

PROVIDENCE TRAINING INSTITUTE

4810 Black Canyon Highway, #101

Phoenix, AZ 85017

Phone: (602) 606-8879

Fax: (623) 670-5983

VOCATIONAL TRAINING PROGRAMS

SCHOOL CATALOG

A PRIVATE VOCATIONAL SCHOOL PROVIDING
PROFESSIONAL TRAINING FOR HEALTH CARE PROFESSIONALS

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MISSION STATEMENT

Our mission is to direct all our efforts in providing excellent professional training, services and assistance in preparing aspiring professionals for jobs that provide a rewarding career and high quality services to the community.

TRAINING OBJECTIVES

- Ensure that students obtain the required knowledge and practical skills to perform effectively as professionals.
- Inculcate the spirit of respect, confidence, kindness and professionalism to students.

BACKGROUND HISTORY

The Adult Caregiver Training Institute (ACTI) was established in August 2007 to provide vocational training for assisted living caregivers and managers to meet the apparent shortage of trained professionals at residential care homes. The unqualified success of the caregiver training program led to the desire of expansion and providing affordable opportunities for the training of other health care professionals. This led to the formation of the Providence Training Institute in August 2008 to provide vocational training in the fields of Medical Assisting, Phlebotomy, Patient Care technician. A new training facility of approximately 2500 square feet containing 3 classrooms, 1 break room, 1 clinical & computer lab and offices has been acquired for expanded operations starting in January 2009. The facility is part of an office complex situated in a very accessible central location in Phoenix with a large parking space for students.

TRAINING PROGRAMS

- 1. Nursing Assistant**
- 2. Clinical Medical Assistant**
- 3. Medical Assistant**
- 4. Patient Care Technician**

1. NURSING ASSISTANT CERTIFICATE PROGRAM (128 clock hours)

Our 128 hour Nursing Assistant Program is designed to prepare students for employment as Nursing Assistant in sub-acute and long-term care facilities, home health agencies and hospitals where basic bedside nursing care is needed. The program combines classroom instruction in nursing care with clinical skills laboratory, and clinical care experiences. Students who complete the program are eligible to take a written and practical certification examination of the Arizona State Board of Nursing, and work as a Certified Nursing Assistant.

Admission Requirements

Applicants must be at least 16 years of age and be able to speak, read, comprehend and write basic English. Students might be required to take a placement test.

Graduation Requirements

Students must successfully complete all the course work and laboratory training, and obtain a final grade of 75% and above in the quizzes, laboratory test and final examination. To receive a certificate, students must also have a satisfactory/passing performance in clinical training. Must possess a current CPR/First Aid certificate.

2. CLINICAL MEDICAL ASSISTANT) PROGRAM (360 clock hours)

Our 350 hour Clinical Medical Assistant Program is designed to train students on how to provide “back office” assistance to physicians and other medical personnel in the examination and treatment of patients. Students are instructed on “back office” skills where clinical medical assistants work along with other clinical staff members and the physician in providing a wide array of healthcare services for the patient, such as: physical exams, health screening, immunizations, infection assessment, advise on health conditions, medications and dietary assistance. The clinical medical assistant program is taught with a combination of lecture, practical exercises in the clinical laboratory and with real world experience during externship. In the classroom, students will learn about anatomy and physiology, health & safety, collection and preparation of laboratory specimens or perform basic laboratory tests on the premises, dispose of contaminated supplies and sterilize medical instruments. Students are also trained on how to instruct patients about medications and special diets, prepare and administer medications as directed by a physician, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood and give injections, prepare patients for X-rays, take electrocardiograms, remove sutures and change dressings. Externship sites are typically doctor offices, clinics, hospitals and physical therapy sites. Students are prepared to sit for the national certification examination of the National Healthcareers Association (NHA).

3. MEDICAL ASSISTANT (DIPLOMA) PROGRAM (750 clock hours)

Our 750 hour Medical Assistant Program is designed to train students on how to assist physicians and other medical personnel in both administrative and clinical aspects of the admission, examination and treatment of patients. Students are instructed on both “front office” and “back office” skills. During the front office training, students will learn medical law & ethics, medical terminology, essential office skills, computer skills associated with word processing, clerical and administrative

skills. During the back office training period, students will learn health & safety, collection and preparation of laboratory specimens or perform basic laboratory tests on the premises, dispose of contaminated supplies and sterilize medical instruments. Students are also trained on how to instruct patients about medications and special diets, prepare and administer medications as directed by a physician, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood and give injections, prepare patients for X-rays, take electrocardiograms, remove sutures and change dressings. Students are prepared to sit for the national certification examination of the National Healthcareer Association or the American Medical Assistant Association.

