PENN FOSTER COLLEGE

Student Catalog
Career Diploma and Certificate Programs

PENN FOSTER COLLEGE

Academic Year — 2026
January 1 - December 31

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A Message from the Chief Executive Officer

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,

Kermit Cook
Chief Executive Officer

Welcome to Penn Foster College

Penn Foster College is located at 3133 West Frye Road in Chandler, 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 200 Hickory 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.

PENN FOSTER 128 YEARS OF EDUCATION

1890-2018

128 YEARS

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

Online Exam Instructions
Details on submitting your exams online.

If you need to contact us regarding your program, you can receive assistance through the Help Center in your Learner Center 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 Learner Center. 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**. Penn Foster Business Hours (including Student Service Center and instructor availability) are Monday through Friday from 9:00 a.m. to 6:00 p.m. E.T. Call 1-888-427-0600 for instructor inquiries, 1-800-275-4410 for admission inquiries, and 1-888-427-1000 for current student service inquiries. 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.

LEARN **MORE** @pennfoster

DO **MORE** @pennfoster

BE **MORE** @pennfoster

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).

Distance Education Accrediting Commission
1101 17th Street NW, Suite 808
Washington, D.C. 20036
202.234.5100 | www.deac.org

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.

DEAC
DISTANCE EDUCATION ACCREDITING COMMISSION

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 (see below). 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**. While Penn Foster College welcomes students from all nationalities, applicants should review their citizenship or visa status to determine lawful eligibility to participate in Penn Foster College programs, including their ability to participate in externship programs that require work authorization. Penn Foster College is not responsible for students' inability to comply with applicable immigration law or status.

Admission Criteria

Unless listed below, Career Diploma and Certificate program applicants must typically be at least 16 years of age at the time of enrollment and have earned a high school diploma or equivalent.

Program Name	Age	Education Requirement
Administrative Assistant Career Diploma	16	8th grade
Auto Repair Technician Career Diploma	16	8th grade
Bookkeeping Career Diploma	16	8th grade
Diesel Mechanic/Heavy Truck Maintenance	16	8th grade
Dog Obedience Trainer Instructor Career Diploma	16	8th grade
Gunsmith Career Diploma	16	8th grade
Home Health Aide Career Diploma	17	High School Diploma
HVACR Technician Career Diploma	16	8th grade
IT Support Specialist Career Diploma	16	8th grade
Medical Coding Professional	18	High School Diploma
Medical Laboratory Assistant	17	High School Diploma
Pharmacy Technician Professional Career Diploma	18	High School Diploma
Phlebotomy Technician	17	High School Diploma
Residential Electrician Career Diploma	16	8th grade
Travel Agent Career Diploma	16	8th grade
Veterinary Assistant	17	High School Diploma
Wedding Planner Career Diploma	16	8th grade
Wildlife/Forestry Conservation	16	8th grade

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.

Military Grant

Penn Foster recognizes those who serve in the military. We have special offers for active duty military, veterans, and their dependents for many Penn Foster programs. Please call 1-800-275-4410 to speak with an Admissions Specialist for more details.

Eligibility Requirements:
- Discharge papers (DD214 – Honorable Discharge)
- VA Certificate of eligibility
- VA Statement of Benefits
- Current military orders

Military Grant Terms and Eligibility:
- All active duty military members, veterans, and their dependents are eligible for a post-enrollment Institutional Grant of 30% of the total enrollment.

- The grant will be applied post-enrollment for students who are able to provide the above documentation at the time of enrollment and will be applied to the account balance.
- Students who do not have the documentation at the time of enrollment or who enroll online will have 60 days to supply the eligibility documents for their grant to be applied.

Tuition and Fees

All students pay a one-time registration fee along with associated tuition fees for each program, as stated on the enrollment agreement. The tuition fees include all instruction and student services. Penn Foster College offers affordable access to quality distance education programs and encourages students to visit the program-specific webpages to see all available tuition payment options.

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.

Extension Fee .... $ 125 (subject to change)

Transcript (Print or Electronic) .... $ 15

Program Costs

All costs below are as of the date of Catalog publication, for students who elect to pay in full. See **website** program pages for current program costs, including current payment plan options.

