANGES BY THE SCHOOL
To maintain an innovative approach to continuing education, Milan Institute reviews its policies and curriculum periodically and makes necessary revisions.

Milan Institute reserves the right to change the programs offered, start dates, tuition rates, fees, admission policies, attendance requirements, and other rules concerning the school. These changes will follow the regulations of government agencies which monitor the school.

Changes made after publication of this catalog will be added as addenda to the back of this catalog. The school expects its students to have knowledge of the information presented in this catalog and in other school publications, notices and updates.

OFFICIAL STATEMENT
All information in this catalog is current, true and correct at the time of printing. This catalog outlines the rules, regulations, admission policies, academic policies, curriculum, tuition, fees, financial aid policies, graduation requirements, and other information regarding programs offered at Milan Institute. Policies herein may be superseded by addenda or policy changes. This catalog is part of the contract between the college and the student. Milan Institute reserves the right to make changes in any policies, procedures, tuition, fees, programs, or start dates at any time. Milan Institute is a private postsecondary institution and is not a public institution.
ADMISSIONS INFORMATION

ADMISSIONS POLICY

Admission into the school’s Administrative Medical Assistant; Medical Assisting; Massage Therapy; and Esthetician programs requires the prospective student have a High School Diploma or a General Education Diploma (GED), or for those students enrolling as Ability to Benefit students - pass the U. S. Department of Education approved ability to benefit (ATB) test. In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.

Admission into the school’s Dental Assistant and Pharmacy Technician program requires the prospective student have a High School Diploma or a General Education Diploma (GED).

Prospective Administrative Medical Assistant; Medical Assisting; Massage Therapy; Dental Assistant; Pharmacy Technician; and Esthetician Program students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their program.

Prospective Pharmacy Technician Program students must pass a background check. Prospective students failing a background check will be denied admission into the Pharmacy Technician program.

Due to the nature of the massage therapy field any prospective student that has been convicted of a crime that is of sexual nature will be denied admission into the Massage Therapy program.

Admission into the school’s programs requires the applicant to present valid government issued ID, copy of the HS diploma, GED certificate, or transcripts showing high school completion.

Admission procedures include individual advising, explanation of course descriptions, appointment with financial aid, enrollment, a tour of the campus, and orientation to the school regarding the policies, regulations and requirements for the various classes.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. Students under the age of 18 must have a parent or guardian sign the enrollment agreement. The enrollment agreement and the catalog details the student's and the school's obligations. The final decision to admit an applicant rests with the school's administration.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

ENROLLMENT POLICY

Classes are in continuous session throughout the year. A calendar of start dates for the current year is located in the back of this catalog. Class availability for this year is available from the Admissions Office.
ENGLISH ONLY
We do not offer English as a Second Language instruction and do not require proof of English language proficiency; however, all instruction will occur in English. Therefore, all students must be able to read, write, speak, understand and communicate in English at a high school level. We do admit students from countries other than the United States; however, visa services are not provided, and the institution will not vouch for student status.

SCHOOL CALENDAR
Qualified persons may enroll on any date the school’s admissions office is open. New classes begin on a regularly scheduled basis. Actual start dates for the year may be obtained by contacting the school administration.

TRANSFER OF CREDIT POLICY
Incoming students may request credit for previous coursework or experiential training for any program offered by the school. Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit if completed in the past 3 years. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of “C” or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution is required. No limits on the amount of credit for previous coursework or experience are set.

Transfer of Credit Administration Policy – All Programs Except Massage Therapy and Esthetician
If a student is granted credit for previous training or experiential training, the relevant courses will not be assigned a letter grade, but will be recorded with a grade of “pass,” which will not affect the student’s grade point average and will not affect this element of satisfactory progress. At the discretion of the Dean of Education, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school’s regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

Transfer of Credit- Esthetician
Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened and tuition will be adjusted accordingly. Milan Institute of Cosmetology does not recruit students already attending or admitted to another school offering a similar program of study.

Students requesting credit for previous coursework or experience are asked to notify their admissions representative during the enrollment process. The request will be forwarded to the Dean, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the student’s first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.
STUDENTS WHO TRANSFER BETWEEN PROGRAMS
Students may transfer to different programs within the institution. Credits will be evaluated by the Education Leader or Campus Director and applied towards the new program, if applicable. To be eligible for transfer credit, student must have successfully completed the class with a minimum grade of "C". If a student has completed or withdrawn from Milan Institute and wishes to enroll into a new program, the student will be treated as a new enrollment.

NOTICE CONCERNING TRANSFERABILITY OF UNITS EARNED AT OUR SCHOOL

ALLIED HEALTH PROGRAMS
Units you earn at Milan Institute, in most cases, will probably not be transferable to any other college or university. For example, if you entered our school as a freshman, you will still be a freshman if you enter another college or university at some time in the future, even though you earned units here at our school. In addition, if you earn a diploma at Milan Institute, in most cases it will probably not serve as a basis for obtaining a higher level degree at another college or university.

An academic year is equivalent to 36 quarter credit units and is a minimum of 30 weeks long. One quarter credit unit is equal to twenty clock hours. Each program is defined by its individual academic requirements, which are listed in the course description section of this catalog.

ESTHETICIAN PROGRAM
The transferability of credits for certified hours you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate of completion earned in the Esthetician program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate of completion 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 Milan Institute to determine if your diploma will transfer.

Milan Institute has not entered into any articulation agreements or relationships with educational entities.
FINANCIAL INFORMATION

PROGRAM HOUR MEASUREMENT - ALLIED HEALTH PROGRAMS

For academic purposes, the institution follows the Carnegie clock-to-quarter credit hour conversion. For lecture, one quarter credit is equal to 10 clock hours, for laboratory, one quarter credit is equal to 20 clock hours, and for externship/internship, one quarter credit is equal to 30 clock hours. Each program is defined by its individual academic requirements, which are listed on the program description section of this catalog.

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and a minimum of 30 weeks or 900 clock hours and a minimum of 26 weeks. The institution complies with Federal requirements when determining the funding methodology and applicable credits. In some cases, the academic credits awarded may be different than those used for Federal funding purposes. A quarter credit hour for Federal Aid purposes is an amount of work that reasonably approximates to one hour of classroom direct faculty instruction and a minimum of two hours of out of class work for approximately ten to twelve weeks or equivalent of other academic activities. Milan programs or courses which do not lead to a degree that are funded by quarter credits must be funded by clock-to-credit hour conversion. In this case one quarter credit equals 25 clock hours which may include lecture, laboratory, externship/internship and/or work outside of class when approved by applicable accreditation. In some cases, programs are required to be measured in clock hours for federal financial aid purposes which include: 1) when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or 2) completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue. For program specifics, please contact the Financial Aid office.

PROGRAM MEASUREMENT – ESTHETICIAN PROGRAM

An academic year is equivalent to 900 clock hours and is a minimum of 26 weeks or 36 quarter credits and is a minimum of 30 weeks in length. One quarter credit unit is equal to twenty-five clock hours. Each program is defined by its individual academic requirements, which are listed in the course description section of this catalog.

TUITION POLICY

It is the policy of the school that all tuition and fees are due and payable on the first day of attendance. Students must make other payment arrangements in advance of the first day of class with school officials. The school accepts payments in cash, check, MasterCard and Visa. Prices are subject to change.

DELINQUENT TUITION

The student is charged a $10.00 late fee for payments received 10 days after the due date. Any student who is delinquent in payments to the school may be suspended or terminated from school, at the discretion of the administration, until the school receives payment, or the student makes written payment arrangements acceptable to the school. If an amount is due, a payment schedule is arranged. If a student does not follow the payment guidelines, after 90 days his/her account will be turned over to the Corporation's collection agency. The student will be responsible for all costs associated with collection.

SCHOLARSHIP STATEMENT

Graduate Scholarship

A graduate from Milan Institute is eligible for a $1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours. For programs with less than 600 hours, a graduate is eligible for a $200.00 scholarship. This scholarship is a onetime event for graduates and is considered a discount to tuition.
Discounts may not be combined.

**Adult Learner Scholarship**
A $500.00 Adult Learner Scholarship is available to adults that return to school and complete a high school equivalency or diploma as an adult learner. Applications may be reviewed up to 14 days prior to starting school. For start dates of less than seven (7) days in the future, applications will be reviewed on a case-by-case basis. Recipient selection is based on an application. Scholarship awards will be applied to the student’s direct educational cost upon completion of their program.

Discounts may not be combined and students will receive only the best available discount, for which they qualify.

**METHODS OF DISBURSEMENT**
All Federal financial assistance awarded by the school is disbursed according to Federal regulations.

**FINANCIAL AID**
Student Financial Aid is assistance which helps pay the cost of education. Funds included in this aid may be provided from several sources, including federal, state and private agencies. Most financial aid recipients receive a combination “package” comprised of more than one type of assistance program.

**HOW TO APPLY**
To begin the process of applying for most aid programs, including grants and loans, students must first complete the Free Application for Federal Student Aid (FAFSA). This document is considered the primary resource for establishing eligibility for need-based aid at this institution. Grant aid is money that does not have to be repaid. Loan assistance includes borrowed money that will be repaid by the applicant.

**FINANCIAL AID PROGRAMS**
The school participates in Title IV Federal Financial Assistance programs under authorization of the U.S. Department of Education, Office of Student Financial Assistance. Any student interested in obtaining Federal Aid should visit or call the financial aid office and request a Student Financial Aid Guide or visit [www.studentaid.ed.gov](http://www.studentaid.ed.gov) to view online federal assistance publications. All consumer information that is required to be disclosed pursuant to applicable financial aid programs is provided.

Title IV assistance may include grant aid from the Federal PELL Program and/or self-help aid in the form of Direct Loans. Federal Student Loans are required by law to provide a range of flexible repayment options, including but not limited to, income-based repayment and income-contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide. Federal Direct Loans are available to students regardless of income.

Some applicants may be selected for a process called verification. Initial notification is provided through the Student Aid Report created in response to the Free Application for Federal Student Aid (FAFSA). The verification selection may cover one or more aspects of your FAFSA information; including but not limited to, tax data, number in household, SNAP benefits, child support paid, high school completion, and identity. Be aware there are deadlines and consequences associated with this requirement. You should contact the campus Financial Aid Office for additional information and assistance, should your file be selected for verification.
OTHER PROGRAMS
TFC and Universal Group Payment arrangements are considered a private loan with a fixed interest rate based on the plan you have selected. This program does not determine interest based on borrower’s credit rating.

Students have the right to research and secure additional loan options. Private loans can offer variable rates that can increase or decrease over time, depending on market conditions. Students should determine the interest rate and associated fees of a private loan prior to accepting the terms of the loan. In some cases, the interest rate on a Private Loan may depend on the borrower’s credit rating. Students should contact the lender of the private student loan or the campus Financial Aid Office with any questions or concerns regarding student loan debt.

The information provided above and in referenced materials is not a guarantee of financial assistance. Individual need and circumstance must be evaluated to determine aid program eligibility. This need will be determined with and comply by all applicable federal, state and accreditation regulations.

If a 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 and fees, less the amount of any refund.

STUDENT’S RIGHT TO CANCEL
Cancellation Policy
Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for institutional charges., if the notice of cancellation is made through attendance as of the first scheduled class session, or the seventh day after enrollment, defined by means of executing an enrollment agreement whichever is later. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

REFUND POLICY
Institutions are required to apply State, Licensing and/or Accreditation refund policies as applicable to the location and program attended. If more than one set of regulations applies, the calculation that best benefits the student will be the refund policy adopted.

The student has the right to withdraw from a course of instruction at any time. The student is obligated to pay only for educational services rendered and for unreturned equipment. If the student withdraws from a program of instruction after the period allowed for cancellation of the agreement, as listed above in "Student's Right to Cancel," the school will remit a refund within 45 days following the student's withdrawal whether officially or unofficially.

