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
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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.

Effective September 16, 2016 - September 15, 2017
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 world of cosmetology. 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.

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

Texas Department of Licensing and Regulation
Physical Address: 920 Colorado, Austin, TX 78701
Mailing Address: PO Box 12157, Austin, TX 78711
Phone: (512) 463-6599

The Massage Therapy and Basic Massage Therapy programs are licensed by the:

Texas Department of State Health Services
Mail Code 1982, P.O. Box 149347
Austin, Texas 78714-9347
Phone: (512) 834-6616

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

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.

SPECIALIZED APPROVALS
Milan Institute in San Antonio, TX is approved for the training of Veterans and eligible persons under provisions of Title 38, United States Code. The admissions office has a list of veteran approved programs.

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.
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.

FACILITIES
Milan Institute is located at 6804 Ingram Road, San Antonio, TX, 78238. The facility consists of 22,500 sq. ft. that includes separate classrooms, clinic floors with beginning and advanced sections, dispensary, locker area, 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 REQUIREMENTS

Enrollment at Milan Institute is open to career-minded individuals who would be able to benefit from and utilize the skills taught for gainful employment. 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.

The general requirements for admission into any of the school’s programs are that the applicant must:

- Complete the school admission forms, receive a tour of the campus, be accepted following a personal interview and;
- Pay a nonrefundable $25.00 to cover the Permit Fee required by the Texas Department of Licensure and Regulations.

In addition to the general requirements, each applicant enrolling in the Cosmetology program, Esthetician program or Manicurist program must:

- Supply proof of a high school diploma or;
- Supply proof of successful completion of the equivalent of 12th grade General Education Diploma (GED) or;
- Be at least 18 years of age and pass U.S. Department of Education approved ability to benefit test.

In addition to the general requirements, each applicant enrolling in the Instructor program must:

- Supply proof of a high school diploma or;
- Supply proof of successful completion of the equivalent of 12th grade GED; and;
- Possess an active Operator, Esthetician or Manicurist license.

Admission requirements for the Massage Therapy and Basic Massage Therapy programs are as follows:

- Complete the school admission forms and be accepted following a personal interview;
- Pay the applicable registration fee which is refundable if the applicant is rejected;
- Be at least 18 years of age (present valid government issued ID);
- Supply proof of a high school diploma or;
- Supply proof of successful completion of the equivalent of 12th grade GED; or
- Pass a U.S. Department of Education approved ability to benefit test.
- Background check

Due to the nature of the massage therapy field, any student that has been convicted of a crime that is of a sexual nature will be denied admission into the program. A background check will be completed prior to admission. A person is ineligible for admission as well as licensure if the person has been convicted of, entered a plea of nolo contendere or guilty to, or received deferred adjudication to crimes or offenses involving prostitution or another sexual offense; until the fifth anniversary of the date of a conviction for a misdemeanor involving moral turpitude or a felony; or until the fifth anniversary of the date of a conviction of a violation of the Act. The agency that grants Massage Therapy licenses in the State of Texas (Department of State Health Services) also performs a criminal background check to determine an applicant’s eligibility to obtain a massage therapy license.
Students must have a high school diploma or equivalent or pass a U.S. Department of Education approved ability to benefit test to enroll as outlined above. In order to receive aid as an ability to benefit student enrolling after 07/01/2012, the student must have previously established eligibility prior to 07/01/2012. For additional information on determining previously established eligibility, please visit the Financial Aid office.

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.

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 is open. New classes begin on a regularly scheduled basis. Actual starting dates may be obtained by contacting the school administration.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION
The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma earned in Cosmetology, Esthetician, Massage Therapy, or Medical Assisting programs is also at the complete discretion of the institution to which you may seek to transfer. If the diploma 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 of training agreements with other educational entities.
FINANCIAL INFORMATION

PROGRAM HOUR MEASUREMENT
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.

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
Any student who is delinquent in payments to the school by 90 days may be terminated from school until the school receives payment or the student makes written payment arrangements acceptable to the school. 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 collections.

SCHOLARSHIPS
Graduate Scholarship
A graduate from Amarillo College of Hairdressing, Inc. is eligible for a $1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours, (except for the Cosmetology Instructor program). For programs with less than 600 hours, a graduate is eligible for a $200.00 scholarship. A graduate enrolling into a Cosmetology Instructor program is eligible for a $500.00 tuition scholarship.

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 must be submitted to the Campus Director 30 days prior to starting a program for consideration by a campus scholarship review committee. 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.

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.

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 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 and eligible students have the right to apply for Federal maximums as determined for their program of study.

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, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal student financial aid program funds.
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.

PROGRAM OR COURSE CANCELLATION POLICY
If a program or course is cancelled subsequent to a student’s enrollment, and before instruction in the program or course has begun, the school shall provide a full refund of all monies paid.

SCHOOL CLOSURE POLICY
If the school closes permanently and ceases to offer instruction after students have enrolled, or if a program is cancelled after students have enrolled or instruction has begun, the school will perform a prorate refund for those affected students.

RETURN OF TITLE IV FUNDS
The Return of Title IV Funds policy is based on “Earned” and “Unearned” aid at the time of withdrawal from the program. The school must determine how much “unearned” aid must be returned by the school and by the student.

Based on the formula set by the Federal Government for calculating the Return of Title IV funds, both the school and the student may be responsible for returning federal funds to their source. Keep in mind that the Return of Title IV funds calculation is separate from the school's refund policy.

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
For the purpose of determining a refund, you are deemed to have withdrawn from a course of instruction when any of the following occur: (1) you notify the school of your withdrawal or of the date of your withdrawal, whichever is later; (2) the school withdraws you as provided in the Enrollment Agreement; (3) after five consecutive days of absence; (4) the date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning. A student may officially withdraw by providing notification either orally or in writing to any school official. For purposes of Federal Aid Withdraw Date of Determination, the withdraw date can be no more than 14 days from the last date of attendance, except in those cases when a student fails to return from a scheduled leave (see “4” of this paragraph for details on withdrawal date when a student fails to return from a scheduled leave).

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 of the funds that you earned, you may be due a Post-withdrawal disbursement. If your Post-withdrawal disbursement includes loan funds, your school must get your permission before it can disburse them. You may choose to decline some or all of 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 needs your permission to use the Post-withdrawal grant disbursement for all other school charges. If you do not give your permission (some schools ask for this when you enroll), 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 at the school.

There are some Title IV funds that you were 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 past 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 of 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/Milan Institute of Cosmetology 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://wdcrrobcolp01.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.

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 STATEMENT

In recognition of the problems associated with drug and alcohol abuse in society today, Milan Institute and Milan
Institute of Cosmetology provides 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.

3. 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.
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.

- Alamo City Treatment Services  Prevention Resource Center
  12042 Blanco Road, #101  1222 N. Main Avenue
  San Antonio, TX 78216  San Antonio, TX 78212
  (210) 541-8400  (210) 354-3331

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 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:
- National Institute on Drug Abuse  (800) 662-HELP
- National Clearinghouse for Drug Information  (800) 843-4971
- U.S. Dept. of Education, Southwest Region  (800) 729-6686
- U.S. Dept. of Education Task Force  (202) 708-9069

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, Flikr.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/complaintform. A corporate mediator will facilitate review of the grievance with in 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 1720 W. Walnut Avenue, 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. The school's accrediting agency 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 letter must contain the nature of the problem(s).
   b. The school’s state agency in the Texas Department of Licensing and Regulation located at 920 Colorado, Austin, TX 78701, and Phone: (512) 463-6599.
   c. The Texas Department of State Health Services (TDSHS) is the state agency for the Massage Therapy and Basic Massage Therapy program. Complaints may be directed to: Texas Department of State Health Services, Investigations & Quality Assurance Group, P.O. Box 141369 Mail Code: 1982, Austin, Texas 78714-1369, Complaints Hotline: (800) 942-5540. Fax (512) 834-6789.

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.

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.
ACADEMIC INFORMATION – ALL PROGRAMS

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 certificate of completion, a complete verification of attendance, or an academic transcript will not be provided if a student has not met his/her financial obligations with Milan Institute.

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 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.

Attendance Advising
Attendance advising is done on a monthly basis for all programs except for Cosmetology, which will be done every other month. Students failing to meet 85% minimum attendance will be placed on an Attendance Advising status. At the end of this advisement period, if the student has satisfied the specific requirements as outlined, the student will be removed from the advising status. If the student has not satisfied the requirement, the student will remain on Attendance Advising status.

ACADEMIC ADVISING POLICY
For all programs except Cosmetology, academic advising is done on a monthly basis or at the end of a grading period, whichever is longer. For Cosmetology programs only, academic advising is done every other month. Students failing to meet the minimum academic standard of a 2.0 GPA will be placed on Academic Advising status. At the end of this advisement period, if the student has satisfied the specific requirements as outlined, the student will be removed from the advising status. If the student has not satisfied the requirement, the student will remain on Academic Advising status.

All faculty and staff are available to meet with students concerning their academic progress. The school gives the student personalized, friendly vocational guidance and helps with the achievement of goals, aptitude evaluation, assistance in financial arrangements, scheduling training hours, and government-approved programs. Academic Review meetings are also available to address special matters. The Academic Review Committee is composed of the school director, dean, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance.

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
record. However, the law allows us to disclose records, without consent, for the following reasons:

- 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 and local educational authorities, the school's accrediting agency, those agencies auditing or enforcing Federal or State supported education programs, and those enforcing Federal laws which relate to those programs;
- 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. Each third party request requires the student’s written request.

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

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

Milan Institute/Milan Institute of Cosmetology 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.

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

COSMETOLOGY RELATED PROGRAMS
AN INVESTMENT IN BEAUTY PAYS

If you want a career in cosmetology, 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 style cuts, perms, manicures, and color. The work of the cosmetologist 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 cosmetology 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 in cosmetology, how to become a part of this exciting profession and other information about Amarillo College of Hairdressing, Inc., 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/lecture classes, clinic floor work, internships, satisfactory academic progress, and project completions as they relate to the program. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

STUDENT RATIO

One instructor per twenty-five students on campus.

FACULTY

Milan Institute staff members are experienced cosmetology instructors. In addition to meeting the educational requirements for licensing, each instructor has been thoroughly 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.

CAREER SERVICES

Milan Institute of Cosmetology 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, professionalism, and interview preparation. 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.

REFERENCES

Cosmetology students follow Today’s Class e-curriculum. Esthetician students follow Milady’s Standard Fundamentals for Estheticians and Nail Technician/Manicurist students follow Milady’s Standard Nail Technology. 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.
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. Know all pricing and service policies of the school and the name, purpose, benefits, procedures, and cost of products used.

12. Keep all student and client analysis and service records up to date.

13. Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills.

14. Strive to continually improve abilities through education and practice.

CANCELLATION OF AGREEMENT

ALL PROGRAMS

A full refund of any monies paid will be made to any student (or, in the case of a student under legal age, his or her parent or guardian) who cancels the enrollment agreement in writing within seven (7) calendar days from the start of class. The cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school director in person. This policy applies regardless of whether or not the student has actually started training.

