PENN FOSTER COLLEGE

Student Catalog
Career Diploma and Certificate Programs

PENN FOSTER COLLEGE

Academic Year — 2022

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"GI Bill®"is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government **website**.

A Message from the President

Dear Penn Foster Student,

Welcome to Penn Foster College. Your decision to enroll with us marks an important step on your path to success. You have chosen an institution that has been helping independent learners succeed since 1890, and we are here to help you too.

This Student Catalog contains information that you will need to know, from a statement of our mission and the outcomes you can expect from your Penn Foster education, to a description of policies and procedures that will guide your study, to learning support services available to you, and to an explanation of our nationally accredited career programs and courses. Please spend some time in reading this document, and be sure to keep it handy as a reference tool throughout your program.

If you have any questions or concerns, please contact us. We are committed to your success.

Best wishes,

Frank Britt
President

Welcome to Penn Foster College

Penn Foster College is located at 14300 N. Northsight Blvd. in Scottsdale, Arizona, and is authorized by the Arizona State Board for Private Postsecondary Education to award Associate of Science Degrees, Bachelor of Science Degrees, Undergraduate Certificates, and Career Diplomas. Students may contact the college in Arizona at **480.947.6644**.

Penn Foster College has contracted with the Student Service Center at 925 Oak Street in Scranton, Pennsylvania, to offer certain student services. You will be directed throughout your catalog regarding when to use the services of the Student Service Center.

History

Penn Foster College is a leader in guided independent study. This method of instruction was pioneered by newspaper editor Thomas Foster, founder of the International Correspondence Schools, to help coal miners educate themselves. Since its founding in 1890 in Shenandoah, Pennsylvania, the institution has developed into a worldwide education system. The institution has been offering degree programs since 1975 and has enrolled over 100,000 students in degree programs in Business, Veterinary Technology, Allied Health, Information Technology, and Engineering Technology.

MISSION STATEMENT AND INSTITUTIONAL GOALS

MISSION STATEMENT

Penn Foster's mission is to enhance the lives of our students and clients through the acquisition of knowledge, skills, and credentials that will allow them to achieve their goals by advancing in their chosen field, starting a new career, or pursuing lifelong learning.

PENN FOSTER INSTITUTIONAL GOALS

- Provide educational programs that enable self-motivated, independent learners to acquire core competencies in their chosen technical and professional fields

- Employ contemporary learning strategies based on academic standards of good practice in distance education

- Develop and maintain systems that optimize student opportunities for broadly participative, interactive learning

- Establish and communicate high standards of academic performance for students and the institution

- Assess student learning and institutional effectiveness systematically in order to improve student performance

- Provide an extensive suite of student support services based on student needs and interests

- Conduct fiscally responsible planning that balances the institution's commitment to academic excellence with its concern for profitable financial performance

The mission is supported by an admissions policy that allows students with appropriate prior education to enroll in programs without regard to race, religion, gender, age*, color, national origin, or physical disability.

The school regularly assesses fulfillment of its mission and achievement of its institutional goals through ongoing studies of student learning, measurement of student satisfaction, and evaluation of career outcomes of graduates.

* Prospective students must meet the minimum age requirements for enrollment into Penn Foster College programs.

GETTING STARTED IS EASY

You've already taken the most important step toward success — making the decision to enroll. Now you are ready to begin your Penn Foster College program.

Getting started takes only a few minutes. First, let's look at what you receive in your online materials. These materials are available at your "My Courses" page on our website:

Your Student Catalog
Special information on the Penn Foster experience.

Program Outline
The information you will learn in your program and the order in which you will learn it.

Your Lesson Materials
All you need to get started

A Special Offer for You
Earn $50 cash for every student you recommend to us!
(Up to $100/year).

Online Exam Instructions
Details on submitting your exams online.

If you have not chosen our convenient, automatic payment method, your coupon book will be mailed separately. If you need to contact us regarding your program, you can receive assistance through the Help Center in your Student Portal or by calling our Student Services Center at **1.888.427.1000**.

Get Ready to Start Your Program!

YOUR STUDENT ID CARD
It's part of the Welcome Letter you receive in the mail. You'll find your student number on your ID card, which you need to have available whenever you contact Penn Foster.

REFER TO YOUR PROGRAM OUTLINE
Your Program Outline lists all of your lessons and the order in which you should study them. Look on your Program Outline to determine which of your lessons is Lesson 1.

READ LESSON 1 THOROUGHLY
You'll find Lesson 1 on your student portal. Make sure to use the self-checks in your lessons to help you prepare for your first exam. If you have any questions about your lessons, you can contact your instructors through the Help Center, by email, or by calling **1.888.427.1000**.

TAKE YOUR FIRST EXAM
When you feel prepared, your first exam will be available for you online. Click on the button next to the lesson. Once you have completed the exam, click on the **"Submit"** button.

That's all there is to it.

The rest of this book contains useful information on contacting Penn Foster, taking exams, and answers to other questions you might have. You should review the information to gain the most from your Penn Foster experience.

CONTACTING PENN FOSTER

At Penn Foster, your success is important to us. That's why we've made it easy for you to contact us whenever you have questions or problems.

On the Web
Visit **www.pennfoster.edu** for easy access to your student records, exams, assistance, and more. Take advantage of the comprehensive Questions and Answers section, compiled from years of student service excellence. The Penn Foster student website is your one-stop solution to any questions you might have. (See page 8 for details.)

Visit our **Student Community** to connect with classmates from all programs.

Learn from one another—share stories, offer advice, and connect with peers in the **Social Forums** to make the most out of your Penn Foster experience!

Looking to discuss coursework or find students to form a study group?
Checkout our **Academic Groups** and connect with your instructors and students in your program.

Have questions? The community has multiple **Help Areas** where you can browse for solutions or post questions for quick answers from Student Services reps, instructors, and students.

Over the Phone
If you have a question that we can't address through the website or email, you can contact our toll-free Student Support Line, **1.888.427.1000**.

Contacting the School
Courses at Penn Foster College are designed to ensure success. Students who have questions or problems with any course are encouraged to **visit the website**. The Penn Foster College website features
information on the school and details on every program offered, as well as links to other educational resources. From the website, students can view their records, take exams, and email instructors (**edserv@pennfoster.edu**). Visit the site at **www.PennFosterCollege.edu**.

Students who need to call the college or speak with an instructor can call **1-888-427-0600**. Instructors are on duty to answer questions from 7 a.m. to 4 p.m., Mountain Time (9 a.m. to 6 p.m., Eastern Time), Monday through Friday. After that time, and on weekends and holidays, students may leave a message; calls will be returned the next business day. Callers must have their student numbers available.

On The Web

The Penn Foster website features information on the school and details on every program we offer, as well as links to other educational resources. From our website, you can view your student record, take exams, email your instructor, and more. Visit our site **here**.

Get your education quickly and conveniently through the ease of online learning.

- Ease and convenience **on our website** — your home for 24/7 student services. With a few clicks of your mouse, you are in control of your education! Be sure to visit the enhanced Frequently Asked Questions (FAQs) section for helpful information.

- Access program material, grade and shipment records, and account information, all online. Download study guides to keep as references.
  Make payments the easy way or quickly access tuition information.

- Support from your instructors, and from Student Services, is available via email at your convenience.

- Exams are taken and submitted online.

Accreditation and Licensure

Penn Foster College is licensed by the Arizona State Board for Private Postsecondary Education and is authorized to award Associate of Science Degrees, Bachelor of Science Degrees, Undergraduate Certificates, and Career Diplomas.

Penn Foster is accredited by the Distance Education Accrediting Commission (DEAC). The DEAC is listed by the U.S. Department of Education as a recognized accrediting agency and is recognized by the Council for Higher Education Accreditation (CHEA).

Penn Foster College has been approved by Arizona to participate in the National Council for State Authorization Reciprocity Agreements. NC-SARA is a voluntary, regional approach to state oversight of postsecondary distance education. Please visit **http://nc-sara.org/sara-states-institutions** for a list of participating states.

You can earn Continuing Education Units (CEUs). Penn Foster Career School has been accredited as an Authorized Provider by the International Accreditors for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102. In obtaining this approval, Penn Foster Career School has demonstrated that it complies with the ANSI/IACET Standards which are widely recognized as standards of good practice internationally. As a result of their Authorized Provider membership status, Penn Foster Career School is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standards. Penn Foster College is also authorized to offer IACET CEUS for its career diploma programs that qualify under the ANSI/IACET Standard.

Many Penn Foster College programs are approved for U.S. Armed Forces veterans training benefits. Reservists may also qualify for veterans training benefits. Check your local or regional VA office for eligibility requirements.

Admissions

Penn Foster College enrolls all students without regard to race, religion, gender, age, color, national origin, or physical disability. Penn Foster College Career Diploma programs have minimum age and education requirements. Please visit our minimum age and education requirements page to review these requirements prior to starting the enrollment process. Penn Foster College programs require that students have access to high-speed Internet, a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account. Exceptions to these computer requirements are listed on the **program's websites**.

Student Orientation

All new students enrolled at Penn Foster College must complete an orientation at the beginning of their program. This orientation introduces students to the particular field of study and orients them to the process of distance learning and how it is conducted with Penn Foster College. Students may not receive transfer credit for this course as it contains material specific to the school that students are required to know.

Tuition and Fees

All students are charged a one-time registration fee as stated on your Enrollment Agreement. Current tuition fees for each program at the time of enrollment are stated on the enrollment agreement. The agreement lists the registration fee and the tuition for each program.

The tuition for a program includes all instruction, student services, and one complete set of program and study guides required to complete the program. Students retain all materials after completion of the program.

Change of Program Fee	$ 50
Extension Fee	$ 95
Transcript (Electronic)	$ 13
Transcript (Print)	$ 15

Veterans' Benefits – Chapter 31 and Chapter 33

Students electing to use chapter 31, Vocational Rehabilitation and Employment, or chapter 33, Post-9/11 GI Bill benefits must provide a Certificate of Eligibility, a Statement of Benefits, or VA Form 28-1905 before having their completed coursework certified for VA reimbursement. Students using chapter 31 or chapter 33 benefits who have not provided a Certificate of Eligibility, Statement of Benefits, or VA Form 28-1905 will be required to make an initial payment and regular monthly payments, or delay starting their program, until this documentation is received. Once the student's Certificate of Eligibility, Statement of Benefits, or VA Form 28-1905 has been received, and they have completed coursework that meets the criteria for VA certification and is subsequently certified for VA reimbursement, they will not be required to make payments and will incur no late fees for a period of (90) days. 14 Students who receive Chapter 33 VA benefits may be required to cover tuition and fees for the amount that is the difference between the amount of the student's financial obligation and the amount of the VA education benefit disbursement.

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or miti-gate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the Fund STRF, or it must be paid on your behalf, if you are a student in an educational pro-gram, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if you are not a California resident, or are not enrolled in a residency program." "It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589. To be eligible for STRF, you must be a California resident or enrolled in a residency pro-gram, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:
1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day peri-od before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number

Financial Aid

Penn Foster College offers interest-free monthly payment plans. However, the school does not participate in federal financial aid.

Cancellation Policy for Programs

You can cancel your enrollment via email or first class mail to the address or number listed in the "contact us" section of Penn Foster's student portal. If you cancel or withdraw from the Program, you will receive a tuition refund, as follows:

1. If you cancel within 6 days after midnight of the day you enroll, you will receive a refund of all monies paid to Penn Foster;

2. If you cancel more than 6 days after enrolling but before submitting a completed Program assignment, you will receive a refund of all monies paid to Penn Foster less the registration fee (the "Non-Refundable Registration Fee");

3. If you cancel after completing at least one Program assignment but less than 50% of the Program assignments, then Penn Foster will retain the Non-Refundable Registration Fee and you will remain responsible for paying Penn Foster for the following:

    a) 10% of the tuition if you cancel after having completed up to and including 10% of the Program assignments;

    b) 25% of the tuition if you cancel after having completed more than 10% and up to and including 25% of the Program assignments; and

    c) 50% of the tuition if you cancel after having completed more than 25% and up to and including 50% of the Program assignments.

4. You are responsible for paying and Penn Foster shall be entitled to receive the entire Program Tuition and the Non-Refundable Registration Fee if you cancel (a) more than 12 months after your enrollment (timeframe may vary depending on the Program selected), or (b) after completing more than 50% of the Program assignments.

All refunds will be issued within 30 days of Penn Foster's receipt of your notice of cancellation. For refund examples go to **refund policy page**.

ACADEMIC INTEGRITY

STUDENT IDENTITY VERIFICATION
All new students are provided with a unique student number. This student number should not be shared with anyone else. In order to gain entry into the online learning management system and access student materials. Students need to enter their student number and a unique password that restricts anyone else from accessing their student record. Sharing student numbers or passwords with any other individual is in violation of the Code of Conduct and can lead to disciplinary action.

Students are required to update Penn Foster with any change to their account information, including name, address, email, and phone number.

Penn Foster official communications are sent by electronic communication (email, message center, etc.) or postal mail. Most official forms require electronic communication by email, unless forms or directions state otherwise. Students are responsible for official Penn Foster communications sent to them, and should check their email accounts and message center regularly and respond, when needed to any communications sent from Penn Foster.

STUDENT CODE OF CONDUCT
Penn Foster students, faculty and staff are held to the highest standards of academic integrity. Penn Foster's Student Code of Conduct protects the rights of students, faculty, staff, and Penn Foster itself. This code ensures that all student and faculty/staff interactions are characterized by mutual respect and civility. All Penn Foster students and those authorized to speak on students' behalf are required to abide by all standards and policies established by the school in their academic work and their personal conduct.

Students should

*   Treat fellow students, faculty, and staff with courtesy, respect, and dignity and behave in a manner that reflects the integrity of the school.
*   Abide by all published policies, including but not limited to, those that appear in Penn Foster catalogs, study materials, and enrollment agreements.
*   Present themselves and their relationship to Penn Foster honestly.
*   Behave professionally and follow all policies set by practicum, externship, and field experience sites.
*   Comply with directions of Penn Foster officials acting in the performance of their duties.
*   Never misrepresent the school or its staff in any online social communities.

The Student Code of Conduct, as well as the preceding guidelines, applies to all Penn Foster students. An official of Penn Foster may, at his or her discretion, take disciplinary action that ranges from a warning to academic probation to dismissal from the school for failure to comply with any aspect of the Student Code of Conduct.

ONLINE BEHAVIOR
Netiquette
Penn Foster expects students to be courteous and polite in the online environment. Students should use good judgement when communicating online with faculty, staff, and other students through email, chat, social media groups, and other online forums sponsored or supported by Penn Foster.

In course or classroom environments such as webinars and discussion forums, students should demonstrate respect for their instructor and classmates

by honoring others' opinions, acknowledging disagreements honestly and thoughtfully, and being prepared to clarify statements others may have misinterpreted or misunderstood.

Students should always sign their names on any online communications and contributions. Students should also respect their own privacy and the privacy of others by not revealing personal or embarrassing information about themselves or others.

Students should avoid discourteous behavior such as using all-caps, trolling, flaming, spamming, and any other forms of inappropriate behavior and communication.

Bullying
Penn Foster defines bullying as an intentional electronic, written, verbal, or physical act or series of acts that

- Occur in a school setting, whether in person or online;
- Is severe, persistent or pervasive;
- Is directed at another student(s) or member(s) of the Penn Foster faculty, staff, or administration; and
- Impacts the institution in any of the following ways:
    o Substantially interferes with a student's education
    o Creates a threatening environment; or
    o Substantially disrupts the orderly operation of the school.

As an online institution, Penn Foster is not limited or prohibited from defining bullying in such a way as to encompass acts that occur outside a school setting if those acts fall under the above definition of bullying.

Penn Foster does not tolerate bullying in any form. Abusive behavior, such as threatening, insulting, and doxing, in any of Penn Foster's digital environments, including Penn Foster's social media sites and groups, email, chat, and phone calls, should be reported to a faculty or staff member for investigation.

Violations of Penn Foster's netiquette and bullying policies will result in disciplinary action.

ACADEMIC HONESTY
Students are expected to complete coursework, exams, and graded projects according to instructions and to contact their instructors for help with coursework.

Students should

- Complete all coursework as directed, including required reading, self-check and discover more exercises, discussion boards, exams, skills, and graded projects, as well as required paperwork for site selection, field experience, externships, and practicums.
- Use materials provided by Penn Foster to complete coursework, and properly acknowledge any outside resources used in the preparation of exams and graded projects.
- Contact a faculty or staff member for help with coursework.
- Never ask for, receive, or give unauthorized help on graded assignments, quizzes, projects, or examinations via any method including email or the internet.

Violations of Penn Foster's Academic Honesty policy include but are not limited to:

- Collaborating with another student or students, either in person or online, to complete an assignment or project and/or submitting the same essay as a classmate or classmates.

- Colluding with another student or students, either in person or online, who are enrolled in or have completed a course, to share an assignment or project and/or to make revisions to the same graded assignment or project to deliberately disguise similarities.
- Providing unauthorized help to another student or students by sharing coursework privately or publicly by uploading it to an online forum.
- Submitting a previously graded exam or project without first receiving permission from an instructor.
- Submitting documentation that misrepresents qualifications, clearances, and/or authorizations required for site selection, field experience, practicum, or externship.
- Submitting documentation that misrepresents the amount of time spent at a site and/or the skills or tasks performed during field experience, practicum, or externship.

PLAGIARISM

Plagiarism is a violation of academic honesty that includes, but is not limited to:

- Submitting coursework that is not your own, including assignments found at online help or tutoring sites; assignments purchased online, and assignments you have paid someone else to complete for you.
- Misrepresenting someone else's work as your own.
- Failing to cite and document sources properly.
- Using online or other resources to alter someone else's work or to disguise the original source.

The Academic Honesty policy applies to all Penn Foster students. An official of Penn Foster may, at his/her discretion, take disciplinary action that ranges from a warning to academic probation to dismissal from the school for failure to comply with the Academic Honesty policy.

PROGRAM MATERIAL AND COPYRIGHT NOTICE

Penn Foster or its vendors hold all ownership rights in the Program materials. Students are strictly prohibited from copying and/or providing to any third party all or any part of the Program materials that Penn Foster provides to students without Penn Foster's written consent. If a student violates this prohibition, they may be subject to criminal and civil penalties and fines, as well as disciplinary action up to and including expulsion from the Program.

DISCIPLINARY ACTION

Any inappropriate behavior can result in disciplinary action ranging from a failing grade on an exam or for a course, to academic probation, to dismissal from Penn Foster. Faculty and staff members will report inappropriate behavior by students to the Academic Review Board (ARB) for review, at which point the student will be asked to respond in writing to the charge. The ARB will then make a final decision regarding the student's standing with Penn Foster.

Student Grievances

Student Grievance Policy:

Most student complaints can be handled at first point of contact with the school. Student complaints are addressed using the policies and provisions of the enrollment agreement, student catalog, and academic requirements of the school. Students who have a complaint should contact their instructor regarding academic issues or a Student Services Center supervisor regarding servicing issues. The instructor or Student Services Center supervisor will provide a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

Steps in Grievance Procedure:

1. The student should contact the Academic Team Lead for academic issues or Manager, Student Services either by phone or in writing expressing his/ her concern within 30 days of receiving a response to the original complaint. The Academic Team Lead or Manager, Student Services will respond either by phone or in writing within two weeks of receiving the complaint.

2. If the student feels that the issue is still unresolved, he/she has 30 days to express continued concerns either by phone or in writing to the Program Director or Director, Student Services. A response will be sent to the student within 2 weeks.

3. If the student still believes the grievance is unresolved, he/she may complete the school's grievance form within 30 days from receiving the response from the Head of Academic Services Student Service. This form can be obtained by contacting Student Service Center. The form can be emailed, faxed, or mailed to the student.

4. All grievance forms will be returned to the Head of Academic Services, who will turn them over to the Dispute Resolution Committee. The Dispute Resolution Committee will meet and render a decision within two weeks of receipt of the grievance form. The decision of the Committee will be final and will be sent to the student in writing.

5. All grievance forms and final decision notifications will be filed in the office of the Head of Academic Services.

6. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1740 W. Adams Street, Suite 3008, Phoenix, AZ 85007, phone # **602-542-5709**. website address: **https://ppse.az.gov/**.

The student may also contact the **www.deac.org** at 1101 17th Street NW, Suite 808 Washington, D.C. 20036, phone # **202-234-5100**.

7. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student also may choose to file a complaint in their state of residence.

Veteran complaint queries can be addressed to our VA Support Team at **vafax@pennfoster.edu**

SARA Complaint Resolution Process

The Arizona SARA Council has jurisdiction over Arizona SARA-approved institutions, including Penn Foster College, in relation to non-instructional complaints. Instructional complaints, such as grade grievances, are not reviewed by the Council and should not be submitted for review. Prior to registering a non-instructional complaint with the Arizona SARA Council, students must complete the Penn Foster College Grievance Policy shown above and the Arizona State Board for Private Postsecondary Education's complaint process. Non-instructional complaints that have not been resolved through these measures may be submitted online o**n their website**.

Complaints Against Faculty

If a student has a complaint regarding treatment by a member of the faculty or suspects a conflict of interest, the student should report this complaint to the Department Chairman in which the student is enrolled.

If the student has consulted with the appropriate supervisor and still believes that the matter has not been dealt with satisfactorily or equitably, the student should contact the Vice President of Education and Academic Dean. If the complaint is still not resolved, the student must submit a formal written signed complaint to the school's Academic Review Board for further consideration.

Grade Appeal

Students who wish to dispute a grade or an answer to a question should contact their instructor. Only an instructor has the authority to change a grade. If the student is not happy with the grade appeal results, he/she should follow the "Student Grievance" procedure listed in this catalog.

EXTENSIONS

Depending on the program, students are given a certain amount of time to complete all the lesson assignments. Students may request a six-month paid extension. Students who do not complete the program within the required time may need to re-enroll in the program that is current at that time. Previous work would be evaluated against the current curriculum to determine which courses or lessons could be transferred into the new enrollment.