A "fair and equitable refund" will be computed based on scheduled hours of class attendance through the last date of attendance. Leaves of absence and school holidays will not be counted as part of the scheduled class attendance.

Books, supplies, associated taxes on said items, not included in the tuition price. All costs are itemized on the Enrollment Agreement.
Refund Policy for Programs Obligating Students for Periods of 12 Months or Less shall be as follows:

i. During the first 10% of the period of financial obligation, the institution shall refund at least 90% of the tuition;

ii. After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution shall refund at least 50% of the tuition;

iii. After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, the institution shall refund at least 25% of the tuition; and,

iv. After the first 50% of the period of financial obligation, the institution may retain all of the tuition.

Refund Policy for Programs Obligating Students for Periods Beyond Twelve Months

Programs longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on the rules above. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on the rules above.

If the student obtains equipment, as specified in the enrollment agreement as a separate charge, and returns it unused within 45 days following the date of the student's withdrawal, the school shall refund the charge for the unused equipment paid by the student. If the student fails to return the equipment within this 45-days period, the school may offset the documented costs to the school of that equipment against the refund due. The student shall be liable for the amount, if any, by which the documented costs for the equipment exceed the refund amount. For a list of these costs, please see Addendum B of this enrollment agreement.

If the student has paid in more than the amount that the student owes for the time he/she has attended, then a refund will be made within 45 days. If the amount that the student owes is more than the student has already paid, the student is responsible for paying the balance.

RETURN TO TITLE IV CALCULATION (R2T4)

When a student withdraws from a program, a campus is required to determine the earned and unearned portions of Title IV aid. The determination is based on the amount of time the student spent in attendance or, in the case of a clock-hour program, was scheduled to be in attendance.

Up through the 60% point in each payment period or period of enrollment, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal.

After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period.

For a student who withdraws after the 60% point-in-time, there are no unearned funds.

If the amount that the student has paid is more than the amount that the student owes for the time he/she has attended, then a refund will be made within 45 days. If a student who has received Title IV, HEA program assistance is owed a refund, the school will allocate the refund in the following order: Federal Direct Loan Program, Federal Parent Loan for Undergraduate Study (PLUS), Federal Pell Grant, any other Title IV Assistance, to student. If there is a balance due, the student is responsible for paying it.
WITHDRAWAL
Withdrawal: Is the termination of an enrolled student prior to successful completion of a program. Classifications of withdrawals include but are not limited to a drop, dismissal and out-of-school transfer.

A student may officially withdraw by providing notification either orally or in writing to any school official. For purposes of an unofficial withdrawal and the date of determination for tuition refund and Return to Title IV purposes, the determination of withdrawal can be no more than 14 consecutive calendar days from the last date of attendance, except in those cases when a student fails to return from a scheduled leave.

Milan Institute is an institution that is required to take attendance, and, as such, is expected to have a procedure for routinely monitoring attendance of its students to determine, in a timely manner, when a student ceases to be enrolled and attending. Milan Institute states that the date of determination that the student withdrew is no later than 14 days after the student’s last date of attendance as determined by its attendance records.

TREATMENT OF TITLE IV AID WHEN A STUDENT WITHDRAWS
The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Iraq and Afghanistan Service Grants, TEACH Grants, Stafford Loans, PLUS Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs) and Federal Perkins Loans.

When you withdraw during your payment period or period of enrollment (your school can define these for you and tell you which one applies), the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula.

If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.

If you did not receive all the funds that you earned, you may be due a Post-withdrawal disbursement. If your Post-withdrawal disbursement includes loan funds, your school must receive your permission before it can disburse them. You may choose to decline some or all the loan funds so that you don’t incur additional debt. Your school may automatically use all or a portion of your Post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school).

The school must receive your permission to use the Post-withdrawal grant disbursement for all other school charges. If you do not give your permission you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt to the school.

There are some Title IV funds that you may have been scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements.
For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30
days of your program before you withdraw, you will not receive any Direct Loan funds that you would have
received had you remained enrolled beyond the 30th day.

If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be
returned, your school must return a portion of the excess equal to the lesser of:

1. your institutional charges multiplied by the unearned percentage of your funds, or
2. the entire amount of excess funds.

The school must return this amount even if it didn’t keep this amount of your Title IV program funds.

If your school is not required to return all the excess funds, you must return the remaining amount.

Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms
of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time.
In addition, you may have exhausted all or a portion of your grace period and repayment of Direct Student
Loans may begin immediately.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of
a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive.
You do not have to repay a grant overpayment if the original amount of the overpayment is $50 or less. You
must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that your
school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your
school may also charge you for any Title IV program funds that the school was required to return.
If you don’t already know what your school’s refund policy is, you can ask your school for a copy. Your school
can also provide you with the requirements and procedures for officially withdrawing from school.

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information
Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also
available on Student Aid on the Web at www.studentaid.ed.gov.
STUDENT INFORMATION

STUDENT INFORMATION PORTAL

The Student Information Portal provides instant access to students’ academic information, attendance reports, student ledger, payment schedule, financial aid awards and more. The portal should be utilized to view and monitor students’ progress throughout school. Students can access the portal at any time through the internet with a unique user ID and password inside or outside our network at http://studentinfo.milaninstitute.edu

NONDISCRIMINATION

Milan Institute does not discriminate on the basis of race, color, national origin, sex, disability, or age in its admission, employment, treatment, or access to programs and activities. The school Director is the individual designated to handle inquiries regarding non-discrimination policies and complaints of discrimination. The School Director maintains an office on campus. He/she may be contacted by visiting the campus or via telephone (Complete campus contact information is provided on cover page of this publication.

For further information on notice of non-discrimination, please visit: http://wdcrorbcolp01.ed.gov/CFAPPS/OCR/contactus.cfm or call 1-800-421-3481 for the address and phone number of the office that serves your area.

STUDENTS WITH DISABILITIES

Milan Institute/Milan Institute of Cosmetology is committed to providing reasonable accommodations, including appropriate auxiliary aids and services, to qualified individuals with a disability, unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the programs offered by Milan Institute.

Students requesting auxiliary aid and services must submit an Application for Auxiliary Aid, including supporting documentation, to the School Director. An application for Auxiliary Aid may be requested from the School Director or Director of Education. Applications must be submitted at least two weeks before classes commence, or as soon as possible. Supporting documentation must be in the form of a documented physical, medical, or psychological condition which has been verified by a professional. Delays in submission of all required documentation will delay a decision regarding the request for accommodation.

Decisions are made to grant or deny requests for accommodations within ten (10) business days of receipt of all requested documentation. Disagreements regarding an appropriate auxiliary aid and alleged violations of this policy should be directed to the Corporate Compliance department via email, comments@milaninstitute.edu, or by calling (559) 735-3818 ext. 1012.

CLASS SCHEDULE

Milan Institute holds classes each Monday through Saturday. Days and times vary for each program. The school also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see insert in back of catalog). Students may be required to attend classes for additional hours or additional days when a holiday falls on a scheduled class day. Evening and Saturday classes are available for some programs. Classroom instruction consists of 50-minute sessions. Please contact the Admissions Department for specific information on class schedules.
DRUG AWARENESS
Milan Institute maintains a drug-free campus and work place. Milan Institute maintains a list of community drug rehabilitation centers that specialize in drug abuse treatment where, if help is needed, the student or employee may receive help. Milan Institute will not tolerate any illegal drugs or alcohol being used on the campus. The school refers students to outside agencies when the student requests assistance. The school complies with Section 487 (a) (10) of the Higher Education Act, Amendments of 1986, concerning drug abuse prevention programs for students.

DRUG FREE ENVIRONMENT
In recognition of the problems associated with drug and alcohol abuse in society today, Milan Institute and Milan Institute of Cosmetology provide all students and employees with the following information:

1. The unlawful possession, use or distribution of illicit drugs and alcohol on school property or in connection with any school activity is strictly prohibited. This prohibition applies to all students and employees.
2. The following legal sanctions are applicable for the unlawful possession or distribution of illicit drugs and alcohol:
   - **Local:** Penalties vary based on the severity of the offense and the number of offenses. Sanctions for possession of an illegal substance for the first time could range from fines of $40,000 and up but not limited to 40 years' imprisonment.
   - **State:** Penalties vary based on the nature of the illegal substance, the offense and whether there is a repeat offense. First offenders may receive up to nine years with repeat offenders could receive life imprisonment. A schedule of fines up to but not limited to $50,000 also is in place.
   - **Federal:** Penalties for unlawful manufacturing, distribute and dispensing of controlled substances are provided under the Federal Controlled Substances Act. The penalties are determined by the nature of the drug or other substance, the amount of drugs or other substance involved, and the number of offenses.

Examples of Federal Drug Trafficking Penalties:

<table>
<thead>
<tr>
<th>Offense</th>
<th>First Offense</th>
<th>Second</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marijuana (1,000 kg or more)</td>
<td>Not less than 10 years</td>
<td>Not less than 20 years</td>
</tr>
<tr>
<td>Heroin (100-999 grams)</td>
<td>Not less than 5 years</td>
<td>Not less than 10 years</td>
</tr>
<tr>
<td></td>
<td>Not more than 40 years</td>
<td>Not more than life</td>
</tr>
</tbody>
</table>

3. There are various health risks associated with the use of illicit drugs and the abuse of alcohol. Some of the more common problems are cited below:
   - **Marijuana**—Use can lead to an increase in heart rate up to 50%, a sense of euphoria, acute anxiety and tremendous mood swings. There is a potential for long term physical and psychological damage.
   - **Cocaine**—Use can affect the brain in seconds and result in heart or respiratory failure.
   - **Crack**—Use can lead to an intense high within seconds, deep depression, and an intense dependency in a short time.
   - **Amphetamines**—Use increase heart and breathing rates, raises blood pressure while often causing blurred vision, dizziness, lack of sleep and anxiety. Body chemistry is upset and can lead to long term physical problems.
Alcohol—Use can lead to a feeling of confidence and control. Liver, brain, heart and stomach destruction goes on even without apparent symptoms. Use for a period of time often causes dependency and may be fatal.

4. There is help available to our students and employees. Milan Institute offers a confidential referral program for employees and students. Further information is available in the school administrative office and in the Drug Awareness section of this publication.

5. Any student or employee who is a drug or alcohol offender will have disciplinary action imposed by the school. These sanctions may include any or all of the following:

- Mandated treatment for problem.
- Mandated attendance at local treatment center.
- Mandated completion of a drug rehabilitation program.
- Mandated probation period not to exceed one month.
- Expulsion from school or discharge from employment.

CONTROLLED SUBSTANCE POLICY AND NOTICE TO ALL EMPLOYEES AND STUDENTS

This statement is distributed to all new students and employees at the orientation session prior to commencing classes or employment, and is updated each year of attendance or employment.

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance within the premises of the school is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or school program. Drug free awareness program and detailed information regarding dangers of drug abuse, assistance with drug counseling and rehabilitation programs are available.

These local agencies can provide assistance to our employees, students and their families:

<table>
<thead>
<tr>
<th>Port of Hope</th>
<th>Mountain States Chemical Dependency and Counseling Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>508 E. Florida Avenue, Nampa, ID 83686</td>
<td>1305 2nd Street, Ste. 201, Nampa, ID 83651</td>
</tr>
<tr>
<td>(208) 463-0118</td>
<td>(208) 463-0202</td>
</tr>
</tbody>
</table>

As stated above, students and employees are subject to termination for violation of this school rule. In addition, persons distributing drugs to employees or students will be referred to the authorities and charges of drug distribution will be pressed by the school.