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. Please be sure to review the refund policy for your selected program.
1. An applicant not accepted by the school shall be entitled to a refund of all monies paid.
2. If a student cancels his or her enrollment after three business days after signing the enrollment agreement, but prior to entering classes, he or she shall be entitled to a refund of all monies paid to the school, less any deduction for equipment not returned in good condition (equipment seal cannot be broken, log-on occurred, or is marked or damaged in any way).
3. The refund calculation is based on the scheduled hours for the period of attendance being charged.
4. If a student withdraws from the course or is terminated by the school, the school shall refund:
   a. 90% of any outstanding tuition for a withdrawal or termination that occurs during the first week or first one-tenth of the course, whichever period is shorter.
   b. 80% of any outstanding tuition for a withdrawal or termination that occurs after the second week or first one-tenth of the course, whichever period is shorter, but within the first three weeks.
   c. 75% of any outstanding tuition for a withdrawal or termination that occurs after the first three weeks of the course but not later than the completion of the first 25% of the course.
   d. 50% of any outstanding tuition for a withdrawal or termination that occurs not later than the completion of the first 50% of the course.
   e. 0% of any outstanding tuition for a withdrawal or termination that occurs after completion of the first 50% of the course.
5. For students withdrawing or terminating after 50% of the course has been completed, the school must allow the student to re-enter at any time during the 48-month period following the date of withdrawal or termination, without payment of additional tuition, provided all tuition has been paid in full.
6. The cost of books and equipment become the property of the student upon receipt and are non-refundable, unless the student has not entered classes and the books and equipment have not been used.
7. If a school is permanently closed or no longer offering instruction after a student has enrolled, the student shall be entitled to a pro-rata refund of tuition.
8. If a course is cancelled subsequent to a student’s enrollment, the school shall at its option:
   a. Provide a full refund of all monies paid; or
   b. Provide completion of the course.
9. Student permit fee is paid by the student and is not refundable.
10. 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 30 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 Family Educational Loan Program (FFLEP), Federal Parent Loan for Undergraduate Study (PLUS), Federal Pell Grant, any other Title IV assistance, other federal, state, institutional, or private assistance, to student. If there is a balance due, the student is responsible for paying it.

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.

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. Students enrolled in the Instructor program will demonstrate their level of competency through completion of required classroom and clinic student teaching activities.

SATISFACTORY ACADEMIC PROGRESS POLICY
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.

Program midpoints are listed with each program outline.

Clock Hour Program
The student’s academic progress is evaluated at the point the student successfully completes the required clock hours and applicable schedule hours 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. If at the time of evaluation, the attendance percentage is less than 67% of the scheduled attendance, the student will be considered as not meeting Satisfactory Progress.

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

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 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.

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

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.

**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 - Cosmetology Programs
A request for leave of absence must be made in writing prior to the start of the absence. Under mitigating circumstances, a leave may be granted within 7 calendar days of the last day of attendance. The written request must include the reason for the leave. The decision to grant the leave is at the discretion of the school’s administration and will be based on the reasonable expectation the student will return to classes following the leave. Milan Institute leave of absence policy allows for a maximum of 90 calendars days. Only one 90 day leave may be granted during a 12 month period. In extenuating circumstances with director approval a second leave of absence of no more than 60 days may be granted in a 12 month period. The 12 month period begins on the start date of the original leave of absence. If the student fail’s to return from a leave of absence, the student is considered to have withdrawn from school as of the last date of attendance.

A leave of absence does not impact Satisfactory Academic Progress. A leave of absence extends the student’s contract period and maximum time frame by the same number of days taken in the leave of absence. During a leave of absence no new aid will be awarded to a student and Direct Loan funds cannot be disbursed. No additional charges will be assessed as a result of the leave of absence. Students that fail to return and are considered withdrawn, may have exhausted all or a portion of their grace period and repayment of Direct Loans may begin immediately. It is important that students considering a leave of absence meet with and Education Finance Advisor to discuss the impact on their individual student loans.

RECORD OF ATTENDANCE
A time clock is used for general attendance records. Attendance records are maintained in a permanent file by the school and submitted monthly to the Texas Department of Licensure and Regulations. Any other records as may be required by the Texas Department of Licensure and Regulations will be maintained.

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.

GROUNDS 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 you may be eligible to sit for the State licensing exam. 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 going to State Board. Students who are in good standing with their financial obligations to the school will receive their Certificate of Completion and transcript.

LICENSING REQUIREMENTS

The general requirements for obtaining a cosmetology license, esthetician specialty license, manicurist specialty license or instructor license are that all applicants must:

- pass the State Board Examination;
- pay the required fee; and;
- not have committed an act that constitutes a ground for denial of the license.

In addition to the general requirements, an applicant for an operator license is entitled to the license if the applicant:
is at least 17 years of age;
- supplies proof of a high school diploma or;
- supplies proof of the equivalent of a high school diploma or;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 1500 hours of instruction in a licensed beauty culture school or;
- completes 1,000 hours of instruction in a licensed beauty culture school and 500 hours of related high school courses prescribed by the commission in a vocational cosmetology program in a public school.

In addition to the general requirements, an applicant for an esthetician specialty license is entitled to the license if the applicant:

- is at least 17 years of age;
- supplies proof of a high school diploma or;
- supplies proof of the equivalent of a high school diploma or;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 750 hours of instruction in esthetics specialty through a commission approved training program

In addition to the general requirements, an applicant for a manicurist specialty license is entitled to the license if the applicant:

- is at least 17 years of age;
- supplies proof of a high school diploma or;
- supplies proof of the equivalent of a high school diploma or;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 600 hours of instruction in manicuring through a commission approved training program

In addition to the general requirements, an applicant for an instructor license is entitled to the license if the applicant:

- is at least 18 years of age;
- supplies proof of a high school diploma or;
- supplies proof of successful completion of the equivalent of 12th grade GED;
- possesses an active state operator, esthetician specialty license, or manicurist specialty license; and;
- have completed a course consisting of 750 hours of instruction in methods of teaching in a licensed private beauty culture school or a vocational training program of a publicly financed postsecondary institution; or
- have at least one year of verifiable work experience as a licensed operator; and
- have completed 500 hours of instruction in cosmetology in a commission-approved training program; or
  - have completed 15 semester hours in education courses through an accredited college or university within the 10 years before the date of application; or
  - have obtained a degree in education from an accredited college or university.

The State Board Examination is administered in Austin, TX as scheduled by the Texas Department of Licensure and Regulations. The school will assist in scheduling the examination. A student permit is
completed by the school certifying that the graduation requirements have been completed and the tuition has been paid. The student is responsible for all costs related to taking the exam.
LAB AND PRACTICAL TRAINING

The usage of “Massage Therapy” in this section applies to students enrolled in the Massage Therapy or Basic Massage Therapy programs.

All of Milan Institute’s students receive lab and practical training. Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment commonly found in clinics, health spas and other locations where massage is performed.

ORIENTATION

New students attend an orientation meeting before the start date of each program. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also attend a financial aid interview and orientation. Students have the opportunity to meet fellow students, school staff and instructors. Attendance and grading policies form a large part of the orientation information, which also includes projected graduation dates, holidays and vacations pertaining to the relevant enrollment period.

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 or recommendations. The Massage Therapy programs have a maximum ratio of 1 instructor per 24 students. When needed additional instructors are provided to further reduce the instructor/student ratio.

ENROLLMENT POLICY

Class availability for this year is available from the Admissions Office.

An academic year is equivalent to 900 clock hours and is a minimum of 30 weeks long. Each program is defined by its individual academic requirements, which are listed in the course description section of this catalog.

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

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.
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.

Transfer of Credit Policy – Massage Therapy Only
Official transcripts must be submitted to the Texas Department of State Health Services, Professional Licensing and Certification Unit, Massage Therapy Licensing Program, for evaluation. Official transcripts and documentation of course work obtained at colleges, universities, or out of state institutions along with the Department's written evaluation must be provided for the institution to grant transfer credit. These documents will be placed in the student file.

Students must have their previous coursework evaluated prior to enrollment.

STUDENTS WHO TRANSFER BETWEEN PROGRAMS
Students may transfer to different programs within the institution. Credits will be evaluated by the Dean of Education 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.

CANCELLATION OF AGREEMENT
A full refund of any monies paid will be made to any prospective student who cancels the enrollment agreement within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed by the prospective student. If the enrollment agreement is cancelled after the third calendar day, but within seven (7) days from the start of class, the school will refund the student any money he/she paid, less any deduction for equipment not returned in good condition (does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way). The cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school director in person.

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. Please be sure to review the refund policy for your selected program.

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 "Buyer's Right to Cancel," the school will remit a refund within 45 days following the student's withdrawal.

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.

**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 will be responsible for the balance.

**Satisfactory Academic Progress**

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.

**Clock Hour Program Massage Therapy**

The student’s academic progress is evaluated at the point the student successfully completes the required clock hours 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. If at the time of evaluation, the attendance percentage is less than 67% of the scheduled attendance, the student will be considered as not making Satisfactory Progress.

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

**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.

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

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.

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.

**TEXAS DEPARTMENT OF STATE HEALTH SERVICES (TDSHS)**

**Massage Therapy Academic Advising**

Massage Therapy students are also subject to the following academic standards.

Each progress evaluation period is based on grading periods covering 25% of the required program hours. A student must maintain 67% attendance and a GPA of 2.0 (70%/C) or better, and complete all units attempted with a 2.0 (70%/C) or higher for satisfactory progress standards to be met. A student not meeting these requirements is deemed to be making unsatisfactory progress. A student who is making unsatisfactory progress at the end of a grading period may be placed on academic probation for the next grading period.

If the student on academic probation achieves satisfactory progress for the subsequent grading period but has not achieved the required grades for overall satisfactory progress, the student may be continued on academic probation for one more grading period. When a student is placed on academic probation, that student will be counseled prior to returning to class, and the date, action taken, and terms of the academic probation shall be clearly indicated on the appropriate permanent records.

If the student on academic probation fails to achieve satisfactory progress for the first probationary grading period, the student's enrollment may be terminated. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive probationary grading periods shall be terminated. A student whose enrollment was terminated for unsatisfactory progress may reenter after a minimum of one grading period.

Refunds shall be made in accordance with §140.344 of this title (relating to Massage School Cancellation and Refund Policy). The effective date of termination for purposes of refunds shall be the last day of the last probationary grading period.
A student who returns after the enrollment was terminated for unsatisfactory progress shall be placed on academic probation for the next grading period. The student shall be advised of this action and the student's file documented accordingly. If the student does not maintain satisfactory progress during or by the end of this probationary period, the student will be terminated.

**ATTENDANCE POLICY**

**Massage Therapy Program**
Massage Therapy students are also subject to the following academic standards. The following outlines the minimum attendance standards. Milan Institute of Cosmetology maintains attendance records for every class period.

The attendance policy shall require the termination of students who accumulate absences of:

1. after 5 consecutive school days; or
2. more than 15% of the total clock hours in a program, or 15% of a portion of the program if a student enrolls in less than the total minimum of 500 hours.

**Absence** - Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers. Students must maintain an attendance rate of 85%.

**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. All hours must be made up to meet graduation requirements.

**MAKE UP TIME**

*Make-up work shall not be authorized for the purpose of removing an absence.*  No more than 15% of the total clock hours for a program may be made up. Hours are to be completed at school after normal class hours and must be supervised by an instructor approved for the subject being made up. Make-up hours must be completed by the last day of the module in which the absence occurred. A make-up form must be completed, dated, and signed by the supervising instructor and student. All absences must be made up in order to graduate from the Massage Therapy programs.

**Part Time Attendance** - A review committee considers all requests to attend school part time.

**Leave of Absence** - Due to the length of the Massage Therapy programs, leave of absences are not available.

**CONDUCT POLICY**
The standards of conduct for Milan Institute students are patterned after those that prevail in the industry. Students must observe school regulations. Student conduct must be within the bounds of acceptable behavior, including no eating or drinking in class, no missed client appointments or non-attendance for a scheduled internship appointment, no profanity, no discussion of a sexual nature during massages with clients or while on campus, no drugs/alcohol, 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 will be initially advised regarding their behavior. Depending on the severity of the action, continued violation of the
conduct policy will result in one of the three disciplinary actions described below.