Admission Requirements

Applicants must be at least 18 years of age, possess a high-school diploma or GED and be able to speak, read, comprehend and write basic English.

Graduation Requirements

Students must successfully complete all the course work and laboratory training, and obtain a final grade of 75% and above in the quizzes, laboratory test and final examination. To receive a certificate, students must also have a satisfactory/passing performance report from their externship facility and possess a current CPR/First Aid certification. There are no State licensing requirements for medical assistants in Arizona, but upon satisfactory completion of the training program, students are prepared to sit for the national certification examination of the National Healthcareer Association.

4. PATIENT CARE TECHNICIAN TRAINING PROGRAM (240 clock hours)

Our Patient Care Technician Program is designed to train students on how to assist physicians and other medical personnel in the examination and treatment of patients. The PCT Program at PTI prepares a graduate to work as an entry-level Patient Care Technician in a clinic, hospital, wound care centers or long-term care facility. Graduates will be able to check vital signs, perform CPR and First Aid, and assist in medical examinations, performing electrocardiograms (EKGs), basic laboratory procedures, and phlebotomy. This program is taught with a combination of lecture, practical exercises in the medical laboratory and with real-world experience during the externship portion of training conducted off-campus at medical facilities. We have two tracks for the PCT program, *those with a prior CNA or EMT certification and for others without prior certifications.*

Admission Requirements

Applicants must be at least 18 years of age and must be able to speak, read, comprehend and write basic English. Must pass criminal background check and drug screen.

Graduation Requirements

Students must successfully complete all the course work and laboratory training, and obtain a final grade of 75% and above in the quizzes, laboratory test and final examination. To receive a certificate, students must also have a satisfactory/passing performance report from their externship facility and possess a current CPR certification. There are no State licensing requirements for patient care technicians in Arizona, but upon satisfactory completion of the training program, students will be qualified to take a state licensing examination to be a certified nursing assistant (CNA)

SCHOOL CALENDAR

The school does not utilize the conventional academic calendar of quarters or semesters. The programs are offered in two 8-hour day/weekend sessions or four 5-hour evening sessions per week over a designated period. New classes are scheduled according to demand, and students will be informed accordingly about start and end dates for each class cycle. The months of July and August are vacation months, and the school is closed.

The following holidays are observed and no classes are held:

- New Years Day
- Easter Sunday
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day

The school reserves the right to amend the calendar. Please refer to the programs detailed schedule and calendar.

Enrollment

Students may enroll or register at any time prior the start of a new class by completing a cancellation form and signing the enrollment policy. The school has rolling admissions. New classes start every 4 weeks for Nursing Assistant and every 2 months for Clinical Medical Assistant, Medical Assistant and Patient Care Technician programs. The school reserves the right to cancel any scheduled classes at short notice due to unforeseen circumstances, but will make all attempts to inform students enrolled in the course.

ATTENDANCE POLICY

The school maintains an attendance record on the student. The attendance sheet must be signed by the student on each day of class. The school requires a hundred percent (100%) completion of class hours in order to receive a certificate of

completion from the course. If during the course, a student's attendance is less than 75%, the student will be notified and placed on probation for a period of thirty days. If the student meets the attendance requirement in the next thirty days he/she will be removed from probation. A failure to correct your attendance problem will lead to dismissal from the school. If dismissed from the school, a request for reinstatement can only be entertained after a minimum period of 30 days.

Tardiness is defined as showing up more than fifteen minutes late for the beginning of a class. Classes will start promptly on the hour scheduled, and students are expected to be on time and attend all scheduled classes. Any student who is more than 15 minutes late will be allowed to join the class, but will have to make up the portion missed.