Programs	Tuition Charges	Registration Fees	Shipping Fees	Total
Administrative Assistant Career Diploma	$700	$139		$839
Auto Repair Technician Career Diploma	$950	$189		$1,189
Bookkeeping Career Diploma	$866	$173		$1,039
Dental Assistant Career Diploma	$812	$162	$65	$1,039
Diesel Mechanics/Heavy Truck Maintenance Career Diploma	$950	$189		$1,139
Dog Obedience Trainer/Instructor Career Diploma	$825	$164		$989
Event Planning Career Diploma	$908	$181		$1,089
Gunsmith Career Diploma	$895	$179	$65	$1,139
Home Health Aide Career Diploma	$812	$162	$65	$1,039
HVACR Technician Career Diploma	$950	$189		$1,139
IT Support Specialist Career Diploma	$1,000	$199		$1,099
Medical Administrative Assistant Career Diploma	$866	$173		$1,039
Medical Assistant Career Diploma	$2,199	$200		$2,399
Medical Billing and Coding Career Diploma	$1,304	$200	$65	$1,569
Medical Coding Professional	$2,399	$200		$2,599

Programs	Tuition Charges	Registration Fees	Shipping Fees	Total
Medical Laboratory Assistant	$2,199	$200		$2,399
Medical Transcriptionist Career Diploma	$866	$173		$1,039
Optician Exam Preparation Career Diploma	$1,579	$200		$1,779
Paralegal Career Diploma	$825	$164		$989
Payroll Clerk Career Diploma	$812	$162	$65	$1,039
Pharmacy Technician Professional Career Diploma	$1,249	$200		$1,449
Phlebotomy Technician	$2,399	$200		$1,399
Residential Electrician Career Diploma	$895	$179	$65	$1,139
Sterile Processing Career Diploma	$987	$197	$65	$1,249
Tax Preparation Career Diploma	$825	$164		$989
Travel Agent Career Diploma	$825	$164		$989
Veterinary Assistant Career Diploma	$908	$181		$1,089
Veterinary Team Telehealth Career Diploma	$591	$118		$709
Wedding Planner Career Diploma	$908	$181		$1,089
Wildlife/Forestry Conservation Career Diploma	$645	$129	$65	$839

State of California Student Tuition Recovery Fund

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

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if you are not a California resident, or are not enrolled in a residency program." "It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.
To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:
1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program

offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.

5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

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

A student whose loan is revived by a loan holder or debt collector after a period of 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

ou can terminate your enrollment via telephone, email or first class mail to the address or number listed in this student catalog. For cancellation requests, students can call 888-427-1500 or email the LSA team at **learnersuccess@pennfoster.edu**. You can also cancel your enrollment in the "Help Center" of the "Learner Center" 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) after exceeding your enrollment agreement (contract) length, 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.

Sample Refund Calculations

Refund policies and amounts may vary by program, state, and/or payment plan chosen at time of enrollment. The full tuition protection agreement and any differences will be reflected on your specific enrollment agreement.

Tuition:	
Tuition	$721.00
Lessons	44
Lessons Taken	7
Lesson Percentage	15.90%
Cancel Terms Percentage	25%
Total Due	**$180.25**
Fees:	
Registration	$108.00
Shipping (If applicable)	$0.00
Administrative (If applicable)	$0.00
Total	**$108.00**
Total:	
Amount Paid by Student	$454.00

PENN FOSTER ACADEMIC INTEGRITY POLICY

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 are required to enter their student number and a unique password that restricts others 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 may also be required to provide a government issued photo ID during the proctored exam process to verify their identity.

STUDENT CODE OF CONDUCT

Penn Foster has adopted a Student Code of Conduct to protect the rights of students, faculty, staff, and Penn Foster itself. This code ensures that student and faculty/staff interactions are characterized by mutual respect and civility. All Penn Foster students are required to abide by all standards and policies established by the school in their academic work and their personal conduct.