ONLINE LIBRARY

Students at Penn Foster will have access to an online library for use during their studies with the school. Students can use this library to do the required research in the courses they complete or can use it for general reference and links to valuable resources. The library contains helpful research assistance, articles, databases, books, web links, and email access to a librarian. Students can access the library from their home page. A library services manager is available to answer questions on general research-related topics via email and assist students in research activities during their studies in Penn Foster.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) provides you with certain privacy rights with respect to student records if (A) you are over the age of 18 or enrolled in a post-secondary program, and (B) you are a parent or legal guardian of a student who is under the age of 18 and not enrolled in a post-secondary program. These rights include:

1. The right to inspect and review your or the minor student's education records within 45 days after Penn Foster receives a written request from you for such access.
2. The right to request an amendment to your or the minor student's education records if you believe something is inaccurate, misleading, or otherwise in violation of your or the minor student's privacy rights; this does not give you any rights to have your or the minor student's grades changed or similar changes made to the record of your or the minor student's academic performance. You need to provide us with a written request for the change and an explanation for why you think it should be made. If we agree, we will make the correction; if we disagree, we will communicate further with you as to the issue.
3. The right to provide written consent before we disclose personally identifiable information (PII) from your or the minor student's education records, except (a) with respect to Directory Information (discussed more below), and (b) in certain defined situations where FERPA authorizes disclosure without consent, including disclosures to school officials and regulatory bodies with legitimate educational interests.
4. The right to file a complaint with the Family Compliance Office of the U.S. Department of Education, located at 400 Maryland Avenue, SW, Washington, DC 20202, if you believe Penn Foster has violated your or the minor student's FERPA rights.

For Penn Foster students, Directory Information includes:
• Student name
• Dates of attendance
• Penn Foster program
• Enrollment status (graduate, attending, pending, withdrawn)
• Honors and Awards

Unless you notify Penn Foster in writing that you do NOT want your Directory Information disclosed to anyone without your consent, Penn Foster may disclose these categories of information without your consent. Please send any such "opt out" notice to Penn Foster Student Services at 925 Oak Street, Scranton, PA 18515 or fax it to (570) 961-4888. Your decision

to "opt out" will remain in effect unless and until you elect to "opt in." In addition, whether or not you have decided to "opt out," Penn Foster will not disclose any of your Directory Information to any third party during the first two weeks following your enrollment.

If you have any questions about your FERPA rights, you can learn more at the government's helpful website at **U.S. Department of Education**.

ACCOMMODATING STUDENTS WITH DISABILITIES

Penn Foster College believes in opportunity for everyone. Therefore, the school strives to meet the needs of all students by providing instructional support and student services which will enable them to reach their maximum potential. The school does not discriminate on the basis of race, color, gender, religion, national origin, age, or physical disability.

Penn Foster College complies with Section 504 of the Rehabilitation Act of 1973 and the implementing regulations 34 CFR part 104 (barring discrimination on the basis of disability), and the Americans with Disabilities Act (ADA) of 1990 and the implementing regulations in 29 CFR part 1630 (1991). The school will offer a reasonable accommodation for any qualified student with documented disabilities provided the accommodation does not pose an undue hardship on the school or does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students. Students must complete the ADA form which is available on the student portal and submit it along with documented evidence of disability to **ADArequest@ pennfoster.edu** to be eligible for any accommodations. All completed requests for accommodations will be reviewed by the ADA Review Committee within five (5) business days. Students will receive written communication outlining the decision of the committee.

TRANSFER CREDIT

Penn Foster does not evaluate life-work experience or previous education completed at another school for transfer credit into most career certificate or diploma programs. An Admissions representative will be able to provide information on which programs will accept transfer credit.

However, Penn Foster College will inquire about each veteran's previous education and training and request transcripts from all prior institutions, including military training, traditional college coursework, and vocational training. Previous transcripts will be evaluated and credit will be granted, as appropriate.

CAREER ASSISTANCE

Penn Foster offers many resources to current students and alumni to help with career planning and job search efforts. Career Cruising, a self-service employment tool is available to students and alumni and provides various resources on employability, including school/job exploration, employment recommendations, career portfolio development, resume-building, nationwide job search engine, tips and advice on improving job search success, and interview tips. Students and alumni can access Career Cruising through the student portal. Penn Foster's Career Coaches work with students and alumni to assist with career exploration, resume review and revision, social media presence, and mock interviews. The Learning Resource Center, which is located in the library, includes guides for career planning, instructions for writing a winning resume, tips and advice to succeed at a job interview and how to follow-up after the interview, and information on negotiating and understanding compensation

levels and offers. Job placement is not guaranteed to graduates, upon program completion.

CAREER SERVICES

Upon completing your career training, Penn Foster also offers access to Alumni Career Services which are designed to help you find employment in your chosen field. Penn Foster also maintains a job board site where students and graduates are encouraged to search through jobs that are posted directly by employers.

Career Services include:
• Resume Preparation
• Job Searches
• Help with Submitting Resumes
• Cover Letter Design
• Interview preparation, & much more.

SCHOOL CALENDAR

Penn Foster operates 12 months of the year. The school is closed for 8 holidays during the year. The holidays usually include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day. The other days may vary. The school's phones will have a "closed" message on these holidays.

ARE YOU ELIGIBLE FOR VETERANS BENEFITS

Some Career Diploma programs at Penn Foster College have been approved for Veterans' benefits, or GI Bill® benefits. For more information and a list of eligible programs, please call **1-888-427-2900** to speak with a specialist in our VA Support Team. We can also be reached via email at **vafax@pennfoster.edu** with "Veterans Benefits" in the subject line. Only the VA can determine your eligibility. You can call the VA at **1-888-442-4551** to find out if you qualify to use GI Bill® benefits. We will assist you in establishing your claim for benefits once you know which chapter/category you are eligible to use.

VETERANS BENEFITS — STANDARDS OF PROGRESS

In order to receive educational GI Bill® benefits, Penn Foster College students must meet minimum Standards of Academic Progress (SAP). The minimum standards are measured through grades received for each lesson: an assignment, project, or exam.

Students using GI Bill® benefits who have a lesson average below 65 after completing 25% of their lessons will be placed on academic probation and their performance will be monitored by instructors and academic advisors. Students using GI Bill® benefits who have a lesson average below 65 after completing 50% of their lessons will be referred to the Academic Review Board for potential academic dismissal from the program. Students using GI Bill® benefits who have a lesson average below 65 after completing 75% of their lessons will be cancelled from the program by the Academic Review Board for failure to benefit academically.

PRIOR TRAINING FOR STUDENTS USING GI BILL® BENEFITS

Penn Foster will evaluate previous training and consider granting credit for students using the GI Bill®. If transfer credit is applied, the program will be shortened, and the tuition balance will be reduced accordingly.

It is a VA requirement that you provide all transcripts from prior colleges and universities to Penn Foster for an evaluation of potential transfer credit. If your transcript indicates that you could receive transfer credit for a course, we will not be able to certify that course for GI Bill® benefits. It is imperative that you submit all transcripts to us even if you do not expect to receive any transfer credit toward your program.

Please send official transcripts to:
Student Services
Penn Foster
925 Oak Street
Scranton, PA 18515

We also ask you to submit documentation of your military training for potential Prior Learning credit. **Visit the website here** for a Joint Services Transcript account and order an electronic transcript to be sent to Penn Foster at no charge.

The VA Support Team will help you to organize and submit all of your paperwork to the VA. You will be required to provide us with a copy of your Certificate of Eligibility, or your Statement of Benefits, and VA Form 22-1999c before we can certify your enrollment with the VA. Please do not complete any exams for seven days from the date you sign your enrollment agreement with Penn Foster. This is the VA Affirmation Period. The VA will not pay for any exams completed within this first week.

Some Career Diploma programs have been designated as Correspondence Training by the Veterans' Administration. Our programs are self-paced and you will not be set up in a traditional 12 to 16 week term. Your attendance in a correspondence training program will be categorized as less than part time, so you will not be eligible for the Basic Housing Allowance (BAH).

VA educational assistance is not available for children receiving benefits under the Dependents Educational Assistance program (Chapter 35) for correspondence training. However, a spouse is eligible for Chapter 35 benefits for correspondence training. Under the Post 9/11 GI BILL® (Chapter 33), the veteran has the option to transfer a percentage of his or her benefits to an eligible spouse or child.

Because you have the flexibility to work at your own pace with our programs, we cannot report your lessons (an assignment, project, or exam) to the VA before you have completed them. We will report the total number of lessons you complete in a month to the VA after you have received grades for them. Because the VA will only be paying after lessons are completed, it will be the responsibility of each student to maintain their scheduled payment arrangement to Penn Foster as contracted upon enrollment.

FREQUENTLY ASKED QUESTIONS

Q. Where can I find my student number?
A. The number is on your Student ID Card which you received with your Welcome Letter.

Q. How do I submit exams?
A. Exams are submitted via the website **www.pennfoster.edu**. You can complete your exams and receive feedback at this site.

Q. What if I change my address?
A. The easiest way to change your address is to log on to your Student Portal. Click "**Update My Profile**. Make the necessary changes and hit submit.

Q. How do I make payments?
A. If mailing in your payment, please submit payment along with the appropriate coupon from your payment book to:

> **Student Service Center**
> **925 Oak Street**
> **Scranton, PA 18515-0001**

Please be sure to include your student number on all payment materials. Allow one week for your account to be updated.

Q. How long will it take me to complete my program and receive my Career Diploma or Certificate?
A. Completion times vary, depending on the program in which you are enrolled. Many Penn Foster programs can be completed in a year or less.* (If it seems you will need to take longer than the time allotted to complete your program, you may contact Penn Foster and request an extension.) Your Enrollment Agreement specified the completion time for your program.

Q. Are there any additional fees?
A. The following fees are charged, if applicable: additional six-month extension fee of $95.00; change of program fee of $50.00. Registration fees vary by program.Your Enrollment Agreement lists the fee.

Q. What is your cancellation policy?
A. The cancellation policy is provided in detail on page 12 and on the Enrollment Agreement you signed. A copy of your Enrollment Agreement will be returned to you after your application is approved.

Q. Can I earn credit for previous coursework completed?
A. In most programs, Penn Foster does not evaluate life-work experience or previous work taken at another school for transfer credit into a vocational program.

Penn Foster will evaluate previous training and consider granting credit for students using the GI Bill®. If transfer credit is applied, the program will be shortened, and the balance will be reduced accordingly.

Q. Will work completed at Penn Foster College transfer to another school?
A. Work completed in Penn Foster College programs may not transfer to other learning institutions. Students planning to continue their education with another school after earning a diploma from Penn Foster College should check with that school regarding transfer policies.

STUDY TIPS AND TAKING YOUR EXAMS

When you complete a lesson, you must also complete and submit an exam using the Penn Foster online exam system. A lesson can be the content of one study unit or a reading assignment in a study guide. Most exams consist of multiple-choice questions. Lessons also feature helpful self-checks you can use to determine how well you understand the new concepts you have learned. Future lessons become available online when you submit exams, so avoid delays in your studies by submitting exams promptly.

TAKE ADVANTAGE OF THE STUDY PLANNER

The Penn Foster Study Planner will help you stay organized and on track with your studies. Use it to create a customized study plan so you can finish your program when you want to, sync your study times to your calendars, track your progress, and set alerts for when your next exam is due. Use the Study Planner to set a study plan that works with your schedule and stick to it to reach your graduation goal!

You can find your Study Planner on your Student Portal, or you can download the app from the *iOS, Google Play, or Amazon Appstore.*
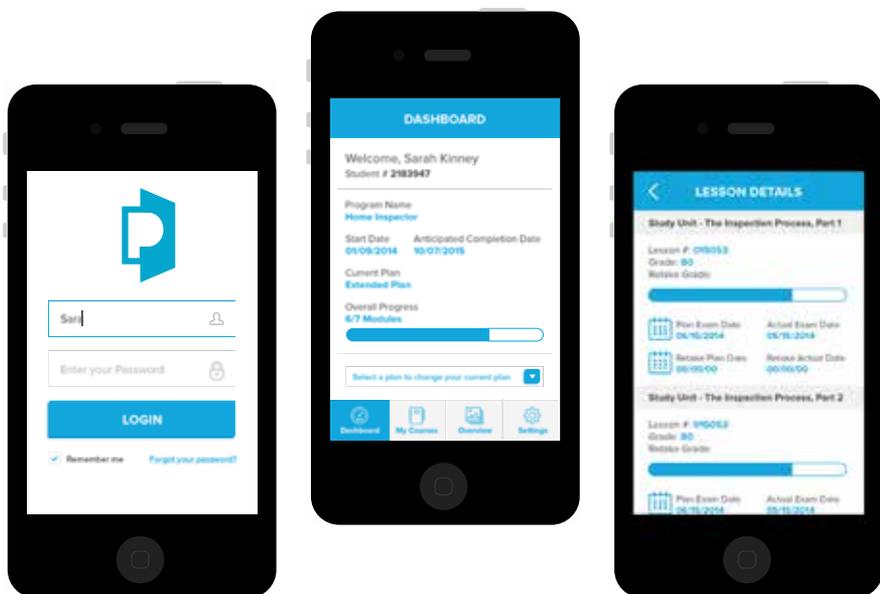
SUGGESTIONS FOR MORE EFFECTIVE STUDYING

- Set up a special place in your home to do your studying and keep all your materials there, within easy reach.
- Schedule your study time. Make sure it doesn't conflict with other important activities.
- Frequent, brief study sessions are more effective than long, "cramming" marathons.
- Make sure to do all the self-check quizzes in the lesson.

TIPS ON COMPLETING YOUR EXAMS

When it comes time to take your exam, make sure you follow the directions carefully. If you don't understand what you are supposed to do, don't hesitate to call Penn Foster and ask for help.

SUBMITTING YOUR EXAMS

You must submit all exams online using the Penn Foster exam system that you access from your student portal.

To access an exam, click on **Take an Exam** next to the appropriate lesson title. If the exam involves an essay or a writing assignment, you'll be asked to attach a file of the assignment to submit it to the school.

Read each question carefully before you choose your answer. If you're unsure of an answer, you can mark the question for review by clicking a button at the bottom of the question. Before you submit the exam, you'll be able to see a summary of all of your answers and make changes if you so desire.

EXAM RESULTS

Students must access the Penn Foster student portal to get evaluations as well as receive feedback. The evaluations will tell students which answers (if any) were incorrect. If students have a question or problem with the exam evaluation, they should contact the school immediately.

MULTIPLE CHOICE EXAM RETAKE POLICIES

Students are given two chances to pass each exam. An exam may be retaken as soon as the first attempt has been graded; there is no waiting period. Regardless of whether the first attempt resulted in a passing or failing grade, students are given one opportunity to retake the exam and earn the higher of the two scores. This policy is effective for all open exams on a student's record as of October 19, 2017.

Students are presented with a new exam for the retake and must submit the ENTIRE retake online. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade.

For all other exams (subjective, non-multiple choice exams), retakes are required for a failed first attempt, and not offered if the exam was passed. The highest score a student can earn on a retake exam is 65%. The retake grade becomes the final grade. Each program may contain one or more practical exercises, projects, or externships that must be successfully completed in order to meet the requirements for graduation. Some of these may be graded on a pass/fail basis.

ACADEMIC PROBATION/CANCELLATION

Students who continually score below the passing average on exams (65) may be placed on academic probation for a period of time during which grades will be closely monitored. Continued academic failure may result in the student's record being submitted to the Academic Review Board. The Academic Review Board members will consider the academic progress of the student and, with the Board's approval, determine if cancellation is required. If cancelled, the student will be notified in the mail and appropriate financial cancellation terms will be applied.

STANDARDS OF PROGRESS

Completion time varies depending on the program, as specified in your Enrollment Agreement. Students may progress more quickly through the program, but are contractually required to complete it within the specified time. Students who do not demonstrate satisfactory progress may be academically cancelled from the program. Re-enrollment in a program is not allowed if the student was enrolled in the same program and was academically failed. Re-enrollment in another program will require review of previous coursework to determine eligibility. If a student is out of school for a period of time and then re-enters into the current curriculum, we will evaluate prior earned credits for possible transfer into the current program.

Students using GI Bill® benefits who have a lesson average below 65 after completing 25% of their lessons will be placed on academic probation and their performance will be monitored by instructors and academic advisors. Students using GI Bill® benefits who have a lesson average below 65 after completing 50% of their lessons will be referred to the Academic Review Board for potential academic dismissal from the program. Students using GI Bill® benefits who have a lesson average below 65 after completing 75% of their lessons will be cancelled from the program by the Academic Review Board for failure to benefit academically.

EXPECTATION

All Penn Foster students are expected to conduct themselves with the highest academic and ethical standards. Failure to do so will result in disciplinary action. Students who do not achieve passing grades may be subject to academic probation or dismissal.

THE PENN FOSTER CAREER DIPLOMA GRADING SYSTEM:

Exams and projects will be graded on the following scale:

Lesson Grade (Percentage)	Letter Equivalent	Rating
90-100	A	Excellent
80-89	B	Good
70-79	C	Average
65-69	D	Passing
Below 65	F	Failing

An overall program average of 65% or above is required to graduate. (70% or above for the Pharmacy Technician Professional and Optician Exam Prep programs).

"An investment in knowledge pays the best interest."

- Benjamin Franklin

GRADUATION

When you have successfully completed your program and your account is paid in full, you will achieve your goal — a Career Diploma/Certificate. To be awarded your Diploma/Certificate and earn associated continuing education units (CEUs), you must have:

- ***Passed all program requirements.***

- ***Achieved an overall program average of 65% or above (70% or above for the Pharmacy Technician Professional and Optician Exam Prep programs).***

- ***Met all your financial obligations.****
  * All payments must be clear before Diploma/Certificate will be issued

TRANSCRIPTS

Along with your Career Diploma/Certificate, you will receive one free copy of your official transcript. If you desire additional copies, they are available at a cost of $13.00 for an electronic copy or $15.00 for a paper copy. Utilize the transcript ordering service on your student portal or the Contact Us Page to submit your request. If you want the transcript sent to someone else (i.e., an employer or school), please have the address handy when you call. (You must be current in your payments to receive this service.) If you request your official transcript prior to graduation, it will only be released if certain financial criteria is met.

On the road to success...

Congratulations! You've taken the first steps on your journey toward reaching your goals. At Penn Foster, we'll do everything we can to make your journey with us a rewarding one. However, there may be times when you find it hard to keep moving forward. If you start to feel that way, just remember these tips to stay on track:

- A good way to stay motivated is to remember why you enrolled. You have a dream of building a better life for yourself, and you have already shown you have the dedication. Don't let anything stop you from achieving your goals.

- Anytime you have a problem with something in your lessons or a question about your Penn Foster experience, contact the school. Every student is important to us — and we want to see you achieve success. You can always turn to your instructor or our helpful Student Services staff for help.

- Set up your Study Planner, and stick to your study schedule as much as you can — but it's okay to give yourself a day off now and then, too. Holidays, special occasions, or just a day to "recharge your batteries..." but don't take too many, because you want to keep moving toward graduation.

- Most of all, take pride in what you are accomplishing. So many people never try to make their dreams come true — just by enrolling, you have shown you are someone who sets goals and works to achieve them. You have much to be proud of.

GOOD LUCK from all of us at Penn Foster!

PROGRAMS

ABC Certified Wedding Planner Career Diploma

Program Goal

To prepare students for an entry-level career as an Association of Bridal Consultants® Certified Wedding Planner. Students must be 17 years of age and have an 8th grade education to enroll into this program.

Program Outcomes

Upon completion of the program, students will be able to:

• Recognize the wedding industry and the skills needed to handle the demands of being a bridal consultant and identify how these skills apply to the tasks needed during the planning process when meeting with clients to determine the type of wedding the client requires.
• Understand how to coordinate every detail of events, from beginning to end by recognizing the scope of the event, including time, location, and cost of working with the client to choose where to hold the event, and whom to contract with for services (for example, florists or photographers), as well as event services such as rooms, transportation, and food service and confer with on-site staff to coordinate details.
• Identify how to organize and conduct wedding ceremonies and receptions by reviewing places to ensure they meet the client's requirements and recognize the various types of wedding ceremonies and etiquette to share with a client.
• Know how to establish yourself as a professional by studying how to create a professional portfolio which includes identifying which special licenses you'll need to set up suppliers, vendors, and support group source files, and define basic marketing concepts that promote the business of consulting.
• Comprehend how to develop agendas, budgets, and services according to customer requirements; recognize how to charge clients and collect payments; set up bookkeeping and files, inventory and billing control. Also, how to use appropriate business forms and understand strategies for organizing and managing your home office.
• Recognize how to monitor event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.

• Understand how to promote bridal show services by studying tasks such as meeting with professional and trade associations, and producing brochures and other publications and design and implement efforts to publicize events.

Course Name	Hours
Instruction Set 1	23
Instruction Set 2	53
Instruction Set 3	52
Instruction Set 4	57
Instruction Set 5	56
TOTAL	241

Course Descriptions

Instruction Set 1
Succeed by learning how to use your Penn Foster program. Successful wedding planners are creative and business- savvy professionals.

Instruction Set 2
This course provides an overview of the general planning process for weddings and honeymoons. Weddings are deeply rooted in religious and cultural traditions. The course will help you build a solid foundation in wedding etiquette

Instruction Set 3
Set off on the right path by learning the basics of establishing and operating a bridal business. Then, explore how to bring together various wedding components for your clients' weddings. Finally, starting a new business is exciting, but there are inherent risks. To increase your chance of achieving success, the last les son of this course prepares you for the demands of business ownership.

Instruction Set 4
The first lesson of this course is designed to help you better understand the cultures of various ethnic and religious groups. Then, you'll continue to prepare for business ownership. The last lesson of the course prepares you for the financial challenges of business ownership.

Instruction Set 5
This course teaches you how to prepare a marketing plan to let people know that you're open for business. One way to market your business is by participating in bridal shows. Finally, you'll learn how to turn your dream of owning a home-based business into a reality.