Leave of Absence (LOA)

Leave of Absence may be granted in a medical or personal emergency or for military or jury duty. Such leave of absence shall not exceed 60 days in duration. To receive a leave of absence, a student must submit a properly signed and dated written notice to the school explaining the reason for the request and the expected duration. If a student fails to notify the school director of their absence, the student's training program may be considered terminated and the student will have to repeat the whole course. Students wishing to return to classes after a leave of absence must contact the school director who will confer with the student and determine when the student will return to class. If the student does not return following a Leave of Absence, the school's published refund policy will be followed.

GRADING SYSTEM

Grades are determined by evaluation of performance in quizzes, laboratory tests and the final examination. The numeric percentage point system of grading will be used in obtaining the final grade based on 100%. Quizzes constitute 30%, laboratory tests 20% and final examination 50% of the final grade. The pass grade is 75% and above.

Numeric Percentage	Grade
75% and above	PASS
74% and below	FAIL

Grade Reporting and Transcripts

All student evaluations and grades are maintained by the school for a period of five years. Transcripts will be issued free of charge on written request from graduates.

Student Records

Student records including attendance and transcripts are kept on file permanently at the school and are protected from fire, theft and other perils. Transfer credits are not accepted and no course credit is given for life experience.

Certificates

Upon graduation, students will receive one free copy of the certificate or diploma of completion/achievement. A fee of \$20 will be charged per each request for additional copy of the certificate.

Academic Advising

Academic counseling is available for all students. Students are encouraged to make an appointment with the School Director to receive counseling regarding their academic progress, placement opportunities and other related matters.

Course Incompletes

No "incomplete" final grade is awarded in this course. At the discretion of the School Director, a student may be granted an extension of time to complete all the required course work, laboratory skills test or assignments. If the student does not complete such requirements within the extension period, zero points may be awarded for that section of the course, and included in calculating the final grade.

Satisfactory Progress

Academic performance will be continuously tracked by faculty during the course. Students must maintain satisfactory academic progress by achieving 100% attendance and completion of all lecture quizzes and laboratory tests at an 75% level. If a student fails to attain the established standard, the student will be placed on academic probation and be given extra assistance in an effort to reach the expected level of performance.

Academic Probation, Suspension or Dismissal

A student unable to maintain an average of 75% grade in the course work and laboratory tests will be placed on academic probation. The student will also be given extra assistance in an effort to reach the expected level of performance. At the end of probation, if the student has not brought his/her grades to meet our established attendance and academic standards, then the student maybe suspended or terminated, depending on the recommendation of the faculty. The student has a right to appeal the decision to the school director.

Student Conduct

Students must comply with the rules, regulations and policies of Providence Training Institute. Any student not conducting themselves in an orderly and professional manner, which includes, use of drugs and alcohol during school hours, dishonesty, theft, disrupting classes, carrying dangerous weapons, cheating on tests or exam, use of profanity, unexcused absences, poor academic performance, excessive tardiness, insubordination, violation of safety rules, or not abiding by the school rules will lead to either probation or dismissal from classes.

Termination Procedure

Students who are dismissed or terminated from school will be notified in writing, and can appeal to the school director within three days of receiving the termination notice.

Student Re-enrollment

Students who for any personal reasons have dropped out of the program, may be readmitted within six months by contacting the school director and paying all fees due at the time of readmission. Program requirements at the time of re-entry shall be applicable. Students who were terminated for academic reason, may be readmitted within six months will be placed on academic probation and program requirements at the time of readmittance shall be applicable. Students who were terminated for poor conduct may not be readmitted.

STUDENT SERVICES

Placement Services

Students are assisted with job placement and furnished names and addresses of employment possibilities. Inquiries made to the school by potential employers will be placed on the bulletin board. Providence Training Institute will assist students trying to procure employment to the best of its ability but cannot guarantee employment. Placement services are available to all students at no additional charge.

Parking

Convenient parking facilities are available at the school premises for student use.

CLINICAL MEDICAL ASSISTANT

Course Description

MED 101 Anatomy and Physiology (I)

20 hours

This course provides a basic survey of human biology. Emphasis is placed on the basic structure and function of body systems and the medical terminology used to describe normal and pathological states. Upon completion, students should be able to demonstrate an understanding of normal anatomy and physiology and pathological states of body organs.