A. Your continued schooling and/or employment is subject to:
   1. Abide by the terms of this statement, and
   2. Notify the administration of any criminal statute conviction for a violation occurring in the workplace no later than 5 days after such conviction.

B. The US Department of Education will be notified within 10 days after receiving notice under subparagraph A. 2. from an employee or student or otherwise a copy of such conviction will be submitted to the US Department of Education.

C. The school will take the following actions within 30 days of receiving notice under subparagraph A.2 with respect to any employee or student who is so convicted.
   1. Terminate employment of the employee or the schooling of the student, or
2. Require such employee or student to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, enforcement, or other appropriate agency.

D. Any student that is convicted of any offense, during a period of enrollment for which the student is receiving Title IV, HEA programs funds, under any federal or state law involving the possession or sale of illegal drugs will result in the loss of eligibility for any Title IV, HEA grant, loan, or work study assistance (HEA Sec. 484 (r) (1)); (20 U.S.C. 1091 (r) (1)).

Drug Information Hot Lines:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Institute on Drug Abuse</td>
<td>(800) 662 – HELP</td>
</tr>
<tr>
<td></td>
<td>(800) 843-4971</td>
</tr>
<tr>
<td>National Clearinghouse for Drug Information</td>
<td>(800) 729-6686</td>
</tr>
<tr>
<td>U.S. Dept. of Education, Southwest Region</td>
<td>(213) 598-7661</td>
</tr>
<tr>
<td>U.S. Dept. of Education Task Force</td>
<td>(202) 708-9069</td>
</tr>
</tbody>
</table>

STUDENT SEXUAL HARASSMENT POLICY

Policy Overview

It is the policy of The Milan Institute to ensure that students can learn in a safe and nondiscriminatory educational environment based on religious, racial, sexual harassment and violence. Milan Institute strictly prohibits any form of religious, racial, sexual harassment and violence. It is a violation of college’s policy for a student, faculty member, staff member, administrator, third party or other employee to harass a student, faculty member, administrator or other college personnel through conduct or communication of a sexual nature. It is a violation of college’s policy for any student, faculty member, administrator, third party or other college personnel of the Milan Institute to inflict or threaten to inflict, or attempt to inflict sexual violence upon any student, faculty member, administrator or other college personnel.

Definitions—Sexual Harassment

Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual nature when:

- submission to that conduct or communication is made a term or condition, either explicitly, of obtaining or retaining employment, or of obtaining an education; or
- submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment or education; or
- that conduct or communication has the purpose or effect of substantially or unreasonably interfering with an individual's employment or education, or creating an intimidating, hostile or offensive employment or education environment.

Sexual harassment may also include but is not limited to:

- unwelcome verbal harassment or abuse;
- unwelcome pressure for sexual activity;
- unwelcome, sexually motivated or inappropriate patting, pinching or physical contact, other than necessary restraint of student(s) by faculty members, administrators, college law enforcement, or other college personnel to avoid physical harm to persons or property;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt threats concerning an individual's employment or educational status;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or education.
status; or
• unwelcomed behavior or words directed at an individual because of gender.
• Of importance is to note that sexual harassment or violence does not have to occur between different genders. Same sex harassment and violence will be treated equally as sexual harassment or violence between same sex members.

Reporting
Any person who believes he or she has been the victim of sexual harassment or violence by a student, faculty member, administrator or other college personnel of The Milan Institute should report the occurrence to any agent or responsible employee of the college. An employee may be required only to report the harassment to other school officials who have the responsibility to take appropriate action or to take the appropriate action themselves if they are a designated official.

Privacy
The Milan Institute will respect the privacy of the complainant, the individual(s) against whom the complaint is filed, and the witnesses as much as possible. The college will attempt to honor a student's request that his or her name be withheld, if this can be done consistently with the school's obligation to remedy the harassment and take steps to prevent further harassment.

Action
The Milan Institute is required to investigate all accusations of sexual harassment and violence and to take the appropriate actions which could include disciplinary proceedings against any individuals found to be in violation of this policy.

Anti-Retribution
Any person who retaliates against another for testifying, assisting or participating in an investigation or proceeding relating to harassment or violence shall be subject to discipline. Retaliation includes, but is not limited to, any form of intimidation, retribution or harassment.

STUDENT SEXUAL ASSAULT, DOMESTIC AND DATING VIOLENCE POLICY
Milan Institute is committed to maintaining a safe and secure campus for all of its students and employees. Milan Institute's policy on Sexual Violence, Domestic Violence and Dating Violence specifically addresses procedures that must be followed when an incident of sexual assault, domestic violence, dating violence or stalking is reported.

For detailed information and a copy of our policy, awareness and programs available, please visit: http://milaninstitute.edu/consumer-and-clery-information/

STUDENT SOCIAL MEDIA POLICY
Milan recognizes that social media websites have become an important and influential means of communication for our current and former students. The objective of this policy is to help clarify how best to enhance and protect the personal and professional reputations of our students when participating in social media. It is important to keep in mind the privacy limitations when using social media websites. In some cases, information posted on them can be made public, even when that information has been deleted by the user.
Therefore, Milan expects and encourages all those participating to exercise caution and responsibility when using social media websites
In accordance with Milan Institute’s Conduct Policy, as published in the Catalog, students are expected to conduct themselves in a professional manner. Students who are not in compliance are subject to disciplinary action, probation, suspension or termination at the discretion of the school administration.

The policies and guidelines set forth below apply to any user who utilizes social media pages associated with Milan.

**Types**

The social media applicable under this policy include, but are not limited to, the following: Facebook.com, Twitter.com, YouTube.com, MySpace.com, Pinterest.com, Google+.com, StumbleUpon.com, Delicious.com, Yelp.com, Instagram.com, Blogger.com, Typepad.com, WordPress.org, Wordpress.com, LinkedIn.com, imodules.com, Flickr.com, Foursquare.com, Gowalla.com, Scvngr.com and Tumblr.com.

**Language/Behavior**

The following are considered unacceptable when using Milan social media websites:

- Vulgar or profane language.
- Obscene, defamatory, inaccurate, or hostile posts.
- Offensive terms/phrases, or photographs that disrespect individuals or groups based on race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of person.
- Threats of physical or bodily harm.
- Posting of sensitive information; including that which could compromise public safety, intellectual property, etc.
- Posting of photographs of oneself or others that can be reasonably interpreted as condoning the irresponsible use of alcohol, substance abuse, or are of a sexual nature.

**Requirements**

We look forward to the comments and conversations generated via social media. Any posts on the school’s social media sites or tags of the school found to be inaccurate, false, inappropriate, hostile, obscene, or defamatory toward any individual, group or organization will be removed. If students of Milan violate other Milan policies on the school's social media sites they may subject them to disciplinary action under appropriate judicial or other procedures. Students posting content in reflection of Milan (such as photos taken on grounds, “tags” with Milan in them, comments regarding Milan) are subject to the same guidelines set herein this policy. Students with unresolved issues with campus administration or the educational program should follow the Grievance Policy to resolve those matters. Social media websites are not the venue to resolve such issues. Any inappropriate, obscene, or defamatory posts will not be tolerated.

Users who choose to post, comment, or link text and/or multimedia on Milan Institute's websites agree that such material may be reproduced, distributed, edited, and published in any form and on any media. Users agree not to violate copyright laws, post spam or advertisements, impersonate others, or partake in any type of hostile behavior, in any media.

**ANTI-BULLYING STATEMENT**

Milan Institute believes that all students have a right to a safe and healthy school environment in which mutual respect, tolerance, and acceptance are fostered.

Milan Institute will not tolerate behavior that infringes on the safety of any student. A student shall not intimidate, harass, or bully another student through words or actions.
Such behavior includes: direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; social isolation or manipulation; threats either directly or indirectly or any other activities that create a hostile environment at school that is sufficiently serious that it interferes with or limits a student’s ability to participate in or benefit from the services, activities, or opportunities offered by a school.

Milan Institute expects students and/or staff to immediately report incidents of bullying to the Campus Director. Staff members who witness such acts will take immediate steps to intervene when safe to do so. Each complaint of bullying will be promptly investigated. This policy applies to students on school grounds, while traveling to and from school or a school-sponsored activity and during a school-sponsored activity. Students who bully are in violation of this policy and are subject to disciplinary action up to and including termination.

STUDENT GRIEVANCE POLICY

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue cannot be resolved with the Instructor, contact the Campus Director to schedule a meeting to discuss the concern.
3. If a mutual solution cannot be reached with the School Director, the student should submit a written complaint online at milaninstitute.edu/complaint form. A corporate mediator will facilitate review of the grievance within 10 days and a written response will be sent to the complainant with the decision and/or resolution.
4. The student has the right to appeal the decision of the mediator and submit the complaint letter to the President of Amarillo College of Hairdressing, Inc. located at 3356 S Fairway Street, Visalia CA, 93277; Fax: (559) 733-7831; Phone: (559) 735-3818 ext. 1012; Email: Comments@milaninstitute.edu. The President’s decision will be communicated to the student.
5. The student has the right to appeal the decision of the President and submit the complaint letter to the school’s state agencies and/or accrediting agency.
   a) Allied Health- The school’s state agency is the Idaho State Board of Education, Private Colleges & Proprietary Schools located at 650 W. State Street, Suite 307, Boise, ID 83720-0037. Student complaint procedures can be obtained online at https://boardedfed.idaho.gov/priv_proprietary/student_complaint.asp
   b) Cosmetology- The school’s state agency is the State of Idaho Bureau of Occupational Licenses, Board of Cosmetology, located at 707 West State Street, Boise, ID 83720: (208) 334–3233. Complaint forms may be obtained online at www.ibol.idaho.gov.
   c) The school’s accrediting agency for all programs is the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350 Phone: (770) 396-3898, FAX: (770) 396-3790, www.council.org.

The school maintains its complaint log for at least two years.

ARBITRATION POLICY

Should a dispute arise which could not be settled through the school’s internal grievance procedures, students and the school have agreed to arbitration at the time of enrollment as the only means legal recourse. Any dispute a student may bring against Amarillo College of Hairdressing, Inc., and/or any of its wholly owned subsidiaries, Milan Institute, Milan Institute of Cosmetology, or any of its parents, subsidiaries, successors, officers, directors, or employees, without limitation, (hereinafter collectively and individually referred to as “ACH”) or which ACH may bring against a student, no matter how characterized, pleaded or styled, shall be
resolved by binding arbitration pursuant to the Federal Arbitration Act and conducted by the American Arbitration Association ("AAA"), at the ACH location which the student attends or was attending, and under its Supplementary Rules for Consumer Related Disputes, and decided by a single arbitrator. Any dispute over the interpretation, enforceability or scope of this Arbitration Agreement shall be decided by the Arbitrator, and not by a Court. Both students and school explicitly waive any right to a jury trial, and understand that the decision of the arbitrator will be binding, and not merely advisory.

Neither ACH nor student shall file any lawsuit against the other in any court and agree that any suit filed in violation of this provision shall be promptly dismissed by the court in favor of arbitration. Both ACH and school agree that the party enforcing arbitration shall be awarded costs and fees of compelling arbitration.

The costs of the arbitration filing fee, arbitrator's compensation, and facilities fees that exceed the applicable court filing fee will be paid by ACH.

Any dispute or claim brought by ACH or student shall be brought solely in their individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Any remedy available from a court under the law shall be available in the arbitration.

To the extent a student has outstanding federal student loan obligations incurred in connection with their enrollment at ACH, any arbitration award providing monetary damages shall direct that those damages be first paid toward the student loan obligations.

Students and/or ACH may, but need not, be represented by an attorney at arbitration.

Information about the AAA arbitration process and the AAA Supplementary Rules for Consumer Related Disputes can be obtained at www.adr.org or 1-800-778-7879. Students must disclose the Arbitration Agreement document they signed at the time of enrollment to the AAA.