- **Probation** – A period of time during which a student is subject to termination for repeated code of conduct offenses.
- **Suspension** - A period of time during which a student is prohibited from attending school.
- **Termination** - An action taken by the school in which the student’s enrollment has ceased effective immediately. Threats or harm to self or others will result in immediate termination.

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. A student requesting re-admittance must submit a letter to the Director describing any corrective action taken to prevent future occurrences of conduct violations. Students returning under these conditions may return under conduct probation. Re-admittance is not guaranteed. Additional conditions may apply.

**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 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 question.
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.

**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.

**INTERNSHIP**

*Clinical Training* is offered on a different schedule than the classroom instruction. Students need to adjust their available hours when enrolled in Clinical Training. The School Clinic is normally open Tuesday thru Friday 1:00pm—9:30pm and Saturday from 9:00am—5:00pm. The normal progress through Clinical Training is 20 hours per week. Students may begin the Internship after successfully completing all other course requirements of the program. Students must complete the required practical services of the internship in order to graduate.

**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.

Due to hiring practices in our communities, it is necessary that our students certify that they either do or do not have any criminal convictions.

Students interested in pursuing a career in the **Massage Therapy** field will be denied admissions to the school if convicted of a crime that is sexual in nature.

A person is ineligible for licensure:

- a. if the person has been convicted of, entered a plea of nolo contendere or guilty to, or received deferred adjudication to crimes or offenses involving prostitution or another sexual offense;
- b. until the fifth anniversary of the date of a conviction for a misdemeanor involving moral turpitude or a felony; or
- c. until the fifth anniversary of the date of a conviction of a violation of the Act.

The agency that grants Massage Therapy licenses in the State of Texas (Department of State Health Services) performs a criminal background check to determine an applicant’s eligibility to obtain a massage therapy license. Some employers who seek to hire our graduates conduct detailed background checks before hiring applicants. Employers are reluctant to employ applicants who have been convicted of a crime.

**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.

**Massage Therapy - Certificate of Completion**

Students enrolled in the Massage Therapy program must pass all classes attempted, maintain a minimum 2.0 grade point average (70%/C), and complete 100% of the program hours. All required skills must be completed and verified by the instructor. Students must pass and receive certification in CPR and First Aid and complete 50 hours (Basic Massage Therapy program) or 120 hours (Massage Therapy program) of clinical practice to be eligible for graduation.

Students interested in pursuing a career in the **Massage Therapy** field will be denied admissions to the school if convicted of a crime that is sexual in nature.

A person is ineligible for licensure:

- a. if the person has been convicted of, entered a plea of nolo contendere or guilty to, or received deferred adjudication to crimes or offenses involving prostitution or another sexual offense;
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therapy license. Some employers who seek to hire our graduates conduct detailed background checks before hiring applicants. Employers are reluctant to employ applicants who have been convicted of a crime.

**LICENSING REQUIREMENTS DISCLOSURE**

The State of Texas requires a State license to practice as a Massage Therapist. You must be at least 18 years old to obtain a license. New rules were adopted effective January 1, 2009. All applicants must have satisfactorily completed massage therapy studies in an accepted course of instruction (500 or 500+ hour course) and must pass an examination administered by either:

- The Federation of State Massage Therapy Boards at: [http://www.fsmtb.org/](http://www.fsmtb.org/)
- The National Certification Board for Therapeutic Massage and Bodywork at: [http://www.ncbtmb.com/](http://www.ncbtmb.com/)

Examination fees, locations of test sites, and information on disability accommodations are available through the websites listed above.
COSMETOLOGY PROGRAM  
1,500 Hours – 50 Weeks (12 Months)

DESCRIPTION:
The primary purpose of the Cosmetology program 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 Cosmetology or related career field.

OBJECTIVES:
Upon completion of the program requirements, the determined graduate will be able to:

1. Project a positive attitude, a sense of personal integrity and self-confidence.
2. Practice proper grooming, 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 manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures, and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle and color application for the client's best overall look.
6. Apply the theory and technical information and related matter to assure sound judgments, decisions and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in cosmetology and related fields.

<table>
<thead>
<tr>
<th>SUBJECT - UNIT</th>
<th>HOURS</th>
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<tbody>
<tr>
<td>Orientation</td>
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<tr>
<td>Shampoo and Related Theory</td>
<td>100</td>
</tr>
<tr>
<td>Hair and Scalp Treatments and Related Theory</td>
<td>50</td>
</tr>
<tr>
<td>Permanent Waving and Related Theory</td>
<td>200</td>
</tr>
<tr>
<td>Chemical Hair Relaxing and Related Theory</td>
<td>50</td>
</tr>
<tr>
<td>Hair Coloring and Related Theory</td>
<td>200</td>
</tr>
<tr>
<td>Manicuring and Related Theory</td>
<td>100</td>
</tr>
<tr>
<td>Facials and Related Theory</td>
<td>50</td>
</tr>
<tr>
<td>Hairstyling / Haircutting and Related Theory</td>
<td>500</td>
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<tr>
<td>Chemistry</td>
<td>75</td>
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<tr>
<td>Salon Business</td>
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<td><strong>Total Hours</strong></td>
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</tr>
</tbody>
</table>

*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.*
COSMETOLOGY COURSE DESCRIPTIONS

Orientation

Shampoo and Related Theory
Types, Chemistry, Product Knowledge, and Safety Precautions

Hair and Scalp Treatments and Related Theory
Scalp Treatments and Manipulations; Hair Treatments; Related Knowledge; the Skin and Scalp; Disorders of the Skin, Scalp and Hair; Light Therapy; Product Knowledge; and Safety Precautions

Permanent Waving and Related Theory
Scalp and Hair Analysis; Chemistry of Cold Waving; Principal Actions in Cold Waving; Curling Rods; Procedures for Normal, Tinted, Bleached, or Problem Hair; Record Cards/Release Statements; Related Knowledge; Product Knowledge; and Safety Precautions

Chemical Hair Relaxing and Related Theory
Classifications; Analysis of Hair; Chemistry of Relaxers; Procedures for Normal, Tinted or Problem Hair; Conditioners; Related Knowledge; Product Knowledge; Record Cards/Release Statements; and Safety Precautions

Hair Coloring and Related Theory
Classifications; Analysis of Hair; Chemistry of Color; Procedures for Permanent Tints, Bleaching and Corrective Work; Lash and Brow Tints; Related Knowledge; Product Knowledge; Record Cards/Release Statements; and Safety Precautions

Manicuring and Related Theory

Facials and Related Theory
Types, Chemistry of Cosmetics, Structure of the Skin, Manipulations, Make-Up, Arches, Temporary Hair Removal, Chemical Procedures, Related Knowledge, Product Knowledge, and Safety Precautions

Hairstyling / Haircutting and Related Theory
Handling of Implements Used, Molding Arches and Lines, Finger Waves, Pin Curls - Stems and Bases, Roller Curls - Stems and Bases, Style Patterns, Artistry in Hairstyling, Comb-Out Techniques, Iron Curling, Basic Shaping and Thinning, Cutting, Related Knowledge, Product Knowledge, and Safety Precautions

Chemistry
Organic and Inorganic Chemistry, Forms of Matter, pH and pH Scale, Oxidation and Reductions Reactions and the Chemistry of Shampoos, Cold Waving, Relaxers, Color, and Cosmetics

Salon Business

Questions? Please call (210) 647-5100
Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:

**Cosmetology Program (30 hours per week)**
- 450 actual attended hours and 15 weeks*
- 900 actual attended hours and 30 weeks*
- 1200 actual attended hours and 10 weeks from start of 2\(^{nd}\) academic year* - (must meet 300 hours attended and 10 weeks in payment period)

**Cosmetology Program (40 hours per week)**
- 520 actual attended hours and 13 weeks*
- 1040 actual attended hours and 26 weeks*
- 1270 actual attended hours and 6 weeks from start of 2\(^{nd}\) academic year* - (must meet 230 hours attended and 6 weeks in payment period)

**Cosmetology Program Evening (20 hours per week)**
- 450 actual attended hours and 23 weeks*
- 900 actual attended hours and 45 weeks*
- 1200 actual attended hours and 15 weeks from start of 2\(^{nd}\) academic year* - (must meet 300 hours attended and 15 weeks in payment period)

Questions? Please call (210) 647-5100
ESTHETICIAN PROGRAM OUTLINE
750 Hours – 30 Weeks (8 Months)

DESCRIPTION:
The primary purpose of the Esthetician program 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 as an Esthetician or related career avenue.

OBJECTIVES:
Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude, a sense of personal integrity and self-confidence.
2. Practice proper grooming, 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 application.
5. Apply the theory and technical information and related matter to assure sound judgments, decisions and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development as a Esthetician or related position.

<table>
<thead>
<tr>
<th>SUBJECT - UNIT</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>50</td>
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<tr>
<td>Sanitation / Safety</td>
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<tr>
<td>Anatomy and Physiology</td>
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<td>Chemistry</td>
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<td>Electricity / Machines</td>
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<tr>
<td>Consultation / Analysis</td>
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<tr>
<td>Facials</td>
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<tr>
<td>Hair Removal</td>
<td>25</td>
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<tr>
<td>Aroma Therapy</td>
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<tr>
<td>Nutrition</td>
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<tr>
<td>Color Psychology</td>
<td>10</td>
</tr>
<tr>
<td>Makeup</td>
<td>75</td>
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<tr>
<td>Management</td>
<td>35</td>
</tr>
<tr>
<td>Total Hours</td>
<td>750</td>
</tr>
</tbody>
</table>

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.
ESTHETICIAN COURSE DESCRIPTIONS

Orientation
School Rules and Regulations, Professional and Personal Development, Professional Ethics, Professional Hygiene and Good Grooming, and Personality Development

Sanitation / Safety
Sanitation and Sterilization, Bacteriology, First Aid, Universal Precautions, and Professional Responsibility

Anatomy and Physiology
Major Bones, Muscles, Nerves and Functions, Skin and Functions, Structure, Appendages, Conditions, and Lesions

Chemistry
Organic and Inorganic Chemistry, Forms of Matter, pH and pH Scale, Chemical Reactions, Chemicals, and Cosmetics

Electricity / Machines
Electricity, Machines and Related Equipment

Consultation / Analysis
Employee and Client Relationship, Public Relations, Skin Analysis, and Treatment Room

Facials
Types, Structure of the Skin, Massage Manipulations, and Benefits

Hair Removal
Temporary, Waxing, Hair Growth, and Safety Precautions

Aroma Therapy
Aroma Therapy

Nutrition
Nourishment, Skin Facts and Functions

Color Psychology
Color Theory, Warm and Cool Colors, and Selecting Color

Makeup
Makeup Services, Products, Corrective Makeup, Tools, and Supplies

Management
Salesmanship, Business Administration Related to Beauty, Salon Operations, Payroll Record Keeping and Taxes, and Seeking Employment

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

Esthetician Program
375 actual attended hours and 16 weeks

Questions? Please call (210) 647-5100
Manicurist
600 Hours/24 Weeks/6 Months

The primary purpose of the Manicurist program 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 Manicurist or related career fields.

OBJECTIVES:

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 manipulative skills including basic manicures, hot oil manicures, pedicures, a variety of artificial nail applications including tips, wraps, sculptured, gel, and acrylic, nail art/enhancements, nail repair techniques, sanitation, client communication, and professional practices.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, and methods for career development in manicuring and related fields.