MED 110 Introduction to Medical Assisting

20 hours

This course covers the history of medicine and the role of the medical assistant in the health care setting. Emphasis is placed on professionalism, communication, attitude, behaviors, and duties in the medical environment. Upon completion, students should be able to project a positive attitude and promote the profession of medical assisting.

MED 115 Medical Law and Ethics

20 hours

This course covers legal relationships of physicians and patients, contractual agreements, professional liability, malpractice, medical practice acts, informed consent, and bioethical issues. Emphasis is placed on legal terms, professional attitudes, and the principles and basic concepts of ethics and laws involved in providing medical services. Upon completion, students should be able to meet the legal and ethical responsibilities of a multi-skilled health professional.

MED 120 Medical Terminology**20 hours**

This course is designed to introduce the student to terms used commonly in medical practice. The content includes study of medical terms using a programmed learning, word-building system approach as well as the study of allied health professions, medical abbreviations and symbols, review of basic grammar as it relates to medical terminology, and introduction to basic body structures. Upon completion, students will understand and be able to use medical terms effectively.

MED 125 Math for Medications**20 hours**

This course is an introductory course for reading medication documents and accurate calculation of dosages and solutions. The content includes review of basic math, systems of measurement, introduction to medication administration and dosage calculation. Upon completion, students should be able to correctly perform calculations required to properly prepare a medication order.

MED 130 Administrative Office Procedures**20 hours**

Introduces the fundamentals of business office operations and procedures as applied to meet the specific requirements of the medical office. Topics include customer relations, appointment processing, written and oral communications, medical records, patient orientation, and safety; coding and processing of private, group and government insurance, typing and machine transcription, keyboarding and computer applications and basic fundamentals of bookkeeping and accounting concepts in the medical field. Upon completion, students should be able to perform basic administrative skills within the medical environment.

MED 140 Clinical and Exam Room Procedures**40 hours**

This course provides instruction in clinical and examining room procedures; emergency procedures and first aid, therapeutic approach, integrated clinical procedures, diagnostic procedures. Topics include asepsis, infection control, assisting with exams and treatment, patient education, preparation and administration of medications, EKG, vital signs, and medical emergencies. Basic scientific and clinical principles are discussed. Theory is presented in conjunction with planned student activity. Upon completion, students should be able to demonstrate competence in clinical and exam room procedures.

MED 150 Laboratory Procedures**20 hours**

This course provides instruction in basic lab techniques used by the medical assistant. Topics include lab hazards and safety, quality control, collecting and processing specimens, clinical lab equipments, performing selective tests, microbiology, phlebotomy, urinalysis, electrocardiography, screening and follow-up of test results, and OSHA/CLIA regulations. Upon completion, students should be able to perform basic lab tests/skills based on course topics.

MED 160 Pharmacology**20 hours**

This course assists the student in acquiring the basic knowledge about drugs, their mode of action and dispensation. Topics include drug classes and nomenclature, drug regulations, drug reference sources, routes of drug administration, drug dosage calculation and administration. Upon completion, students should be able to understand the nomenclature of drugs and their effects.

MED 180 Medical Assisting Externship**160 hours**

Placement in an actual work situation, students will perform both administrative and clinical competencies, but mostly clinical. Clinical competencies include fundamental principles, specimen collection, diagnostic testing, and patient care. Trans-disciplinary competencies will be integrated in both clinical and administrative areas. These include communication, legal concepts, patient instruction, and operational functions.

MEDICAL ASSISTANT**Course Description****MED 101 Anatomy and Physiology (I)****20 hours**

This course provides a basic survey of human biology. Emphasis is placed on the basic structure and function of body systems and the medical terminology used to describe normal and pathological states. Diet and nutrition. Upon completion, students should be able to demonstrate an understanding of normal anatomy and physiology and pathological states of body organs.

MED 102 Anatomy/Physiology (II)**40 hours**

This course is designed to provide the student with a more comprehensive knowledge of the normal structure and function of the body and an understanding of the major disorders of the integumentary, musculo-skeletal, nervous, sensory, endocrine, cardiovascular, lymphatic, respiratory, digestive, urinary, and reproductive systems. This course is specifically designed to meet the needs of medical assistant and other allied health professionals.