STUDENT PHOTO RELEASE
Students attending Milan Institute give the school the absolute right and permission to take photographs and/or video of the students in class, in clinic or in lab for advertising, trade publications and/or any other lawful practice.

CONDUCT POLICY
The standards of conduct for Milan Institute students are patterned after those that prevail in business, health professions and industry. Students must observe school regulations, follow directions given by their instructors and conduct themselves in a professional manner. Student conduct must be within the bounds of acceptable behavior, including no eating or drinking in class, no profanity, no drugs, reasonable professional dress or school uniform, proper respect for and adherence to school rules, and respect for the rights of instructors and peers. Students who are not in compliance are subject to disciplinary probation, suspension or termination at the discretion of the school administration.

Milan Institute will not tolerate any form of sexual harassment. If a student believes that he/she has been harassed by any Milan Institute employee, student or other business contact, he/she should immediately report the incident to the school director. Milan Institute will not retaliate, nor will it tolerate retaliation, against students/employees who complain in good faith about harassment.
Milan Institute will investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated these prohibitions against harassment or retaliation.

CHEATING POLICY
Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false or misleading information to the school's instructors or administrative staff.

When a student is charged with cheating or plagiarism, and the instructor has proof to back up the charges, or a student admits to the charges when confronted, the instructor may handle the situation in the following ways:
1. Issue an oral warning or a written warning that will be put in the student's permanent academic file.
2. Issue the student an “F” or “0” on the assignment or test in questions.
3. Issue the student an “F” for the entire class.
4. Refer the student to the school director for disciplinary action, which may include suspension or dismissal from the school.

CAREER SERVICES
Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, conducting mock-interviews, providing job readiness workshops, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

RESPONSIBILITY FOR PERSONAL PROPERTY
Milan Institute does not assume responsibility for loss or damage to personal property through fire, theft, or other causes on or off the Milan Institute campus.

COPYRIGHT INFRINGEMENT POLICY
Compliance with federal copyright law is expected of all students. “Copyright” is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner.

You may "use" all or part of a copyrighted work only if (a) you have the copyright owner's permission, or (b) you qualify for a legal exception (the most common exception is called “fair use”). “Use” of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law. Violations of copyright law that occur on or over the school's networks or other computer resources may create liability for the school as well as the computer user.
Students who violate Copyright Infringement Policy are subject to disciplinary action, including suspension and termination.

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

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

**Legal Alternatives:**
An extensive online list of legal downloading resources is available at [http://www.educause.edu/legalcontent](http://www.educause.edu/legalcontent). EDUCAUSE is a nonprofit organization committed to promoting the intelligent use of information technology to advance higher education. Resources on the list include websites such as Amazon MP3 Downloads, MediaNet and Best Buy.

**STUDENT RECORDS ACCESS, SECURITY AND RELEASE**
The information in student files is confidential. A student’s right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as amended. Generally, we must have written permission from the student, parent or guardian before releasing any information from the student's financial aid record. However, the law allows us to disclose records, without consent, to the following:

A school MAY disclose education records without consent when:
- The disclosure is to school officials who have been determined to have legitimate educational interests as set forth in the institution's annual notification of rights to students;
- The student is seeking or intending to enroll in another school;
- The disclosure is to state or local educational authorities auditing or enforcing Federal or State supported education programs or enforcing Federal laws which relate to those programs;
- The disclosure is to the parents of a student who is a dependent for income tax purposes;
- The disclosure is in connection with determining eligibility, amounts, and terms for financial aid or enforcing the terms and conditions of financial aid;
- The disclosure is pursuant to a lawfully issued court order or subpoena; or

The information disclosed has been appropriately designated as directory information by the school. At its discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:
- Name
- Home address
• Home telephone number
• Major field of study
• Dates of attendance
• Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Milan Institute places a high emphasis on protecting confidentiality of student data. Employees are trained on confidentiality procedures. Data is secured either physically or in secured networks. Regular reviews of procedures and secured areas are made by staff. Any potential breaches are immediately investigated and promptly acted upon. Any questions regarding Milan’s process of protecting confidentiality of student’s data can be directed to comments@milaninstitute.edu.
ACADEMIC INFORMATION - ALL PROGRAMS

ATTENDANCE POLICY

Attendance is valued and expected. Students are expected to arrive for classes at the scheduled time and remain on task until their scheduled departure time. Student performance and punctuality are important components of dependability and directly relate to employment options in the business world. To ensure the commitment to student success, Milan expects that attendance be taken in all classes, starting with the first day of the class. Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

Milan recognizes the correlation between attendance within the program of study and success defined as student achievement. Absences prevent students from receiving essential academic information, disrupt orderly course progress, and diminish the quality of group interaction in class. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student’s achievement in the course. Class attendance is monitored beginning with the first class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur.

ACADEMIC AND ATTENDANCE ADVISING POLICY

Any students falling below Satisfactory Academic Progress (SAP) at mid-point and end of contracted program will be advised of their academic and attendance standing by a designated school official. Students who are not meeting minimum expectations will be provided SAP notification and an Academic Plan to provide guidance on improving standing to achieve completion. The student portal is available to all students to check standing as needed. Instructors encourage students to utilize their portal. See SAP policy for additional information.

Student’s strengths and areas requiring improvement are identified and plans for improvement are discussed during the advising to provide a student the opportunity to achieve expectations. When professional assistance is needed students are provided contact information for those community resources (also posted on the Student Intranet page). Documentation will be signed by both the school official and the student. The signed documentation will be retained in the student’s official academic file located in the Student Information System. Academic Review meetings are also available to address special matters. The Academic Review Committee can be composed of a combination of the school director, education leader, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance.

VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

In addition to the standard policies in this catalog, the following applies to veterans and eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

Transfer of Credit Policy

During the enrollment process, incoming veterans and eligible persons are required notify their admissions representative regarding their previous coursework and experience. Veterans and eligible persons are required to request a credit for previous coursework or experiential training for any program offered by the school. The institution will evaluate all previous education and training and grant credit when appropriate. Credits allowed will be recorded on the enrollment record and the length of the program shortened proportionately. The student shall be notified, with record of the evaluation and supporting transcripts being
kept of this process. Each student must provide the school with (1) an official transcript with all previous postsecondary education and training and (2) the student's military discharge document DD-214 form prior to enrollment. Students should refer to the “Transfer of Credit” portion of this catalog for more detailed information specific to their program.

**Satisfactory Academic Progress**

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student’s progress is still unsatisfactory, the student’s VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately. Students will only receive VA benefits, based on their eligibility, for the published length (100%) of the program. Students should refer to the “Satisfactory Academic Progress Policy” portion of this catalog for more detailed information specific to their program.

**Academic Advising**

This section is the same for all students. See the appropriate catalog section for more information.

**Attendance Advising**

This section is the same for all students. See the appropriate catalog section for more information.

**Leave of Absence**

Students receiving veterans’ educational benefits will be reported to the Department of Veterans Affairs upon taking a leave of absence. They may be re-enrolled for educational benefits upon return to class.
ACADEMIC INFORMATION

ALLIED HEALTH PROGRAMS
ACADEMIC INFORMATION – ALLIED HEALTH PROGRAMS

LAB AND PRACTICAL TRAINING
All Milan Institute students receive lab and practical training. Medical Assisting students work with equipment commonly found in doctors’ front and back offices, including scales, syringes, microscopes, patient charts, skeleton models, instrument tray preparations, autoclaves, and more.

Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment that is commonly found in clinics, health spas, and other locations where massage therapy is performed.

Administrative Medical Assistant and Healthcare Billing and Coding students work on computers, ten-keys, telephones, and other equipment commonly found in the front office settings of medical offices.

Dental Assistant students use dental equipment commonly found in dental offices, such as dental patient chairs, dental instruments and materials, x-ray machines, patient charts and other equipment commonly found in front office settings.

Pharmacy Technician students work with equipment commonly found in retail and hospital pharmacies, such as prescription “A” balance scales, compounding equipment, counting trays, mortars and pestles, cash register, and laminar flow units for IV preparations.

ORIENTATION
New students are required to attend an orientation prior to the class start date. This meeting is to welcome new students and introduce them to the school’s policies and procedures. During orientation many topics are discussed, including: school rules, regulations, financial aid questions, state board exams, grading, attendance, theory classes, clinic floor work, satisfactory progress, and project completions. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

STUDENT RATIOS
An effort is made to keep instructor/student ratios at a level most appropriate to deliver effective education and to adhere to accreditation and/or state mandates. The maximum instructor/student ratio in lecture classes is 40 students to 1 instructor for all programs except dental. The maximum instructor/student ratio in medical labs is 20 students to 1 instructor; in massage labs, the ratio is 16 students to 1 instructor. The maximum instructor/student ratio for dental is 30 students to 1 instructor and 10 students to 1 instructor in dental labs. The maximum instructor/student ratio for esthetician is 20 students to 1 instructor For all programs, when needed, a teaching assistant is provided to further reduce the ratio.

REQUIRED STUDY TIME
In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to individual student abilities. Students are responsible for reading all study materials issued by the instructor and completing homework assignments.

LEARNING RESOURCES
A comprehensive library of references, periodicals, books, texts, and audio/video tapes are available to support the course of study and supplement the students' training. Students should avail themselves of the opportunity to use these extensive materials.
EXEMPLARY SUPPLIES
The school furnishes all expendable supplies used by the student for training. The student must purchase all supplies from the school that are for personal use.

ACADEMIC POLICY
Students are expected to maintain an accumulative grade point average of 2.0 or higher. Student's grade point average is evaluated each month.

SATISFACTORY ACADEMIC PROGRESS POLICY
Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year.

Credit Hour Program
The student’s academic progress is evaluated at the point the student has been scheduled for the required credit hours and weeks for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0 and (2) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program, the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of "pass", which will not count towards the student's grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student's program as both hours attempted and hours completed for the purpose of determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution.

Grading
The school uses a four–point scale to determine academic standing according to the following grading chart:

90 - 100% = A = 4.0
80 - 89% = B = 3.0
70 - 79% = C = 2.0
60 - 69% = D = 1.0
Below 60% = F = 0.0
"I" = Incomplete
Students receiving an incomplete will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade.

Incomplete Grades
An incomplete grade ("I") will not be computed in the student’s grade point average if the completed work is finished within the time frame specified in the grading policy. If the incomplete work is not finished within this time frame, the incomplete grade "I" will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

Course Repetition
Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student’s program as both hours/credits attempted and hours/credits completed.

CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS
A student failing to meet the minimum satisfactory progress listed above will be placed on a Financial Aid Warning for one evaluation period with the opportunity to meet minimum standards. If at the end of this Financial Aid Warning period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid. To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal the student will be placed on SAP Probation status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period. If the student fails to meet the terms of the SAP Probation the student will lose financial aid eligibility permanently for program of enrollment.

While on a Financial Aid Warning or SAP Probation the student remains eligible for financial aid.

If it is determined at the time of evaluation that the student is not attending at a pace to complete the program within the established 150% maximum time frame, or the student actually exceeds the maximum time frame, the student will become Financial Aid Ineligible and will be dropped from the program.

Students are notified in writing of satisfactory academic progress evaluation results. If students are failing to meet standards, a Financial Aid Warning or SAP Probation notice must be signed by the student confirming receipt. Students meeting progress will be notified of the results in writing with no confirmation signature required. A copy of all notification is maintained in the student file.

**Leave of Absence / Temporary Interruptions** – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.
**SAP Re-Entry** - Students who have violated FA Probation and have been dismissed shall not be readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

**Appeal Procedure**
A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on *SAP Probation* for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student’s appeal must address the following:
- The basis for the appeal – description of the special circumstances and;
- The reason why the student failed to meet the SAP standard(s) and;
- What has changed in the student’s situation so that he or she will now be able to meet SAP standards.