Administrative Assistant

For tuition details, please visit our
Administrative Assistant tuition page. To
enroll in this program, students must be 17 years of
age and have completed the 8th grade.

Program Goal

The goal of this program is to prepare students
for an entry-level career as an administrative
assistant. Students are expected to complete
this program in 12 months.

Program Outcomes

Upon completion of the program, students will
be able to:

• Understand how to maintain paper and
electronic filing systems for records and
messages as well as organize files, folders, and
schedules in proper order so an office can run
efficiently
• Comprehend how to schedule appointments
and make travel arrangements for executives
and other staff
• Understand how to answer phones, draft
messages, write memos and email when
communicating with managers, employees, and
customers
• Comprehend how to support staff to conduct
research, compile data, and prepare papers for
consideration and presentation by executives,
committees, and boards of directors
• Understand how to read, analyze, route,
distribute, and answer routine incoming
memos, submissions, reports, mail and email
to determine their significance and plan their
distribution
• Communicate well with others in and out of
the office
• Understand how fax machines ,
videoconferencing and phone systems, and
other office equipment work
• Use computers to create spreadsheets,
presentations, reports, compose messages,
manage databases, and other applications
• Understand how to negotiate with vendors,
buy supplies, manage stockrooms or corporate
libraries, and get data from various sources
• Prepare reports, memos, letters, financial
statements, and other documents, using word
processing, spreadsheet, or presentation
software
• Know how to greet visitors and determine

whether they should be given access to specific
individuals
• Recognize a professional image in an office
environment
• Know how to manage stress and time in
professional ways

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
AAS001	Introduction to Administrative Assistant	47
AAS002	Workplace Communication Skills	26
AAS003	Administrative Office Procedures	35
AAS004	Filing and Record Management	51
AAS005	Technologies in the Workplace	30
ENG010	Business English	66
CSC104	Computer Applications	124
AAS006	Bookkeeping and Office Management	34
TOTAL		424

Course Descriptions

SYP101 Starting Your Program
In this course, you'll develop the necessary skills
to ensure your success in the program. You'll
learn how you can improve your study skills, so
you're able to use a number of tools that will
help you to be successful.

**AAS001 Introduction to Administrative
Assistant**
In this course, you'll learn about job
opportunities for administrative professionals
and the importance of lifelong learning to obtain
and maintain employment in the field. You'll
then explain the importance of consistently
maintaining a positive and professional image
in the workplace. You'll also review how to
manage time effectively.

AAS002 Workplace Communication Skills
In this course, you'll learn how working as an
administrative assistant can mean working with
people around the world. You'll also identify
effective ways to communicate with other
people.

AAS003 Administrative Office Procedures
In this course, you'll learn about administrative office procedures. You'll also learn how to make travel arrangements and plan meetings.

AAS004 Filings and Record Management
In this course, you'll discover how to set up, arrange, and maintain a filing system. You'll also learn about managing records in an office environment.

AAS005 Technologies in the Workplace
In this course, you'll learn about technology that's available in the computerized workplace. Finally, you'll learn how to use resources and references to search for information efficiently and effectively.

ENG101 Business English
In this course you'll learn the skills you need to become more confident in your writing.

CSC 104 Computer Applications
You'll learn about PC applications in word processing, spreadsheets, and presentation software, as well as create documents, spreadsheets, and presentations. You'll also learn how to integrate the applications.

AAS006 Bookkeeping and Office Management
In this course, you'll learn how to handle a variety of bookkeeping tasks, such as keeping a record of payments as they arrive, sending out bills to those who owe money, and making bank deposits. You'll learn key managerial concepts that will help you keep things running smoothly and efficiently in an office.

Automotive Repair Technician Career Diploma

For tuition details, please visit our **Automotive Repair Technician tuition page**.

Program Goal

To prepare students to enter the automotive repair field by studying the major automotive systems, the procedures for servicing those systems, diagnosing customer concerns, and suggesting service solutions to those concerns while working toward ASE (National Institute for Automotive Service Excellence) certification.

Program Outcomes

Upon completion of the program, students will be able to

• Recognize the steps necessary to attain certification in the automotive repair field, and identify automotive systems

• Recognize engine components that make up the lower-end assembly, and describe how the systems and parts work together to make a vehicle run
• Recognize engine components that make up the upper-end assembly, and describe how the systems and parts work together to make a vehicle run
• Recognize safety procedures that should be followed in an automotive repair shop, and list the various hand tools and specialized tools used when working with automotive systems
• Describe how to perform basic automotive preventative maintenance and routine service procedures to include an engine oil change
• Apply basic mathematical operations (addition, subtraction, multiplication, and division) and interpret the meaning of basic physics concepts of mechanics, forces, thermodynamics, heat, electricity, and magnetism to solve math-related problem
• Identify and interpret the construction and operation of gasoline engines and explain how to diagnose and repair malfunctions in engine components and subsystems
• Describe the process of removing an engine from a vehicle and performing an engine rebuild
• Explain basic electrical concepts and units including resistance, voltage, and current and principles of electricity, magnetism, circuits, and wiring diagrams and how they are used to service all automotive electrical and electronic systems to include using a Digital Multimeter (DMM)
• Describe the principles and functions of HVAC (heating, ventilation, and air-conditioning) systems and explain how testing and service procedures are performed on these systems
• Describe the operation of computerized gasoline-engine controls and performance systems and explain how to diagnose and repair drivability and emissions malfunctions in these systems Identify the components and systems of a Hybrid Electric and Fuel Cell Vehicle and explain their operation
• Identify and interpret the operation of hydraulic brake systems and describe how to diagnose and repair malfunctions in all automotive brake systems Identify and interpret the operation of

suspension and steering system and describe how to diagnose and repair malfunctions in steering and suspension systems
• Identify and interpret the construction and operation of manual transmissions/transaxles, rear axles, drive axles, four wheel drive units and describe how to rebuild transmissions, transaxles, differentials, transfer cases, and perform in-vehicle routine maintenance, inspections, repairs, and external adjustments
• Identify and interpret the construction and operation of automatic transmissions and transaxles and describe how to rebuild transmissions/transaxles, perform in-vehicle routine maintenance, inspections, repairs, and external adjustments

Course Number	Course Name	Hours
SYP101	Starting Your Program	10.8
AUT001	Introduction to Automotive Repair	51.5
AUT002	Automotive Repair Foundation	47.0
AUT003	Engine Repair	61.4
AUT004	Electrical and Electronic Systems	69.5
AUT005	heating, Ventilation, and Air Conditioning	24.5
AUT006	Engine Performance	62.7
AUT007	Alternative Vehicles	14.6
AUT008	Automotive Brakes	49.0
AUT009	Suspension and Steering	47.6
AUT010	Manual Drive Train	27.9
AUT011	Automatic Transmissions and Transaxles	22.7
TOTAL		489.2

Course Descriptions

SYP101: Starting Your Program
Succeed by learning how to use your Penn Foster program.

AUT001: Introduction to Automotive Repair
In today's fast-moving society, millions of people rely on trained Auto Repair Technicians to keep them on the go.

AUT002: Automotive Repair Foundations
In this course, you'll review safety in automotive repair technician, as well as maintenance. You'll also review math used in auto repair

AUT003: Engine Repair
In this course, you'll learn about gasoline and engine operation. You'll also review engine issues as well as how to remove, disassemble,

measure, repair, assemble, and install an internal combustion gasoline-fueled engine.

AUT004: Electrical and Electronic Systems
In this course, you'll explore electricity, as well as capacitance, electromagnetism, and electronics. You'll then identify batteries. Finally, you'll review interior and exterior safety and entertainment systems.

AUT005: Heating, Ventilation, and Air Conditioning
In this course, you'll cover the fundamentals of heating, ventilation, and air conditioning (HVAC), including heating and automatic air-conditioning systems operation. Then, you'll review the industry procedures used to diagnose and repair HVAC customer concerns. Finally, you'll discuss the various service procedures used for HVAC systems.

AUT006: Engine Performance
In this course, you'll cover details about gasoline, alternative fuels, and diesel fuels along with the fundamentals, diagnosis, and service of ignition systems.

AUT007: Alternative Vehicles
In this course, you'll learn how to identify the components and systems of a hybrid electric and fuel cell vehicle and explain its operation.

AUT008: Automotive Brakes
In this course, you'll learn how to identify and interpret the operation of hydraulic brake systems and describe how to diagnose and repair malfunctions in all automotive brake systems.

AUT009: Suspension and Steering
In this course, you'll learn how to identify and interpret the operation of suspension and steering systems. You'll also learn how to diagnose and repair malfunctions in steering and suspension systems.

AUT0010: Manual Drive Train
In this course, you'll learn how to identify and interpret the construction and operation of manual transmissions/transaxles, rear axles, drive axles, and four-wheel drive units. You'll also learn how to rebuild transmissions, transaxles, differentials, and transfer cases as well as perform in-vehicle routine maintenance, inspections, repairs, and external adjustments.

AUT0011: Automatic Transmissions and Transaxles

In this course, you'll learn how to identify and interpret the construction and operation of automatic transmissions and transaxles. You'll also learn how to rebuild transmissions/transaxles and perform in-vehicle routine maintenance, inspections, repairs, and external adjustments.

Bookkeeping

For tuition details, please visit our **Bookkeeping tuition page**. To enroll into this program, students must be 17 years of age and have completed the 8th grade.

Program Goal

The program goal for Penn Foster's Bookkeeping Career Diploma program is to prepare graduates for an entry-level career as a Bookkeeper. Students are expected to complete this program in 12 months.

Course Number	Course Name	Hours
BKK010	Orientation to Bookkeeping	21
BKK020	Assets, Liabilities and Owner's Equity	22
BKK030	Revenue, Expenses and Financial Reports	25
BKK040	Payroll and Wholesale Accounting	51
BKK050	End of Month Accounting	17
BKK060	Excel for Bookkeeping	22
ACC215	Computer Application in Accounting	84
BKK070	Bookkeeping Project	24
TOTAL		266

Course Descriptions

BKK010: Orientation to Bookkeeping
In this course, students will take the first step toward becoming a bookkeeper by learning the basic accounting equation

BKK020: Assets, Liabilities, and Owner's Equity
In this course, students will be provided with the information they need to work with balance sheets, the general journal, and the general ledger. Students will also focus on the balance sheet classifications of assets, liabilities, and owner's equity, as well as learn how to use the double-entry bookkeeping system and the proper way to debit and credit accounts.

BKK030: Revenue, Expenses and Financial Reports
In this course, students will examine the activities that affect owner's equity accounts and how such accounts react. This course also focuses on the income statement, balance sheet, and activities that take place at the end of an accounting year.

BKK040: Payroll and Wholesale Accounting
This course details the importance of cash management and how to carefully document cash transactions. Students will learn about payroll accounting, different types of deposits, proper check writing, and how to reconcile a bank statement with the checking account. This course will also enhance students' knowledge of accounting systems. Students will learn about accrual accounting and how it differs from accounting for cash. As well as, discover the critical role that an accurate inventory system plays in a business's success or failure and the two major systems used with inventory.

BKK050: End of Month Accounting
This course provides a more in-depth look at a company's assets. Students will discover the accounting activities that occur at the end of the month, and will learn the necessary procedures that bookkeepers and accountants carry out at the end of the fiscal year. This course will also increase student's knowledge of computer operating systems such as Windows® XP, Windows Vista,® and Windows® 7.

BKK060: Excel for Bookkeeping
This course focuses on the most widely used spreadsheet program, Microsoft® Excel.® Students will learn how to perform numerical calculations, create charts, organize lists, access data, create graphics and diagrams, and automate tasks in Excel.®

ACC215: Computer Applications in Accounting
This course is designed to help you develop an understanding of computerized accounting in conjunction with the QuickBooks software. Throughout this course, you'll work with QuickBooks, inputting data and transactions, viewing financial reports and statements, and more.

BKK070: Bookkeeping Project
This course includes a project that will allow students to put the knowledge and skills gained throughout the program to practical use. In this project, students will maintain the accounting records and prepare financial statements for a sole proprietorship. Although the basic procedures will remain the same, students may be required to adapt the skills obtained to suit the specific needs of your employer's specialized business. The project includes ledgers, business papers and checks, journals, and the narrative of transactions. The project must be completed manually.

Dental Assistant Career Diploma

For tuition details, please visit our **Dental Assistant tuition page**.

Program Goal

The Dental Assistant Career Diploma Program prepares you for an entry-level position as a Dental Assistant

Program Outcomes

Upon completion of the program, students will be able to:
• Discuss the personality traits, characteristics, and qualifications required to be a successful dental assistant along with the elements and principles of ethical decision making and HIPAA rules that underpin all good clinical practice Identify the skills and requirements necessary of professional dispensing opticians
• Explain the anatomy and physiology of the head, neck, and oral cavity, including parts of the teeth and types of teeth and how they're charted in a dental office
• Discuss the goals of preventive dentistry and the relationship between nutrition and dental caries
• Identify infectious diseases, the modes of disease transmission, and their relationship to patients and occupational risks in a dental office
• Describe the best practices and procedures for preventing disease transmission in a dental office, including occupational safety and administrative protocols
• Describe the best practices and procedures for obtaining and evaluating radiographic images, including documentation, patient care, equipment, materials, and occupational safety, infection control, and administrative protocols
• Describe the procedures used when assisting a dentist and/or dental hygienist in a dental office, including the materials, medications, and equipment used, documentation, and assisting with emergency situations, patients with special needs, and medically compromised patients
• Describe the skills, strategies, and equipment used for successful communication in a dental office.
• Clean and sterilize dental instruments
• Explain the front office responsibilities of a dental assistant, including bookkeeping, record keeping, scheduling, billing, processing insurance claims, and other duties using both physical and digital methods
• Discuss the importance of professional appearance, professional development, and strategies for seeking employment and resume preparation

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
DNT001	Introduction to Dental Assistant	12
DNT002	Dental Terminology, Anatomy, and Charting	30
DNT003	Preventive Dentistry and Ethics	29
DNT004	Infection Control and Dental Emergencies	45
DNT005	OSHA and Radiology	26
DNT006	Dental Medications and Materials	33
DNT007	Dental Specialties	35
DNT008	Dental Front Office	30
DNT009	Professional Opportunities and Management Software	23
TOTAL		274

Course Descriptions

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills so you're able to use a number of tools that will help you to be successful.

DNT001: Introduction to Dental Assistant
This course introduces you to dentistry, dental assisting, and being a part of the dental team. You'll learn some of the history of dentistry, beginning with the Egyptians and continuing through the ages. You'll read about the origins of inventions and the predecessors of modern equipment. You'll also learn to identify the members of the dental team and their duties.

The different types of dental offices and their separate areas will be described. The professional qualifications and responsibilities of a dental assistant will be addressed, along with a look at how licensure is managed.

DNT002: Dental Terminology, Anatomy, and Charting
In this course, you'll analyze varying dental terminology, including the oral cavity, dental anatomy, and tooth morphology.

DNT003: Preventative Dentistry and Ethics
In this course, you'll review preventative dentistry and how nutrition impacts it. You'll also identify how dental law and ethics applies in the office.

DNT004: Infection Control and Dental Emergencies
In this course, you'll learn about the different facets of the dental operatory, including patients, instrumentation, and moisture control. You'll also review disease transmission, pathology, and dental emergencies. Finally, you'll review how to control infection in dentistry

DNT005: OSHA and Radiology
In this course, you'll first learn about OSHA regulations and how they're applied in the dental office. Next, you'll discuss radiology. You'll read dental film, diagnose radiographs, and process radiographs.

DNT006: Dental Medications and Materials
In this course, you'll learn the basics of pharmacology and its relationship to the dental profession. You'll learn various components and methods of how to prepare and administer anesthesia safely. You'll learn about dental restorative materials and how they're used in restorations, and you'll find out about dental impression materials.

DNT007: Dental Specialties
In this course, you'll learn about endodontics and periodontics the field of dentistry that deals with the tissues that surround the teeth. You'll be introduced to the specialties of pediatric dentistry and orthodontics and the specialties of prosthodontics and oral and maxillofacial surgery.

DNT008: Dental Front Office
In this course, you'll learn professional communication skills such as interpersonal communication, the eight levels of relating to others, conflict resolution, and how to greet patients. This course will also discuss how to maintain the reception area and professional skills needed for business administration for the dental assistant.

DNT009: Professional Opportunities and Management Software
In this course, you'll learn how to use appointment modules, account modules, chart and image modules, and how to manage employee information. You'll learn the importance of maintaining a professional appearance and continuing professional development. This course also provides information on how to search for employment opportunities and what the next steps are once you locate employment opportunities

Diesel Mechanics/Heavy Truck Maintenance Career Diploma

For tuition details, please visit our **Diesel Mechanics/Heavy Truck Maintenance tuition page**.

Program Goal

The Diesel Mechanics/Heavy Truck Maintenance Career Diploma program provides students with knowledge of skills ranging from basic diesel engine operations to computerized truck management systems. Students will learn how to maintain and do repairs on their own trucks, work for a truck fleet or dealership, or start a full- or part-time business. Students must be 17 years of age and have an 8th grade education to enroll into this program.

Program Outcomes

Upon completion of the program, students will be able to

• Recognize the role of a diesel repair technician and the many exciting career opportunities available to skilled technicians
• Know the common tools and shop safety procedures used in the repair of heavy-duty vehicles
• Understand the basic operation of a diesel engine and its major components
• Describe the operation of the cooling and lubrication systems of a typical diesel engine
• Identify the various procedures used in the inspection and rebuilding of a typical diesel engine
• Understand the operation of a mechanical fuel

injection system, the fuel-delivery system, as well as the properties of the various types of diesel fuels

• Know the basics of computers and the specifics of the electronic operation of vehicle and engine control systems

• Be aware of the basic theory and repair of the various electrical systems, including the battery, charging system, starting system, and lighting systems

• Know the basic operation and repair of heavy-duty truck steering and suspension systems, along with service and repair of vehicle wheels and tires

• Understand the operation of hydraulic and pneumatic braking devices and control systems, the interpretation of fault-indication messages, and the troubleshooting of brake system problems

• Describe the operation and repair procedures for common heavy-duty truck manual transmissions and clutch systems

• Identify the principles of operation, troubleshooting steps, and repair procedures for the most common types of automatic transmissions used in today's heavy-duty trucks

• Identify the function and operation of driveline components, troubleshooting procedures, and the tasks required for servicing driveline problems

• Recognize the function and operation of heating, ventilation, and air conditioning systems used on heavy-duty trucks

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
DMM001	Orientation to Diesel Mechanics/Heavy Truck Maintenance	17
DMM002	Diesel Truck Operation Safety and Technology	34
DMM003	Diesel Engine Fundamentals	36
DMM004	Truck Engine Lubrication, Cooling, and Exhaust Systems	34
DMM005	Truck Fuel Systems	39
DMM006	Truck Electronics and Engine Controls	27
DMM007	Truck and Trailer Maintenance	13
DMM008	Truck Electrical Systems	37
DMM009	Truck HVAC Systems	14
DMM010	Tires, Suspension and Steering	28
DMM011	Truck Brake Systems	27
DMM012	Drivelines and Transmissions	50

DMM013	Trouble Shooting and Repair	69
TOTAL		436

Course Descriptions

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

DMM001: Orientation Diesel Mechanics/Heavy Truck Maintenance
As you start reading this first lesson, you'll learn about the growing diesel-engine-powered vehicle repair field and the increasing need for professional technicians. You'll discover the many exciting career opportunities that are available to skilled technicians. Finally, you'll learn about the basic operation of engines and other vehicle systems.

DMM002: Diesel Truck Operation, Safety, and Technology
This course will introduce you to the operations of diesel engine, including how the diesel cycle differs from other types of engine cycles, and how (and why) the diesel engine has been a very popular choice for powering such a wide range of vehicles. The course includes several major diesel engine components and moves on to cover shop safety and tools.

You will learn about the different types of work environment where diesel technicians work, like the trucking industry, diesel-powered locomotive repair shops, heavy-equipment repair shops, nautical engine overhaul and maintenance facilities, and many other industries employ technicians who maintain and repair diesel engines.

You will also learn about the work performed by diesel technicians which vary and they involve the knowledge of various vehicle components, including several engine systems and accessories. When a problem with an engine accessory occurs, they'll often be required to locate and solve the issue.

DMM003: Diesel Engine Fundamentals
In this course, you'll take a closer look at diesel engine components. In the first lesson, you'll be familiarized with the various components of engine blocks, crankshafts, and piston assembly.

In the second part of this course, you'll be introduced with the various functions of the cylinder head, camshaft, and valve train components. Finally, this course will help you to get an overview on how various components of a diesel engine works and functions.

DMM004: Truck Engine Lubrication, Cooling, and Exhaust Systems

This course continues your study of diesel engine systems. You'll look at lubrication, cooling, air intake, and exhaust systems. You'll soon find that lubricating systems are easy to comprehend once you understand the system's com¬ponents. You'll also be able to understand how to properly maintain oil filters as well as how to recognize low oil situations. Along with this, you'll also look at the functions of components related to engine breathing and trouble¬shoot components of the exhaust system.

DMM005: Truck Fuel Systems

In this course, you'll continue your study of diesel technology by looking at fuel and injection systems. You'll be learn¬ing about the different types, essential components, and methods of maintenance for the fuel and injection systems.

DMM006: Truck Electronics and Engine Controls

This course covers the basics of electricity and then moves on to diesel engine electrical systems, including the charging and starting systems. You'll learn about electronic engine controls.

The information is divided into two lessons; the first lesson focuses on basic electrical theories, the charging systems, and the diesel engine's starting system. The second lesson describes each major component related to the computer control system of engines.

DMM007: Truck and Trailer Maintenance

This course provides an introduction to the trucking industry and details key career and certification information. You'll also review safety practices and take another look at tools and measuring equipment.