Students should

1. Treat fellow students, faculty, and staff with courtesy, respect, and dignity and behave in a manner that reflects the integrity of the school.
2. Comply with directions of Penn Foster officials acting in the performance of their duties.
3. Accept responsibility for the consequences of their actions.
4. Abide by all published policies including, but not limited to, those that appear in Penn Foster catalogs, study materials, and enrollment agreements.
5. Never misrepresent the school or its staff in any online social communities.
6. Observe all rules on submitting work and taking examinations and will never turn in work that is not their own nor present another person's ideas as their own.
7. Never ask for, receive, or give unauthorized help on graded assignments, quizzes, projects or examinations via any method including email or the internet.

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/her discretion, take disciplinary action up to and including dismissal from the school for failure to comply with any aspect of the Student Code of Conduct.

ACADEMIC DISHONESTY

Cheating can be defined as any inappropriate collaborative activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student. If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The response will go before the Academic Review Board for a decision on the student's enrollment. Disciplinary action can be applied up to and including termination of the student's enrollment. Any inappropriate behavior on the part of a student or proctor in the final exam process will result in an invalid exam, which must be repeated as a make-up test.

ACADEMIC REVIEW BOARD (ARB) PROCESS

The Academic Review Board (ARB) is tasked with reviewing student academic records and conduct to determine appropriate action in cases where the student has displayed poor academic performance and/or when a student has violated policies regarding Academic Integrity or Student Code of Conduct policies. The ARB has the full range of disciplinary decision authority up to and including cancellation/dismissal. This is a standing committee, meeting as needed.

1. The ARB Request is submitted by a faculty member and forwarded to the ARB Chair. Other appropriate documentation/ verification of intervention measures, etc., should also be attached for review.
2. Each member reviews the student's record and indicates his/her decision recommending cancellation or retention.
3. A majority of the board members must agree to cancel the student.
4. If the ARB opts for cancellation, the ARB Chair will email an ARB cancellation letter, with appeal

options included,   to the student.

5. A warning letter will be emailed to the student in certain situations.
6. Decisions regarding financial liability are made by the Director, the Regulatory member, and Student Services Escalation Specialist. Financial resolution is generally a flat cancel; these decisions are made on a case-by-case basis.
7. The student has a period of 10 days from cancellation in which he or she can appeal the decision.
8. The student can appeal against the ARB's final decision on the student appeal through the grievance process outlined in the appropriate student handbook.

PLAGIARISM

Plagiarism is another form of unethical behavior. Plagiarism is dishonestly using another person's ideas or finished work as your own without giving credit for the source. It includes copying or paraphrasing something and using it as if you had done the work yourself. Any act of plagiarism will not be tolerated from students at Penn Foster. Students who submit plagiarized work will be disciplined. Possible measures may include expulsion. The best way to avoid plagiarism is to do your own work.

PLAGIARISM POLICY

Plagiarism refers to deliberately using someone else's work or ideas and presenting them as one's own without proper attribution or citation. This may be intentional or accidental. If a student is found to have plagiarized a written assignment, the following guidelines apply:

1. Instructors and graders use Grammarly to assess for plagiarism.
2. Grading follows the assignment rubric and awards or deducts points accordingly. Deductions for APA formatting should not exceed the percentage specified by the formatting section of the rubric if one exists.
3. As subject matter experts, it is imperative that instructors and graders focus on grading the totality of the written assignment. While using Grammarly is required, it does not replace the instructor's or grader's knowledge and discernment skills. The goal is to increase a student's understanding and comprehension of the materials and not to merely highlight instances of plagiarism in written assignments.
4. If plagiarism is less than 20%, the paper should be graded based on the rubric, and the student provided with feedback to make improvements. However, if plagiarism results from the "copy and paste" type process where an entire section is copied, the guidelines in section five below should be used.
5. If plagiarism of 20% or above is found, the paper should be graded with a 1% along with an academic warning. It should also include information on resources in each school's Learning Resource Center (LRC), such as Penn Foster Writer's Block or Ashworth Writing Lab.
6. Different programs may have individual guidelines regarding the allowable level of plagiarism and allowable attempts. Check with your program for specifics.

POLICY ON THE USE OF ARTIFICIAL INTELLIGENCE IN ASSIGNMENTS

Purpose

This policy outlines expectations for the responsible and ethical use of Artificial Intelligence (AI) tools, such as ChatGPT, in academic coursework. It supports academic integrity while recognizing that AI can serve as a valuable learning aid when used appropriately.