SOC Code 39-5092.00 Manicurist, Pedicurist

<table>
<thead>
<tr>
<th>SUBJECT - UNIT</th>
<th>HOURS OF INSTRUCTION</th>
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<tr>
<td>Procedures</td>
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<td>Bacteriology, Sanitation, and Safety</td>
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<td>Professionalism Practices</td>
<td>80</td>
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<tr>
<td>Arms and Hands</td>
<td>70</td>
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<tr>
<td>Orientation, Rules, Laws and Preparation</td>
<td>15</td>
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<tr>
<td>Equipment, Implements, and Supplies</td>
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<td><strong>Total Hours</strong></td>
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</table>

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.
MANICURIST COURSE DESCRIPTIONS

Procedures

Bacteriology, Sanitation, and Safety
Definitions, Importance, Rules, Laws, Methods, Safety Measures, Hazardous Chemicals and Ventilation Odor in Salons

Professionalism Practices
Manicuring as a Profession, Vocabulary, Ethics, Salon Procedures, Hygiene and Grooming, Professional Attitudes, Salesmanship and Public Relations

Arms and Hands
Major Bones and Functions, Major Muscles and Functions, Major Nerves and Functions, Skin Structure, and Functions, Appendages, Conditions and Lesions, Nail Structure, Composition, Growth, Regeneration, Irregularities and Diseases

Orientation
Rules, Laws and Preparation

Equipment
Implements and Supplies

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

Manicure Program
300 actual attended hours and 13 weeks
Instructor Program
750 Hours – 30 Weeks (6 Months)

DESCRIPTION:

The primary purpose of the Instructor program is to train the student in the basic teaching skills, educational judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in entry-level employment as an Instructor or related career avenue.

SOC Code 39-5012.00 Cosmetologist

OBJECTIVES:

Upon completion of the program 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 skills necessary for teaching including writing lesson plans, performing lectures and demonstrations, directing student projects, using library resources and audio-visual aids, conducting theory class instruction and measuring student achievement, supervising clinic operations, and maintaining required student records.
5. Apply the learning theory, teaching methods, classroom management techniques and related matter to assure sound judgments, decisions and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, communications skills and teaching methodologies to improve teaching skills.

*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.

<table>
<thead>
<tr>
<th>SUBJECT - UNIT</th>
<th>HOURS</th>
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<td>Methods of Teaching</td>
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<td>Classroom Management</td>
<td>90</td>
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<td>Evaluation Techniques</td>
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<td>State Laws and Forms</td>
<td>60</td>
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<td>Visual Aids</td>
<td>60</td>
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<tr>
<td>Learning Theory</td>
<td>100</td>
</tr>
<tr>
<td>Orientation, Rules, and Laws</td>
<td>30</td>
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<tr>
<td><strong>Total Hours</strong></td>
<td><strong>750</strong></td>
</tr>
</tbody>
</table>
INSTRUCTOR—750 HOUR PROGRAM—COURSE DESCRIPTIONS

LESSON PLANS

METHODS OF TEACHING
Teaching and Learning Methods (Interactive Lecture, Demonstration and Practice, Group Discussion and Discovery, Role-Playing, Window Paning, Field Trips, Guest Speakers, Mind Mapping, Peer Coaching, Projects, Workbooks and partially Completed Handouts, Case Studies, Concept Connectors, Visualization, Stories and Anecdotes, Mnemonics, Energizers, Characterizations, Experiments, Humor, Games, Group Synergy, and Competitions), Making the Student Salon a Learning Environment,

Effective Presentations (CREATE), Teaching Study and Testing Skills, Teaching Success Strategies, and, Techniques and Methods to Retain Students

CLASSROOM MANAGEMENT

EVALUATION TECHNIQUES
Sample Grading Procedures, Grading Styles, Grading Methods, Descriptive Performance Evaluations (Likert Scale, Rating Scale, Checklists, Performance Checklists, Multiple Category Grading, Point Grading, Rubrics), and Academic Advisement Counseling

STATE LAWS AND FORMS
Texas Department of Laws and Regulations, Licensure Requirements, and Required Forms

VISUAL AIDS
The Purpose of Education Aids and Technology, Important Concepts when Considering Visual Aids, Standard Print Materials, Audiovisual Materials (Projected and Non-Projected), and Equipment

LEARNING THEORY
Why Learning Styles are Important, Learning Styles Defined, Four Steps in Learning, Multiple Intelligences, Benefits and Importance of Identifying Learning Styles, Achieving Learner Results with Special Learning Needs, and Learning Disabilities, and Overcoming Barriers to Learning

ORIENTATION, RULES, and LAWS

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

Instructor 750 Hours
375 actual hours attended
750 actual hours attended
BASIC MASSAGE THERAPY PROGRAM
500 Hours—25 Weeks Minimum

Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals. The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

OBJECTIVE:
The Basic Massage Therapy Program is designed to meet the requirements of the Texas Department of State Health Services to become licensed as a Massage Therapist with the State of Texas. Upon completion of this program, the student will be eligible to apply and sit for the exam required for licensure with the State of Texas Department of Health Services.

Occupations: Massage Therapist 31-9011.00

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<th>Course Code</th>
<th>Course Title</th>
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<th>Lab Hours</th>
<th>Lab Credit</th>
<th>Intern Hours</th>
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<td>Anatomy &amp; Physiology</td>
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MASSAGE THERAPY COURSE DESCRIPTIONS

Anatomy & Physiology: ANP001

This course in anatomy and physiology is designed to give the student a working understanding of the structure and function of the human body. Students will be able to demonstrate a working vocabulary of anatomical positions and terms relating to movement; identify skeletal structures, muscles, muscle groups and the anatomical structures involved in basic physiological functioning. It incorporates a hands-on approach to anatomy.

Students will learn how and why the body works, with special emphasis on the muscle-skeletal system, and the student will be able to explain the function of the body from the viewpoint of massage therapy.
Anatomy & Physiology: ANP001  
(Lec75/Lab0/Int0/Tot75)

This course in anatomy and physiology is designed to give the student a working understanding of the structure and function of the human body. Students will be able to demonstrate a working vocabulary of anatomical positions and terms relating to movement; identify skeletal structures, muscles, muscle groups and the anatomical structures involved in basic physiological functioning. It incorporates a hands-on approach to anatomy.

Students will learn how and why the body works, with special emphasis on the muscle-skeletal system, and the student will be able to explain the function of the body from the viewpoint of massage therapy.

Health & Hygiene: HHY001  
(Lec15/Lab5/Int0/Tot20)

This course covers physical and mental health for the massage therapist. Personal health and hygiene is presented, including practical considerations such as clothing, jewelry, aerobic exercise, breathing exercises, yoga and meditation. Students will learn postural integration techniques that balance, maintain and enhance the optimum stance and movement required when giving a massage while avoiding strain and injury to the therapist. Also, students will acquire a basic understanding of the disease process and how it affects the body.

Students will learn and demonstrate the laws governing sanitation in the massage setting, practice basic sanitation techniques and develop a housekeeping plan. Additionally, this course will provide American Red Cross or American Heart Association approved training in heart and breathing emergencies and other physical injuries that might occur in clinical or other settings. Cardiopulmonary (CPR) techniques and basic first aid procedures are presented.

Swedish Massage and Other Massage Techniques: SWM001  
(Lec75/Lab125/Int0/Tot200)

This course provides the student with an in-depth look at Swedish massage, including the use of oils. Students will be presented with an overview of the history of massage, draping considerations and procedures, the effects and benefits of massage, contraindications of massage and basic massage protocol.

Students learn the application of touch, effleurage (stroking), petrissage (compression), friction, percussion, vibration, passive and active joint movement, rhythm and pressure, and the factors governing the duration of a massage session. Students spend considerable time practicing the presented techniques on each other.

Students will also learn and practice other modalities of soft tissue manipulation including Deep Tissue, Reflexology, Sports Massage, and Shiatsu.

Of the 200 hours offered in this course 125 are in Swedish Massage Techniques.

Hydrotherapy: HYD001  
(Lec10/Lab10/Int0/Tot20)

This course introduces students to the use of water as a therapeutic tool in conjunction with massage therapy. Students will study the history, mechanisms, indications and contraindications, as well as the various forms of hydrotherapy treatments, including baths, steam, rubs and fraction and paraffin. Students will also be introduced to cryotherapy, its theory and techniques and the uses of ice in rehabilitation.

Kinesiology: KIN001  
(Lec35/Lab15/Int0/Tot50)

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.

Student will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the inter-relationship of these muscle groups.
**Pathology for the Massage Therapist: PAT001**  
(Lec35/Lab5/Int0/Tot40)  
This course focuses on pathology for the massage therapist. 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.

**Business Practices and Ethics: BPE001**  
(Lec40/Lab5/Int0/Tot45)  
This course presents a study in laws and ordinances governing massage therapy, legal structures, compliance with tax laws, business structures, career paths, business plans, marketing, practice building, office procedures, record keeping, professional affiliations, professional ethics and professional referrals.

**Internship: INT001**  
(Lec0/Lab0/Int50/Tot50)  
Upon successful completion of the 450 hour classroom requirement, the student will begin the internship of the program. This course presents the opportunity for students to treat clients drawn from the general public and to practice the techniques they have learned in their previous course work. Clinic supervisors will evaluate the student intern and will provide further assistance in this hands-on practice. Students will fine-tune their communication and record-keeping skills with a wide variety of

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

**Massage Therapy**
250 actual hours attended  
500 actual hours attended
OBJECTIVE:
The Massage Therapy Program is designed to meet the requirements of the Texas Department of State Health Services to become licensed as a Massage Therapist with the State of Texas. Upon completion of this program, the student will be eligible to apply and sit for the exam required for licensure with the State of Texas Department of Health Services.

This program differs from the Basic Massage Therapy program in that it offers additional hours of instruction in Spa Techniques as well as additional Internship hours.

Occupations: Massage Therapist 31-9011.00

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MASSAGE THERAPY COURSE DESCRIPTIONS

Anatomy & Physiology: ANP001  
(Lec75/Lab0/Int0/Tot75)  
This course in anatomy and physiology is designed to give the student a working understanding of the structure and function of the human body. Students will be able to demonstrate a working vocabulary of anatomical positions and terms relating to movement; identify skeletal structures, muscles, muscle groups and the anatomical structures involved in basic physiological functioning. It incorporates a hands-on approach to anatomy.  
Students will learn how and why the body works, with special emphasis on the muscle-skeletal system, and the student will be able to explain the function of the body from the viewpoint of massage therapy.

Health & Hygiene: HHY001  
(Lec15/Lab5/Int0/Tot20)  
This course covers physical and mental health for the massage therapist. Personal health and hygiene is presented, including practical considerations such as clothing, jewelry, aerobic exercise, breathing exercises, yoga and meditation. Students will learn postural integration techniques that balance, maintain and enhance the optimum stance and movement required when giving a massage while avoiding strain and injury to the therapist. Also, students will acquire a basic understanding of the disease process and how it affects the body.  
Students will learn and demonstrate the laws governing sanitation in the massage setting, practice basic sanitation techniques and develop a housekeeping plan. Additionally, this course will provide American Red Cross or American Heart Association approved training in heart and breathing emergencies and other physical injuries that might occur in clinical or other settings. Cardiopulmonary (CPR) techniques and basic first aid procedures are presented.

Kinesiology: KIN001  
(Lec35/Lab15/Int0/Tot50)  
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 inter-relationship of these muscle groups.

Pathology for the Massage Therapist: PAT001  
(Lec35/Lab5/Int0/Tot40)  
This course focuses on pathology for the massage therapist. 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.