DMM008: Truck Electrical Systems

This course will introduce you to the electrical theories, types of batteries, system monitoring programs, and more such topics related to the truck's electrical system. This course takes another look at basic electrical topics before moving on to cover truck electrical systems, such as starting and charging systems, lighting, and wiring. You'll also study about the truck computer systems.

DMM009: Truck HVAC Systems

This part of your program looks at truck heating, ventilation, and air-conditioning (HVAC) systems and auxiliary power units (APUs). In this course, you'll learn about important truck HVAC control systems, how they operate, and how to maintain them. You'll also spend some time reading about APUs and their purpose in conjunction with truck HVAC systems.

DMM010: Tires, Suspension, and Steering

This part of your program deals with some of the systems and components that will most likely demand the bulk of your repair efforts. Tires and suspension systems, for example, wear out during much shorter intervals than parts such as engines. You'll also cover wheels, frames, and steering and trailer systems.

DMM011: Truck Brake Systems

This part of your program focuses on truck brake systems, an important topic for just about any heavy-duty truck technician. You'll study different types of brake systems, their components, and how they work.

DMM012: Drivelines and Transmissions

This part of your program covers the driveline system, clutches, and drive axles before moving on to truck manual and automatic transmissions. You'll learn about the major components, operation, and general procedures for servicing these systems.

DMM013: Troubleshooting and Repair

In this course, you'll review engine- and electrical-system operating characteristics, as this knowledge forms the foun¬dation on which all troubleshooting studies and skills are built.

The conclusion of your program focuses on troubleshooting practices as well as how to approach a problem by mak¬ing the most of the tools and knowledge you've already gained. You'll also cover preventive maintenance topics, including inspections and maintenance programs. Developing an effective approach to troubleshooting takes time, but it also requires having the right mindset.

Dog Obedience Trainer/Instructor Career Diploma

For tuition details, please visit our **Dog Obedience Trainer/Instructor tuition page**.

Program Goal

To prepare students for a career as an entry-level dog obedience trainer. Students must be 17 years of age and have an 8th grade education.

Program Outcomes

Upon completion of the program, students will be able to:

• Identify the senses of a canine and know how they function, and define the learning theory and classical and operant conditioning
• Describe common behavior problems and strategies for prevention and treatment, identify the pros and cons of punishment versus reinforcement, as well as the signals and displays that dogs use to communicate with each other and with humans
• Apply knowledge of behavior problems by recommending behavior modification plans for the dogs in the three given scenarios
• Define dog testing, state the functions of the American Kennel Club, and list its seven major groups of dog breeds
• Apply knowledge of dog selection by selecting an appropriate breed for the persons in the case studies as well as selecting an inappropriate breed
• Identify the various types of canine training, know the commands to teach dogs basic obedience, and recognize types of dog-training equipment
• Apply knowledge of agility training by examining agility course diagrams and indicating correct and incorrect sequences and identifying handling techniques
• Identify what dog tricks are and know how to use them, describe what play is and why it's important for a domesticated dog, as well as name recreational activities involving dogs
• Name the exercises required for classes of competition and describe the ways dogs are used to assist humans
• Describe basic nutrition, reproductive function, and caring for a dog in old age, as well as know first-aid procedures for shock and wounds
• Outline a dog training business plan, describe effective advertising and marketing strategies, and describe how canine day care centers are run
• Apply knowledge of the dog training business by writing an evaluation of the demographics as they pertain to starting a dog training business and providing information necessary to develop a business plan

Course Name	Hours
Instruction Set 1	29
Instruction Set 2	30
Instruction Set 3	43
Instruction Set 4	46
Instruction Set 5	38
Instruction Set 6	51
Instruction Set 7	45
Instruction Set 8	79
Instruction Set 9	31
Instruction Set 10	57
Instruction Set 11	36
TOTAL	487

Course Descriptions

Instruction Set 1
• Understand how to use your Student Portal.
• Access the Penn Foster Community and use it to find answers.
• Connect with Penn Foster on various social media sites.
• Know the structure of the dog
• Understand the different types of training.
• Know the history and ethology of the dog.

Instruction Set 2
• Recognize how dogs see, hear, taste, detect scents, and use touch.
• Understand how to use your knowledge of a dog's senses in the training process.
• Know how to recognize hearing loss or poor eyesight.
• Understand how and why dogs communicate.
• Evaluate a dog's demeanor by watching "from head to tail."
• Understand a dog's relationship with its human "pack."

Instruction Set 3
• Recognize the way in which dogs learn.
• Identify and employ scientific theories of psychologists and behaviorists.
• Understand how to use a dog's learning abilities to teach and motivate.
• Understand conditioning and how it relates to dog obedience training.
• Recognize the difference between classical and operant conditioning
• Understand drive theory and its application.
• Understand applied dog behavior.

• Know the difference between punishment and reinforcement.
• Understand the difference between nature and nurture.
• Recognize the effects of genetics.
• Explain clicker training and the scientific principles behind it

Instruction Set 4
• Explain temperament testing.
• Know how to use temperament testing to evaluate puppies.
• Understand how to select the best dog for a particular client.
• Recognize proper housetraining techniques.
• Understand how to train a dog to go on command, in a litter box, or in one place.
• Know how to choose and use a crate.

Instruction Set 5
• Recognize the various types of equipment on the market.
• Know how to choose proper food and water bowls, leashes, and toys.
• Identify common grooming equipment.
• Understand basic obedience training.
• Differentiate between traditional, modified traditional, and clicker training methods.
• Demonstrate hand signals.

Instruction Set 6
• Know how to ensure a positive human/dog bond at an early age.
• Demonstrate puppy house training.
• Understand socialization and how to prevent problems in adult dogs.
• Instruct clients to teach tricks to their dogs.
• Identify positive reinforcement techniques for the dog and handler.
• Demonstrate fun and useful tricks.
• Recognize play behavior.
• Understand play in the context of obedience training.
• Know how to increase the dog's motivation for training

Instruction Set 7
• Identify common behavior problems.
• Recognize strategies for the prevention and treatment of behavior problems.
• Create treatment plans for behavior problems.
• Recognize signs of illness or distress.
• Demonstrate how to respond in the case of an emergency.
• Explain reproductive science, medications, and how to care for dogs in old age.

Instruction Set 8
• Know the origination of individual breeds.
• Recognize physical and temperamental characteristics.
• Identify the American Kennel Club's (AKC) seven major groups of breeds.
• Understand the basics of competition obedience.
• Explain the various exercises required for different classes of competition obedience.
• Know the scoring process for competition obedience trials

Instruction Set 9
• Identify the various hunting breeds.
• Know the rules and regulations of various field trials and hunting tests.
• Demonstrate different training methods.
• Identify guide, hearing, service, seizure alert, and therapy dogs.
• Recognize how dogs can assist in medical emergencies.
• Understand the legal aspects of working with an assistance dog

Instruction Set 10
• Recognize navigating agility courses as a sport.
• Understand speed and accuracy in competition.
• Understand communication between dog and master.
• Understand techniques in ground and water searches.
• Identify which dogs are suitable for a particular rescue mission.
• Identify organizations involved in search and rescue around the world.
• Recognize certificates associated with this work.
• Understand sharing "down-time" with dogs.
• Recognize different recreational activities, including catching flying disc and walks in the park.
• Identify organized activities for the dog and owner

Instruction Set 11
• Identify the demographics related to starting a dog training business.
• Know how to develop a business plan.
• Understand advertising and marketing issues.
• Identify legal issues related to a small business.
• Understand customer relations.
• Recognize the requirements for boarding your clients' dogs.
• Know cleaning, feeding, exercise, and grooming schedules.

• Understand canine day care center staff requirements and management.
• Identify various training programs, including at-home, boarding (in-house), and group and puppy classes.

Event Planning Career Diploma

For tuition details, please visit our **Event Planning Program tuition page**.

Program Goal

To provide students with the knowledge and skills required to be professional event planners as well as the basic business and self-employment skills necessary to operate an event planning business.

Program Outcomes

Upon completion of the program, students will be able to:

• Outline the role of the event planner and explain the importance of the interview process in determining the budget, size, and style of events.
• Identify the various events associated with event planning, including birthdays, silent auctions, religious celebrations, and showers, and describe the processes that must be followed to successfully schedule and plan these events.
• Describe the responsibilities associated with planning and organizing an event, including working with vendors and selecting venues.
• Summarize the important business considerations involved in running an event planning business, such as financial management, business planning, marketing, and staff considerations.

Course Name	Hours
SYO102: Starting Your Program	11
EVP001: Foundations of Event Planning	44
EVP002: Planning the Big Event	30
EVP003: Types of Events	38
EVP004: Setting Yourself Up for Success	28
TOTAL	151

Course Descriptions

SYP102: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

EVP001: Foundations of Event Planning
In this course, you'll learn the role of the event planner and the typical services provided by event planners. It's important to understand how to evaluate your business idea and set yourself apart from the competition. You'll examine the importance of professionalism and manners and how to contract with clients and vendors. Finally, you'll learn about typical event styles and themes, event marketing and promotion, and ways of organizing and controlling events.

EVP002: Planning the Big Event
In this course, you'll learn the event planner's role in determining the guest list, securing a venue, and sending invitations. Documentation and record keeping is extremely important. You'll discover the different types of vendors that event planners work with and learn about finding and interviewing appropriate vendors for events, reviewing samples of work, asking for references, and saying thank you. The budget is another critical part of the event business. You'll learn about the menu, the registry and methods for receiving and safeguarding gifts during events.

EVP003: Types of Events
In this course, you'll learn about organizing fundraising events, dealing with host committees and sponsors, and planning live auctions. You'll learn about planning for early life events, including baby showers, B'rit Milah, B'rit Bat, baptisms, christenings, and dedications. You'll study planning for other life events and rituals, including Bar and Bat Mitzvahs, quinceañeras, anniversary parties, and birthday parties, including sweet sixteen parties. Finally, you'll learn about things to consider when selecting destination locations, including popular destinations, planning and budgeting, legal requirements, and important travel tips for clients.

EVP004: Setting Yourself Up for Success
In this course, you'll learn how to start and run a successful business. You'll examine the business plan, researching other event planning businesses, and the importance of business etiquette and protocol. You'll discover the importance of marketing and networking, including social media and other online tools; you'll also learn about hiring reliable assistants. Finally, you'll complete a project-based assignment to demonstrate the strength of your

writing skills as well as the development of contracts, timelines, and other important written documentation.

Gunsmith Career Diploma

For tuition details, please visit our **Gunsmith tuition page**.

Program Goal

To provide students with a working knowledge of basic gun repairs and modifications and to allow students to gain an entry-level career in the gunsmithing field. Students must be 17 years of age and have an 8th grade education.

Program Outcomes

Upon completion of the program, students will be able to:

• Develop a full awareness of the rules for the safe handling of firearms
• Identify and evaluate firearms by type, manufacturer, history, and physical characteristics
• Know how to disassemble and reassemble various firearms; correctly identify and qualify the fit and finish of each part
• Identify the correct replacement or customization parts required for a job, and properly order them from key suppliers
• Know how to modify, custom-fit, and install stocks, sights and optics, and accessories on various firearms
• Be familiar with the design, assembly, and fit of the modern sporting rifle, modern revolver, and modern semi-auto sidearm
• Know how to identify, evaluate, apply, and repair various metal finishes, including blue and Parkerizing
• Show familiarity with basic machine tool operations required of a gunsmith
• Show basic knowledge of cartridge loading specifications and basic ballistics

Course Name	Hours
Instruction Set 1	30
Instruction Set 2	167
Instruction Set 3	83
Instruction Set 4	58
Instruction Set 5	134
Instruction Set 6	56
TOTAL	530

Course Descriptions

Instruction Set 1
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

This course will also provide you with a sense of direction. You'll learn about core, intermediate, and advanced gun-smith skills that will increase your knowledge about all major aspects of the firearms industry. Then you'll study how firearm manufacturers, distributors, and retailers fit into the picture. This course also contains a major section dedicated to safety, which is first and always the most important issue when handling firearms. Other important topics include acquiring and using proper tools and proper firearms-cleaning procedures. The course ends by covering an important core skill, preservative packaging.

Instruction Set 2
Customers will seek out gunsmiths to examine firearms for a variety of reasons. For example, the gunsmith may be asked to report on the history, construction, and value of a firearm. If you're a gunsmith who is adept at such tasks, people will soon recognize you as a resident expert, and they'll seek your services. The ability to identify various fire-arms and determine their value is an advanced gunsmithing skill that can be a substantial moneymaker. For instance, you may offer an identification and valuation service to make your overall business (retailing, gunsmithing, etc.) more attractive. You may perform appraisals for insurance purposes or assist local law enforcement agencies and other authorities in matters involving firearms identification. You can provide similar services to private attorneys. You can also earn extra profits through buying and selling used guns. If you're primarily interested in assembling an outstand-ing personal collection, you'll find identification and evaluation skills to be crucial to your success. Finally, when you're troubleshooting and repairing firearms, you must be able to identify a gun's exact make, model, and period of manufacture in order to select the correct parts needed to make repairs or modifications. With few exceptions, when it comes to parts, each gun is a law unto itself. Over the years, internal pieces are sometimes changed even

though the gun's name or model are not.

Instruction Set 3
This course addresses the complete rifle, emphasizing design, function, repair, and modification of different type actions. Following a brief history of rifle development, the first lesson considers the rifle barrel, thoroughly discussing barrel types, steels, and their applications. The barrel section also covers barrel attachments and their purposes. The purpose of the section on trigger mechanisms is to alert you to the dangers of working on triggers and sears, and to open your eyes to possible legal complications. The final function and troubleshooting sections address lever, pump, bolt, semiautomatic, double-barrel, and single-shot action rifles.

Instruction Set 4
This course concentrates on shotguns. First, it will be present a brief history of shotguns, which highlights important developments in the evolution of shotguns. Next, the course will discuss design and repair analyses for various shot-gun types. Then, it will explain choke and choke performance. The last section of the first lesson covers the purposes for and installation of different shotgun ribs, as well as rib repair.

Instruction Set 5
In this course about handguns, you'll learn to identify various types of handguns and to classify them according to projected use. Then, you'll study different types of ammunition and their uses. Next, you'll learn about handgun operating systems and firing and safety systems. Finally, the first lesson will conclude with a discussion on the Government Model Colt .45 automatic pistol and the Smith & Wesson revolver.

Instruction Set 6
In this course, you'll learn how various metalworking tools serve the gunsmith. Some tools are simply prerequisite to gainful employment in the field, and you should purchase them immediately. A quality drill press for drill and tap scope work is just one example. An assortment of hand tools, a grinder, and a good solid vise are others. Fortunately, most of these basic tools are relatively inexpensive. Unfortunately, some tools, like a lathe, milling machine, and welding equipment, are quite expensive. These too, however, soon become a necessity for those pursuing specialty gunsmith-ing. The first lesson of this course is approached from a task-oriented perspective. It stresses that those purchasing more advanced metalworking tools should be sensible enough to obtain proper training in their use. The lesson covers practical application and safety rather than basic startup procedures. Those coming to this course with an eye to identifying metalworking tools and how they can generate profit will find themselves well-served.

Home Health Aide Career Diploma

FFor tuition details, please visit the **Home Health ide tuition page** on the website.

Program Goal

To prepare students to assist clients with instrumental activities of daily living, monitor and report changes in a client's health, and be an instrumental part of a home care team in the role of a home health aide working in home or commu¬nity settings. Students must be 17 years of age and have completed HS or have a GED to enroll into this program.

Program Outcomes

Upon completion of the program, students will be able to

• Describe a direct care worker's/home health aide's role in a private home or community setting
• Apply ethical and legal rules and regulations for direct care workers
• Demonstrate oral and written communication skills for speaking with patients, family, medical personnel, and other caregivers using appropriate language and terminology
• Apply standard procedures to maintain clean and safe environments for both themselves and their patients, including residential, transportation, and outside locations
• Demonstrate knowledge and skills in areas of science relevant to the home health aide's role, including anatomy and physiology
• Apply standard practices to assist patients with the activities of daily living, including bathing, dressing, grooming, meal preparation, physical movement, and mental exercises
• Assess patients' physical and mental condition, including vital signs, behavior, activity level, and mental acuity
• Administer medications, prescribed treatments, and basic first aid as directed by patients'

healthcare manager (when appropriate and allowed)
• React appropriately to emergency situations
• Maintain accurate records of patient care, condition, progress, and change
• Create meal plans according to prescribed dietary recommendations and restrictions
• Develop an instructional plan to teach families how to care for patients and react to emotional, medical, and physical situations
• Discuss unique practices and procedures involved with caring for special populations

Course Number	Course Name	Hours
HHA101	Introduction to Home Health Aide Role	23
HHA102	Therapeutic Communication	34
HHA103	Body Systems and Medication 1	38
HHA104	Body Systems and Medication 2	51
HHA105	Home Care Products	67
HHA106	Nutrition	71
HHA107	Meeting Client Needs	52
HHA108	Law, Ethics and Confidentiality for Home Health Aide	44
HHA109	Home Health Aide Externship	41
TOTAL		421

Course Descriptions

HHA101: Introduction to the Home Health Aide Role
The course orients the student to Penn Foster's course structure. It introduces the student to the curriculum, the externship, the student portal, and Penn Foster's community. It offers an overview and introduction to the role of the Home Health Aide working in the home or community setting. Students will explore current trends and career options. Professionalism, regulations, responsibilities, and standards are also discussed.

HHA102: Therapeutic Communication Skills
In this course, you'll learn the importance of human interaction, including verbal and nonverbal communication, the communication feedback loop, barriers, cultural competence, and effective communication techniques. You'll learn how applying communication skills can assist in caring for patients and families to meet their health care needs. Effective communication skills will be covered, along with practices involved with caring for special populations. This course also introduces the Home Health Aide to basic medical definitions and abbreviations. It covers word analysis, word usage, roots, prefixes, and suffixes. Emphasis is placed on spelling and constructing medical terms. Development of oral and written skills to understand, spell, and build medical words, as well as developing the ability to speak with patients, families, medical personnel, and caregivers, is discussed.

HHA103: Body Systems and Medication 1
This course will familiarize you with various body systems, including structure, function, diseases, disorders, and treat¬ments. You'll also learn drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders

HHA103: Body Systems and Medication 2
This course is a continuation of Body Systems and Medication 1. You'll continue to learn about various body systems, drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders. You'll also learn basic medication calculations, storage, how to assist patients with administra¬tion, and proper documentation.

HHA105: Home Care Procedures
This course is designed to train you in providing personal care to patients to meet their physical, psychological, and mental needs. You'll develop homemaking and organizational skills as well as a working knowledge of IADLs. You'll learn to apply standard practices and safety procedures. The course demonstrates how to take vital signs. You'll learn to perform a basic health assessment with concentration on observing patients for condition changes. This course discusses basic infection control and prevention strategies, with emphasis on handwashing and bag technique. You'll explore how to prevent the spread of infection as well as special precautions. The course also demonstrates safety precautions and procedures for maintaining a clean and safe environment for the worker (aide), for patients in the home, at outside locations, and while transporting, along with proper body mechanics.

HHA106: Nutrition

Nutrition is the science that investigates how our bodies take in, break down, and use foods. The course will provide you with basic information on how these processes take place, including information about nutrients and how they contribute to the way the body functions. This will help you to have a better understanding of your decisions about food and diet. You'll also learn about physical activities that can contribute to a healthier lifestyle. Because a central focus of nutrition studies is on health promotion, suggestions for individual nutrition choice will be discussed, as well as tactics for maintaining a healthy weight and keeping food supplies safe.

HHA107: Meeting Clients' Needs

This course provides an overview of various dimensions of aging, including the aging process and how to provide competent care to the aging patient. It explores normal biological aging, attitudes toward aging, myths of aging, and how to monitor and assess for changes in psychosocial and functional status. It teaches how to develop an instruc¬tional plan for families to effectively manage physiologic and/or psychosocial changes. It also discusses end of life issues. Finally, it covers how to identify and handle emergency situations.

HHA108: Law, Ethics, and Confidentiality

In this course, you'll learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

HHA109: Externship

This course introduces you to the home health aide externship and discusses the externship process and require¬ments. This externship provides you with hands-on training. The goal of the externship is to produce a competent home health aide by developing the essential skill sets through hands-on experience. This externship consists of 40 hours of clinical experience.

HVACR Technician

For tuition details, please visit our **HVACR Technician tuition page**. To enroll into this program, students must be 17 years of age and have completed the 8th grade.

Program Goal

To prepare students for an entry-level career as an HVACR technician in the residential and light construction field. Students are expected to complete this program in 12 months.

Program Outcomes

Upon completion of the program, students will be able to

• Comprehend mathematical processes and use of formulas necessary for design, evaluation, and installation of HVACR systems
• Understand composition and usage of HVACR materials, equipment, and tools required for installation and diagnostic tasks
• Recognize safety procedures and established regulations related to workplace and job requirements
• Understand the refrigeration cycle, gas laws, and properties of refrigerants required for diagnostic and systems design
• Comprehend drawings, technical diagrams, and specification charts required for installation and repair of HVACR systems
• Understand theories and processes for evaluating and installing electrical systems and controls
• Comprehend procedures for installing, inspecting, testing, repairing, and maintaining HVACR systems
• Recognize procedures for following government regulations regarding the conservation, recovery, and recycling of refrigerants
• Know procedures for following government regulations regarding the conservation, recovery, and recycling of refrigerants

Course Number	Course Name	Hours
HVC010	Orientation to HVACR	22
HVC020	Math and Electrical Basics for HVACR	37
HVC030	Fundamentals of HVACR	57
HVC040	Refrigeration Systems	84
HVC050	Electrical Systems	53
HVC060	Residential and Light Commercial HVACR Systems	97

HVC070	HVACR System Design and Instalation	72
HVC080	Commercial Refrigeration Systems	65
TOTAL		488

Course Descriptions

HVC010: Orientation to HVACR
In this course, you'll also learn about the uses, components, and types of indoor comfort-control systems. You'll explore the types of jobs and the pay scales for comfort-control employees.