The student’s written appeal and the documented results as determined by the institution are retained in the student file.

**Re-enrollment/Re-entrance**
Re-enrollment or re-entrance will be approved only after evidence is shown to the director’s satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

**LEAVE OF ABSENCE - Allied Health Programs**
Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student’s best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:
- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.
Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances and the Education Leader, Dean or Director determines that these circumstances meet the exception requirements (i.e., “of an unusual nature and not likely to recur”), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

Re-Admission Following a Leave of Absence

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

Extension of Leave of Absence

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student’s first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student’s current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student’s last date of attendance (LDA).

Return from a Leave of Absence

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.
Failure to Return from a Leave of Absence
If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student’s last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

Possible Effects of Leave of Absence
Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student’s:
  - Loan repayment terms, including the exhaustion of some or all of the student's grace period
  - Rate of progress
  - Maximum time frame for completion

ABSENCE
Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers.

TARDINESS/EARLY DEPARTURES
Ten minutes after the scheduled start of a class or the designated time to return from a break, or departure more than ten minutes before the scheduled class end time, equals a tardy. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus, and the number of minutes late/early (rounded up in 15-minute increments) will be deducted when recording class time.

MAKE-UP WORK
Instructors may require make-up work for any absence. Make-up work is completed on the student's time after the regular class day. All assigned make-up work is due the last day of a module.

Make-up Education- Students are allowed to make up hours for absences only. Hours are to be completed at school after normal class hours.

EXTERNSHIP DISCLOSURE
Most courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the course. Externship hours are completed at extern sites off campus. It is, therefore, the student’s responsibility to secure his/her own transportation to the extern site. It is also the student’s responsibility to pay any costs associated with his/her transportation to and from the extern site or any special requirements mandated by the extern site.

GRADUATION REQUIREMENTS
Milan Institute will award a Certificate of Completion to all students who successfully complete all graduation requirements. The school requires all students to meet their financial obligations and complete a financial aid exit interview prior to graduation.
Administrative Medical Assistant Program
Students enrolled in the Administrative Medical Assistant program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required administrative and clinical skills must be completed by the student and verified by the instructor. Students must also complete an externship to be eligible for graduation.

Medical Assisting
Students enrolled in the Medical Assisting program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required administrative and clinical skills must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation.

Massage Therapy
Students enrolled in the Massage Therapy program are required to attend all course hours, pass all courses attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must pass and receive certification in CPR and First Aid. Students must also complete clinical practice to be eligible for graduation.

Dental Assistant
Students enrolled in the Dental Assistant program must pass all classes attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation.

Pharmacy Technician
Students enrolled in the Pharmacy Technician program must pass all classes attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation.

MASSAGE THERAPY LICENSING DISCLOSURE
Students in the Massage Therapy program must contact the Business Licensing Department in the city or county which they plan to work to find out the requirements to perform massage therapy in the area. Requirements vary by city, county and state.

Effective July 1, 2013 Massage Therapists practicing in the state of Idaho will be required to obtain a Massage Therapy License from the newly created Idaho State Board of Massage Therapy.

Upon application to the board and the payment of the required fees, an applicant may be licensed as a massage therapist if the applicant meets all the requirements and provides documentation acceptable to the board as follows:

1. High school diploma or equivalent;
2. Is eighteen (18) years of age or older;
3. Is of good moral character;
4. Successful completion of an approved massage therapy training program of a minimum of 500 hours and
5. Pass a nationally recognized competency examination in massage therapy. (passage of this exam may have occurred prior to the 7/1/2013 effective date)
ACADEMIC INFORMATION

COSMETOLOGY PROGRAMS
ACADEMIC INFORMATION – ESTHETICIAN PROGRAMS

AN INVESTMENT IN BEAUTY PAYS

If you want a career as an Esthetician, this is the right choice for you. The exciting, ever changing world of cosmetology will always be a source of professional and financial rewards. The outlook for the profession has never been better, with women today striving to achieve the “Total Look,” and more men are taking advantage of the salon scene and benefiting from skin care. The work of the esthetician is challenging and very rewarding, with a very high income potential that can soon place you at a professional earning level. Since most salons pay on a commission basis, there is no ceiling on income in the esthetician profession. Management presents even greater challenges, and salon ownership offers a sense of pride that every small business owner enjoys.

The choice of a lifetime career is one of the most important decisions you will ever make. To find out more about a career as an Esthetician, how to become a part of this exciting profession and other information about Milan Institute, please read this catalog carefully.

ORIENTATION

New students are required to attend an orientation prior to the class start date. This meeting is to welcome new students and introduce them to the school's policies and procedures. During orientation many topics are discussed, including: school rules, regulations, financial aid questions, state board exams, grading, attendance, theory classes, clinic floor work, satisfactory progress, and project completions. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

ENROLLMENT TIME

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in school. Any monies due the applicant or student shall be refunded within forty-five (45) days from the withdrawal date, or in the case of a leave of absence, the earlier of the documented date of scheduled return or the date the student notifies the institution that he/she will not be returning.

STUDENT RATIO

The student/teacher ratio does not exceed twenty students in attendance per instructor.

FACULTY

Milan Institute staff members are experienced cosmetology instructors. In addition to meeting the educational requirements for licensing, each instructor has been trained in the contemporary methods of hairstyling and techniques of hair design. A list of our faculty members can be found in the catalog insert.

ADVISORY BOARD

The advisory board is composed of members chosen as experts in one or more specialized areas. These advisors serve as guest lecturers, perform demonstrations, judge competitions, and meet with faculty and students. Based on their years of experience as successful owners, managers, and self-employed professionals, they are an invaluable source of up-to-date information on advances in our field.

CAREER SERVICES

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep...
abreast of current employment opportunities to which graduates may be referred. Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

LEARNING RESOURCES
Esthetician students follow Milady’s Standard Fundamentals for Estheticians. A comprehensive library of references, periodicals, books, texts, and audio/video tapes are available to support the course of study and supplement the students’ training. Students should avail themselves of the opportunity to use these extensive materials.

FORMAT
The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career oriented activities. The programs are presented through well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the programs.

PROGRAM MEASUREMENT
An academic year is equivalent to 900 clock hours and is a minimum of 26 weeks or 36 quarter credits and is a minimum of 30 weeks in length. One quarter credit unit is equal to twenty-five clock hours. Each program is defined by its individual academic requirements, which are listed in the course description section of this catalog.

EQUIPMENT
All of Milan Institute’s esthetician students work with an 8-in-1 function galvanic unit, wax machine, microdermabrasion machine and other equipment commonly found in salons and other locations where esthetician services are performed. A classroom laptop, LCD projector and screen and marker boards are also used the Esthetician program.

EXPENDABLE SUPPLIES
The school furnishes all expendable supplies used by the student for training. The student must purchase all supplies from the school that are for personal use.

SATISFACTORY ACADEMIC PROGRESS POLICY
Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year. An academic year in a clock hour program is a minimum of 900 clock hours AND 26 weeks. A week is considered any seven-day period from Sunday through Saturday in which at least one schedule class day occurs.
Milan Institute uses the following midpoints to evaluate satisfactory academic progress:

**Esthetician Program**

<table>
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<tr>
<th>Midpoints</th>
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<tr>
<td>300 scheduled hours</td>
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<tr>
<td>600 scheduled hours</td>
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</table>

**Clock Hour Program**

The student’s academic progress is evaluated at the point the student is scheduled to complete the required clock hours and scheduled weeks for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade, but will be recorded with a grade of “pass”, which will not count towards the student’s grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student’s program as both hours attempted and hours completed for the purpose of determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution.

**Grading**

To assess the qualitative measure of academic progress, students are assigned theory study and a minimum number of practical performances. Theory is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the practical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments.

Numerical grades are considered according to the following four-point scale which is also used to determine academic standing:

<table>
<thead>
<tr>
<th>Numerical Grade</th>
<th>Letter Grade</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>90 - 100%</td>
<td>A</td>
<td>4.0</td>
</tr>
<tr>
<td>80 - 89%</td>
<td>B</td>
<td>3.0</td>
</tr>
<tr>
<td>70 - 79%</td>
<td>C</td>
<td>2.0</td>
</tr>
<tr>
<td>60 - 69%</td>
<td>D</td>
<td>1.0</td>
</tr>
<tr>
<td>Below 60%</td>
<td>F</td>
<td>0.0</td>
</tr>
</tbody>
</table>
Non-credit Remedial Courses
Non-credit remedial courses have no effect upon the institution’s satisfactory academic progress standards as no such courses are offered at NACCAS accredited schools.

Institutional Withdrawal
Withdrawing from the institution has no effect upon the student’s satisfactory academic progress.

Consequences of Failure to Meet Satisfactory Academic Progress Standards
A student failing to meet the minimum satisfactory progress listed above will be placed on a Financial Aid Warning for one evaluation period with the opportunity to meet minimum standards. If at the end of this Financial Aid Warning period the student has not satisfied the minimum requirements as outlined, the student will lose their eligibility for financial aid. To regain financial aid eligibility after this point, the student must make an appeal. After a successful appeal, the student will be placed on SAP Probation status for one evaluation period as long as satisfactory academic progress standards can be met by the end of the subsequent evaluation period.
If the student fails to meet the terms of the SAP Probation the student will lose financial aid eligibility permanently for program of enrollment.

While on a Financial Aid Warning or SAP Probation the student remains eligible for financial aid.

If it is determined at the time of evaluation that the student is not attending at a pace to complete the program with in the established 150% maximum time frame, or the student actually exceeds the maximum time frame, the student will become Financial Aid Ineligible and will be dropped from the program

Students are notified in writing of satisfactory academic progress evaluation results. If students are failing to meet standards, a Financial Aid Warning or SAP Probation notice must be signed by the student confirming receipt. Students meeting progress will be notified of the results in writing with no confirmation signature required. A copy of all notification is maintained in the student file.

Leave of Absence / Temporary Interruptions – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

SAP Re-Entry - Students who have violated FA Probation and have been dismissed shall not be readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

Appeal Procedure
A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.
The student’s appeal must address the following:
- The basis for the appeal – description of the special circumstances and;
- The reason why the student failed to meet the SAP standard(s) and;
- What has changes in the student’s situation so that he or she will now be able to meet SAP standards.

The student’s written appeal and the documented results as determined by the institution are retained in the student file.

Re-enrollment/Re-entrance
Re-enrollment or re-entrance will be approved only after evidence is shown to the director’s satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

LEAVE OF ABSENCE - Esthetician Program
Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student’s best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:
- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:
- The school documents the unforeseen circumstances and the Education Leader, Dean or Director determines that these circumstances meet the exception requirements (i.e., “of an unusual nature and not likely to recur”), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.
Re-Admission Following a Leave of Absence

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

Extension of Leave of Absence

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student's last date of attendance (LDA).

Return from a Leave of Absence

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.

Failure to Return from a Leave of Absence

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

Possible Effects of Leave of Absence

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student's:
  - Loan repayment terms, including the exhaustion of some or all of the student's grace period
  - Rate of progress
  - Maximum time frame for completion
MAKE-UP WORK

Students who do not obtain a satisfactory score are required to re-take the test or another version of the test for that subject before the end of the month (or within the first five days of the following month) to obtain a satisfactory or better score. Students who miss a test due to an absence are encouraged to make up the test within the same month it was missed, but the school acknowledges that the student does have until the course completion to ensure that all requirements are met. Cumulative theory averages are based on tests taken from the beginning of the course through the month being evaluated.