Swedish Massage and Other Massage Techniques: SWM001  
(Lec75/Lab0/Int125/Tot200)  
This course provides the student with an in-depth look at Swedish massage, including the use of oils. Students will be presented with an overview of the history of massage, draping considerations and procedures, the effects and benefits of massage, contraindications of massage and basic massage protocol.  
Students learn the application of touch, effleurage (stroking), petrissage (compression), friction, percussion, vibration, passive and active joint movement, rhythm and pressure, and the factors governing the duration of a massage session. Students spend considerable time practicing the presented techniques on each other.  
Students will also learn and practice other modalities of soft tissue manipulation including Deep Tissue, Reflexology, Sports Massage, and Shiatsu.

Of the 200 hours offered in this course 125 are in Swedish Massage Techniques.  

In this Spa Techniques portion, students will be introduced to the history and science of spa practices including protocols, benefits, indications, contraindications, equipment/supplies, and hygiene. Students will practice a variety of spa techniques including wraps, aromatherapy, exfoliation, stone therapy, and other natural therapeutics.
Hydrotherapy and Spa Techniques: HYD002
(Lec25/Lab25/Int0/Tot50)
In the Hydrotherapy course students will be introduced to the use of water as a therapeutic tool in conjunction with massage therapy. Students will study the history, mechanisms, indications and contraindications, as well as the various forms of hydrotherapy treatments, including baths, steam, rubs and fraction and paraffin. Students will also be introduced to cryotherapy, its theory and techniques and the uses of ice in rehabilitation.

Business Practices and Ethics: BPE001
(Lec40/Lab5/Int0/Tot45)
This course presents a study in laws and ordinances governing massage therapy, legal structures, compliance with tax laws, business structures, career paths, business plans, marketing, practice building, office procedures, record keeping, professional affiliations, professional ethics and professional referrals.

Internship: INT002
(Lec0/Lab0/Int120/Tot120)
Upon successful completion of the 480 hour classroom requirement, the student will begin the internship of the program. This course presents the opportunity for students to treat clients drawn from the general public and to practice the techniques they have learned in their previous course work. Clinic supervisors will evaluate the student intern and will provide further assistance in this hands-on practice. Students will 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
300 actual hours attended
600 actual hours attended
The primary purpose of the Cosmetology program 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 Cosmetology or related career field.

Objectives:

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 manipulative skills including hair styling, shaping, bleaching, tainting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

Occupations: Cosmetologist, Hairstylist, and Hairdresser 39-5012.00; Manicurist and Pedicurist 39-5092.00

Cosmetology Course Descriptions:

State Law
Barbering and Cosmetology Act, Board Rules and Regulations

Chemistry
Chemical composition and purpose of cosmetic, nail, hair, and skin care preparations; chemical makeup, chemical skin peels, physical and chemical changes of matter, pH and pH scale

Health/Safety/Hazardous Substances
Training in chemicals and health in establishments, material safety data sheets, protection form hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics and communicable diseases including HIV/AIDS and Hepatitis B

Electricity
Nature of electrical current, principles of operating electrical devices and the various safety precautions used when operating electrical equipment

Disinfection and Sanitation
Procedures to protect the health and safety of the consumer as well as the technician. Disinfecting instruments and equipment will be emphasized throughout training

Anatomy/Physiology/Bacteriology
Systems, cells, tissues, and organs; types and classifications of bacteria, viruses and funguses

Wet Hairstyling/Shampooing
Handling of implements used, molding arches and lines, fingerwaves, pin curls, stems & bases, roller curls stems and bases, style patterns artistry in hairstyling, comb-out techniques, product knowledge, safety precautions

Thermal Hairstyling
Handling of implements used, style patterns, artistry in hairstyling, hair analysis, straightening, waving, curling with hot combs, curling irons, blow dry styling, press and curl, product knowledge, safety precautions
Cosmetology Course Descriptions

**Permanent Waving**
Scalp & hair analysis, principal actions in chemical and heat perm waving, curling rods, procedures for normal, tinted, bleached, and problem hair, record cards/release statements, product knowledge, safety precautions

**Chemical Straightening**
Classifications, analysis of hair, chemistry of relaxers, use of sodium hydroxide and other base solutions, conditioners, product knowledge, record cards/release statements, safety precautions

**Haircutting**
Hair analysis; use of razor, scissors, electric clippers, and thinning shears

**Haircoloring**
Classifications, hair analysis, predisposition test, safety precautions, formula mixing, tinting, bleaching, dye removers, product knowledge, record cards/release statements, safety precautions

**Scalp and Hair Treatments**
Hair and scalp analysis, scientific brushing, electric and manual scalp manipulation, other hair treatments

**Facials**
Manual including cleansing, scientific manipulations, packs, and masks; Electrical including the use of electrical modalities, dermal lights and electrical apparatus; Chemical including chemical skin peels, packs, masks, and scrubs

**Hair Removal**
Use of wax, tweezers, electric or manual, depilatories for removal of superfluous hair

**Makeup**
Skin analysis, complete and corrective makeup, lash and brow tinting, false eyelash application

**Manicuring/Pedicuring**
Water and oil manicure, nail analysis, hand and arm massage, complete pedicure, nail analysis

**Artificial Nails**
Acrylic, liquid, powder, nail tips, nail wraps, repairs

**Salon Business**
Fundamentals of business management, opening a salon, business plan, written agreements, licensing requirements and regulations, laws, salon operations, policies, practices, compensation packages, payroll deductions, taxes, telephone use, advertising, sales, public/human relations, employee and client relationships, Business administration, seeking employment, job readiness, salesmanship, insurance

**Miscellaneous**
To be applied by the Instructor to strengthen student performance, supervised field trips, and related training

**Professional Development**
Orientation, school rules and regulations, professional and personal development, professional ethics, professional image, personality development, life skills, communication skills

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

- 450 actual attended hours
- 900 actual attended hours
- 1250 actual attended hours
- 1600 actual attended hours
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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.

Objectives:

Upon completion of the program 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

Esthetician Course Descriptions:

Professional Development
Orientation, school rules and regulations, professional and personal development, professional ethics, professional image, personality development, life skills, communication skills

State Law
Barbering and Cosmetology Act, Boards Rules and Regulations

Chemistry
Chemical composition and purpose of cosmetic, nail, hair and skin care preparations; chemical makeup, chemical skin peels, physical and chemical changes of matter, pH and pH scale.

Health/Safety/Hazardous Substances
Training in chemicals and health in establishments, material safety data sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, ergonomics, and communicable diseases including HIV/AIDS and Hepatitis B

Electricity
Nature of electrical current, principles of operating electrical devices and the various safety precautions used when operating electrical equipment.

Disinfection and Sanitation
Procedures to protect the health and safety of the consumer as well as the technician; disinfecting instruments and equipment will be emphasized throughout training.

Anatomy/Physiology/Bacteriology
Systems, cells, tissues, and organs; types and classifications of bacteria, viruses and funguses
Esthetician Course Descriptions

**Manual Facials**
Cleansing, scientific manipulations, packs and masks.

**Electrical Facials**
Use of electrical modalities, including dermal lights and electrical apparatus, for facials and skin care purposes.

**Chemical Facials**
Chemical skin peels, packs, masks and scrubs.

**Eyebrow Beautification**
Use of wax, tweezers, electric or manual and depilatories for removal of superfluous hair.

**Makeup**
Skin analysis, complete and corrective makeup, lash and brow tinting, false eyelash application.

**Salon Business**
Fundamentals of business management, opening a salon, business plan, written agreements, licensing requirements and regulations, laws, salon operations, policies, practices, compensation packages, payroll deductions, taxes, telephone use, advertising, sales, public/human relations, employee and client relationships, business administration, seeking employment, job readiness, salesmanship, insurance

Milan Institute uses the following midpoints to evaluate Satisfactory Academic Progress:
Esthetician
300 actual attended hours
600 actual attended hours

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The primary purpose of the Barbering 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 Barbering or related career fields. All classes are taught in English. The course is divided into 2 sections – Phase 1 and Phase 2. Phase 1 is 360 hours taught in a minimum of 12 weeks for Day Sessions and 18 weeks for evening students.

Objectives:

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 manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, shaving techniques, and facial services.
5. Perform the basic analytical skills to determine proper hairstyle and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

Occupations:
Barbering CIP Code 12.0402

Barbering Course Descriptions:

Technical Instruction Training in Hair Dressing


HAIRSTYLING: Includes, but is not limited to, hair and scalp analysis, scientific brushing, hair treatments, handling of implements, finger waves, pin curls, stems & bases, roller curls stems and bases, comb-out techniques, style patterns and artistry in hairstyling, straightening, waving, curling with hot combs, curling irons, blow dry styling, product knowledge and safety precautions.

PERMANENT WAVING and CHEMICAL STRAIGHTENING: Includes, but is not limited to, scalp & hair analysis, acid and alkaline permanent waving, chemical straightening including the use of sodium hydroxide and other base solutions, conditioners, record cards/release statements, product knowledge and safety precautions.

HAIRCUTTING: Includes, but is not limited to, hair analysis, use of razor (shaper), scissors, electric clippers/trimmers, thinning (tapering) shears for wet and dry cutting.

HAIRCOLORING and BLEACHING: Includes, but is not limited to, hair analysis, predisposition and strand
tests, safety precautions, formula mixing, tinting, bleaching, high and low lights, the use of dye removers, product
knowledge, record cards/release statements and safety precautions for permanent, semi-permanent, demi perma-
nent, and temporary color.

**SALON BUSINESS:** Includes, but is not limited to, Fundamentals of Business Management/Administration,
Client Communication Techniques, Customer Service, Professional Ethics, Salesmanship, Client Record-keeping,
basic tax information relating to booth renters, independent contractors, employees, and employers, Licensing Re-
quirements and Regulations, Laws, Salon Operations, Policies, Practices, Public/Human Relations, Employee and
Client Relationships, Seeking Employment, Job Readiness, and Insurance

**MISCELLANEOUS:** To be applied by the Instructor to strengthen student performance, supervised field
trips, and related training.

**Technical Instruction in Health and Safety**

**LAWS and REGULATIONS:** The subjects of Laws and Regulations shall include, but is not limited to, The
Barbering and Cosmetology Act, Boards Rules and Regulations

**CHEMISTRY:** Chemical composition and purpose of cosmetic, nail, hair and skin care preparations; chemi-
cal makeup, chemical skin peels, physical and chemical changes of matter, pH and pH scale.

**HEALTH/SAFETY/HAZARDOUS SUBSTANCES:** Training in chemicals and health in establishments, material
safety data sheets, protection form hazardous chemicals and preventing chemical injuries, health and safety laws
and agencies, ergonomics and bacteriology and preventing communicable diseases including HIV/AIDS, and Hepa-
titis B.

**ELECTRICITY:** Nature of electrical current, principles of operating electrical devices and the various safety
precautions used when operating electrical equipment.

**DISINFECTION AND SANITATION:** Includes, but is not limited to, disinfection and sanitation procedures to
protect the health and safety of the consumer as well as the technician, proper disinfection procedures for equip-
ment and instruments used in establishments. Disinfection will be emphasized throughout the entire training period
and must be performed before use of all instruments and equipment.

**ANATOMY/PHYSIOLOGY:** Includes, but is not limited to, human anatomy and human physiology.

**Technical Instruction Training in Shaving Preparation and Performance**

**FACIALS:** Includes, but is not limited to, manual facials including cleansing, assessing the condition of the
client’s skin; Electrical facials including the use of electrical modalities: Chemical facials including chemical skin
peels, packs, masks and scrubs.