Policy Statement

Students may use AI tools in the completion of coursework unless otherwise specified by the assignment or instructor. However, all use of AI must be **clearly cited** in the submitted work. This means acknowledging any content, ideas, or assistance provided by AI tools in a manner consistent with academic citation practices. Failure to

disclose and cite the use of AI-generated content—whether in part or whole—may be considered a violation of the institution's academic integrity policy.

Assignments are intended to evaluate each student's individual understanding, critical thinking, and communication skills. Overreliance on AI tools can undermine learning outcomes and diminish the educational value of the assignment. Thoughtful and ethical use of AI is supported in this policy.

Guidelines for Acceptable Use

Acceptable uses of AI tools include, but are not limited to:
Generating ideas or brainstorming
Structuring responses or developing outlines
Clarifying complex topics
Summarizing or paraphrasing material
Practicing citation formats
If AI is used to complete any substantive portion of an assignment, such as drafting, rewording, or summarizing content, the use must be clearly cited. Refer to the Artificial Intelligence Learning Resource Center for citation examples and guidance.

Caution on AI Accuracy

AI tools may provide inaccurate, outdated, or misleading information ("hallucinations"). They must not be used as the sole or primary source for academic work. Students are responsible for verifying the accuracy of all information submitted.

Need Help? Visit the Artificial Intelligence Learning Resource Center

Students are encouraged to use AI as a supportive tool, not a substitute for their own learning. For examples of acceptable AI use and proper citation formats, please visit the **Artificial Intelligence Learning Resource Center**.

ONLINE BEHAVIOR

Penn Foster expects students to behave properly and use good judgment when communicating online with the school. Illegal or improper use of the Web within the school's environment will not be permitted and may result in disciplinary action.

PROGRAM MATERIAL 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 several forms of disciplinary action. This would include anything from awarding a "1" grade on an exam to termination. Faculty members will report inappropriate behavior by students; this will be forwarded to the Academic Review Board for action and a final decision.

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 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 Academic Program Director or 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 Chief Learning Officer and Academic Program Director or Student Services. 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 Chief Learning Officer or Academic Program Director, who will turn them over to the Academic Review Board. The Academic Review Board will meet and render a decision within two weeks of receipt of the grievance form. The decision of the Academic Review Board 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 Academic Program Director.

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.

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 Academic Team Lead of the Department 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 Director of Faculty Affairs. 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

A librarian is available to answer questions on general research-related topics via email and assist students in research activities during their studies in Penn Foster.

PRIVACY
Effective Date: 9/23/2024
Last Updated: 9/23/2024

Privacy is important to everyone. At PF Carrus Careers, LLC d/b/a Penn Foster Group ("Penn Foster"), we care about your privacy as well and want you to feel comfortable and secure in your use of our websites (including all related Penn Foster webpages, websites or other online services such as any mobile app we may offer, the ("Sites") and any dealings you have with

us offline. The purpose of this Privacy Policy is to describe for you the types of information we collect from you and how we store and use that information. **By viewing and using the Sites, you are, to the extent permitted by applicable law, accepting this Privacy Policy with respect to information collected by the Sites.**

If you are under the age of 18, you have certain additional rights with respect to the removal of Content which you may provide to the Sites. These rights are set forth in Section 16 below.

Please Note: This Privacy Policy may be modified at any time so you should visit this page periodically to check for updates. The current version of this Privacy Policy can always be found under the Privacy Policy button on the Sites. You can tell if there have been changes to the Privacy Policy by checking the "Last Updated" date at the top of this page.