RULES OF CONDUCT

The school sets forth specific expectations for the purpose of promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude and definite goals during training can only enhance the graduate's potential for success. **Students are expected to:**

1. Attend all classes according to the assigned schedule including theory classes even if all required tests are completed. Theory class is a critical part of your training.
2. Arrive for all classes on time. Students may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness may result in suspension.
3. Complete all assigned theory, practical and clinic assignments in the designated time frames. It is the student’s responsibility to contact the instructor regarding makeup exams. The Final Transcript of Hours will not be released to the student or State Board until all graduation requirements have been met and a comprehensive final written and practical exam has been passed.
4. Notify a staff member within one (1) hour of your start time of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
5. Notify a staff member when leaving the facility for any reason other than lunch time and closing.
6. Only perform services on clients after successfully completing the Phase One Requirements and have passed a written and practical competency evaluation.
7. Practice courtesy and professionalism at all times when dealing with other students, clients, instructors, staff and visitors.
8. Follow all state laws and regulations at all times during school.
9. Comply with the school's Satisfactory Academic Progress Policy at all times. Failure to maintain satisfactory progress may cause loss of or delays in funding, delay in graduation and additional tuition charges.
10. Park only in the designated areas for student parking. Front row parking is ALWAYS reserved for client use. The school does provide parking for its students.
11. Keep all student and client analysis and service records up to date.
12. Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills.
13. Strive to continually improve abilities through education and practice.

GROUND FOR DISCIPLINARY ACTION

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. **Milan Institute of Cosmetology reserves the right to take any disciplinary action it deems necessary and reasonable under the circumstances.**
a. Refusing to service an assigned customer or refusing to comply with the instructor’s assignment. Unprepared or refusal to perform a clinic service or practical assignment may result in the student leaving for the day. Excessive refusals may result in termination.

b. Disrupting class or sleeping in class.

c. Not involved in curriculum related activities at all times while clocked in. Students who are clocked in may not linger in the facility and distract other students from training responsibilities. Excessive time in the student lounge is not allowed.

d. Unauthorized personal visitors to the school. Guests will be asked to leave unless they are scheduled for a service in the student salon.

e. Using the business phone or personal cellular phone for incoming or outgoing calls without the expressed permission of a staff member.

f. Cheating, dishonesty or falsification of records.

g. Not following scheduled breaks. The time for breaks will depend on the classes scheduled and the student salon floor services that are assigned. Students are required to clock out for a minimum of 30 minutes each day for a lunch break. Failure to do so may result in lost time and/or disciplinary action. As consideration to fellow students, clients and instructors, please notify the school if you are not returning from a lunch break.

h. Not following time clock procedures by not clocking in and out accurately to reflect hours in attendance. No student may clock in/out for others. If a student fails to clock in/ out, they will not receive credit for time in school.

i. Not following sanitation requirements. Understand that training involves sanitation, cleanliness and equipment care. Students are responsible for personal workstations and work areas. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow sanitation rules and practices at all times.

j. Non-compliance with the published dress code which includes students wearing the required name badge and practicing proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock in until in compliance.

k. Violation of Student Social Media policy or Anti-Bullying policy.

l. Criticizing another student’s work.

m. Cursing; using foul language or vulgar language; immoral or unprofessional conduct, discussing sexual activities or beliefs, unethical and unprofessional subject matter during school hours.

n. Arguing with an instructor in the presence of another student or customer.

o. Consuming or possessing alcoholic beverages and/or illegal substances during school time or on school grounds.

p. No smoking, chewing gum, eating and/or drinking except in designated areas.

q. Theft from a student, customer, or school (property and/or money) will result in immediate termination. Students are responsible for the security of their own property. The school is not responsible for lost, stolen, missing, and/or broken items.

r. Behavior which creates a safety hazard to self, students, faculty, or staff including, but not limited to willful destruction of property and possession of weapons while on campus.

**GRADUATION REQUIREMENTS**

Upon successful completion of the program students may be eligible to sit for the State licensing exam. Students in all programs must complete all required hours and subjects outlined in their designated program with no grade under 70% in any subject to be eligible for graduation.
All students are required to pass the school’s final examination with a grade of not less than 70% on both practical and written exams prior to graduation. Students who are in good standing with their financial obligations to the school and have completed a financial aid exit interview will receive their Certificate of Completion and transcript.

VERIFICATION OF ATTENDANCE/TRANSCRIPTS
Graduates requiring official verification of attendance or transcripts to be sent to other educational institutions must submit such a request in writing. Allow 30 days for the verification of attendance or the transcript to be sent. A complete academic transcript and certificate of completion will not be sent if a student has not met his/her financial obligations with Milan Institute.

Licensure Examination
Examination for licensure shall consist of both a practical and written examination for each of these principles. The written examination is provided by the National Interstate Council of State Boards of Cosmetology (NIC). The practical examination will be the NIC examination specific to the discipline for which licensure is sought. A minimum score of 75% is required to pass the practical and written examinations.

Failure to appear for an examination, unless approved by the board, shall cause an immediate forfeiture of the application fee, and terminate the application.

Failure to pass Licensure Examination
Applicants who fail to pass an examination must supply written evidence of additional training before they shall be eligible to take another examination. The amount of such additional training and the nature of the proof required shall be prescribed by rules of the board.

Failure to appear for an examination, unless approved by the board, shall cause an immediate forfeiture of the application fee, and terminate the application.

Licensing Requirements
The general requirements for obtaining a cosmetology related license are that all applicants must:

- Completed applications, included a passport photo and notary seal and;
- Copy of driver’s license or birth certificate and;
- Copy of marriage license or divorce decree if name used on accompanying documents does not match name used on application and;
- Copy of high school transcript or diploma showing proof of completion of the tenth grade and;
- Copy of training transcripts, submitted by the school, documenting completion of 2000 hours of training for Cosmetology; 600 hours of training for Esthetics; and 400 hours of training for Manicurist;
- Proof of passage of the State Board theory and practical examinations and;
- Pay the required fee.
The holder of a current license in another state may also be eligible for licensure. Licensure may be gained through endorsement if an applicant either:

- Holds a current license from another state whose standards are not less than Idaho standards, or
- Holds a current license from another state and has work experience under licensure in three of the last five years and;
- Additional documentation as required by the State Board.

A complete list of required documents and forms may be obtained at www.ibol.idaho.gov

REFUSAL, REVOCATION OR SUSPENSION OF REGISTRATION OF LICENSE

The board may either refuse to issue or renew, or may suspend or revoke, any registration or license for any one (1) of the following causes:

1. Conviction of a felony evidenced by a certified copy of the record of the court of conviction;
2. Malpractice or in competency;
3. Continued practice by a person knowingly having an infectious or contagious disease;
4. Advertising by means of knowingly false or deceptive statements;
5. Habitual intoxication or addiction to the use of morphine, cocaine, or other habit-forming drugs;
6. Immoral or unprofessional conduct;
7. Where the application is fraudulently made or the registration or license fraudulently obtained;
8. The violation of any of the provisions of this chapter, or rules adopted pursuant thereto.
Administrative Medical Assistant
760 Hours/36 Weeks/55 Quarter Credits

The Administrative Medical Assistant is a very important part of the medical office. He or she is normally the first and last person patients see when they come to a medical office. Doctors depend on their Administrative Medical Assistant every day for important and accurate patient information.

Administrative Medical Assistant duties vary from office to office, but normally include setting appointments, organizing patient files and information, completing insurance forms and information, patient billing, and medical coding. An Administrative Medical Assistant must understand and be able to interpret medical terminology and be

Objective
The Administrative Medical Assistant program is designed to prepare students to enter the health professions field as an administrative medical assistant. Students will be able to function at an entry-level position in a variety of settings including, but not limited to, medical offices, hospitals and medical clinics.

Occupations
Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Bill and Account Collector 43-3011.00, Executive Secretary and Administrative Assistant 43-6011.00, Receptionist and Information Clerk 43-4171.00, General Office Clerk 43-9061.00

Training Program
The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students participate in a 160-hour externship.

Course Descriptions
Strategies for Success SFS 201
Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Office Basics OBA 110
This course is designed to introduce students to the professional office environment. Whether centered on the medical community or general type office, students will build skills and a base understanding that relate to any administrative location. Appointment scheduling, customer service techniques, basic business transactions, records / file management and workplace legal and ethical concepts are all addressed within the course. Also discussed are the basic principles behind office policies & procedures, along with a familiarization of automated equipment found in the office setting and an appreciation of the role in which the human relations department plays in a business setting. Students
Administrative Medical Assistant Course Descriptions

will gain knowledge of HIPAA and importance of confidentiality along with lessons in anatomy & physiology, medical terminology and continued practice in keyboarding skills.

Business Technology BTC 110
This course will introduce the student to basic computer concepts and a functional knowledge in various types of computer hardware, software, networking systems and information storage devices. Microsoft Windows operating system is explored to enhance a students’ knowledge and applied proficiency for working in a business setting. Students will be exposed to Microsoft Office with a detailed focus on understanding Outlook and PowerPoint as it pertains to the workplace. Also included are lessons in anatomy & physiology, medical terminology, continued practice in keyboarding skills and hands-on instruction in cardiopulmonary resuscitation (CPR) and First Aid with earned national certification.

Information Coding ICO 110
This course develops the foundation for medical diagnosis and procedural coding. Students will gain knowledge and perform basic coding functions necessary for completion of medical insurance forms utilizing CPT procedural and ICD-9 / ICD-10 diagnosis coding materials. Lessons in ICD-9 to ICD-10 transitional applications will be discussed and practiced in detail. Also included is instruction in anatomy & physiology, medical terminology and continued practice in basic keyboarding skills.

Insurance Theory INT 110
This course provides students with the basic knowledge of insurance forms encountered within the healthcare field through lecture as well as hands-on experience. Such forms as Universal, Worker's Compensation, Medicare, as well as HMO and PPO plans will be covered. Discussions centered around the affordable healthcare act will be a focal point towards gaining a deeper understanding of the laws and patient insurance coverage. Students will learn to obtain information from patient medical records and ledgers to complete insurance forms accurately. Students will be provided instruction on basic pharmacology and patient prescriptions for a deeper understanding of insurance formularies and payment coverage. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Accounting Basics ACB 110
This course offers instruction on basic accounting techniques. Students will gain knowledge though lecture and hands-on applications that center on accounts payable and receivable systems. The ledger, revenue cycle, cash receipts / deposits, purchase cycles and basic budgeting skills will be covered. An overview of QuickBooks will be practiced to familiarize the student with accounting software found in the workplace. Microsoft Office with a detailed focus on Excel will aid students with a base understanding and practical knowledge of working business related spreadsheets. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Computerized Billing COB 110
Students will learn the importance of patient billing and using billing software to produce invoices, record and balance patient account information in the computer. Students are given hypothetical insurance billing situations and will use appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Also included are lessons in anatomy & physiology, medical terminology and continued practice in basic keyboarding techniques.

Office Communications OFC 110
Students will learn the different types of office and business communications used in today's workplace environment. Verbal and non-verbal communication techniques and cues will be discussed, along with E-mail and business communication etiquette. Students will learn basic commands and features associated with Microsoft Office, using Word software and will practice writing different types of memos, letters, business proposals and reports using proper grammar, punctuation and universal business English. In addition to practicing transcription techniques, Self-esteem and human relations will also be emphasizing professional communication. covered in this module along with instruction in anatomy &
Administrative Medical Assistant Course Descriptions

physiology, medical terminology and continued practice in basic keyboarding skills.

Professional Development Course  PDC 201  The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Externship  AMA108
Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain actual experience in a medical environment.