HVC020: Math and Electrical Basics for HVACR
This course reinforces what you already know about math and applies your math skills to solve real-world trades-related problems. You'll also describe the importance of electricity and understand fundamental concepts relating to electricity.

HVC030: Fundamentals of HVACR
In this course, you'll study the need for a broad range of technical skills to work with heating, ventilation, air-conditioning, and refrigeration systems. You'll also develop the ability to recognize and correctly employ the tools, equipment, and common materials used by HVACR technicians.

HVC040: Refrigeration Systems
This course teaches system operations and the basic practices for maintenance and troubleshooting of air-conditioning and refrigeration systems. You'll also learn about the law for handling refrigerants.

HVC050: Electrical Systems
In this course, you'll learn about electrical power and the operating characteristics of equipment, circuits, motors, and control devices. You'll also use schematics to determine the expected operation of an electrical system and connect circuit components.

HVC060: Residential and Light Commercial HVACR Systems
In this course, you'll describe how air-conditioning and heating systems are installed and serviced in residential and smaller commercial applications. You'll also receive practical tips and instructions.

HVC070: HVACR System Design and Installation
This course describes building and duct design and HVACR system placement. You'll explore the skills required to properly install an air distribution system and learn about commercial scale hydronic heating systems and the boilers that serve as their heat source, and identify common problems with these systems.

HVC080: Commercial Refrigeration Systems
This course identifies components used in commercial refrigeration systems. You'll study the three categories of "everyday tasks" you'll encounter while working in the field: installation, maintenance, and troubleshooting. You'll also study lithium bromide absorption systems

IT Support Specialist Career Diploma

For tuition details, please visit our **IT Support Specialist tuition page**.

Program Goal

The IT Support Specialist Career Diploma Program prepares students for a career as an entry-level IT support technician, teaching such skills as hardware repair and replacement, Windows and Apple operating systems, troubleshooting, and networking.

Program Outcomes

Upon completion of the program, students will be able to

• List technology careers and recognize the interpersonal and business skills necessary to succeed as an IT support specialist
• Identify the tools and test equipment associated with IT support activities, know how hardware and software work together in the operation of a PC, and outline the process for assembling a personal computer
• Identify different types of removable media devices, name the physical components of a hard drive and know the function of each, as well as know how to maintain disks and systems
• Identify electrical terms and symbols, and describe how to recognize a failed power supply and how to replace it, as well as describe a multimeter and its functions
• Identify various operating systems along with their characteristics, features, discuss the processes required to install hardware and software using Windows and Mac operating

systems
• Identify different types of system boards, list the physical components of memory, and describe how memory is accessed
• Describe how to solve basic computer problems, define the differences between a virus, worm, and a Trojan horse, and identify the types of threats against a computer system
• Describe how PCs communicate, identify the typical input/output devices encountered in a computer system, and describe the process of configuring routers, switches, as well as static and dynamic routing schemes

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
CRB200	Workplace Skills for IT Support Specialists	36
ITS101	Computing Hardware, Networking, and Mobile Devices	163
ITS102	Operating Systems and Computer Security	141
INT128	Network Protocols and Internetworking	137
TOTAL		488

Course Descriptions

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

CRB200: Workplace Skills for IT Support Specialists
In this course, you'll learn the interpersonal skills all IT support professionals needs to be successful. Whether dealing with coworkers or dealing with external customers, it's important that IT support specialists maintain professionalism in any scenario.
This course will cover the importance of using good communication skills with both coworkers and customers. You'll learn about expectations for appearance, hygiene, and language in professional settings, and you'll discover skills that will help you adapt to an ever-changing work environment. Finally, you'll learn about providing excellent customer service, whether you're working with the public or internal customers within an organization.

ITS101: Computing Hardware, Networking and Mobile Devices
This course introduces you to the skills needed to become a successful IT support specialist. One way that students demonstrate to employers that they have mastered these skills is by obtaining A+ certification through CompTIA. The materials in this course and the textbook chapters you'll read align to the 220-1001 Core 1 objectives for the CompTIA A+ Certification Exam.
In this course, you'll become familiar with hardware components, which are an important part of A+ training. You'll also be able to identify the functions of motherboards, memory, hard drives, and other parts of a computer system. You'll also learn about networking and learn how to troubleshoot and secure portable and mobile devices.
You'll also learn how to safely operate a multimeter and work with electrical hardware. You'll learn the fundamentals of DC and AC voltage measurement, DC current measurement, diode measurement, transistor hFE procedure, and multimeter repair.

ITS102: Operating Systems and Computer Security
This course focuses on operating systems, software, and security, which are key domains in the CompTIA A+ Certification Exam. The materials in this course and the textbook chapters you'll read align to the 220-1002 Core 2 objectives for the CompTIA A+ Certification Exam.
While much of the information in this course focuses on the Windows operating system (OS) and its administrative tools, the Mac and Linux operating systems are covered as well. Information on common commands used with the CLI (Command Line Interface) and scripting is also provided. In addition, you'll learn about troubleshooting software, configuring networks, and handling common security threats while identifying the best practices that successful IT support specialists employ regularly.

INT128: Network Protocols and Internetworking
Welcome to your course on Network Protocols and Internetworking. In this course, you'll acquire the basic knowledge to understand routing and switching, the underlying mechanisms of all data communication networks. The focus will be on the principles of networking as implemented in the products and practices of Cisco Systems, Inc.

This course is designed for individuals who may not have all the technical prerequisites to become network engineers, but who are motivated to learn what makes networks function. It's not a preparation for the Cisco certification exam. You don't need any previous networking experience or an extensive math background; the text is written in nontechnical English, so beginners can follow the logic.

Medical Administrative Assistant

For tuition details, please visit our **Medical Administrative Assistant tuition page**. To enroll into this program, students must be 17 years of age and have completed HS or have a GED.

Program Goal

To prepare students for an entry-level career as an administrative assistant. Students are expected to complete this program in 15 months.

Program Outcomes

Upon completion of the program, students will be able to:

•Understand how to maintain paper and electronic filing systems for records and messages as well as organize files, folders, and schedules in proper order so an office can run efficiently
•Comprehend how to schedule appointments and make travel arrangements for executives and other staff
•Recognize how to answer phones, draft messages, write memos and email when communicating with managers, employees, and customers
•Comprehend how to support staff to conduct research, compile data, and prepare papers for consideration and presentation by executives, committees, and boards of directors
•Understand how to read, analyze, route, distribute, and answer routine incoming memos, submissions, reports, mail and email to determine their significance and plan their distribution
•Communicate well with others in and out of the office
•Understand how fax machines, videoconferencing and phone systems, and other office equipment work
•Use computers to create spreadsheets, presentations, reports, compose messages, manage databases, and other applications

•Understand how to negotiate with vendors, buy supplies, manage stockrooms or corporate libraries, and get data from various sources
•Prepare reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, or presentation software

Course Number	Course Name	Hours
HIT100	Introduction to Allied Health	31
BUS090	Medical Office Procedures	70
ALH016	Body Systems and Medical Terminology 1	64
ALH017	Body Systems and Medical Terminology 2	40
ALH021	Pathology and Pharmacology	81
HIT130	Electronic Medical Records	70
ALH029	Medical Billing and Health Insurance	28
ALH028	Law, Ethics, and Confidentiality in Allied Health	51
TOTAL		435

Course Descriptions

HIT100: Introduction to Allied Health
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful. This course will also introduce you to healthcare, the healthcare industry in the United States, and the roles that healthcare workers play in that industry.

BUS090: Medical Office Procedures
This course is designed to help you develop professional relationships in the workplace and professionally administer and manage office communications and procedures, and provides a review of basic math operations.

ALH016: Body Systems and Medical Terminology 1
This course will familiarize you with various body systems including medical terms, structure, function, diseases, dis¬orders, and treatments. You'll also learn drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders.

ALH017: Body Systems and Medical

Terminology 2

This course is a continuation of Body Systems and Medical Terminology 1. You'll continue to learn about various body systems, drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders. You'll also learn basic medication calculations, storage, how to assist patients with administration, and proper documentation.

ALH021: Pathology and Pharmacology

This course describes healthcare professionals who can identify the four subdivisions of pharmacology and different drug classifications, including vitamins and minerals. Pathology and Pharmacology will also prepare you to explain the causes of infectious disease and techniques used to stop its spread. Finally, you'll review the basic etiology of common diseases and conditions.

HIT130: Electronic Medical Records

This course is designed to help you understand the reimbursement process and the various methodologies involved. You'll be introduced to billing cycles and how health information technology is used in medical offices, and learn about basic accounting transaction terminology and apply this information to enter patient charges and payments.

ALH029: Medical Billing and Health Insurance

This course introduces the reimbursement process and the various methodologies involved, such as fee-for-service and episode-of-care methodologies. The course also covers important information regarding payment systems, fee schedules, chargemasters, coding, and the internal audit process. Finally, the course explains the fundamentals and types of health insurance and provides test preparation for the certification exam.

ALH028: Law, Ethics, and Confidentiality in Allied Health

In this course, you'll learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

Medical Assistant Career Diploma

For tuition details, please visit our **Medical Assistant tuition page**. To enroll into this program, students must be 17 years of age and have completed HS or have a GED.

Program Goal

To provide students with the concepts and skills to gain employment in an outpatient setting. Students will be prepared to perform administrative and clinical duties under the direction of a physician, mid-level provider, or licensed nurse.

Program Outcomes

Upon completion of the program, students will be able to:

• Explain the role, responsibilities, scope of practice, standards of care, and credentials of medical assistants
• Using correct terminology, differentiate among the structures and their functions within the six levels of structural organization of the human body
• Identify etiology, processes, symptoms, and treatments for common diseases
• Apply ethical standards and legal responsibilities, including those related to the confidentiality of personal health information, to patient care
• Describe basic medical administrative tasks using electronic medical record software
• Perform clinical and laboratory procedures applicable to the role of a medical assistant in medical office and laboratory settings
• Perform administrative duties applicable to the role of a medical assistant in medical office and laboratory settings

Course Number	Course Name	Hours
HIT100	Introduction to Allied Health	31
ALH016	Body Systems and Medical Terminology 1	64
ALH017	Body Systems and Medical Terminology 2	40
ALH021	Pathology and Pharmacology	81
HIT130	Electronic Medical Records	70
ALH029	Medical Billing and Health Insurance	28
HIT203	Medical Coding	148

ALH028	Law, Ethics, and Confidentiality in Allied Health	51
ALH210	Clinical Procedures Theory	95
MAS205	Clinical Procedures Lab	148
MAS225	Externship	160
TOTAL		916

Course Descriptions

HIT100: Introduction to Allied Health

In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful. This course will also introduce you to healthcare, the healthcare industry in the United States, and the roles that healthcare workers play in that industry.

ALH016: Body Systems and Medical Terminology 1

This course will familiarize you with various body systems including medical terms, structure, function, diseases, dis¬orders, and treatments. You'll also learn drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders.

ALH017: Body Systems and Medical Terminology 2

This course is a continuation of Body Systems and Medical Terminology 1. You'll continue to learn about various body systems, drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders. You'll also learn basic medication calculations, storage, how to assist patients with administration, and proper documentation.

ALH021: Pathology and Pharmacology

This course describes healthcare professionals who can identify the four subdivisions of pharmacology and different drug classifications, including vitamins and minerals. Pathology and Pharmacology will also prepare you to explain the causes of infectious disease and techniques used to stop its spread. Finally, you'll review the basic etiology of common diseases and conditions.

HIT130: Electronic Medical Records

This course is designed to help you understand the reimbursement process and the various methodologies involved. You'll be introduced to billing cycles and how health information technology is used in medical offices, and learn about basic accounting transaction terminology and apply this information to enter patient charges and payments.

ALH029: Medical Billing and Health Insurance

This course introduces the reimbursement process and the various methodologies involved, such as fee-for-service and episode-of-care methodologies. The course also covers important information regarding payment systems, fee schedules, chargemasters, coding, and the internal audit process. Finally, the course explains the fundamentals and types of health insurance and provides test preparation for the certification exam.

HIT203: Medical Coding

In this course, you'll begin with an overview of coding concepts, terms, and procedures. You'll explore the history of the ICD-10 coding system. You'll code diagnoses in the ICD-10-CM and use the chapter-specific coding guidelines to code diseases and conditions with specific and unique rules. You'll then learn how to code procedures in the ICD-10-PCS, rounding out your training in the basics of coding with ICD-10.

Then, you'll concentrate on the diagnoses or procedures that don't seem to fit into any specific coding category. You'll also learn about general coding guidelines for inpatient and outpatient procedures and physician office coding using CPT, HCPCS Level I, and HCPCS Level II procedure coding.

ALH028: Law, Ethics, and Confidentiality in Allied Health

In this course, you'll learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

ALH210: Clinical Procedures Theory

This course, Clinical Procedures Theory, will provide you with the theoretical principles and clinical skills that are essential to working as a medical assistant. These tasks range from greeting patients and getting information from them to administering injectable medication and teaching patients about special procedures and their plan of care. An applied learning approach to the role of the medical assistant is threaded throughout each unit of the textbook. The specific tasks assigned to you as a medical assistant depends upon many different factors, including the following:
• The laws of the state in which you work
• The policies that apply in the medical setting in which you work
• The physician or physicians for whom you work
• Your own level of skill and professionalism

MAS205: Clinical Procedures Lab

This course focuses on clinical lab procedures. The first thing to take care of while working in a clinical lab is safety. The spread of infection and diseases can compromise the specimens and the people who work in the labs. As you plan on taking the responsibilities associated with the healthcare setting, you must understand that discipline is extremely important to analyze and perform the tasks related to labs. This course will not only provide you with tasks to practice your skills in the field, it will also help you understand the effective techniques used to ease the lab pro¬cesses. Read the lessons carefully and apply the knowledge on completing the tasks assigned in the course to be a successful healthcare professional.

MAS225: Externship

The medical assistant externship provides the student with hands-on training in a primary care clinic, an urgent care clinic, or a medical practice. The goal of this externship is to provide the student with the hands-on experience necessary for developing his or her skills as a medical assistant. The student will practice under the direct supervision of a certified medical assistant, nurse, physician assistant, or medical doctor. This externship consists of 160 hours of clinical experience. The student is required to complete and submit weekly timesheets signed by his or her externship preceptor.

Medical Billing and Coding

For tuition details, please visit our **Medical Billing and Coding tuition page**. To enroll into this program, students must be 17 years of age and have completed HS or have a GED.

Program Goal

To prepare students for an entry-level career as a medical coder. Students are expected to complete this program in 15 months.

Program Outcomes

Upon completion of the program, students will be able to:

•Comprehend and apply CPT, ICD-10, and HCPCS coding guidelines to identify diagnoses, procedures, and patient medical records
•Identify the procedures for patient record retrieval and reimbursement
•Explain the role of a medical coder as a liaison between the health clinician and billing offices
•Apply computer and information literacy skills using
•Identify terms, facts, methods, procedures, concepts, theories, principles, and processes within medical billing and coding scenarios
•Recognize relationships among data and classify items within medical billing and coding scenarios
•Understand laws and theories, including issues relating to ethics and confidentiality
•Calculate solutions to mathematical problems related to reimbursement and medical mathematics
•Interpret and evaluate information to make proper coding decisions
•Review basic written and workplace communication skills

Course Number	Course Name	Hours
HIT100	Introduction to Allied Health	31
BUS090	Medical Office Procedures	70
ALH016	Body Systems and Medical Terminology 1	64
ALH017	Body Systems and Medical Terminology 2	40
ALH021	Pathology and Pharmacology	81
HIT130	Electronic Medical Records	70
ALH029	Medical Billing and Health Insurance	28
ALH028	Law, Ethics, and Confidentiality in Allied Health	51

HIT203	Basic Medical Coding	69
HIT204	Intermediate medical Coding	148
HIT215	Billing and Coding Professional Certification Exam Review	102

TOTAL 754

Course Descriptions

HIT100: Introduction to Allied Health
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful. This course will also introduce you to healthcare, the healthcare industry in the United States, and the roles that healthcare workers play in that industry.

BUS090: Medical Office Procedures
This course is designed to help you develop professional relationships in the workplace and professionally administer and manage office communications and procedures. It also provides a review of basic math operations, along with a basic introduction to working with Word and Excel.

ALH016: Body Systems and Medical Terminology 1
This course will familiarize you with various body systems including medical terms, structure, function, diseases, dis¬orders, and treatments. You'll also learn drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders.

ALH017: Body Systems and Medical Terminology 2
This course is a continuation of Body Systems and Medical Terminology 1. You'll continue to learn about various body systems, drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders. You'll also learn basic medication calculations, storage, how to assist patients with administration, and proper documentation.

ALH021: Pathology and Pharmacology
This course describes healthcare professionals who can identify the four subdivisions of pharmacology and different drug classifications, including vitamins and minerals. Pathology and Pharmacology will also prepare you to explain the causes of infectious disease and techniques used to stop its spread. Finally, you'll review the basic etiology of common diseases and conditions.

HIT130: Electronic Medical Records
This course is designed to help you understand the reimbursement process and the various methodologies involved. You'll be introduced to billing cycles and how health information technology is used in medical offices, and learn about basic accounting transaction terminology and apply this information to enter patient charges and payments.

ALH029: Medical Billing and Health Insurance
This course introduces the reimbursement process and the various methodologies involved, such as fee-for-service and episode-of-care methodologies. The course also covers important information regarding payment systems, fee schedules, chargemasters, coding, and the internal audit process. Finally, the course explains the fundamentals and types of health insurance and provides test preparation for the certification exam.

ALH028: Law, Ethics, and Confidentiality in Allied Health
In this course, you'll learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

HIT203: Basic Medical Coding
In this course, you'll begin with an overview of coding concepts, terms, and procedures. You'll explore the history of the ICD-10 coding system. You'll code diagnoses in the ICD-10-CM and use the chapter-specific coding guidelines to code diseases and conditions with specific and unique rules. You'll then learn how to code procedures in the ICD-10-PCS, rounding out your training in the basics of coding with ICD-10.

Then, you'll concentrate on the diagnoses or procedures that don't seem to fit into any specific coding category. You'll also learn about general coding guidelines for inpatient and outpatient procedures and physician office coding using CPT, HCPCS Level I, and HCPCS Level II procedure coding.

HIT204: Intermediate Medical Coding
In this course, students will concentrate on the

diagnoses or procedures that don't seem to fit into any specific coding category. Students will also learn about general coding guidelines for inpatient and outpatient procedures and physician office coding using ICD-10-CM, HCPCS Level I, and HCPCS Level II procedure coding.

HIT215: Billing and Coding Professional Certification Exam Review

This course will prepare students to sit for a certification exam to become a professional coder. Students will review all of the domains that will be covered on the test, and you'll take practice coding exams to simulate the test-taking experience.

Medical Transcriptionist Career Diploma

For tuition details, please visit our **Medical Transcriptionist tuition page**.

Program Goal

To prepare students for an entry-level career in medical transcription. Students must be 17 years of age or have an HS education or GED to enroll into this program.

Program Outcomes

Upon completion of the program, students will be able to

• Transcribe and interpret dictation into diagnostic test results, operative reports, referral letters, and other documents
• Review and edit drafts prepared by speech recognition software, ensuring that the transcription is correct, complete, and has a consistent style
• Translate medical abbreviations and jargon into the appropriate long form
• Identify inconsistencies, errors, and missing information within a report that could compromise patient care
• Follow up with the healthcare provider to ensure the accuracy of the reports
• Submit health records for physicians to approve
• Follow patient confidentiality guidelines and legal documentation requirements
• Enter medical reports into electronic health records systems
• Perform quality improvement audits

Course Number	Course Name	Hours
HIT100	Introduction to Allied Health	31
BUS090	Medical Office Procedures	70
ALH016	Body Systems and Medical Terminology 1	64
ALH017	Body Systems and Medical Terminology 2	40
ALH021	Pathology and Pharmacology	81
HIT130	Electronic Medical Records	70
ALH029	Medical Billing and Health Insurance	28
ALH028	Law, Ethics, and Confidentiality in Allied Health	51
HIT207	Medical Transcriptionist 1	78
HIT208	Medical Transcriptionist 1	51
TOTAL		564

Course Descriptions

HIT100: Introduction to Allied Health

In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful. This course will also introduce you to healthcare, the healthcare industry in the United States, and the roles that healthcare workers play in that industry.

BUS090: Medical Office Procedures

This course is designed to help you develop professional relationships in the workplace and professionally administer and manage office communications and procedures. It also provides a review of basic math operations, along with a basic introduction to working with Word and Excel.

ALH016: Body Systems and Medical Terminology 1

This course will familiarize you with various body systems including medical terms, structure, function, diseases, dis¬orders, and treatments. You'll also learn drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders.

ALH017: Body Systems and Medical Terminology 2

This course is a continuation of Body Systems and Medical Terminology 1. You'll continue to learn about various body systems, drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders. You'll also

learn basic medication calculations, storage, how to assist patients with administration, and proper documentation.

ALH021: Pathology and Pharmacology

This course describes healthcare professionals who can identify the four subdivisions of pharmacology and different drug classifications, including vitamins and minerals. Pathology and Pharmacology will also prepare you to explain the causes of infectious disease and techniques used to stop its spread. Finally, you'll review the basic etiology of com¬mon diseases and conditions.

HIT130: Electronic Medical Records

This course is designed to help you understand the reimbursement process and the various methodologies involved. You'll be introduced to billing cycles and how health information technology is used in medical offices, and learn about basic accounting transaction terminology and apply this information to enter patient charges and payments. textbook. The specific tasks assigned to you as a medical assistant depends upon many different factors, including the following:

• The laws of the state in which you work
• The policies that apply in the medical setting in which you work
• The physician or physicians for whom you work
• Your own level of skill and professionalism

ALH029: Medical Billing and Health Insurance

This course introduces the reimbursement process and the various methodologies involved, such as fee-for-service and episode-of-care methodologies. The course also covers important information regarding payment systems, fee schedules, chargemasters, coding, and the internal audit process. Finally, the course explains the fundamentals and types of health insurance and provides test preparation for the certification exam.