**SHAVING PREPARATION AND PERFORMANCE:** Includes, but is not limited to, preparing the client’s hair for
shaving, assessing the condition of the client’s skin, performing shaving techniques, applying after-shave antiseptic
following facial services, massaging the client’s face, rolling cream massages.

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

Barbering Program

450 actual attended hours
900 actual attended hours
1200 actual attended hours
1500 actual attended hours
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<td>Hairstyling</td>
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<td>Haircutting</td>
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<td>Hair Coloring and Bleaching</td>
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<td>Facials</td>
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<td>Shaving Preparation and Performance</td>
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<td><strong>Total Hours</strong></td>
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Medical Assisting

760 Hours/38 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.

A medical assistant’s job duties vary from day to day with each patient that comes into the office.

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 dependent 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 prerequisite 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.
Medical Assisting Course Descriptions

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 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  MAE101**
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 actual hours attended
- 760 actual hours attended
## Medical Assisting

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|             |             |               |                   |       |       |               |       |       |               |
|             |             | 320           | 32.0             | 280   | 14.0  | 160           | 5.0   | 760   | 51.0         |
Massage Therapy

740 Hours/34 Weeks/50 Quarter Credits

Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals.

The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

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 pre-determined 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.

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 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.
Massage Therapy Course Descriptions

**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. Students will explore each level of organization and will learn terminology relating to the chemical, cellular, and tissue levels of the body along with the major organ systems. Students will gain an understanding of the interdependence of the major systems of the body.

**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 innervations 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  MCI001
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.

Special Notice
Pursuant to California Business and Professions Code section 4611, It is an unfair business practice for a person to do any of the following:
(a) To hold himself or herself out or to use the title of “certified massage therapist” or “certified massage practitioner,” or any other term, such as “licensed,” “certified,” “CMT,” or “CMP,” in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
(b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.

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

Massage Therapy
360 actual hours attended
740 actual hours attended
### Massage Therapy

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Administrative Medical Assistant

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 prerequisite 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 will gain knowledge of HIPAA and importance of confidentiality along with lessons in anatomy & physiology, medical terminology and continued practice in keyboarding skills.
Administrative Medical Assistant Course Descriptions

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 covered in this module along with instruction in anatomy & 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,
Administrative Medical Assistant Course Descriptions

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:

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<th>Administrative Medical Assistant Program</th>
<th>360 actual attended hours</th>
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## Administrative Medical Assistant

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Nursing Assistant
128 Hours/6 Weeks

This course of study provides instruction in the health care field of nursing assistants. Students will understand and demonstrate the role and responsibility of the nursing assistant, including communication, interpersonal relationships, safety and infection control, HIPAA and patient rights in the healthcare setting. Students will learn the skills necessary to function safely and efficiently as a nursing assistant in the healthcare setting. The course will provide students with both lab and clinical experiences in addition to instruction on basic anatomy and physiology, bed making, environmental comfort, personal care procedures, vital signs, nutritional requirements and techniques, admission and discharge procedures, exercise and activity, elimination procedures, unsterile warm and cold applications, rehabilitation of clients with specials needs such as nervous system diseases, diabetes, respiratory diseases, and cognitive impairment, as well as care of clients who are grieving, dying or deceased. Students will learn information and practical skills required by State and Federal laws necessary for taking and passing the nursing assistant certification exam for employment as a nursing assistant.

Objective
The Nursing Assistant course is designed to prepare students to function competently in healthcare support occupations, as a nursing assistant in the health care setting. The program will include personal care skills; safety and infection control, communications and interpersonal skills and a basic understanding of anatomy and physiology of the body systems.

Occupation
Nursing Assistant, Nursing Attendant 31-1014.00; Home Health Aide 31-1011; Psychiatric Aides 31-1013; Orderlies 31-1015; Personal Care Aides 39-9021

Subjects
Role and Responsibilities
Patient Rights, HIPAA, chain of command, scope of practice, legal issues, ethical behavior, promoting quality of life, and reporting elder abuse as a mandated reporter

Communication Process and Interpersonal Relationships
Elements of communication process, barriers to successful communication, non-verbal behavior, Maslow’s Hierarchy, medical record information, legal and ethical responsibilities regarding medical records, and plan of care

Safety and Infection Control
CPR, general safety, first aid, principles of body mechanics, restraint application and safety rules, Standard Precaution techniques, proper hand washing, basic life-saving measures, transfer techniques, gowning, abdominal thrusts for obstructed airways, and gloving

Anatomy and Physiology of the Body Systems
Musculoskeletal system, urinary system, integumentary system, cardiovascular system, EKG, and monitoring lead placement, respiratory system, endocrine system, sensory system, digestive system, nervous system, growth and development, and medical terminology.

Bed making and Environmental Comfort
Characteristics of a well-made bed, open and closed unoccupied bed, occupied bed, comfort devices to assist, and environmental comfort

Vital Signs
Pulse, blood pressure, various temperature procedures, and respirations
Nursing Assistant Subjects (continued)

Personal Care Procedures
Skin care, back rub, male and female perineal care, oral hygiene, teeth and denture care, bathing procedures, dressing and undressing, shaving, nail and hair care.

Nutritional Requirements and Techniques
Food pyramid, symptoms of dehydration, special diet requirements, completing intake and output records, preparing, serving, and feeding

Admission and Discharge Procedures
Vitals, proper procedures for measuring height and weight, facility/agency policies for admission and discharge, and inventory lists

Exercise and Activity
Basic Range of Motion, transfer processes and safety, positioning client in bed, control of client who falls, and ambulating client

Elimination Procedures
Characteristics of urine and feces, use of bedpans, urinals and commodes, male and female perineal care, catheter care, recording output, colostomy care, and collection of specimens.

Procedures for Unsterile Warm and Cold Applications
General rules and safety for application of heat or cold to a part of the body, applying a K-pad, and applying an ice pack

Rehabilitation of Clients and Special Needs
Assisting clients with mental and physical limitations, rehabilitation needs of clients, identifying normal anatomical and physiological changes in the elderly, assisting clients with limited communication, vision, and hearing, care of clients with nervous system diseases, diabetes, respiratory diseases, cognitive Impairment, and grieving, dying or deceased clients

Milan Institute evaluates Satisfactory Academic Progress at the end of the Nursing Assistant Program/128 actual attended 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 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.
Pharmacy Technician Course Descriptions
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 students 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 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.
Pharmacy Technician Course Descriptions

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 actual attended hours
900 actual attended hours
## Pharmacy Technician

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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 actual attended hours
760 actual attended hours

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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

Funding Method
For Title IV purposes the funding method is based on Clock Hours.

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 H, starting with any module and continuing in any sequence until all eight modules are completed. Modules A through H 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 - SFS201 Pre-requisite
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.

Introduction to Dental Assisting: RDA 300
This course must be successfully completed prior to starting any and all other modules of instruction.
Upon completion of this course, the student will be able to identify and name the teeth in the primary and permanent dentition, list and label the structures of tooth tissues, label the tooth surfaces, and identify and label the major bones of the face and skull. The student will also be able to recall the criteria for sterilization and disinfection procedures in the dental office, and be able to demonstrate the proper technique for performing a hand scrub and donning personal protective equipment (PPE).
Dental Assistant Course Descriptions

Students will also be able to recall the criteria for taking and passing the state of California RDA board examination (practice and written), including the certification requirements for dental radiology, coronal polish and pit and fissure sealants.

Administrative Applications Unit 1 / RDA 301
Upon completion of this course, the student will become familiar with various terms and definitions of the chapters covered. Students will also become familiar with the permissible duties of the DA and RDA in the state of California, and demonstrate ethical behavior in the office. The student will be able to list the various dental team members, explain the functions of the various regulatory agencies and licensing entities.

Administrative Applications Unit 2 / RDA 302
Upon completion of this course, the student will be able to demonstrate the minimum competencies in various front office procedures, including completing dental insurance claim forms. The student will be able to demonstrate the use of an oxygen tank, take patient vital signs, and recognize various medical conditions dental patients may present with in the dental office.

Dental Sciences Unit 1 / RDA 303
Upon completion of this course, the student will know the basic anatomy and physiology of the head and neck; tooth morphology and understand the tissues of the tooth and its supporting structures. The student will also be able to identify the major muscles of the head and neck, explain the function of the temporomandibular joint (TMJ), and identify various landmarks of the face and oral cavity.

Dental Sciences Unit 2 / RDA 304
Upon completion of this course, the student will be able to perform dental charting procedures, recognize cavity classifications, and signs/symbols of patient charting. Students will practice their patient charting skills. The students will also be able to identify the various characteristics, form and function of the primary and permanent dentition.

Pre-Clinical Procedures Unit 1 / RDA 305
Upon completion of this course, the student will understand the various methods of handling and disposing of Hazardous Materials; identifying proper personal protective equipment for the dental employee. Infection control and the dental unit water supplies are also discussed, as well as functions of the Material Safety Data Sheet. This course will also discuss and demonstrate how to obtain a patient health and medical history, record the patient treatment in the patient file/record, and explain the dental assistant’s role in oral diagnosis and treatment planning.

Pre-Clinical Procedures Unit 2 / RDA 306
Upon completion of this course, the student will be able to understand Pharmacology and Microbiology as it relates to the field of dentistry. The course covers the principles and techniques of disinfection, instrument processing and sterilization in the dental facility. Students will be able to understand the functions of such agencies such as the CDC, EPA, and OSHA. Students will be able to properly clean, disinfect, and sterilize dental equipment and instrumentations.

Dental Radiology Unit 1 / RDA 307 (this course may be taken as a stand-alone course)
Upon completion of this course, the student will be licensed in the state of California in Dental Radiography. Students will be able to operate dental x-ray equipment, understand and utilize radiation safety and processing procedures. The student will be able perform procedures involved in exposing, processing, interpreting and evaluating dental radiographs. This course will also educate the student on properties and characteristics of radiation hazards, special radiographic techniques, Students will be required to expose radiographs on manikins and clinical patients.

Introduction to Dental Instruments Unit 2 / RDA 308
The student will be able to correctly assemble a restorative dental instrument tray, explain and/or describe the uses of each instrument and/or materials. They will also be able to identify and demonstrate the use of a high speed, low speed and prophy angle hand-pieces, as well as the care and maintenance of each.
Dental Assistant Course Descriptions

**Oral Pathology and Nutrition Unit 1 / RDA 309**
Upon completion of this course the student will understand how nutrition can affect oral conditions, and explain the role of vitamins and minerals in the daily diet. The student will also be able to describe the relationship between diet and dental caries. Students will be able to label the components of the periodontium, describe the characteristics of gingivitis, and describe oral conditions of patient with eating disorders.

**Introduction to Dental Materials Unit 2 / RDA 310**
The student will be able to identify and manipulate dental materials used, such as bases and liners, temporary and permanent cements. Students will identify the roles of these materials in tooth restoration procedures. Instruction covers listing the indications and contraindications for the use of amalgam and composite resins, and gold and porcelain restorations.

**Coronal Polish & Pit and Fissure Sealants, Preventive Dentistry Unit 1 / RDA 311 (this course may be taken as a stand-alone course)**
Upon completion of this course, the student will be certified in coronal polish and dental sealant procedures. Students will understand the procedures, instrumentation and materials involved in pit and fissure sealants, coronal polish techniques, as well as matrix systems. Students will be able to assemble dental instrument trays, select appropriate materials and supplies for restorative procedures and pedodontic procedures.