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

Administrative Medical Assistant Program
360 scheduled hours
760 scheduled hours

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<th>Course Code</th>
<th>Course Title</th>
<th>Lecture Hours</th>
<th>Lecture Credits</th>
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Objective
The Massage Therapy program is designed to prepare the student to function competently as a professional massage therapist in a variety of settings. The unique curriculum contains the best of Eastern, Western, ancient modalities and the latest skills and techniques. The student will receive ample hands-on training and knowledge required to function in a variety of settings including massage clinics, hospitals, doctors’ offices, sporting events and more.

Occupations
Massage Therapist 31-9011.00

Training Program
This training program is divided into learning units called modules or course groupings. Students must complete in sequence Strategies for Success, Intro to Anatomy and Physiology, Swedish Basics, and Ethics as prerequisites to any other course. Students must complete all courses starting with a module or predetermined course groupings and continuing in sequence until all courses are completed. Courses are stand alone and are not dependent upon previous training. Students participate in an internship.

Course Descriptions:
Strategies for Success SFS 201
Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Practical Anatomy MAS105
This course is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks. The course will include a systematic investigation of the attachment sites and in

Introduction to Anatomy & Physiology MAS101
This course is the entry point into the Massage Therapy program. It provides an introduction to anatomy, physiology, kinesiology, pathology and medical terminology. Students will gain familiarity with the major
Massage Therapy Course Descriptions

organ systems, cells, tissue, bones, muscles, joints, and other areas.

Swedish Massage Basics  MAS102
This course is the entry point into the Massage Therapy program. It consists of an introduction to the history of massage, introductory massage protocol, and basic technical knowledge, including an introduction to hygiene, sanitation methods, and safety standards. Students will learn the fundamental Swedish massage techniques, client protocol, draping, bodywork postures, and methods of recordkeeping.

Ethics  MAS103
This course is the entry point into the Massage Therapy program. Students will learn the current standards of ethics and professionalism in the field of massage therapy and will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

Anatomy  MAS104
This course offers massage therapy students an in-depth study of the organization and structure of the human body. Nervations of the major muscles relative to the different regions of the body.

Dynamic Practicum  MAS106
This course offers hands-on practice in a variety of modalities used in clinical settings. Students perform massage routines on each other, complete and evaluate intake forms, and enter data on SOAP notes. This course also offers introductory personal and group counseling, wherein students express their feelings about their future profession and life situations, with an opportunity to address specific issues.

Kinesiology  MAS107
In this course, students will be introduced to the study of movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups.

Sports Massage  MAS108
This course presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post-sporting event massage techniques, as well as preventive and rehabilitation massage methods.

Shiatsu  MAS109
This course presents the theory and practice of Shiatsu massage. Students will learn the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, and meridian theory as it relates to massage. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will be able to locate the major organ meridians, locate the major Chinese acupoints, and utilize these points in clinical applications.

Pathology for the Massage Therapist  MAS110
This course focuses on pathology for massage therapists. Students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage.

Passive Joint Mobilization  MAS111
In this course, students will learn how to apply joint movements while the client remains passive (non-moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.
Massage Therapy Course Descriptions

**Deep Tissue Massage  MAS112**
This course provides students with the skills to perform various deep tissue massage techniques and to develop the proper body mechanics to prevent injury. Students will be able to perform deep tissue techniques for muscle redefinition by releasing stagnation, knots, and spasms that lie deep within the muscular tissue, and they will develop therapeutic strategies to address acute and chronic muscular conditions.

**Massage Therapy: Communication & Law  MAS113**
The focus of this course is on professionalism, communication, and the legal issues involved in therapeutic massage. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation for a successful career in massage therapy. Students will learn how to communicate professionally with clients and other healthcare professionals and will understand the information that forms the basis of HIPAA regulations.

**Prenatal & Pediatric Massage  MAS114**
This course presents applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy. Students will learn the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills appropriate for each stage of pregnancy. Students will understand the indications and contraindications of massage during pregnancy and learn the signs and symptoms of high risk pregnancies. In association with pregnancy massage, this course also presents the techniques to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises.

**Business Management  MAS115**
This course presents business management techniques necessary to build and maintain a massage practice. Students will learn how to effectively communicate with clients and associates and will be informed about permit requirements, record keeping, tax information, employment versus independent contracting, and advertising methods.

**Acupressure  MAS116**
This course is an introduction to the ancient healing art of acupressure, a therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress. Students will learn the fundamental theories of traditional Chinese medicine, breathing and mind-body centering techniques, as well as hands on techniques for giving and receiving acupressure massage.

**CPR / First Aid  MAS117**
This course provides American Heart Association or American Red Cross approved training in heart and breathing emergencies and other physical injuries that might occur in clinical (or other) settings. Cardio-Pulmonary Resuscitation (CPR) techniques and basic first aid procedures are presented.

**Chair Massage  MAS118**
This course provides instruction in chair massage, defined as a compact, efficient style of bodywork performed through the clothing while the recipient is in a comfortable seated position. Students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented.

**Reflexology  MAS119**
This course introduces the history, theory, and practice of reflexology. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. This course is designed to teach students the tools and techniques enabling them to perform a full reflexology session.
Massage Therapy Course Descriptions

Aromatherapy & Hydrotherapy  MAS120
This course introduces the application of essential oils and water as therapeutic tools used in conjunction with massage therapy. The course provides students with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how to safely and effectively integrate the use of essential oils into a massage session. The course covers the profiles of 10 of the most commonly used essential oils along with their indications and contraindications. Students will also learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses.

Physiology  MAS121
This course examines the various functions of the human body, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

Professional Development Course  PDC 201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Clinical Internship  MCL001
Prerequisite: Swedish Massage Basics and Clinic Orientation
In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-keeping skills with a wide variety of clients.

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

Massage Therapy
360  scheduled hours
740  scheduled hours
# Massage Therapy

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Medical Assisting
760 Hours/36 Weeks/51 Quarter Credits

Medical assistants help doctors examine and treat patients, perform routine tasks, and keep the medical office running smoothly. Duties vary from office to office, but normally include taking vital signs and information, taking medical histories, preparing patients for examinations, and assisting during the appointment. Medical assistants may also take blood, give injections, take EKGs, remove sutures, collect and prepare laboratory specimens, instruct patients on special diets and medications, and sterilize medical instruments.

Objective
The Medical Assisting program is designed to prepare students to function competently in an entry-level position in a variety of medical settings. The program will include current medical information, demonstrations and practice of administrative, clinical and laboratory skills.

Occupations
Medical Assistant 31-9092.00, Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Receptionist and Information Clerk 43-4171.00

Training Program
The training program is divided into seven learning units called modules. Students must complete Strategies for Success and modules A through G, starting with any module and continuing in any sequence until all seven are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of Strategies for Success and all modules, students will participate in a 160-hour externship.

Course Descriptions
Strategies for Success SFS 201
Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Medical Office Communications MOC110
Students will learn and demonstrate basic administrative skills used in the medical office setting and be able to demonstrate how to schedule appointments, to communicate over the phone, and to handle difficult patients. Students will be able to describe qualifications for success, to identify medical, legal and ethical boundaries, to demonstrate proper telephone techniques, to schedule and manage appointments and to perform the functions of medical office record keeping. Students also practice keyboarding to improve speed and accuracy.

Insurance Coding INC110
Students will learn about the different insurance available to patients, and be able to recognize when to use each of them. Students will learn and demonstrate how to process insurance forms, to use insurance coding, and to perform bookkeeping skills. Students will be able to classify insurance providers in the following groups: individual, hospital, medical, surgical, outpatient, major medical, dental
Medical Assisting Course Descriptions

and special risk insurance. Students will define insurance terms such as carrier, provider, coverage, subscriber, contract, premium, deductible, UCR fees, coinsurance and copayments. Students will be able to describe the process of insurance plans such as HMO, PPO, IPA, CHAMPUS and CHAMPVA. Students will perform insurance coding using CPT-4 and ICD-9-CM coding books.

Pharmacology/Nutrition PHN110

Students will be introduced to administering medications to a patient in a medical practice setting. Classes and uses of injections, oral medications and critical doses of medications will be covered. Students will be able to define pharmacology, list guidelines for administering and recording medications, describe the routes of medication administration, classify medications and their uses, list pharmacology abbreviations, convert mathematical doses, identify major nutrients, vitamins and minerals, list formulas and programs for weight loss, describe diseases caused from nutrition, and perform medication administrations.

Anatomy/Physiology ANP110

The student will learn and be able to identify the ten body systems and their structures and functions, as well as common diseases and treatments for the related body systems. Students will identify anatomical positions and points of reference on the human body; locate the four body cavities; name, locate and describe the functions of the ten major body systems. Students will be able to name, locate, and describe the functions of the major organs within the body systems and describe diseases and treatments related to the ten body systems. Students will be able to describe health education material for preventing diseases in the body systems.

Medical Office Emergency Procedures MOE110

Students will learn to distinguish an emergency from a non-emergency situation and act quickly when required. Students will learn and demonstrate the principles of assessment and triage and will learn how to use emergency equipment. Students will demonstrate how to develop a plan for emergencies and how to access community resources in dealing with emergencies. Students will also learn how to answer patient questions regarding diagnosis and treatment methods. Students will demonstrate knowledge of the uses of x-ray, ultrasound and fluoroscopy equipment and other tests and modalities used to serve the patient. Students will demonstrate how to prepare and maintain examination and treatment areas and assist with patient examination procedures and treatments.

Electrocardiography/Hematology EKG110

Students will be able to describe the reasons an EKG is performed and be able to perform a routine 12-lead EKG. Students will learn the components of blood; describe the basic blood testing procedures and their purposes; be able to define and demonstrate aseptic techniques and universal precautions; take vital signs and blood pressures; and perform invasive procedures. Students will be able to define hematology and its major components, functions, disease disorders and basic tests.

Microbiology/Patient Preparation MPP110

Students will learn and demonstrate the methods of infection control, universal precautions and sterilization techniques. Students will learn the role of microorganisms in causing disease and have a basic understanding of bacterial growth, cultures and specimen collection. Students will learn how to prevent spreading of disease-causing microorganisms and will demonstrate aseptic techniques. Students will demonstrate how to assist in minor in-office surgeries, including patient preparation, and be able to list basic medical instruments and their uses in the office. Students will learn and demonstrate how to position patients for exams and how to perform injections, anthropometric measurements, and vital signs.
Medical Assisting Course Descriptions

**Professional Development Course  PDC 201**
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

**Externship  MAE001**
Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain additional experience.

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

Medical Assisting
360 scheduled hours
760 scheduled hours
## Medical Assisting

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|             |                                       | 320           | 32.0           | 280       | 14.0        | 160          | 5.0           | 760         | 51.0          |
Objective
The Dental Assistant Program is designed to prepare students to function competently in entry-level positions in a dental office setting.

Occupations
Dental Assistant 31-9091.00

Training Program
The training program is divided into seven learning units called modules. Students must complete Strategies for Success prior to beginning modules A through G, starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G are stand-alone and are not dependent upon previous training. Upon successful completion of Strategies for Success and all modules, students participate in a 160-hour externship.

Course Descriptions
Strategies for Success SFS 201
Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Administrative Procedures, Oral Health, Periodontics AOP110
Upon completion of this course, the student will gain knowledge and be able to demonstrate various administrative procedures, including appointment scheduling, telephone etiquette, dental records management, inventory control, and describe law / ethics as it pertains to the practice of dentistry. Students will become familiar with various dental specialties including their educational requirements along with a deep understanding of HIPAA regulations and dental office compliance. Additionally, this course will familiarize the student with professionalism in the workplace, oral health, preventive dentistry, patient education, the mechanics of coronal polishing, and placement of dental sealants. An overview of periodontics, along with instrumentation, materials, and periodontic procedures will be offered.
Dental Assistant Course Descriptions

Anatomy & Morphology ANM110

Upon completion of this course, students will be able to identify the anatomy and physiology of the head and neck as they relate to dentistry. This includes: muscles, nerves, bones of the cranium, form and function of the hard and soft oral structures, tooth surface and structures, and cavity classifications. Students will also become familiar with proper chair side techniques associated with patient charting and correct use of dentistry symbols, local anesthetic, handling and loading of the syringe and needle, identifying injection sites, and other methods for pain management.