ALH028: Law, Ethics, and Confidentiality in Allied Health

In this course, you'll learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

HIT207: Medical Transcription 1

In this course, you'll learn important information that's essential for your career in today's healthcare industry. This course provides you with an understanding of basic transcription information in a healthcare environment. You'll com¬plete a variety of practice simulations using an online learning platform. For the required transcription assignments, you must access your student portal to download the audio files and reports needed to complete the assignments. You must submit these required transcription assignments for grading.

HIT208: Medical Transcription 2

After a brief review of important topics, you'll take a deeper look at some other areas of the profession, including speech recognition and report preparation. This course will build on your Medical Transcription 1 knowledge and practice. You'll complete a variety of practice simulations using an online learning platform. However, for the required transcription assignments, you must access your student portal to download the audio files and reports needed to complete the assignments. You'll use some of these audio files to transcribe reports, and you'll listen to the remaining audio files as you edit the reports that have already been transcribed. You must submit these required transcription assignments for grading.

Optician Exam Prep

For tuition details, please visit our **Optician Exam Prep tuition page**.

Program Goal

To prepare students to sit for the National Opticianry Competency Examination (NOCE) or the Contact Lens Registry Examination (CLRE).

Program Outcomes

Upon completion of the program, students will be able to:

• Identify the structures and functions of the visual pathway and the anatomy of the eye
• Choose the correct ophthalmological tests, tools, and instruments to examine and treat the eye
• Explain the national and universal laws, regulations, and standards in ophthalmological practices, products, and procedures
• Describe components of ophthalmic frames, steps for measuring lenses, and techniques for adjusting eyeglasses

• Explain the application of mathematical and scientific principles and measurements used in basic optics and lens design
• Describe the principles of contact lenses, the process of fitting contact lenses, and the various types of contact lenses available
• Recognize medications, diseases, viruses, and other conditions that affect the eye
• Prepare for the key skills and requirements necessary to obtain NOCE and CLRE certification

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
ALH020	Introduction to Opticianry	12
ALH040	Optical Fundamentals	38
ALH024	Opthalmic Dispensing 1	48
ALH025	Opthalmic Dispensing 2	65
ALH026	Contact Lens Dispensing	65
ALH030	Professional Practice and Certiification Review	66
TOTAL		304

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills so you're able to use a number of tools that will help you to be successful.

ALH020: Introduction to Opticianry
This course introduces you to opticianry and being part of the eye care team. You'll explore the history of opticianry as well as the origins of many of the items used in eye care and the predecessors of modern equipment.
In this course, you'll learn to identify the members of the eye care team and their responsibilities. The course describes the different types of eye care offices and their separate areas. You'll learn about the professional qualifications and responsibilities of an optician and about licensure in the United States. You'll also learn about the different organizations, regulations, and standards that affect opticians in the United States.

ALH040: Optical Fundamentals
In this course, you'll cover the fundamentals of opticianry. This includes understanding basic optical principles, terminology, anatomy, and math. As a professional optician, you should be able to analyze and interpret a written prescription for corrective lenses and recommend the best products to your patients.

Upon completing this course, you should understand the properties of light, how light reacts while passing through ophthalmic lenses, characteristics of spectacle lenses used to correct vision, ocular anatomy, and terminology. You'll also learn about decimals, signed numbers, conversion of English and metric length measurements, essential trigonometric functions, and optical formulas.

ALH024: Ophthalmic Dispensing 1
Opticianry is the application of the science of optics to the fabrication and fitting of prescription eyewear and contact lenses. This course will help you to gain an understanding of the skills required to become an ophthalmic dispenser, better known as an optician.
In addition to their technical skills, opticians must be able to communicate effectively with patients. There are two basic types of opticians: dispensing opticians and laboratory opticians. A dispensing optician interprets a doctor's written prescription for eyeglasses or contact lenses and assists the patient in the selection of lenses and frames. In contrast, a laboratory optician interprets the doctor's eyeglass prescription, specifies the selection of lens and frame stock, formulates lens specifications, and performs all technical functions in the making of eyewear.

ALH025: Ophthalmic Dispensing 2
Welcome to Ophthalmic Dispensing, Part 2. This course is designed to assist you in competently understanding the work performed by an ophthalmic dispenser, better known as an optician. This course is a continuation of Ophthalmic Dispensing, Part 1.

ALH026: Contact Lens Dispensing
This course is designed to help you to understand the work performed by contact lens fitters. You'll learn about the different types of contact lenses that are available, how to measure the surface of the eye using various instruments, and how to fit contact lenses for various patients. The common complications and fitting problems are reviewed, and you'll see how some contact lenses can be modified in the vision care office. Finally, you'll learn about the care of these lenses and how to instruct patients in wearing them.

ALH030: Professional Practice and Certification Review
Success as a professional optician is dependent on the quality of education as well as one's ability to perform the required tasks with confidence. In-depth knowledge coupled with a

professional outlook helps opticians reach their career goal.

In this course you'll be introduced to various business function units, roles of different employees, patient management, and basic finance and accounts of an optical office. You'll also review for the NOCE and CLRE. Both exams are designed to test your knowledge of opticianry topics and skills.

Optician Career Diploma

Penn Foster College is no longer accepting new enrollments in this program effective 10/5/21.

Program Goal

To prepare students to sit for the National Opticianry Competency Examination (NOCE) or the Contact Lens Registry Examination (CLRE).

Program Outcomes

Upon completion of the program, students will be able to:

• Outline various aspects of opticianry and the eye care team
• Identify the skills and requirements necessary of professional dispensing opticians
• Perform mathematical calculations related to the field of opticianry
• Describe components of ophthalmic frames, steps for measuring lenses, and techniques for adjusting eyeglasses
• Identify mathematical principles used in basic optics, different lens designs, and the advantages and disadvantages of different lens materials
• Describe the principles of contact lenses, the process of fitting contact lenses, and the various types of contact lenses available
• Demonstrate effective communication skills in real-world scenarios
• Demonstrate effective computer skills, including the creation of documents, spreadsheets, and presentations
• Explain the writing process, from grammar basics to the creation of professional correspondence
• Demonstrate the skills and requirements necessary of professional dispensing opticians

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
ALH020	Introduction to Opticianry	13
ALH023	Optical Principles, Terminology and Anatomy	25
ALH022	Math for Opticians	41
ALH024	Opthalmic Dispensing 1	60
ALH025	Opthalmic Dispensing 2	80
ALH026	Contact Lens Dispensing	68
HUM106	Interpesonal Communications	32
CSC104	Computer Applications	124
ENG010	Business English	66
ALH030	Professional Practice and Certiification Review	37
ALH035	Optician Externship	122
TOTAL		679

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills so you're able to use a number of tools that will help you to be successful.

ALH020: Introduction to Opticianry
This course introduces you to opticianry and being part of the eye care team. You'll explore the history of opticianry as well as the origins of many of the items used in eye care and the predecessors of modern equipment.
In this course, you'll learn to identify the members of the eye care team and their responsibilities. The course describes the different types of eye care offices and their separate areas. You'll learn about the professional qualifications and responsibilities of an optician and about licensure in the United States. You'll also learn about the different organizations, regulations, and standards that affect opticians in the United States.

ALH023: Optical Principles, Terminology, and Anatomy
Optical technology is the science of light and vision. It includes a study of the properties of light, how light reacts while passing through ophthalmic lenses, characteristics of spectacle lenses used to correct vision, terminologies related to ophthalmology, and ocular anatomy. A qualified optical technologist should be able to analyze and interpret a written prescription for corrective lenses and recommend the best products to patients. As an optical technologist, you should be knowledgeable about quality parameters and related guidelines as well. As a professional optical dispenser, you'll want to respond satisfactorily to the queries of patients. A deep understanding of optical concepts will help you to carry out your duties successfully.

ALH022: Math for Opticians
To understand the theory behind optical aids and the fabrication of glasses, basic skill in mathematical operations is necessary. In this

course, you will learn about decimals, signed numbers, conversion of English and metric length measurements, important trigonometric functions related to sine, cosine, and tangent, along with practice problems containing sine functions. You will also learn the use of a scientific calculator to solve problems. The next section introduces basic knowledge of algebraic concepts that you can apply to solve problems at work or at home! In this study unit, you will review both the English and metric systems of measurement and temperature, learn about the use of ratios and proportions to solve problems. You will also have a basic understanding of variables and solving equations. Each section builds on the skills learned in the previous one. So, before moving to the next section, completely understand the concepts presented in the previous section.

ALH024: Ophthalmic Dispensing 1
Opticianry is the application of the science of optics to the fabrication and fitting of prescription eyewear and contact lenses. This course will help you to gain an understanding of the skills required to become an ophthalmic dispenser, better known as an optician. In addition to their technical skills, opticians must be able to communicate effectively with patients. There are two basic types of opticians: dispensing opticians and laboratory opticians. A dispensing optician interprets a doctor's written prescription for eyeglasses or contact lenses and assists the patient in the selection of lenses and frames. In contrast, a laboratory optician interprets the doctor's eyeglass prescription, specifies the selection of lens and frame stock, formulates lens specifications, and performs all technical functions in the making of eyewear.

ALH025: Ophthalmic Dispensing 2
Welcome to Ophthalmic Dispensing, Part 2. This course is designed to assist you in competently understanding the work performed by an ophthalmic dispenser, better known as an optician. This course is a continuation of Ophthalmic Dispensing, Part 1.

ALH026: Contact Lens Dispensing
This course is designed to help you to understand the work performed by contact lens fitters. You'll learn about the different types of contact lenses that are available, how to measure the surface of the eye using various instruments, and how to fit contact lenses for various patients. The common

complications and fitting problems are reviewed, and you'll see how some contact lenses can be modified in the vision care office. Finally, you'll learn about the care of these lenses and how to instruct patients in wearing them.

HUM106: Interpersonal Communication
In this course, you'll develop more effective personal communication skills to increase your chances for professional success. You'll identify the basic tenets of interpersonal communication, including diction, gesture, tone, and facial expression and practice methods for improving your skills in each area. You'll also improve your listening skills. The course also reviews the standards for professional communication, including making introductions, interviewing, and dressing professionally.

CSC104: Computer Applications
Microsoft Office allows people to create documents, spreadsheets, presentations, and databases. This course will teach you how to use three popular tools from the MS Office Suite— MS Word, MS Excel, and MS PowerPoint. In this course, you'll learn how to use MS Word to create and edit text documents, insert figures and tables, and format pages for a variety of uses. You'll then learn how to use MS Excel to organize and format data, including charts, formulas, and more complex tables. Next, you'll learn how to use MS PowerPoint to create and deliver slide shows. Finally, you'll complete a computer applications graded project, which will test the skills acquired in Word, Excel, and PowerPoint.

ENG010: Business English
In this course, you'll describe the process of writing, as well as the parts of speech and how to use them. You'll then explain various types of punctuation, rules for capitalization and spelling, and documenting sources for research. You'll construct complete, correct sentences and well-organized, coherent paragraphs and recognize how to plan, develop, revise, and present your work. Finally, you'll prepare for the various kinds of writing most likely needed for a job.

ALH030: Professional Practice and Certification Review
Success as a professional optician is dependent on the quality of education as well as one's ability to perform the required tasks with confidence. In-depth knowledge coupled with a professional outlook helps opticians reach their career goal.
In this course you'll be introduced to various

business function units, roles of different employees, patient management, and basic finance and accounts of an optical office. You'll also review for the NOCE and CLRE. Both exams are designed to test your knowledge of opticianry topics and skills.

ALH035: Optician Externship
In the workplace, an optician applies their opticianry knowledge. In this course you'll gain experience to help you along your career path.

Paralegal Career Diploma

For tuition details, please visit our **Paralegal tuition page**.

Program Goal

To prepare students for entry-level positions as paralegals or legal assistants, while providing a strong foundation for further training. Students must be 17 years of age and have a HS education or GED to enroll into this program.

Program Outcomes

Upon completion of the program, students will be able to:

• Demonstrate a general understanding of the duties a paralegal performs, the importance of privileged communications with clients, and how to avoid conflicts of interest
• Discuss the legal system in the United States, including the origins and history of the law, the development of common law, statutory law, and constitutional law, and the litigation process for both criminal and civil litigation
• Understand the litigation process for both criminal and civil litigation, including discovery, depositions, interrogatories, laws of evidence, venue, important hearsay exceptions, and rights of the accused
• Demonstrate computer literacy using office software
• Demonstrate effective written office communications
• Recognize and use legal terminology appropriately
• Recognize ethical violations and understand ethical rules that regulate conduct of lawyers and paralegals
• Describe different forms of business organization, advantages and disadvantages of various entities, types of torts, defenses to negligence, and the paralegal's role in preparing commonly used documents

• Write an effective legal memorandum; state and characterize facts and legal arguments to best advance a legal position
• Research primary and secondary sources to determine relevant case law, find statutes and other information from appropriate sources using **Lexis. com** and other Internet sources, and correctly cite sources

Course Number	Course Name	Hours
PLS101	Introduction to Paralegal	27
PLS105	Legal Terminology	49
PLS110	Ethics	26
PLS113	Law and the Legal System	56
PLS005	Business Law Basics	39
PLS006	Litigation Basics	76
CSC104	Computer Applications	121
ENG010	Business English	89
PLS202	Legal Research and Writing	87
TOTAL		570

Course Descriptions

PLS101: Introduction to Paralegal Studies
Occupation of the paralegal; strategies for completing the paralegal studies program as an independent learner; value of the paralegal in the practice of law as it's conducted in the traditional legal community as well as in government, education, and business.

PLS105: Legal Terminology
Basic legal terminology needed to embark on a career as a paralegal; avoiding inaccuracies that can give rise to seri¬ous legal consequences; basics of critical thinking in the drafting of good legal arguments.

PLS110: Ethics
Professional responsibilities that apply to paralegals as they assist their employers and their clients, including main¬taining confidentiality and competence; handling fees and funds carefully; and avoiding unauthorized practice of law, conflicts of interest, and potential malpractice.

PLS113: Law and the Legal System
How history has shaped the organization and structure of our contemporary courts; definition of law; moral or value systems from which our laws have sprung; how the law works.

PLS005: Business Law Basics
Courts spend a good deal of their time settling business disputes, but much business law doesn't involve litigation at all. Many paralegals work on business matters where clients are buying

and selling things—not suing each other. Understanding the basics of the subject will help you make sense of the business-oriented world in which we live.

PLS006: Litigation Basics
Litigation involves the use of the court system to resolve disputes. Increasingly, paralegals are involved in litigation support.

CSC104: Computer Applications
Students will learn about PC applications in word processing, spreadsheets, and presentation software, as well as cre¬ate documents, spreadsheets, and presentations. Students will also learn how to integrate the applications

ENG010: Business English
In this course you'll learn the skills you need to become more confident in your writing.

PLS202: Legal Research and Writing
Provides training in the kind of research and writing that students will actually be doing as paralegals, including the use of **lexis.com**, other online resources, and traditional print sources, in order to complete three writing and research projects

Payroll Clerk Career Diploma

For tuition details, please visit our **Payroll Clerk tuition page**.

Program Goal

To prepare graduates for an entry-level career as a payroll clerk.

Program Outcomes

Upon completion of the program, students will be able to:

• Properly classify workers, differentiating employees and private contractors based on the common law rule
• Track employee time and differentiate between types of employee compensation
• Identify, track, and account for all required employee deductions associated with benefits and all required wage taxes
• Explain how payroll interacts with the accounting system and the associated record keeping, controls, and measurements
• Understand the payroll outsourcing process and the pros and cons of outsourcing payroll

Course Number Course Name	Hours
SYP101: Starting Your Program	11
PCL001: Introduction to Payroll and Employees	51
PCL002: Deductions and Payments	30
PCL003: Payroll Accounting and Controls	44
TOTAL	127

Course Descriptions

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

PCL001: Introduction to Payroll and Employees
In this course, you'll learn the traditional payroll process and the methods used to manage data entry functions to improve operational efficiency. You'll learn the concepts of electronic payment and employee self-service systems. This course also discusses the types of employees and contractors and the importance of confidentiality in the payroll processing function.
You'll learn the importance of accurate time tracking and the varieties of technical applications used to track time on the job. This course explains the distinction between wages and salaries and how to calculate compensation for different kinds of wage plans, as well as supplemental wages including overtime, commissions, and sick and vacation pay. You'll be introduced to a wide range of employee benefits and the wage implications and taxability of each type of benefit.

PCL002: Deductions and Payments
You'll learn how to execute the actual deduction process for benefits and special situations like garnishments. This course also reviews the process of calculating and withholding employee and employer payroll taxes.
This course provides instruction on how and when federal, state, and local payroll taxes are actually paid to the appropriate tax agency and on the rules and processes associated with different deposit schedules. You'll also learn about the common types of manual and electronic methods for the distribution of employee compensation.

PCL003: Payroll Accounting and Controls
This course will help you understand the payroll

accounting process, including specific journal entries, the creation of financial statements, the uses of a payroll register, and the preparation of internal and external reports. You'll learn the proper applications of W-2, W-3, and 1099-MISC forms.

This course describes the procedures used for the creation and maintenance of payroll data and records necessary for company and IRS compliance. You'll learn the processes for adding employees to the payroll system and the application of documents or systems required for capturing and documenting work time and generating payment/withholding records. This course also covers the types of controls that are used to identify and prevent fraud associated with the payroll process.

You'll learn the calculations and measurements used to monitor and improve the payroll process and to supply critical data used to manage human capital. The course also provides an overview of payroll outsourcing and the business activities required to institute and manage outsourced payroll activities.

Pharmacy Technician Professional

To enroll in the Pharmacy Technician Professional program, students must have completed HS or have a GED demonstrating proof of basic math and English proficiency, and must be at least 17 years of age.

For tuition details, please visit our **Pharmacy Technician Professional tuition page**.

Program Goal

To prepare students to take the Pharmacy Technician Certification Exam (PTCE) or NHA ExCPT exam, and gain entry-level employment as a pharmacy technician. Students are expected to complete this program within 18 months.

Program Outcomes

Upon completion of the program, students will be able to:

• Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/physiology and pharmacology
• Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements

• Prepare medications requiring compounding of sterile products and chemotherapy/hazardous products. Prepare medications requiring compounding of nonsterile products
• Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles
• Apply quality assurance practices to pharmaceuticals, durable and nondurable medical equipment, devices, and supplies
• Process and handle medications and medication orders
• Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies
• Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services
• Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
PHT101	Pharmacy Technician Orientation	15
CRB100	Career Readiness	65
PHT103	Pharmacology, Drug Class, and Body Systems, Part 1	48
PHT104	Pharmacology, Drug Class, and Body Systems, Part 2	39
PHT105	Pharmacy Practice Law and Regulations	29
PHT106	Math Calculations for Pharmacy Technicians	75
PHT107	Pharmacy Sterile and Nonsterile Compounding	63
PHT200	Pharmacy Management and Operations	45
PHT201	Pharmacy Billing and Reimbursement	32
PHT202	Pharmacy Management Software	61
PHT301	Pharmacy Technician Certification Review	50
PHT300	Pharmacy Technician Externship	131*
TOTAL		664

*The externship consists of 130 hours of clinical experience. Students in this course will also need to read/understand the externship requirements, complete pre-start requirements and complete/upload documents.

Course Descriptions

SYP101 Starting Your Program
Succeed by learning how to use your Penn Foster program.

PHT101 Pharmacy Technician Orientation
This course intended as an introduction to Penn Foster's Pharmacy technician program. It is designed to introduce the student to the curriculum, the externship, and the student portal. Students will be introduced to the practice of pharmacy, including the history of pharmacy, technician roles in various practice settings, pharmacy ethics and professionalism, as well as advancing and emerging opportunities for technicians now and in the future.

CRB100 Career Readiness
In this course you'll learn the personal qualities that employers look for in their employees, such as integrity and dependability. You'll review the baseline responsibilities common to most jobs and the importance of employee handbooks in a successful work environment. Strategies required to be productive and adapt to change are also covered.

PHT103 Pharmacology, Drug Class, and Body Systems Part 1
In this course, students will become familiar with various body systems including structure, function, diseases, disorders, and treatments. Students will also learn drug delivery systems, drug administration routes, medical terminology, drug classifications, and commonly used medications for various organ system disorders.

PHT104 Pharmacology, Drug Class, and Body Systems Part 2
This course is a continuation of Pharmacology, Drug Class, and Body Systems 1. This course will familiarize students with various body systems including structure, function, diseases, disorders, and treatments. Students will also learn about microorganisms and their impact on the human body, as well as the pharmacological place for vitamins, minerals, and herbs.

PHT105 Pharmacy Practice Law and Regulations
In this course, students will learn how law affects healthcare practitioners and pharmacy technicians, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

PHT106 Math Calculations for Pharmacy Technicians
This course introduces the pharmacy technician student to basic math, algebra, and pharmaceutical calculations utilized in pharmacy practice.

PHT107 Pharmacy Sterile and Nonsterile Compounding
This course introduces students to sterile and nonsterile compounding. A strong emphasis is placed on proper aseptic technique and compliance with USP 795, 797, and 800. Compounding practices and equipment are also discussed.

PHT200 Pharmacy Management and Operations
This course introduces the pharmacy technician student to pharmacy operations. Students will discuss the differences between pharmacy settings, examine the business applications of pharmacy, and review drug information resources, including how and when to use them. Students will also learn how to handle medication safely, and the steps involved in error prevention.

PHT201 Pharmacy Billing and Reimbursement
The course introduces the student to the pharmacy reimbursement process. It discusses third party healthcare plans, reimbursement systems and claims processing.

PHT202 Pharmacy Management Software
This course is designed to facilitate your mastery of computer skills needed to perform various pharmacy technician-related responsibilities in community and institutional pharmacy practices. The course entails a series of lab activities that walk you through entering and filling prescription orders, including TPN and IV admixtures. In addition, you'll complete practical labs to practice and demonstrate these skills.