**Restorative Dentistry and Pedodontics Unit 2 / RDA 312**
At course conclusion, students will also be able to explain the laws as they pertain to reporting suspected child abuse. Students will also be able to describe the various types of matrices used for anterior and posterior restoration, and demonstrate the ability to place a Tofflemire matrix and wedge on a typodont. The RDA duties and skills utilized in these specialty areas will be emphasized.

**Lab Procedures: Impressions and Provisional Coverage Unit 1 / RDA 313**
Upon completion of this course, students will understand and employ the practical applications of laboratory procedures, including obtaining preliminary alginate impressions, preparation of final impression materials and taking final impressions will be covered. Students will be given instruction on properly mixing dental stone, pouring and trimming study models, and correctly occluding models will be demonstrated.

**Laboratory Procedures: Fixed and Removable Prosthesis Unit 2 / RDA 314**
Upon completion of this unit, the student will understand the fundamentals of taking tooth shades for crown and bridge, fabrication and cementation of provisional crown and bridge, as well as assisting in the delivery of full dentures. The RDA duties and skills utilized in these specialty areas will be emphasized.

**Endodontics, Implants and Oral Surgery Unit 1 / RDA 315**
Upon completion of this course the student will know the DA and RDA duties routinely performed in Endodontics, Dental Implants, and Oral Surgical procedures, including the legal considerations under which they are to be practiced. Students will also receive instruction on the proper use of a conscious sedation unit. Emphasis is given to step-by-step procedures, including commonly used instruments and materials involved.

**Orthodontics and Periodontics Unit 2 / RDA 316**
Upon completion of this course the student will know the DA and RDA duties routinely performed in Orthodontic and Periodontic procedures, including the ability to take intra- and extra-oral photographs, as well as understand the legal considerations under which they are to be practiced. Students will also be able to identify specific dental instruments and materials used in these areas of dentistry. Emphasis is given to step-by-step procedures, which includes materials and instrumentations involved.
Dental Assistant 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.

**Clinical Externship / EXT 301**
Upon completion of this course, the student will be able to implement and utilize the appropriate skills, techniques and procedures in the dental clinic environment, as legally delegated to the DA/RDA by the state of California.

Work experience is in a dental clinical setting under the direct supervision of the professional office manager, licensed dentist, or other office professional. Students are required to return to the campus weekly to submit timecards and evaluations.

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

Dental Assistant Program

422.5 actual attended hours
845 actual attended hours
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Associate of Occupational Studies in Oil and Gas Process Technology

1290 hours / 60 weeks / 107 Quarter Credits

With an emphasis on accelerating career opportunities in supervisory or management positions within the industry, the Oil and Gas Process Technology degree program prepares students to efficiently and safely monitor, troubleshoot, and operate control systems in the petroleum industry. Students will be prepared for careers in the fields of gas exploration, pipelines, and refineries. Students will be taught the basic knowledge and skills of production processes and equipment operation.

Objective
The Oil and Gas Process Technology degree program prepares students for entry-level positions with a focus on accelerated career paths in supervisory and or low level management within the petroleum industry. This program includes instruction on trade based fundamentals through lectures, demonstrations, hands on laboratory practice and industry sponsored fieldtrips.

Occupations
Manufacturing Technology/Technician (15-0613), Engineering Technicians (17-3029), Industrial Engineering Technician (17-3026), Geological and Petroleum Technician (19-4041)

Training Program
This training program is divided into five learning units called “Phases”. Within each Phase are a series of courses listed as “Modules”. Due to prerequisites in a number of our courses, students will be required to complete each Phase in sequential order. The Modules within each Phase are presented in a stand-alone fashion and not dependent on other courses found in that Phase. Each Module presented within a Phase must be completed before moving on to the next Phase.

With the exception of General Education courses (Starting Week #31) being taught in an online environment, courses in this program are delivered on a Monday, Wednesday and Tuesday, Thursday format. Each course is 60 contact hours with Modules typically built and taught via two courses simultaneously or approximately 120 hours (6 weeks of instruction). Most courses will have a lecture and lab component and each are required to be attended on campus when assigned. Upon successful completion of all Phases, students are eligible for graduation from the program.

Course Descriptions

Program Core

Introduction to Technology IT101
This course introduces study skills, career and life planning direction. Technical Math is introduced with emphasis on lab exercises. Technical writing is also presented with emphasis on monitoring and reporting writing assignments.

Basic DC Circuits DCC101
Student will perform labs associated with Ohms Law Applications, resistor color codes, series, parallel, and series-parallel circuits.
Electrical Safety & Testing EST121
This course material presents the safe practices associated with the installation, application, and troubleshooting electrical systems. Also discussed are the means of fire prevention, effects of electrical shock, and the basic safety response to electrical shock and hazards. Course material covers typical test equipment that the technician commonly works with such as: ammeters, voltmeters, multimeters, and megohmmeters.

Environmental Principles EP101
How to recognize and react to unexpected releases or emergencies; reporting requirements; how to monitor environmental control systems.

Basic AC Circuits ACC103
This course covers AC electrical circuit fundamental studies. Included topics are AC circuit analysis which includes: capacitors, inductors, capacitive and inductive reactance, impedance, sine wave generation, frequency, phase shift, passive filter networks, resonance, transformers, and relays.

Pressure & Level PL101
Static head, specific gravity, and the principles governing both are presented in both lecture and laboratory settings. Each concept is presented through calculation and demonstration. Natural gas compressors and their various drivers will be introduced along with the complete operation of the compression package. Control methods of both explored.

Temperature & Hydraulics TH123
This course introduces the principles of heat, thermal dynamics, measuring scales, and the properties of heat measurement. Temperature measuring instruments and devices such as thermometers, thermocouples, resistance temperature detectors (RTD's), thermistors, filled systems, and pyrometers are also presented in this course. The properties of fluid power as an energy transfer medium are presented in lecture, while the principles of operation of the hydraulic devices are demonstrated in an interactive laboratory exercise. Standard symbology and schematic diagram configuration is also presented.

Flow Principles & Devices FPD124
This course discusses the principles of fluid flow, types of measurements, devices used for measurements, and the applications of these, are presented using both lecture and laboratory exercises. Direct and indirect forms of measurements such as, variable area meters, open channel, and positive displacement devices are discussed as well.

Process Controls & Control Valves PCV126
This course material includes the principles of the various modes of control such as on/off, manual, and automatic control. Automatic control includes, proportional, integral, derivative, and the combinations of each to achieve optimum control of a process variable. The control valve as a final control element is also presented including the various devices associated with it. Valve actuators, positioners, flow characteristics of valves, and valve design and sizing are also included. Control valve configuration, application, stroking, and calibration are presented in a laboratory setting.

Measurement & Control MC141
This course covers advanced measurement and complex control schemes. Covers control with ratio, cascade, and feed forward control schemes using PID and Squared Error algorithms and complex interlocking schemes. Process characteristics, supply and demand regulation, types of process configurations, and the control methods associated with them. The configuration of basic loops, troubleshooting, and system operations are also discussed.

Introduction to Petroleum Industry IPI101
Students will be able to discuss the history of the oil market, concepts surrounding exploration and geology, fundamentals of drilling and well completion, and describe the equipment and systems used by the oil and gas industry.

Introduction to Drilling & Distillation IDD128
Introduction to Distillation covers history, operation, and application of various types of systems. Theory of well control and drilling will also be covered.
Associate of Occupational Studies in Oil and Gas Process Technology

Course Descriptions

**Pipeline Technology PT105**
Students in this course will learn to identify and explain types of gas pipeline equipment, locate a buried line by maps, drawings and GPS and learn the basic functions and purposes of pipelines and facilities.

**Oil & Gas Production I OGP103**
This course will cover the topics of natural gas treatment, dehydration and compression system and equipment; water treatment and handling system and equipment; auxiliary systems and equipment; artificial lift and enhanced recovery techniques; along with pumping and transportation systems. The course will also provide a solid foundation on the fundamentals of production, the operations of the separator and dehydrator, as well as problem-solving skills for the operation and production in the oil and gas fields. It includes the history of distillation, operation, and application of various types of systems.

**Pipeline Construction Maintenance PCM107**
This course outlines the procedure involved in constructing a pipeline from Right of Way acquisition, excavation, joining of pipe, and backfilling. This course will also discuss the maintenance of the pipeline to ensure its integrity will not be compromised.

**Program Concentration**
*Prerequisites: All courses listed under Program Core*

**Environmental & Industrial Safety EIS210**
This course provides the student with a foundation in the safety standards along with environmental and industrial hygiene practices generally employed in most industrial settings. This course covers safety hazard identification and correction, MSDS, safety and environmental regulations, employer and employee responsibilities. Also included are emergency response principles along with First Aid and CPR training and certification testing.

**Oil & Gas Production II OG203**
This course will elaborate on the operation and maintenance of an operating/production facilities. Students will learn, more in depth, about the multiple systems used in an operating/production facility. This course will include classroom work, as well as site visits to experience these systems first hand.

**General Education Courses**
*Prerequisites: All courses listed under Program Core and Program Concentration*

**Critical Thinking HUM101**
This introductory level course presents a variety of topics essential to a student’s development in critical thinking. Students are introduced to concepts essential to the comprehension, analysis and creation of arguments: induction, deduction, informal fallacies, Aristotelian and symbolic logic, modes of persuasion, perspective and bias, language and meaning, culminating in the development of reasonable strategies for belief formation.

**Environmental Science ENV101**
This course explores the relationship between man and the environment. Students examine the balance between natural resources and the needs of mankind. Also, in this course, students explore the scientific, political, economic, and social implications of environmental science.

**Business Communication ENG120**
This course provides the foundations of all types of business communication including letters, memos, electronic communication, written reports, oral presentations, and interpersonal communication. The course also includes topics of resumes, application letters, interviewing tips, and employment follow-up documents.

**Business Math MTH120**
This course applies math fundamentals to business applications. Topics include a basic math review, business statistics, profit calculations, payroll, banking, interest calculations, insurance, taxes, and other business topics.

**Intro to Psychology PSY101**
This course introduces students to the core concepts of psychology and how these concepts apply to their lives as well as an understanding of human behavior. Students examine the history of psychology and explore current theories in relevant topics related to behavior of employees in the workplace.
### Associate of Occupational Studies in Oil and Gas Process Technology

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<thead>
<tr>
<th>CERTIFICATE CORE</th>
<th>Module</th>
<th>Course Code</th>
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### PROGRAM CONCENTRATION - (Degree Level)

| Phase 5          | EIS210 | Safety, Environment, & Industrial Hygiene  | 20.0          | 2.0            | 40.0        | 2.0       | 60.0        | 4.0           |
|                  | OG203  | Oil & Gas Production II                    | 20.0          | 2.0            | 40.0        | 2.0       | 60.0        | 4.0           |
|                  |        | **TOTAL:**                                  | **40.0**      | **4.0**        | **80.0**    | **4.0**   | **120.0**   | **8.0**        |

### GENERAL EDUCATION COURSES - (Degree Level)

| ONLINE           | HUM101 | Critical Thinking                          | 54.0          | 5.4            | 0.0         | 0.0       | 54.0        | 5.4           |
| ONLINE           | ENV101 | Environmental Science                     | 54.0          | 5.4            | 0.0         | 0.0       | 54.0        | 5.4           |
| ONLINE           | ENG120 | Business Communication                    | 54.0          | 5.4            | 0.0         | 0.0       | 54.0        | 5.4           |
| ONLINE           | MTH120 | Business Math                              | 54.0          | 5.4            | 0.0         | 0.0       | 54.0        | 5.4           |
| ONLINE           | PSY101 | Intro to Psychology                        | 54.0          | 5.4            | 0.0         | 0.0       | 54.0        | 5.4           |
|                  |        | **TOTAL:**                                  | **270.0**     | **27.0**       | **0.0**     | **0.0**   | **270.0**   | **27.0**       |
| GRAND TOTAL      |        | **860.0**                                  | **86.0**      | **430.0**      | **21.5**    | **107.5** | **1290.0**  | **107.5**      |
Oil and Gas Instrumentation Technician

900 hours / 48 weeks / 66 Quarter Credits

The Oil and Gas Instrumentation Technician program prepares students to monitor, troubleshoot, and maintain equipment in the fields of gas exploration, pipelines, and refineries. Students in this program will be adverse in electrical circuitry, electronics, and pneumatic controls. Students will be regularly engaged in maintaining control and measurement systems, and demonstrate proficiency in the procedures addressing these systems.