Dental Science SCI110

Upon completion of this course, students will be able to describe the methods of disease transmission in the dental office and the principles of disease control, OSHA regulations and waste management. Students will learn about the effects of exposure to chemicals, methods of chemical exposure, and explain the purpose of MSDS. Students will be able to describe the parts of a prescription, describe how drugs are administered, and identify drug schedules. Also discussed will be dental office emergencies, prevention, emergency equipment, and the role of the dental team.

Operative & Chair Side Assisting ONC110

Upon completion of this course, students will be able to explain the process and demonstrate procedures in four-handed dentistry. Students will identify hand pieces and instruments, their uses and care. In addition, students will explain the use of cements and filling materials when used in restorative procedures, and describe the steps in cavity preparation. Medical and dental histories along with the steps in working directly with patients is also discussed and practiced as part of this course.

Dental Radiology RAD110

Upon completion of this course, students will be introduced to the operation of dental x-ray equipment and radiation safety and techniques. The student will be instructed on techniques used to expose intra and extra-oral films, process, mount and evaluate radiographs, and follow all infection control protocols.

Laboratory Procedures LPR110

Upon completion of this course, students will be introduced to primary and secondary impression materials, the theory and practice of prosthetic dentistry, identifying the types and uses of provisional coverage, bleaching processes and the techniques associated with each.

Dental Specialties SPE110

Upon completion of this course, students will learn about the difference in dental specialties such as: Oral and Maxillofacial Surgery, Oral Pathology, Endodontics, Orthodontics, and Pediatric Dentistry. Emphasis is given to step-by-step procedures, function, use, and care of dental equipment, materials, instrumentation, and supplies used in each. Also covered is instruction on CPR and First Aid with certification being obtained.

Professional Development Course PDC 201

The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

Externship DEN015

Dental Assistant students will use the skills and knowledge they have acquired throughout the program to train at an off-site dental facility to gain additional experience.
Dental Assistant

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

Dental Assistant Program
360 scheduled hours
760 scheduled hours

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Pharmacy Technician

900 Hours/40 Weeks/55 Quarter Credits

Pharmacy technicians are in demand. Opportunities abound in a variety of different settings including retail drug stores, hospital pharmacies, mail-order pharmaceutical catalogs, and in-home health care as well as health maintenance and pharmaceutical service organizations. Areas of specialization exist in each setting. Pharmacy technicians are essential to the goals of each and every pharmacy department.

Pharmacists rely on pharmacy technicians to assist them in filling prescriptions, IVs, preparing trays, and performing many different technical functions in accordance with specific provisions and standards.

Objective
The Pharmacy Technician program is designed to prepare the student for integration into an actual community pharmacy and clinical pharmacy environment in an entry-level position as a registered pharmacy technician. The program covers a variety of topics including daily pharmacy operational procedures, weight and measurement systems, pharmacology, ethics, cash register operations, keyboarding, poison control, pharmacy computer operations, prescription processing, compounding, inventory control, pharmaceutical mathematics, and more.

Occupations
Pharmacy Technician, Certified Pharmacy Technician, IV Certified Pharmacy Technician, Pharmaceutical Care Associate 29-2052.00; Pharmacy Aide 31-9095.00

Training Program
The training program is divided into seven learning units called modules. Students must complete Strategies for Success and Modules A through G, starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone and are not dependant upon previous training. Upon successful completion of all modules, students participate in a 160-hour externship.

Course Descriptions
Strategies for Success SFS 201
Strategies for Success is an introductory course that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Strategies for Success is designed to prepare students with the basic skills to be successful in school, career, and life by emphasizing flexibility, critical thinking, creativity/innovation, resiliency, accountability, and leadership. In addition to life strategy skills the students will be introduced to other strategies to provide a solid foundation for success including, but not limited to, Time Management Strategies, Study Skills, and Test Taking Strategies.

Pharmacy/History PHH201
The purpose of this course is to provide the student a foundation of knowledge of pharmacy history and the basic competencies of a pharmacy technician. Students will learn and practice the use of various measurement systems that are used by pharmacists to fill prescriptions, such as metric, apothecary, and household systems and gain working knowledge of all calculations needed to perform pharmaceutical procedures, and of how they relate to the pharmacist. Students will learn the different types of labels, how and when they are used and how to properly affix the prescription label and auxiliary label, if
Pharmacy Technician Course Descriptions

indicated. Students will learn pharmacology, anatomy and physiology of the nervous system and skin system as it is related to the pharmacy technician. Students also learn and practice keyboarding skills and use pharmacy computer software.

Pharmacy Skills/Law & Ethics PSE202

Students will know laws as they apply to pharmacies, and the three part of the code of ethics. They will discuss the Acts and Amendments as they apply. They will learn legalities and responsibilities of a pharmacy technician. Students will have understanding and knowledge of the dangerous drug and devices law, laws on prescriptions the Generic Drug law, laws on packaging, labeling, and dispensing drugs and controlled substance and regulation as it relates to analgesics as well as pharmaceutical dosage calculations. Students will know the basic poison control precautions and procedures and be able to explain and demonstrate them to pharmacy clients. The student will know the different types of antidotes for each specific poison. Students will also learn the importance of the poison control center. Students will learn basic cash register operation for retail pharmacies including pricing, customer services and telephone etiquette. Students will learn pharmacology, anatomy and physiology of the eyes and ears as it is related to the pharmacy technician.

Pharmacology PHA203

Students will learn how the body and drugs interact focusing on drug classifications for both generic and brand name drugs. They will practice dosage formulation and administration of solid oral doses, liquid oral and parenteral medications. Students will read and understand how to interpret information provided by OSHA on the Material Safety Data Sheets (MSDS). OSHA regulations regarding hazardous waste disposal and the use of chemicals and substances commonly found in the pharmacy settings will also be covered. Students will learn pharmacology, anatomy and physiology of the renal and cardiovascular systems as it is related to the pharmacy technician. Students develop keyboard skills and practice using pharmacy computer software for entering prescriptions, processing insurance information, and inventory.

Compounding COM204

Students will learn basic compounding and compounding of non-sterile pharmaceuticals. Students will calculate mixtures from stock medications and demonstrate reconstitution of powders to liquid medication. Concentrations, dilutions, and alligations will be demonstrated and practiced. Students will learn about the physiological changes and needs of geriatric patients including pharmacokinetic process, polypharmacy and non compliance in geriatric medication therapy, Medicare D effects, and medication dispensing changes impacting the future. Students will learn pharmacology, anatomy and physiology of the cardiovascular system as it relates to the pharmacy technician. Students develop keyboard skills and practice using pharmacy computer software for entering prescriptions and processing insurance information.

Unit Dose Systems UDS 205

The student will acquire skills and knowledge in the daily operation of unit dose system. Students will be able to measure doses and fill prescriptions efficiently and competently. Students will learn to interpret physicians’ orders, how a hospital pharmacy operates, and how to fill orders for floor stock use. Students will understand the manufacturing and packaging operations for a hospital pharmacy. This will include the physical and chemical nature of drug, packaging and labeling requirements and manufacturing techniques. Students will gain knowledge of inventory control and purchasing. Students will be exposed to technology in the pharmacy as well as health-system pharmacies or institutional pharmacies. In this module students will work with alligations and dosage calculations. Students will learn pharmacology, anatomy and physiology of the renal system as it relates to the pharmacy technician. Students develop keyboard skills and practice using pharmacy computer software.

Medication Measurements MMS206

Students will learn about biopharmachology and how the research is being used to discover new therapeutic medications to treat life-threatening diseases. This module will provide students an opportunity to sharpen mathematical skills that are required for drug preparation as well as learn and
Pharmacy Technician Course Descriptions

practice using systems of measurements to calculate dosage. A comprehensive understanding of the measurements systems is necessary for all pharmacy calculations. Students will learn pharmacology, anatomy and physiology of the gastrointestinal and musculoskeletal systems as it relates to the pharmacy technician. Students develop keyboard skills and practice using pharmacy computer software.

**Intravenous Admixtures** IAD207
Students will learn and have a working knowledge of intravenous admixtures, intravenous infusion rates, total parenteral nutrition calculation admixture solutions and intravenous Pbs. Students will learn about cancer and cancer treatments such as chemotherapeutic medications. Students learn to establish an aseptic field and maintain sterility during the admixture process. Students will learn pharmacology, anatomy and physiology of the reproductive system as it is related to the pharmacy technician. Students prepare a resume, practice interview skills and the proper way of dressing for an interview. Students develop keyboard skills and practice using pharmacy computer software.

**Professional Development Course** PDC 201
The Professional Development Course provides students an opportunity to prepare for externship and employment by focusing on skills necessary for career success. Students will practice completing job applications electronically and manually, finalize resumes, cover letters, and thank you notes, demonstrate professional appearance and workplace etiquette, practice interview techniques, understand the expectations of professional workplace communication including email and social media, job search using LinkedIn and other online resources, recognize the effects of personal financial responsibility and literacy, learn appropriate conflict resolution techniques, and gain knowledge of strategies for retaining employment. Students will be provided the knowledge and skills to successfully begin externship and pursue, obtain, and retain employment.

**Externship** PTE 302
Students will use all the skills and knowledge they have acquired throughout the program and work at an off-site pharmacy. Students will work under the supervision of a pharmacist to gain hands-on work experience in a pharmacy.

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

Pharmacy Technician Program
450 scheduled hours
900 scheduled hours
## Pharmacy Technician

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The primary purpose of the Esthetician Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Esthetics or related career field. All classes are taught in English.

Objective

Upon completion of the course requirements, the determined graduate will be able to:
1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer/employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic skin care services, work with facial machines, hair removal and makeup.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

Occupations

Skin Care Specialist 39-5094.00

Course Descriptions

Orientation/Professional Development
Orientation, School Rules and Regulations, Professional and Personal Development, Professional Ethics, Professional Image, Personality Development, Life Skills, Communication Skills, Products, tools and equipment use and safety, product knowledge, Evaluated presentations of student’s ability to interact with the client build client retention, upgrade tickets and retail.

General Sciences—Bacteriology, Decontamination, Infection Control and Related Theory
Health and Hygiene, Public Sanitation, Disinfection Methods, Chemical Agents, Types, Classifications, Bacterial Growth, Infections, Infection Control, Products, Tools, Equipment Use and Safety, Proper Storage, chemical composition and purpose of cosmetic, nail, hair and skin care preparations; basic chemistry relating to sterilization and antiseptics, chemical skin peels, physical and chemical changes of matter, pH and pH scale, nature of electrical current, principles of operating electrical devices and the various safety precautions used when operating electrical equipment.

Facials (Manual, Electrical and Chemical) and Related Theory
Types of Facials, Chemistry of Cosmetics, Diseases and Disorders of the Skin, glands and nails, Structure of the Skin, Head, Face, and Neck, Massaging and Manipulations of the Muscles, histology of the skin, muscles, and nerves, Safety Precautions, Cleansing, scientific manipulations, packs, scrubs, masks, use of electrical modalities, electrical apparatus, chemical skin peels, client preparation, treatment area setup, product selection, skin analysis and care

Makeup
Skin analysis, complete and corrective makeup, false eyelash application, eyebrow shaping, lash and brow tints
Hair Removal
Hair removal techniques, hair analysis, waxing, tweezing, manual or electrical depilatories for removal of superfluous hair.

Salon Business

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

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The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the state licensing board for examination.