PHT301 Pharmacy Technician Certification Review
This course is designed to strengthen working knowledge of the concepts essential for pharmacy technician practice and serve as a review to prepare students for the Pharmacy Technician Certification Exam.

PHT300 Pharmacy Technician Externship
The pharmacy technician externship provides students hands-on training in community and institutional pharmacy practice. The goal of the required externship is to produce competent pharmacy technicians by developing the essential skill sets through hands-on experience. Students will practice under the direct supervision of a registered pharmacist. This externship consists of 130 hours of clinical experience in a community pharmacy to be completed in 8 to 12 weeks.

Acceptance into the required externship component of this program requires: passing a background check and a 10-panel drug screen, BLS CPR Certification and having a minimum cumulative grade average of 70%. All costs associated with the externship are the responsibility of the student.

Illicit drug use, criminal background checks, and immunization status may prevent future employment as a pharmacy technician. Externship sites, employers, and State Boards of Pharmacy have regulations about drug use and criminal backgrounds.

Residential Electrician

For tuition details, please visit our **Residential Electrician tuition page**. To enroll into this program, students must be 17 years of age and have completed the 8th grade.

Program Goal

To prepare students for an entry-level career as an electrician at the apprentice level in the residential and light commercial construction field. Students are expected to complete this program in 18 months.

Program Outcomes

Upon completion of the program, students will be able to:

• Recognize formulas and their applications to determine quantities and sizes of materials required and their installation processes
• Describe measurement methods and mathematical processes necessary for the preparation and implementation of electrical related projects
• Outline regulations and procedures related to workplace safety

• Explain how to interpret basic electrical blueprints and technical drawings to follow the required specifications of electrical projects
• Explain the composition and usage of materials and processes required for electrical system installations and repairs
• Identify procedures for evaluating and diagnostic testing of electrical components and circuits
• Identify how to apply and comply with the National Electrical Code

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
ECT101	Electrical Fundamentals	87
ECT102	Electrical Safety and Tools	50
ECT103	Reading Electrical Drawings, Schematics, and Blueprints	29
ECT104	Conduits, Cables, and Conductors	30
ECT105	Electrical Components and Devices	38
ECT106	Working with Residential and Small Commercial Electrical Systems	70
ECT107	HVAC Systems	32
ECT108	The National Electrical Code	111
ECT109	Troubleshooting and Electrical Contracting	28
TOTAL		486

Course Descriptions

SYP101: Starting Your Program
Succeed by learning how to use your Penn Foster program.

ECT101: Electrical Fundamentals
In this course, you'll study the major electrical classifications and describe the job functions associated with each. You'll learn about how the National Electrical Code® applied to manufacturers, installers, and users of electrical equipment. You'll also find out about the hand tools you'll use as an electrician.

ECT102: Electrical Safety and Tools
In this course, you'll discover what electricity is and how it's used. You'll study several common types of wiring equipment. You'll also learn to identify various types of control devices, including hand- operated switches, automatic switches, magnetically controlled devices, and remote-control systems.

ECT103: Reading Electrical Drawings, Schematics, and Blueprints
In this course, you'll discover what electricity is and how it's used. You'll study several common

types of wiring equipment. You'll also learn to identify various types of control devices, including hand- operated switches, automatic switches, magnetically controlled devices, and remote-control systems.

ECT104: Conduits, Cables and Conductors
In this course, you'll learn to identify the physical and electrical properties and characteristics of conductors. You'll also learn about the types and characteristics of conduit.

ECT105: Electrical Components and Devices
In this course, you'll study the function of various electrical components and how to work with various types of electrical systems. You'll also study how old work differs from new electrical-construction work. You'll apply your math skills to solve real-world, trades-related problems. Finally, you'll study circuit resistance and multimeters.

ECT106: Working with Residential and Small Commercial
In this course, you'll acquire an understanding of different heating sources and some of the benefits of electric heating. You'll also discover the function of common components within a building's HVAC system, a pneumatic automatic control system, and an electric automatic control system. You'll learn to read schematics and diagrams and to trace wiring diagrams for motor controls.

ECT107: HVAC Systems
In this course, you'll discover how blueprints are prepared. You'll study feeder and branch circuits and transformers.

ECT108: The National Electrical Code
Locating the applicable code section to identify specific electrical installation requirements; interpreting and applying code specifications during the electrical-system design process; evaluating sample installations to ensure code compliance.

ECT109: Troubleshooting and Electrical Contracting
In this course, you'll learn about the concept of troubleshooting and the methods of approach applied in troubleshooting. You'll also study the basics of electrical estimating and the bidding process. Finally, you'll learn the important considerations of starting an electrical contracting business, including the advantages, disadvantages, skills required, and finances.

Sterile Processing Career Diploma

For tuition details, please visit or **Sterile Processing tuition page**.

Program Goal

 The Sterile Processing Career Diploma Program provides students with the knowledge and skills required for entry-level work as a sterile processing technician and to sit for the Certified Registered Central Service Technician (CRCST) exam through the International Association of Healthcare Central Service Materiel Management (IAHCSMM).

Program Outcomes

Upon completion of the program, students will be able to:

• Recognize the fundamental practices and procedures of aseptic technique
• Identify common pathogens found in the medical setting and the precautionary measures healthcare workers take to minimize the risk of contracting diseases
• Identify HIPAA privacy rules and regulations and patient information commonly maintained by a healthcare facility
• Recognize the duties and requirements of the sterile processing technician in the healthcare setting
• dentify basic concepts of anatomy, physiology, microbiology, microorganisms, and medical terminology related to the duties of sterile processing technicians
• Identify industry regulations and best practice standards common in the sterile processing field and the organizations responsible for setting the regulations and standards
• Identify common and complex surgical instruments, industry-approved practices for decontamination and sterilization of medical supplies and equipment, and the proper ways to transport equipment
• Identify procedures for effective inventory control and the tracking of instruments, equipment, and supplies
• Recognize quality assurance practices and workplace safety procedures
• Identify the importance of teamwork, workplace communication, and customer relations in the sterile processing setting
• Identify basic concepts of technology, writing, communication, and math skills used in the workplace

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
STP001:	Allied Health Careers	20
STP002:	Building Blocks of Sterile Processing	63
STP003:	Sterile Processing Technology, Part 1	58
STP004:	Sterile Processing Technology, Part 2	84
TOTAL		236

Course Descriptions

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

STP001: Allied Health Careers
This course will give you an overview of the allied health field. You'll learn about the history of allied health careers and what the future holds. You'll also discover the roles available to you and the expectations your new job has for professional conduct, the skills and abilities you must possess, and the challenges of this profession. Additionally, this course has an overview of healthcare laws and regulations and the state and federal agencies that create those standards

STP002: Building Blocks of Sterile Processing
In this course, you'll be introduced to medical terminology and learn the parts of various words. Then, you'll move to anatomy and physiology to learn more about the various components of the human body and their functions, such as bones, muscles, and tissues. This lesson will also cover directional and regional terms used to better describe a patient's concerns, as well as different regions of the body. In microbiology, you'll learn more about the parts of cells and how various pathogens cause disease.

STP004: Sterile Processing Technology, Part 1
In this course, you'll be introduced to the central processing department and its work processes, as well as your employers' expectations. You'll also learn about the regulations and standards that you'll abide by in a healthcare environment.

Next, you'll learn about aseptic technique and how infections spread. This will help you and other healthcare employees protect patients and keep everyone from being exposed to harmful infections.

You'll then go back to the sterile processing department and learn how medical equipment is cleaned, decontaminated, and disinfected. The lesson will finish with an introduction to the surgical instruments you'll be working with.

STP004: Sterile Processing Technology, Part 2
This course will further explore the equipment and processes you'll encounter in the central processing department. First, you'll learn how instruments are prepared and packaged before being transported to various departments in the hospital. Then, you'll look at sterilization techniques and how you'll monitor sterilizers to ensure they're running efficiently. The next lesson will outline best practices for receiving, selecting, and distributing inventory, and how to keep track of equipment being used in your facility.
You'll also learn about the specialty departments in the hospital and the equipment they use to care for patients.
Finally, you'll gain the tools needed to succeed in your new career as a sterile processing technician. You'll understand the various workplace hazards you might encounter and how you can help out during an incident. You'll learn how to effectively communicate with your coworkers from a wide range of backgrounds and how to grow your professional and personal reputation

Tax Preparation Career Diploma

For tuition details, please visit our **Residential Electrician tuition page**.

Program Goal

To prepare students to prepare and file federal tax returns for individuals and small businesses and to provide the skills necessary to accurately complete common tax forms and schedules in compliance with all applicable tax codes and requirements.

Program Outcomes

Upon completion of the program, students will be able to:

• Recognize and describe laws and regulations related to taxation for both individuals and small

businesses and apply these appropriately to the preparation of tax forms
• Calculate gross income and identify those elements of income that are included and excluded when making this calculation; identify common itemized deductions including medical expenses, charitable contributions, and others; identify and calculate tax losses; identify and calculate deductible business expenses
• Apply capital gains and losses to property transactions; accurately complete a basic Form 1040 Individual Tax Return with typical itemized deductions for a family

Course Number   Course Name   Hours

SYP101	Starting Your Program	11
TXP001: Filing Status and Income Basics		67
TXP002: Property Income and Deductions		55
TXP003: Small Business Clients and Return Filing		40
TOTAL		171

Course Descriptions

SYP101: Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

TXP001: Filing Status and Income Basics
To successfully prepare and file federal tax returns, you must understand how to evaluate your business idea and set yourself apart from the competition. Through applying your knowledge of the career opportunities available with this training, you'll use the basics of determining taxable and nontaxable income from common sources and calculating income related to retirement contributions, distributions, rollovers, and more.

TXP002: Property Income and Deductions
While working in tax preparation, you'll handle income deals with the monies earned from the sale or rental of real estate and monies earned as royalties on intellectual properties. You'll also encounter tax deductions and need to itemize them, itemize a return, and understand deductions' connections to different types of losses. This knowledge will also come in handy when you handle certain business expenses, such as travel and entertainment.

TXP003: Small Business Clients and Returns Filing
If you operate a sole proprietorship or you're self-employed, there are certain tax rules and allowances to keep in mind. Understanding medical and retirement plans, depreciation of business assets, and office expenses is key to success, as is completing a typical tax return before filing. You'll also learn how to identify and apply tax credits as well as review the IRS audit process.

Travel and Tourism Specialist Career Diploma

For tuition details, please visit our **Travel and Tourism Specialist tuition page**.

Program Goal

To prepare students for entry-level employment in the travel and tourism field and to prepare for and take the Travel Agent Proficiency (TAP) exam. Students must be 17 years of age and have an 8th grade education to enroll into this program.

Program Outcomes

Upon completion of the program, students will be able to:

• Comprehend details of accommodations, travel tickets, tours, and/or packages containing two or more passengers, and details of selling these elements to business/leisure clients
• Understand the main categories of travel, including air, rail, cruise and lodging and interpret vendor information to arrange and book appropriate travel for clients
• Apply knowledge of travel costs including fees, taxes, discounts and other factors to calculate cost of travel accommodations for clients
• Determine one's own commission rate for any sold product using commissionable and non-commissionable fees
• Prepare or request transportation carrier tickets, and book transportation and hotel reservations, using a computer reservation system
• Comprehend international customs, points of interest, and foreign country regulations
• Compare accommodations, tickets, itineraries and travel packages to determine which will better suit clients
• Understand the process for starting a travel business including any professional development necessary to work in the travel field
• Prepare for and take the comprehensive Travel Agent Proficiency (TAP) exam

Course Name	Hours
Travel 1	29
Travel 2	40
Travel 3	61
Travel 4	74
Travel 5	35
Travel 6	39
Travel 7	55
Travel 8	31
Travel 9	40
Travel 10	21
Travel 11	25
Travel 12	8
TOTAL	458

Course Descriptions

Travel 1

The Starting Your Program course is designed to help you make a smooth transition to Penn Foster, including learning how to use all the tools and resources that are available to you. The goal is to help you become a confident, independent learner.

You'll learn about the earliest days of personal travel and then examine how travel and tourism has become one of the world's leading industries. As you progress through this course, you'll discover what tourism actually is and how it touches so many aspects of our lives. You'll find out who travels, why they travel, and how they travel. You'll also learn about the many employment opportunities within the travel industry.

Travel 2

You'll begin by exploring the fascinating growth of commercial aviation, from the very first passenger flight to super¬sonic passenger air travel to today's jumbo jets. Once you have a solid understanding of the history of commercial aviation, you'll move on to learning the language of airline travel. Next, you'll review the basics of airline proce¬dures and operations from a travel professional's point of view. You'll then examine the history of important industry resources, from the original airline system timetable to the Official Airline Guide to the modern airline websites and con¬solidated websites. You'll learn all about domestic airfares, including the different types of fares and discounts that are available, as well as how to calculate prices for air transportation.

Travel 3

Geography is the study of the physical features of the earth and its atmosphere, and of human activity as it affects and is affected by these. In this lesson, you'll learn the basics of physical geography—the names of the continents and the major water and land features that make up our Earth Geography is a word derived from the Greek words ge, meaning "the earth," and graphein, meaning "to describe." There are many kinds of geography, but travel agents are most con¬cerned with the following three types of geography that enrich the travel experience:

• Physical geography, which is the study of the physical features that distinguish each country. You studied physi¬cal geography in World Geography, Part 1.

• Cultural Geography, which is the study of the people of different countries. Cultural geography includes their history, religions, ethnic groups, languages, customs, and related information. This aspect of geography will be covered in future lessons.

• Location geography, which is also called place-name geography. Location geography is the study of where places are located in relation to one another. This lesson covers location geography, and will introduce you to countries that perhaps you've never even heard of!

We'll continue by exploring key destinations in Europe, Africa, and the Middle East. To make your learning easier, we'll study these less familiar regions by dividing them into smaller geographic areas. As you discover more about individual destinations, you'll find that the countries of the world are grouped in many ways, such as by:

• Geography

• Common ethnic heritage

• Similar political affiliations

You'll learn the important aspects of booking international airline travel. You'll also explore other important considerations you should keep in mind when advising international travelers, such as foreign currencies, airfares, airline carriers, travel documentation, and custom allowances.

Travel 4

Tourism geography is one of the most important subjects you'll learn as you prepare for your new travel career. While you'll learn the basics about

tourism geography in this program, you need to continually stay up-to-date with trends and changes. This lesson covers the major tourist destinations of the Western Hemisphere, including Canada, the United States, the West Indies, Mexico, and Central and South America. Then you'll explore key destinations in Europe, Africa, and the Middle East. You'll also learn about Asia, Australia, and the South Pacific.

Travel 5

Before learning about the different accommodations available for your clients, you'll learn about who those clients are. There are different types of lodging guests, which in the industry are called market segments.

Travelers fall into one of four basic markets in the hospitality industry:

• 30% are on business

• 25% are taking a vacation or leisure time

• 25% are attending a group event or a convention

• 20% use hospitality services for a personal reason

Then, you'll learn about one of the most important land products that travel agents sell—accommodations. This material is important to learn and pass on to clients because a hotel selected in a convenient area, with good service, and at the right price can turn an otherwise ho-hum trip into something great. The reverse is also true. Staying in a hotel located far from town can complicate a business trip; finding out that your hotel by the shore is in fact many blocks from the beach doesn't make for a great family vacation.

To be competitive in today's travel industry, you must provide your clients with complete travel products and services. To do so, you must understand your clients' needs and possess the ability to translate this knowledge into the right travel choices. This lesson will give you a good foundation in how to sell tours and vacation packages. Combining travel products and services into a profitable package benefits both travel agents and their clients.

Travel 6

Selling cruises is one of the most lucrative markets for travel agents. In fact, travel agents are responsible for a huge percentage of all cruise bookings. Many travel agencies have a cruise department staffed with full-time cruise spe¬cialists. In fact, cruises have become so important that today there are hundreds of cruise-only agencies dealing exclusively with cruise and steamship travel.

This course will provide you with important information on the types of cruise ships, the accommodations available on cruise ships, the cost of cruises, and the itineraries of typical cruises. You'll also learn what resources are at your dis¬posal and how to use them to provide your clients with the best information. And, of course, you'll learn how to book the cruise your clients have chosen.

Let's now explore two very important land transportation products—rail travel and car rentals. Trains and cars provide travelers with independence and flexibility, and the chance to visit out-of-the-way places where standard tours don't go. Although most business travelers take a plane or train to their destinations, they often need rental cars to get to their hotels, meet with clients, and sell their products. In fact, a lot of travelers prefer train travel over air travel to get them from place to place. This is especially true of those travelers who are apprehensive about heights and flying.

Travel 7

Microsoft Word is a word processor application and one of the Microsoft Office products. Word is used to create, edit, print, email, and share documents. In this unit, you'll learn about the features of Word and how they're used to pro¬duce a variety of professional-looking documents. You'll also be learning about document design and layout so that you're able to effectively communicate your message. Whether you use Word professionally, academically, or per¬sonally, everything from a basic inquiry letter to a product brochure to personalized mail merge documents are within your reach.

Microsoft Excel is a spreadsheet application and one of the Microsoft Office products. Excel is used to organize, analyze, and interpret data. In this unit, you'll learn about the features of Excel and how they are used to produce spreadsheets that include formulas, functions, charts, and tables. You'll also be learning about spreadsheet planning and how to format and present data for greatest impact. Whether you

use Excel professionally, academically, or per¬sonally, the techniques you'll learn will help you use spreadsheets effectively.

Travel 8

Computer reservation systems (CRSs), which are commonly called global distribution systems (GDSs) by those in the travel industry, perform thousands of functions that impact practically everything that travel agents do—from selling airline tickets to getting the weather forecast for a specific destination. CRSs compile into one system all of the import¬ant resources travel agents need to access, allowing these agents to work efficiently. Though clients can make their own travel reservations online, the fact is that many travelers find the huge volume of information to be quite daunting. At the worst, some information is just plain wrong. One aspect of your job is to research the thousands of pertinent sites on the Internet, finding the ones that will best meet your clients' needs.

Travel 9

In this course, you'll choose a CRS—either Apollo or Sabre—and learn about that system.

Travel 10

Selling travel is unlike any other form of retail sales. The buyer doesn't wrap up a tangible product, put it into a bag, and take it home. Some travel agencies sell hundreds of millions of dollars of travel each year, while others barely survive on what they sell. Why? What makes a travel agency successful? Success can be attributed to many different factors, with the major reasons being successful sales techniques and high-quality customer service.

Think about it this way: Travel agencies sell the same products that are offered by the same suppliers, at similar prices. What sets travel agencies apart from each other is how successful the agents are in selling these products and providing their customers with proper follow-up, which we call service.

Corporate travelers, senior citizens, singles, families, couples, students, and hobbyists are important potential clients to the travel agent, not only as individuals but also as members of groups. Group travel brings very special benefits to the travel industry. It stimulates new business on a large scale, providing higher profit rates of volume bookings to travel agents and suppliers such as airlines, hotels, and tour operators.

Travel 11

In this lesson, you'll review the types of job positions that are available in addition to corporate and retail travel agency sales jobs. This lesson willl also discuss how to get these jobs by reviewing how to write professional résumés and cover letters, present yourself during job interviews, and follow up with some job-winning tips. This lesson also covers some general issues about owning your own travel agency and focuses on how you can make your travel business as successful and profitable as possible.

Travel 12

When you reach this lesson, you'll be given information that allows you to sit for the nationally recognized Travel Agent Proficiency (TAP) certification exam. Developed by the American Society of Travel Agents (ASTA) and the Travel Institute, this exam measures the basic knowledge and proficiency of entry-level travel agents.

It's administered independently, so you'll find a complete information packet on your student page to make arrangements for this exam, which you'll complete in the form of a proctored exam. You'll select the location and the person you want to supervise the exam according to Penn Foster's established policies and qualifications.

Veterinary Assistant

For tuition details, please visit our **Veterinary Assistant tuition page**. Students must be 17 years of age and have completed HS or have GED to enroll into this program.

Student Health Policies

Students are responsible for their own medical care and health insurance during their Clinical Externship in the Penn Foster Veterinary Assistant Program. The student is responsible for the costs associated with obtaining medical insurance, and any costs associated with needed medical care. Neither the college nor the program nor the externship site is responsible for needed medical care. Proof of medical insurance will need to be provided to the school as part of

the clinical externship documents. Veterinary Assistant students should inform the program faculty immediately if there is any health condition that will interfere with their participation in the Clinical Externship. It is important to note that all students are required to perform all skills the oClinical Externship in order to graduate from the program. Program faculty can discuss the options the student has for waiting to complete the Clinical Externship Course. Students will also need to keep our normal enrollment guidelines in mind. They may have to purchase a study time extension, or re-enroll into the program depending on the length of time that has passed. For our female students there are additional guidelines regarding pregnancy (See Pregnancy Policy below). Students need to be aware of the risk of zoonotic disease (rabies, ringworm, brucellosis, intestinal parasites, toxoplasmosis, etc.) that is associated with participation in the Clinical Externship course, and with the veterinary assistant profession in general. Zoonotic diseases are diseases that can be passed between animals and people. People working in the veterinary field are generally considered to be at high risk for encountering zoonotic diseases due to their daily interactions with animals. Rabies is one example of a zoonotic disease. Students are strongly encouraged to seek pre-exposure Rabies vaccination prior to their clinical externship. After discussion with their personal physician, students can elect to waive the rabies vaccination. Students that are not vaccinated will not be allowed to handle non vaccinated animals, or animals of unknown vaccine status, while in their Clinical Externship. Vaccinated students are highly encouraged to handle only animals with a known vaccine status while completing their clinical externship. A rabies vaccination policy form will be provided with the Clinical Externship Course Materials. This will need to be filled out by the student and returned to the school with the rest of the Clinical Externship Documents. Students will be handling animals during Clinical Externship. Because of the professional nature of the program, the College is in no way liable for students being bitten or scratched while handling animals during their clinical externship course. It is our policy that students should not handle aggressive animals during their clinical externship. Students should only be handling non-aggressive animals with a known vaccine history. Even with these policies in place, animals can be unpredictable, and bites, scratches and other injuries can occur. If any injury occurs to a student during their clinical externship,

they should follow the clinic's protocol and seek appropriate medical care as soon as possible. Students are then required to inform the program's clinical coordinator about the injury.