Objective
The Oil and Gas Instrumentation Technician program prepares students for entry-level positions within the petroleum industry where electrical and instrumentation controls are a primary focus. This program includes instruction on trade based fundamentals through lectures, demonstrations, hands on laboratory practice and industry sponsored fieldtrips.

Occupations
Petroleum Technology/Technician (15.0903), Electrical and Electronics Engineering Technicians (17-3023), Engineering Technicians (17-3029), Electro-Mechanical Technicians (17-3024), Precision Instrument and Equipment Repairers (49-9069), Commercial and Industrial Designers (27-1021), Water and Wastewater Treatment Plan and System Operators (51-8031), Industrial Engineering Technicians (17-3026), Inspectors, Testers, Sorters, Samplers, and Weighers (51-9061), Mechanical Engineering Technicians (17-3027), Geological and Petroleum Technicians (19-4041)

Training Program
This training program is divided into four learning units called “Phases”. Within each Phase are a series of courses listed as “Modules”. Due to prerequisites in a number of our courses, students will be required to complete each Phase in sequential order. The Modules within each Phase are presented in a stand-alone fashion and not dependent on other courses found in that Phase. Each Module presented within a Phase must be completed before moving on to the next Phase.

Courses in this program are delivered on a Monday, Wednesday and Tuesday, Thursday format. Each course is 60 contact hours with Modules typically built and taught via two courses simultaneously or approximately 120 hours (6 weeks of instruction). Most courses will have a lecture and lab component and each are required to be attended on campus when assigned. Upon successful completion of all Phases, students are eligible for graduation from the program.

Course Descriptions
Introduction to Technology IT101
This course introduces study skills, career and life planning direction. Technical Math is introduced with emphasis on lab exercises. Technical writing is also presented with emphasis on monitoring and reporting writing assignments.

Basic DC Circuits DCC101
Student will perform labs associated with Ohms Law Applications, resistor color codes, series, parallel, and series-parallel circuits.

Electrical Safety & Testing EST121
This course material presents the safe practices associated with the installation, application, and troubleshooting electrical systems. Also discussed are the means of fire prevention, effects of electrical shock, and the basic safety
Oil and Gas Instrumentation Technician Course Descriptions

response to electrical shock and hazards. Course material covers typical test equipment that the technician commonly works with such as: ammeters, voltmeters, multimeters, and megohmmeters.

Environmental Principles EP101
How to recognize and react to unexpected releases or emergencies; reporting requirements; how to monitor environmental control systems.

Basic AC Circuits ACC103
This course covers AC electrical circuit fundamental studies. Included topics are AC circuit analysis which includes: capacitors, inductors, capacitive and inductive reactance, impedance, sine wave generation, frequency, phase shift, passive filter networks, resonance, transformers, and relays.

Pressure & Level PL101
Static head, specific gravity, and the principles governing both are presented in both lecture and laboratory settings. Each concept is presented through calculation and demonstration. Natural gas compressors and their various drivers will be introduced along with the complete operation of the compression package. Control methods of both explored.

Temperature & Hydraulics TH123
This course introduces the principles of heat, thermal dynamics, measuring scales, and the properties of heat measurement. Temperature measuring instruments and devices such as thermometers, thermocouples, resistance temperature detectors (RTD's), thermistors, filled systems, and pyrometers are also presented in this course. The properties of fluid power as an energy transfer medium are presented in lecture, while the principles of operation of the hydraulic devices are demonstrated in an interactive laboratory exercise. Standard symbology and schematic diagram configuration is also presented.

Flow Principles & Devices FPD124
This course discusses the principles of fluid flow, types of measurements, devices used for measurements, and the applications of these, are presented using both lecture and laboratory exercises. Direct and indirect forms of measurements such as, variable area meters, open channel, and positive displacement devices are discussed as well.

Process Controls & Control Valves PCV126
This course material includes the principles of the various modes of control such as on/off, manual, and automatic control. Automatic control includes, proportional, integral, derivative, and the combinations of each to achieve optimum control of a process variable. The control valve as a final control element is also presented including the various devices associated with it. Valve actuators, positioners, flow characteristics of valves, and valve design and sizing are also included. Control valve configuration, application, stroking, and calibration are presented in a laboratory setting.

Measurement & Control MC141
This course covers advanced measurement and complex control schemes. Covers control with ratio, cascade, and feed forward control schemes using PID and Squared Error algorithms and complex interlocking schemes. Process characteristics, supply and demand regulation, types of process configurations, and the control methods associated with them. The configuration of basic loops, troubleshooting, and system operations are also discussed.

Introduction to Petroleum Industry IPI101
Students will be able to discuss the history of the oil market, concepts surrounding exploration and geology, fundamentals of drilling and well completion, and describe the equipment and systems used by the oil and gas industry.

Introduction to Drilling & Distillation IDD128
Introduction to Distillation covers history, operation, and application of various types of systems. Theory of well control and drilling will also be covered.

Instrumentation Electronics IE121
This course presents the basic theory of many digital devices used in the electronic equipment of today's instrumentation field. The structure and operation of basic gates, memory devices, multiplexing, bussing, enabling, counters, logical controls, and display systems are presented in both lecture and laboratory settings.
Oil and Gas Instrumentation Technician Course Descriptions

**Programmable Logic Controllers PLC133**
This course is an introduction to the use of PLC’s as a replacement for mechanical relay control devices. The course includes introduction to PLC programming, wiring, and troubleshooting both the hard wired systems as well as the program in the PLC.

**Motor Controls & Relay Logic MCRL131**
This course material presents the electromechanical control devices associated with alternating current devices and electric motor control. Devices include: magnetic starters, overload protection, local switching, control relays, and low voltage control systems. Troubleshooting is an integral part of the course material.

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<th>CERTIFICATE CORE</th>
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<tr>
<td><strong>Module</strong></td>
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**GRAND TOTAL:** 430.0 43.0 470.0 23.5 900.0 66
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The Oil and Gas Process Technology program prepares students for entry-level positions within the petroleum industry. This program includes instruction on trade based fundamentals through lectures, demonstrations, hands on laboratory practice and industry sponsored fieldtrips.

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Oil and Gas Process Technology Course Descriptions

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## Oil and Gas Process Technology Course Descriptions

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**GRAND TOTAL:** 550.0  55.0  350.0  17.5  900.0  72
Electrician

900 hours / 48 weeks / 64 Quarter Credits

The Electrician program prepares students to install, repair, and maintain a wide variety of electrical equipment. Students will learn electrical applications in the field of industry, commercial, and residential.

Students will study the fundamentals of basic circuitry and motors which include motor controls, switch relay systems, transformers, solid state logic, lighting systems, the National Electric Code, and the reading of electrical blueprints.

Objective
The Electrician program prepares students for entry-level positions within the electrical trades associated with industrial, commercial and residential. This program includes instruction on discipline fundamentals through lectures, demonstrations, hands on laboratory practice and industry sponsored fieldtrips.

Occupations
Electrician (46-0302), Electrical and Electronics Engineering Technician (17-3023), First-Line Supervisors of Mechanics, Installer and Repairers (49-1011), Electrical Power-Line Installers and Repairers (49-9051)

Training Program
This training program is divided into four learning units called “Phases”. Within each Phase are a series of courses listed as “Modules”. Due to prerequisites in a number of our courses, students will be required to complete each Phase in sequential order. The Modules within each Phase are presented in a stand-alone fashion and not dependent on other courses found in that Phase. Each Module presented within a Phase must be completed before moving on to the next Phase.

Courses in this program are delivered on a Monday, Wednesday and Tuesday, Thursday format. Each course is 60 contact hours with Modules typically built and taught via two courses simultaneously or approximately 120 hours (6 weeks of instruction). Most courses will have a lecture and lab component and each are required to be attended on campus when assigned. Upon successful completion of all Phases, students are eligible for graduation from the program.

Course Descriptions
Introduction to Technology IT101
This course introduces study skills, career and life planning direction. Technical Math is introduced with emphasis on lab exercises. Technical writing is also presented with emphasis on monitoring and reporting writing assignments.

Basic DC Circuits DCC101
Student will perform labs associated with Ohms Law Applications, resistor color codes, series, parallel, and series-parallel circuits.

Electrical Safety & Testing EST121
This course material presents the safe practices associated with the installation, application, and troubleshooting electrical systems. Also discussed are the means of fire prevention, effects of electrical shock, and the basic safety response to electrical shock and hazards. Course material covers typical test equipment that the technician commonly works with such as: ammeters, voltmeters, multimeters, and megohmmeters.
Electrician Course Descriptions

Environmental Principles EP101
How to recognize and react to unexpected releases or emergencies; reporting requirements; how to monitor environmental control systems.

Basic AC Circuits ACC103
This course covers AC electrical circuit fundamental studies. Included topics are AC circuit analysis which includes: capacitors, inductors, capacitive and inductive reactance, impedance, sine wave generation, frequency, phase shift, passive filter networks, resonance, transformers, and relays.

Residential Applications I RA100
Reading residential drawings; wiring layout, identifying all wiring needs including security, audio/visual, telephone, etc.

Wiring Methods WM141
This course covers wiring methods and procedures for residential and commercial installations. Includes identification of components and devices, wiring methods, conduit bending and installation.

Industrial Applications I IA100
This course covers high voltage theory & safety, breakers & switchgear, splicing & terminations, cogeneration and distribution and industrial electrical prints. DC battery bank maintenance & installation.

Lighting Systems LS154
Introduction to lighting systems which includes types and evaluation of lamps, and electrical lighting control circuits used for residential, industrial, commercial and institutional applications.

Residential Applications II RA110
Panel layouts, amperage needs and calculations. Take off of construction plans to determine material and man hour needs. Calculate cost for project.

Commercial Applications I CA100
Conduit bending and installation. Panel installation and amperage calculations.

National Electrical Code NEC151
This course presents the typical electrical installation based on interpretations of the NEC. Included are: general wiring requirements, service and feeder calculations, proper sizing of wire and conduit, grounding, over current protection, motor circuits, hazardous location wiring, health care facilities, emergency power systems and other special applications.

AC Circuits & Equipment ACE153
This course includes the operating principles and troubleshooting of Alternating Current (AC) equipment such as: AC generators, transformers, single and 3-phase motors, inductors, capacitors, and power distribution systems.

Programmable Logic Controllers PLC133
This course is an introduction to the use of PLC’s as a replacement for mechanical relay control devices. The course includes introduction to PLC programming, wiring, and troubleshooting both the hard wired systems as well as the program in the PLC.

Motor Controls & Relay Logic MCRL131
This course material presents the electromechanical control devices associated with alternating current devices and electric motor control. Devices include: magnetic starters, overload protection, local switching, control relays, and low voltage control systems. Troubleshooting is an integral part of the course material.
## Electrician Program

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GRAND TOTAL: 380.0  38.0  520.0  26.0  900.0  64.0