MED 110 Introduction to Medical Assisting**30 hours**

This course covers the history of medicine and the role of the medical assistant in the health care setting. Analysis of the job market, salaries, working conditions, and job responsibilities and desirable attributes required of the Medical Assistant. Historical issues and current health care trends are also discussed. Emphasis is placed on professionalism, communication, attitude, behaviors, and duties in the medical environment. Upon completion, students should be able to project a positive attitude and promote the profession of medical assisting.

MED 115 Medical Law and Ethics**30 hours**

This course covers legal relationships of physicians and patients, contractual agreements, professional liability, malpractice, medical practice acts, informed consent, and bioethical issues. Emphasis is placed on legal terms, professional attitudes, and the principles and basic concepts of ethics and laws involved in providing medical services. Upon completion, students should be able to meet the legal and ethical responsibilities of a multi-skilled health professional.

MED 120 Medical Terminology**30 hours**

This course is designed to introduce the student to terms used commonly in medical practice. The content includes study of medical terms using a programmed learning, word-building system approach as well as the study of allied health professions, medical abbreviations and symbols, review of basic grammar as it relates to medical terminology, and introduction to basic body structures. Upon completion, students will understand and be able to use medical terms effectively.

MED 125 Math for Medications**20 hours**

This course is an introductory course for reading medication documents and accurate calculation of dosages and solutions. The content includes review of basic math, systems of measurement, introduction to medication administration and dosage calculation. Upon completion, students should be able to correctly perform calculations required to properly prepare a medication order.

MED 130 Administrative Office Procedures (I)**40 hours**

This course introduces the fundamentals of business office operations and procedures as applied to meet the specific requirements of the medical office. Topics include customer relations, appointment processing, written and oral communications, medical records, patient orientation, and safety; coding and processing of private, group and government insurance, typing and machine transcription, keyboarding and computer applications and basic fundamentals of bookkeeping and accounting concepts in the medical field. Upon completion, students should be able to perform basic administrative skills within the medical environment.

MED 132 Administrative Office Procedures (II)**40 hours**

A continuation of Administrative Office Procedures I. Additional practice related to the medical office with emphasis on computer operation.

MED 135 Insurance and Medical Coding**40 hours**

This course provides knowledge on the types of health insurance, insurance claims procedures and instruction in the application of the current version of the International Classification of Diseases, 2001, Revision, Clinical Modification (ICD-9-CM) Classification System and Current Procedural Terminology (CPT). Students may participate in selected clinical sites as part of this course, if available.

MED 140 Clinical and Exam Room Procedures**80 hours**

This course provides instruction in clinical and examining room procedures; emergency procedures and first aid, therapeutic approach, integrated clinical procedures, diagnostic procedures. Topics include asepsis, sterilization, infection control, Universal precautions, assisting with patient exams and treatment, patient education, preparation and administration of medications, EKG, vital signs, and medical emergencies. Basic scientific and clinical principles are discussed. Theory is presented in conjunction with planned student activity. Upon completion, students should be able to demonstrate competence in clinical and exam room procedures.

MED 145 Introduction to Computers**40 hours**

Provides an introduction to basic computer functions and applications utilized in contemporary healthcare settings. Students are introduced to the hardware and software components of modern computer systems and the application of computers in the workplace. Emphasizes the use of common software packages, operating systems, file management, word processing, spreadsheet, database, Internet, and electronic mail.

MED 150 Medical Laboratory Procedures**40 hours**

This course provides instruction in basic lab techniques used by the medical assistant. Topics include lab hazards and safety, quality control, collecting and processing specimens, clinical lab equipments, performing selective tests, microbiology, phlebotomy, urinalysis, electrocardiography, screening and follow-up of test results, and OSHA/CLIA regulations.

Upon completion, students should be able to perform basic lab tests/skills based on course topics.

MED 155 Human Psychology

20 hours

This course deals with basic principles of human psychology. Dealing with difficult situations and caring for patients with special needs. Studies why communication breaks down in interpersonal relationships, focusing on such topics as perception, self-concept, non-verbals, listening, gender, self-disclosure, power, and conflict.

MED 162 Pharmacology

40 hours

This course assists the student in acquiring the basic knowledge about drugs, their mode of action and dispensation. Topics include drug classes and nomenclature, drug regulations, drug reference sources, routes of drug administration, drug dosage calculation and administration. Upon completion, students should be able to understand the nomenclature of drugs and their effects.