Student Pregnancy Policy

Female students who become pregnant while enrolled in the Veterinary Assistant Program have the option to voluntarily inform the program faculty of their pregnancy. This must be given to the program in writing, and must include the expected date of delivery. A student will not be considered pregnant until this written disclosure is received by the program. Upon written disclosure, the student will meet with program faculty to discuss the risks and possible harmful effects of exposure to animals, radiation, anesthetic gases, and other risks to the fetus that are inherent in the practice of veterinary medicine as an assistant. Program faculty will discuss the options available to the student to fulfill the educational requirements of the program. The pregnant student must follow the established program policies and meet the same clinical and educational criteria as all other students before graduation from the program. • The student may remain in the Program if the student is not at the clinical externship, and therefore is able to continue with her coursework.
• If the student has reached, but not yet started, clinical externship they can stop progress in the program. They will be allowed to restart the program in accordance with our normal enrollment guidelines. Students may be required to pay for a study time extension when they are ready to start the program again. If the student is at risk of going beyond the time limit of the program, they will have to re-enroll into the program according to our normal policies.
• If the student is currently in clinical externship they can voluntarily stop progress in their externship. They will need to notify the clinical coordinator when they are able to continue with their clinical externship. Students will have to re-apply for the clinical externship, and may be required to restart the clinical externship from the beginning. Students will also need to keep our normal enrollment guidelines in mind. They may have to purchase a study time extension, or re-enroll into the program depending on the length of time that has passed.
• Students may undeclare their pregnancy at any time. This must be done in writing. If she chooses this option, she will be considered not pregnant and be required to complete the coursework as designed (including the clinical externships).

• Although it is both the policy and practice of the program to offer the utmost in safety precaution for its student, Penn Foster College or its affiliates will not be responsible for injury to either the mother or child due to hazard exposure during pregnancy. All students will be required to sign a form before each clinical externship verifying that they have read and understand this policy.

Penn Foster's Institutional Animal Care and Use Committee (IACUC) Procedures

The Penn Foster's IACUC mission statement is to provide clinical instructional oversight and evaluation of the veterinary academy program's externships by ensuring compliance with federal regulations related to the proper care, use, and humane treatment of animals used in research, testing, and education. The veterinary technician externships are created in accordance with the American Veterinary Medical Association's (AVMA) Committee on Veterinary Technician Education and Activities' (CVTEA) standards. The veterinary assistant externship is created in accordance with the National Association of Veterinary Technicians in America (NAVTA) Essential Skills for Assistant Training.

Policy on reporting complaints in regards to Penn Foster's use of animals:

1. Penn Foster's Veterinary Academy is committed to the ethical and humane care and use of animals in teaching situations. If a clinical supervisor, student, or faculty member is aware of any potential violation to the stated animal care and use criteria or observes the mistreatment of animals, they are strongly encouraged to report their concerns.
2. Concerns can be reported directly to the chair and veterinarian by emailing to **vettechpracticum@pennfoster.edu** Attention: Veterinary IACUC, Ms. Vicki McLain CVT, LATg, VTS-LAM (Chair).
3. The chair will compose a written document of the issue, the committee's actions/ recommendations and any other pertinent information.
4. This document will be forwarded to the Institution Official, the Program Director, and the appropriate state veterinary board.

5. Any action deemed necessary will be clearly documented and handled as appropriate. All information will be filed with the IACUC documents.
6. Penn Foster's Veterinary Academy will not tolerate the harassment or any retaliation directed at anyone who reports actual or possible violations. The Penn Foster IACUC will protect the positions and reputations of those, who in good faith make allegations of animal welfare violations. Investigations will be conducted carefully and discreetly as possible.

Meetings

The IACUC meetings are conducted semiannually. At this time, the committee will discuss animal welfare issues where applicable in our Veterinary Technology Program. We will evaluate our animal care and use protocols, clinical externships, and ensure compliance with the Animal Welfare Act. The meeting minutes are kept by the chair, who will prepare and distribute them after the meeting to each committee member, the program director, and the institutional officer (IO). If there is a need to appoint a new member of the IACUC, they must be approved by the IO and the incoming member must accept the position.

Program Goal

The program goal for Penn Foster's Veterinary Assistant Program to prepare students to work as veterinary assistants under the supervision of veterinarians and veterinary technicians in small or large animal hospitals or clinics. The program also prepares the students to take the national test to become an Approved Veterinary Assistant. Students are expected to complete this program within 18 months.

Program Outcomes

Upon completion of the program, students will be able to:

• Demonstrate effective written and interpersonal communication skills
• Demonstrate a high level of inquiry, analytical, and problem-solving skills
• Demonstrate effective quantitative skills
• Demonstrate computer and information literacy skils

Office and Hospital Procedures:

• Front Desk: Greet Clients, Demonstrate proper

Appointment Scheduling and make appointments, Prepare appropriate certificates for signature, Admit patient, Perform basic filing and retrieving of medical records, Perform basic veterinary medical record keeping procedures, Demonstrate elementary computer skills, Utilize basic medical terminology, Perform basic invoicing, billing, and payment on account procedures

• Telephone: Answer and direct phone call, Recognize and respond appropriately to veterinary medical emergencies, by notifying the appropriate hospital personnel, Request records and information from other veterinary facilities

• Maintain basic cleanliness and orderliness of a veterinary facility: Inventory supplies, Restock Shelves, Maintain x-ray, surgery, and laboratory logs, Perform basic filing and retrieving of medical records, radiographs, lab reports, etc.

• Demonstrate knowledge of basic cleaning techniques of animal kennels and bedding, examination rooms, hospital facilities, and surgical suites Communication and Client Relations:

• Develop effective client communication skills

• Write business letters and professional electronic communication with clients

• Understand ethical conduct in relationship to the day to day operations of a vet hospital

• Describe the roles and responsibilities of each member of the veterinary health team and the important part that each plays in the delivery of excellent care

• Professional Conduct: Understand the human-animal bond, Demonstrate professional and appropriate appearance and language in the workplace, Demonstrate appropriate use of electronic communication in the workplace (cell phone usage, text messaging, social networking, digital photography, etc.) Pharmacy and Pharmacology:

• Legal Issues: Recognize legal issues involving drugs in the workplace, Recognize general types and groups of drugs and demonstrate proper terminology, Differentiate prescription drugs from over-the-counter drugs and describe proper prescription label requirements

• Filling medications and inventory control: Label and package dispensed drugs correctly, Store, safely handle and dispose of biological and therapeutic agents, pesticides, and hazardous waste

• Perform inventory control procedures including restocking supplies and checking expiration dates

• Vaccinations: Reconstitute vaccines and be familiar with proper protocols, Describe possible routes and methods of drug and vaccine administration that the veterinarian or veterinary

technician may choose and demonstrate appropriate small animal restraint for such protocols Examination Room Procedures:

• Restrain patients: small animals, restrain birds, rabbits, pocket pets, and exotics, large animals

• Basic Procedures: Determine and record temperature, pulse, respiration, body condition score, and weight of patients

• Trim nails (Required: Cats and Dogs. Optional: Birds and Exotics)

• Express anal sacs using the external method, Identify external parasites: mites, lice, fleas, and ticks, Recognize AKC dog breeds and CFA cat breeds,

• Be able to properly identify the gender of small animal species, particularly felines

• Perform exam room grooming: i.e. trimming nails, external ear canal cleaning, etc.

• Be familiar with small animal nutritional requirements, pet food labeling standards, dry matter basis calculations, and the differences between pet food products Small Animal Nursing (Large Animal Nursing-- Optional):

• Safety Concerns: Demonstrate knowledge of basic normal and abnormal animal behavior, Utilize patient & personnel safety measures

• Identify potential Zoonotic diseases, Describe isolation procedures, Describe hazardous waste disposal, Describe basic sanitation, Be familiar with OSHA standards

• Animal Care: Provide routine record-keeping, and observation of hospitalized patients, i.e. stress importance of notations made when cleaning and feeding, Demonstrate a basic understanding of common diseases and medical conditions,

• Monitor/restrain patients for fluid therapy and record observations, Perform hand pilling (dog, cat), Demonstrate understanding of treatment plan

• Apply and remove bandages to healthy animals—(equine leg and tail wraps are optional)

• Perform therapeutic bathing, basic grooming, and dipping of small animals

• Clean external ear canals, Prepare food & prescription diets - be aware of any special dietary needs

• Clean & disinfect cages and kennels (stalls are optional)

• Provide care and maintenance of nursing equipment

• Demonstrate an understanding of the euthanasia and post mortem care Surgical Preparation and Assisting:

• Assist in performing surgical preparations: Prepare surgical equipment/supplies, Sterilize instruments & supplies using appropriate methods, Identify common instruments, Identify common suture materials, types, and sizes, Assist the veterinarian

and/or veterinary technician with preparation of patients using aseptic technique, Operate and maintain autoclaves, Describe operating room sanitation and care, Assist with positioning of surgical patients, Aid the veterinarian/and or veterinary technician with physical monitoring of recovering surgical patients, Maintain the surgical log

• Facility and Equipment Cleanliness: Maintain proper operating room conduct and asepsis, Perform postsurgical clean up, Fold surgical gowns and drapes

• Have knowledge of: Surgical equipment, Surgical room and prep area, Instrument cleaning and care, Proper disposal of hazardous medical wastes Laboratory Procedures:

•Assistance in the laboratory: Collect voided urine samples, Determine physical properties of urine including color and clarity, Assist in the collection of blood samples for procedures, Collect voided fecal samples for examination Prepare fecal flotation solutions and set up fecal flotations and direct smears, Assist the DVM or veterinary technician in necropsy procedures, Explain how to handle rabies suspects and samples safely, Handle disposal of deceased animals

• Laboratory Record Keeping: Ensure all laboratory results are accurately recorded, Stock laboratory supplies, File laboratory reports

• Radiology and Ultrasound Imaging:

• Follow recommended safety measures, Assist the veterinarian and/or the veterinary technician in the completion of diagnostic radiographs and ultrasound including the restraint and positioning of patients, Process diagnostic radiographs, Use hand OR automatic processing in darkroom, Maintain quality control, Label, file, and store film and radiographs Properly care for equipment, Clean screens, Know safety techniques for handling processing chemicals

Course Number	Course Name	Hours
SYP101	Starting Your Program	11
VAS002	Behavior, Handling and Restraint	54
VAS003	Body Systems and Terminology, Part 1	54
VAS004	Body Systems and Terminology, Part 2	31
VAS005	Nutrition, History and Physical Examination	89
VAS006	Emergency and Wound Care	47
VAS007	Small and Large Animal Nursing	79
VAS008	Radiology and Surgical Preparation	45
VAS009	Veterinary Practice Administration and Procedures	62
VAS010	Veterinary Assistant Externship	110*
TOTAL		582

*The externship consists of 100 hours of clinical experience in an animal setting. Students in this course will also need to complete reading assignments, graded projects, and self-checks throughout the course.

Course Descriptions

SYP101 Starting Your Program
Succeed by learning how to use your Penn Foster program.

VAS002 Behavior, Handling, and Restraint
In this course, you'll learn to recognize types of animal behavior, understand the role of the veterinary assistant in behavior counseling, and identify common animal behavior problems. You'll also learn to handle, restrain, and transport dogs, cats, birds, horses, and other animals.

VAS003 Body Systems and Terminology Part 1
In this course, you'll get an introduction to veterinary terminology. You'll learn to recognize, understand, and pronounce anatomical and veterinary procedure terminology. You'll also learn about metric terms and abbreviations. You'll study the anatomical terms to correctly indicate the orientation and location of animal body parts, and you'll recognize cells, tissues, organs, and organ systems, both structurally and functionally. You'll also study the four major classes of joints and explain how they function. Finally, you'll describe the structure and function of skin and the animal's fur, identify the glands and their secretions, explain the structural and functional differences between the organs of the upper and lower respiratory system, and understand how the lungs and the parts of the respiratory system work together to supply oxygen to the body's cells.

VAS004 Body Systems and Terminology Part 2
In this course, you'll identify the organs of the digestive system and explain the structure and function of each part, compare the structure of the stomach and large intestine of carnivores and

herbivores, recognize the organs of male and female reproductive systems and the events that occur during fertilization, and explain the anatomy and functions of the urinary system. You'll also study the organization of the nervous system and how the nervous system receives and interprets, the four senses and their primary functions, which are to provide animals with an awareness of their environment and assist them in their survival, and the function of the endocrine system and the major glands and hormones that maintain body homeostasis.

VAS005 Nutrition, History, and Physical Examination

In this course, you'll learn about proper nutrition for animals and the veterinary assistant's role in nutritional care. You'll also study the reproductive systems of the male and female animal. You'll study how to care for aging animals. You'll learn about the unique anatomies of birds and reptiles. Finally, you'll learn to take a good medical history, perform a thorough physical examination, and assist the veterinarian with the animal patient in ways that are humane, safe, and effective.

VAS006 Emergency and Wound Care

In this course, you'll learn about what vaccines exist, how vaccines work, and when a vaccination is necessary. You'll also study how to handle telephone calls from pet owners and how to advise owners how to transport injured animals, and how to provide appropriate first aid in transport. You'll learn to recognize the signs of common emergency problems and participate in basic cardiopulmonary resuscitation. In addition, you'll learn to recognize the different types of wounds, explain how a wound heals and the factors that affect wound healing, care for wounds, and identify the proper way to maintain, change, and remove bandages, splints, casts, and slings.

VAS007 Small and Large Animal Nursing

In this course, you'll learn about parasites and parasitology, the different types of animal parasites, and how to diagnose, treat, and prevent parasites. You'll also learn how to monitor and observe an animal's habits and behaviors. You'll learn the requirements, routes, procedures, and concerns of fluid administration. You'll study the most common procedures used in veterinary sample collection and diagnosis, the treatment procedures involved in veterinary nursing, and the physical therapy concerns and methods most relevant to the duties of a veterinary assistant. You'll also study

the principles and procedures of dog and cat dental prophylaxis, as well as the concerns and procedures of pediatric, geriatric, and routine animal health care. Finally, you'll study veterinary drugs, where they come from, and who regulates them. You'll learn how drugs enter the body and how to ensure that the right amount enters, and you'll identify drugs used for infection, inflammation, vital organs, body systems, disease prevention, and hormone regulation.

VAS008 Radiology and Surgical Preparation

In this course, you'll study the principles of radiology and the veterinary assistant's role in radiology. You'll learn how to prepare patients for radiographic and ultrasound examination and the safety measures and guidelines for radiographic procedures. You'll learn how to label, file, and store radiographs. You'll also learn to recognize various surgical instruments and how to clean, sterilize (eliminate all bacteria, fungi, and viruses), and maintain the instruments. Finally, you'll learn the general process of admitting a patient to a hospital and the importance of a good relationship with the animal's owner, as well as studying some commonly performed surgical procedures and how to prepare an animal for surgery. You'll learn to recognize anesthetic drugs, how they're used, the anesthetic process, and how an animal is monitored and maintained under anesthesia.

VAS009 Veterinary Practice Administration and Procedures

In this course, you'll learn how to order and maintain office inventory and supplies and how to admit and discharge patients and prepare appropriate release forms and certificates. You'll study the role of the veterinary assistant within a typical veterinary practice, including how successful interpersonal communication skills can help you deal with clients and coworkers. You'll also study some of the basic accounting principles you'll need to keep accurate records of office financial transactions. You'll prepare billing statements and collection letters, write checks, complete deposit slips, and reconcile bank statements.

VAS010 Veterinary Assistant Externship

Students are required to complete a mandatory externship as part of this program. No other exam, project, or prior work experience can be used to fulfill this requirement. During the externship, students are under the direct supervision of a licensed veterinarian or credentialed veterinary technician. The externship consists of 100 hours at an animal clinic to be completed within 8 weeks. Students will be required to submit weekly reports and

timesheets to Penn Foster College during their externship with signature verification by their approved supervisor. Acceptance into the required externship component of this program requires: students to have completed all lessons and graded coursework and have a minimum cumulative grade average of 65%. All costs associated with the externship are the responsibility of the student. Penn Foster College approves the site before the student can begin their externship.

Students are required to have health insurance to successfully complete the externship. In addition, some externship sites may also require the student to obtain liability insurance to protect the clinical site if the student is injured.

Wildlife/Forestry Career Diploma

For tuition details, please visit our **Wildlife/Forestry tuition page**.

Program Goal

The Wildlife/Forestry Conservation Career Diploma Program prepares students for an entry-level position in the field of wildlife and forestry conservation. Students must be 17 years of age and have an 8th grade education to enroll into this program.

Program Outcomes

Upon completion of the program, students will be able to:

• Understand how to gather data on water and soil quality, disease, insect damage to trees and other plants, and conditions that may pose a fire hazard
• Recognize how to locate property lines and evaluate forested areas to determine the species, quality, and amount of standing timber
• Characterize the habits and behaviors of wildlife
• Identify how to maintain trails, campsites, and other recreational facilities
• Understand how to patrol forest areas and enforce environmental protection regulations
• Recognize how to communicate with foresters, scientists, and sometimes the public about ongoing forestry and conservation activities
• Recognize how to suppress forest fires with fire control activities
• Understand how to train other forestry workers and coordinate detection programs

Course Name	Hours
Instruction Set 1	26
Instruction Set 2	38
Instruction Set 3	32
Instruction Set 4	68
Instruction Set 5	73
Instruction Set 6	49
Instruction Set 7	81
TOTAL	367

Course Descriptions

Instruction Set 1
The Starting Your Program course is designed to help you make a smooth transition to Penn Foster, including learning how to use all the tools and resources that are available to you. The goal is to help you become a confident, independent learner.

You'll learn about the government conservation agencies and private industries that provide employment in this field. You'll become familiar with the basic organization of these government agencies and learn what these agencies do. Also, you'll become familiar with the technologic advances that have enhanced the efficiency of these agencies.

Instruction Set 2
Upland game birds occupy a wide variety of economic and ecological niches. Some birds are prized as targets for sport shooting, others are valued as gourmet food items, and still others are appreciated simply for their beauty and rarity. As people become more aware of the importance of these birds, conservation societies and hunters' clubs have become increasingly concerned with the preservation of these species. This lesson illustrates the skills and techniques necessary for upland game bird management. It also provides insight into the habits and habitats of several common species. Whether your particular interest is in hunting, conservation, or wildlife study, you'll benefit from understanding more about upland game birds.

Instruction Set 3
The principles of small mammal management can often be applied to other groups of animals, such as large mammals. However, application of principles alone isn't enough to manage wildlife. People are greatly interested in wildlife species. But unless their observations are careful and frequent, they may draw some poor conclusions regarding the ecological principles related to these species.

A framework for learning about ecological principles as they relate to various species that live in different parts of North America—southern deserts to northern evergreen forests—is essential. You'll learn a little about nature and hopefully will be stimulated to study further. The major objective is to present some of the principles for active, practical wildlife management that you can perform.

Instruction Set 4

Big-game management is the backbone of wildlife management. This field has a rich history and an exciting future. The way managers view big-game animals, especially large predators such as bears and wolves, has changed dramatically in the last 100 years. In this course, you'll learn about this history and how we've arrived at our current big-game management practices. There are many skills a big-game manager must have, but the foundational skill is the ability to accurately estimate the population size of a given species in a given habitat. You'll use your estimate of population size to determine how many of these animals to harvest each year. Setting harvest rates is the most powerful tool that you'll have as a manager. In turn, the population size will determine how you'll use other techniques, such as the use of fences or of prescribed burns, to improve big-game habitat. By the time you finish this course, you'll understand what it takes to become a successful big-game manager.

Instruction Set 5

Range management involves two primary tasks: managing the land and the animals that graze on the land. Proper rangeland management is very important because it also influences how wildlife and people use that land. There are numerous types of rangelands that you'll learn about in this course. However, no matter what kind of rangeland you're working with, the primary way that you'll manage this area is by manipulating the animals that use it. In this lesson, you'll learn about the physical characteristics of rangelands, such as climate and soil properties, as well as plants. In particular, you'll learn how to measure vegetation so that you can determine the health of a rangeland. You'll learn how to calculate proper stocking rates. You'll also learn about the different types of

grazing systems, such as continuous grazing and short-term grazing. Knowledge about all of these topics will enable you to manage a rangeland so that animals can be successfully grazed while the rangeland is protected for future use.

Instruction Set 6

This course describes the chief identifying characteristics of the important American species of cold-water game fish, as well as their ecological and habitat requirements. You'll also learn about assessing fish population, determining how many fish to maintain in the stream, rehabilitating and improving the habitat of cold-water game fish, and fashioning appropriate fishing regulations. Becoming familiar with these procedures will help you understand how to make informed decisions about the improvement of recreational fishing for cold-water fish.

You'll also learn about managing various species of warm-water game fish in their natural habitats. You'll first take a close look at several warm-water species. Their requirements and behaviors will help you decide how to set up management programs. You'll apply this knowledge as you explore how to raise fish in a pond environment, and then how to manage wild fish in their natural environment. Throughout the lesson, various techniques for monitoring and studying fish population will be introduced. Finally, you'll review how this knowledge can be applied to a career in fish management.

Instruction Set 7

Every country in the world faces important conservation challenges. Thus, the topic of international conservation is quite broad. Because it would be impossible for us to cover conservation issues for every country in one study unit, we'll focus on those areas of the world in which most of our students live. Therefore, this study unit will introduce you to the conservation efforts taking place in the Philippines, New Zealand, Australia, the Netherlands, the United Kingdom, and Canada. For each country, you'll learn about basic geographical and climatic conditions, the people who live there, the major industries that support the economy, and the plants and animals native to the area.

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