MED 170 Medical Transcription

20 hours

This course provides the basic knowledge, understanding, and skills required to complete medical reports and transcribe medical dictation. Emphasis is placed on correct punctuation, capitalization, and spelling. Upon completion, students should be able to demonstrate competence in medical transcription

MED 182 Medical Assisting Externship

160 hours

Placement in an actual work situation, students will perform both administrative and clinical competencies. Administrative competencies include perform clerical functions, perform bookkeeping procedures, and prepare special accounting entries. Clinical competencies include fundamental principles, specimen collection, diagnostic testing, and patient care. Trans-disciplinary competencies will be integrated in both clinical and administrative areas. These include communication, legal concepts, patient instruction, and operational functions.

Equipments

Laboratory will contain equipments for testing vital signs and obtaining and testing blood and other specimens

Laboratory Equipments

Vital Signs Equipments

Blood Pressure Monitor

Thermometers

Stethoscopes

Blood Sugar Meters

Phlebotomy Equipments

Medical Centrifuges

Microbiology Testing Kits

Urinalysis Testing Equipment

Electrocardiography Machine

(b) Materials

- Urinalysis test Strips
- Bandages or Band-Aids
- Disposable examination gloves
- Dry cotton balls
- Syringes
- Small rubber bands

PATIENT CARE TECHNICIAN

Course Description

PCT 101 Role of Patient Care Technician 10 hours

This course is focused on patient care services under supervision of an instructor. Students will learn knowledge and skill necessary to perform mid level nursing care to complex patients and recognize changes in patient conditions. Contents include but not limited to infection control, sterile technique, wound care, urinary catheterization, venipuncture, EKG application, neurological observation and skills in assisting with physical and occupational therapy

PCT 103 Human Body in Health and Disease 10 hours

This course encompasses the study of the basic concepts of human biology which includes anatomy, physiology and related pharmacology. The contents include the structures and functions of the body, the chemistry of life, cells and tissues, organ systems of the body, mechanisms of disease in various systems of the body.

PCT 104 Medical Terminology 10 hours

This course is designed to give direction to the beginning allied health student who has very little experience in scientific or medical subjects. The content includes study of medical terms using a programmed learning, word-building system approach as well as the study of allied health professions and also an introductory course for reading medication documents and accurate calculation of dosages and solutions.

PCT 112 Electrocardiogram 10 hours

This course is focused on knowledge and skill necessary to perform electrocardiogram duties. The content includes basic anatomy and physiology of the cardiac, pulmonary, and vascular systems. Technique, equipment and supplies used in telemetry including information for interpreting rhythm. strips will be covered.

PCT 120 Clinical Skills Lab. 40 hours

This is the practical aspect of the patient care technician class where they practice skills of phlebotomy, EKG, catheterization and basic skill sets of nursing assistants. They will be expected to do multiple blood draws, perform electrocardiogram and practice multiple skills on the mannequin. At the end of the class, students are expected to pass a skills test.

PCT 140 Clinical Externship**160 hours**

Students will be posted to various nursing homes, physician offices and blood banks to practice the learnt clinical skills.

Equipments

Laboratory will contain equipments for testing vital signs and obtaining and testing blood and other specimens

Laboratory Equipments

- Vital Signs Equipments
- Blood Pressure Monitor
- Thermometers
- Stethoscopes
- Blood Sugar Meters
- Phlebotomy Equipments
- EKG Machine

Materials

- Urinalysis test Strips
- Bandages or Band-Aids
- Disposable examination glove
- Dry cotton balls
- Small rubber bands
- Small bottle of disinfectant or towelettes with disinfectant
- Tourniquet
- Venipuncture identification card

EDUCATIONAL DELIVERY AND EVALUATION**Instructional Methods**

Instructional methods that will be used for training will include both direct and indirect methods as listed below. Classroom will be provided with PowerPoint slide projectors and audio-visuals.

- Lecture/Presentations
- DVD/Videos
- Discussion Group
- Laboratory Exercises
- Demonstrations
- Practical Clinical Experience
- Externship

Tools for Verification and Certification

The main tool that will be used for verifying whether a student has achieved learning objectives is by taking quizzes and laboratory exercises. Each course is

accompanied by short quizzes containing 5 or 10 questions and a final exam. Students will also be required to demonstrate administrative and clinical skills.

Training Evaluation

At the end of the training course, each student will be asked to complete an end of course survey to evaluate training program.

TUITION COST

	Patient Care Technician	Nursing Assistant	Medical Assistant	Clinical Medical Assistant
Tuition	\$3,000/\$1600	\$1,245	\$6,000	\$3,450
Cancellation fee	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Laboratory fees	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Supplies	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Books:	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
CPR/fingerprinting	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
TOTAL	\$3,000/\$1600	\$1,245	\$6,000	\$3,450

Tuition Payment

Prospective students will complete an application for admission. If the applicant is admitted, the tuition fee indicated above must be paid prior to or on the first day of class; payable by cash, check or credit card. In the alternative, a payment plan may be arranged.

FINANCIAL AID

Upon application for and approval of credit, payment plans are available for most programs. Financial help may be available from outside agencies but applicants are solely responsible for making arrangements and pre-qualifying with any agency.

REFUND POLICY

Full Refund. A full refund of all monies paid by the student will be made if:

- (1) An applicant rejected by the school is entitled to a refund of all monies paid.
- (2) An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement.
- (3) An applicant who provides written notice of cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school shall receive a refund *minus* \$50 cancellation fee.

Partial Refunds:

- (1) A student who withdraws or is dismissed after 3 business days of commencement of classes, shall receive partial refund of the tuition paid, minus the cancellation fee of \$50, determined pro rata as follows:

% of the clock hours attempted:	Tuition Refund amount:
10% or less	At least a 90% refund
More than 10% and less than or equal to 20%	At least a 75% refund
More than 20% and less than or equal to 30%	At least a 70% refund
More than 30% and less than or equal to 40%	At least a 60% refund
More than 40% and less than or equal to 50%	At least a 50% refund
More than 50%	No Refund is required

Tuition refunds will be determined based upon the percentage of the clock hours attempted. The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student’s start date to the student’s last day of attendance, by the total number of clock hours in the program.

Books and Supplies: There is no refund for equipment, books and supplies received by the student.

Special Cases: In case of prolonged illness or accident, death in the family, or other circumstances that make it impractical for the student to complete the program, the school may make a settlement which is reasonable and fair

Timely Refunds. Tuition refunds will be issued within 30 days of the date of student notification, of date of school determination (withdrawn due to absences of other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

GRIEVANCE POLICY

Any student wishing to file a grievance shall do so within three days of the occurrence. The issue shall be clearly outlined in writing to the Training Director who will respond within 3 days or receipt of the submitted grievance either in a meeting with the aggrieved, which will be documented, or in a written statement addressing the issue of submission.

Infractions of the established policies and procedures, requiring disciplinary action, shall be handled in a manner that demonstrates progressive interventions including evidence of verbal warning to be documented in student's record on file and evidence of a written warning clearly outlining the infraction, terms, and method/plan to correct the behavior, compliance.

Should the aggrieved be dissatisfied with the outcome, he/she shall appeal in writing, stating the specifics of said dissatisfaction to the School director within 3 days, of receiving the decision. The School Director shall review the case and respond to the aggrieved within 3 days rendering a final decision.

If the student complaint can not be resolved after exhausting the school's grievance procedure, the student may file a complaint with the Arizona State Board of Private Postsecondary Education. The student must contact the State board for further details. The State Board address is 1400 W. Washington, Room 260, Phoenix, AZ 85007. Website: www.ppse.az.gov

LIST OF DIRECTORS, FACULTY AND ADMINISTRATIVE STAFF

Ownership

Providence Training Institute (**PTI**) and Adult Caregiver Training Institute (**ACTI**) are owned by the OLADE family: Dr. Roger Olade, Dr. Moses Olade and Esther Olade.

Directors

School Director	Moses Olade, Ph.D, MBA, CFM
Director of Administration	Esther Olade, CPA, CFM
Director of Training	Roger Olade, MD, MPH, CMA
Director	Rosaline Olade, Ph.D, RN

Faculty Members

Roger Olade, MD, MPH, CMA (Medical Assisting)
Jan Felder RN (Nursing Assistant)

Administrative Staff

Latoria Pierce	Administrative Assistant
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