The key items the privacy policy addresses include:

- Categories of Personal Information We Collect
- Personal Information in Publicly Accessible Areas
- How We Collect Personal Information Directly From You
- How We Collect and Use Information About Your Use of the Sites
- How We Collect and Use Personal Financial Information
- How We Use Personal Information and Learner Records
- When We Disclose Personal Information to Third Parties Who May Offer Products or Services that May be of Value to You.
- When We Disclose Personal Information to Partners in Education
- When We Disclose Personal Information to Employers or Sponsors
- When We Disclose Personal Information to Contractors and Service Providers
- When We Disclose Personal Information to Licensing, Certifying and Accrediting Organizations
- Disclosures of Personal Information in Litigation, Investigations or Enforcement Actions or for Security Reasons
- Disclosures in Conjunction with a Change in Control or Similar Event.
- Your Access Rights
- Children's Privacy
- Information Security and Storage
- Rights to Opt Out of Online Communications
- Additional State Disclosures

1. Categories of Personal Information We Collect. Depending on the Sites you use and your interactions with us, we collect the following categories of Personal Information about you:

- Identifiers, such as name, number of children in household, age of children, housing type, transportation, hobbies, and employment), contact details (e.g., phone number, email address, postal address);
- Demographics, such as age, date of birth, gender, marital status, and primary language;
- Education Information such as course assignment work, exams, academic records, confidential enrollment information, prior education, and learners' personal, program-related communications with Penn Foster;
- Internet or other electronic network activity information, such as browser versions, internet domain, your computer's operating system pages most visited, duration and time of visit, the links you followed to enter and leave our site, your IP address as well as standard fields from our web log reporting software;
- Geolocation information;

- Inferences, such as those reflecting your preferences, characteristics, abilities, or aptitudes;
- Sensitive Personal Information, as defined under applicable local law, such as certain demographic information, including your ethnicity, account login credentials and passwords, social security number, financial account information, medical or health insurance information, and credit card or debit card information.

In addition, Penn Foster generates, collects and stores, through its learning management systems, additional information and materials personal to or provided by learners enrolled in Penn Foster programs, such as inferences drawn from any of the information identified above (collectively, "Learner Records"). Please note that Penn Foster uses automatic logic to ensure that prospective learners meet any prerequisite enrollment requirements such as age and/or minimum educational attainment to make admissions decisions depending on the program that the prospective learner would like to enroll in.

Information from Third Parties: We may also collect Personal Information about you from third parties, as well as our affiliate sister companies1 to perform certain functions such as collections activities or to customize our marketing efforts.

The information we collect depends upon how you interact with us. Note that we may be required by law to collect certain information about you or as a consequence of any contractual relationship we have with you. Failure to provide this information may prevent or delay the fulfillment of these obligations

2. Personal Information in Publicly Accessible Areas. Some interactive portions of our Sites are open and visible to the larger public and/or people and entities engaged in providing or supporting Penn Foster programs. If you include personally identifying information in materials you contribute to the Sites, via postings, chat rooms, or otherwise, that Personal Information will be available to members of the larger public. We therefore strongly encourage you not to include personally identifying information in your interactions in public forums made available through the Sites, such as in postings or in chat rooms, or in your Username.

3. How We Collect Personal Information Directly From You. We collect Personal Information that you voluntarily provide to us. For example, when you register as a User on the Sites in order to participate in the Sites activities, we ask you for Personal Information such as your name, email address, and telephone number. We may also collect this information if you contact us requesting information, participate in or provide feedback on the Sites or Site activities, or forward information from the Sites to internet addresses outside of the Sites. In addition, if you are a learner, we collect and store your Learner Records consistent with our business practices, certifying and licensing institutions, and applicable United States and state laws and regulations.

4. How We Collect and Use Information About Your Use of the Sites. We and our third party business partners use common tracking tools such as cookies, clear GIFs (also referred to as web beacons or pixel tags), device identifiers or IP addresses to collect information about your use of the Sites. These tools, described in more detail below, are associated with standard internet protocols and are commonly implemented on web sites. The information collected through these tools is primarily used for aggregate, statistical reporting and stored in log files. Log files are simply transaction records that web servers maintain and record information,

such as: service provider IP addresses, browser versions, referring websites, search terms used, average number of pages requested, average duration of visit, and/or total visitor traffic.

- Cookies are small files web sites place on your hard drive that allow sites to identify you. For example, if you allow a site to remember your login name or password, the site places a cookie on your computer. Cookies cannot read any other information on your hard drive. If you do not wish to receive cookies or want to be notified of when they are placed, your browser may permit you to do so.
- GIFs can tell us whether you have visited a Web page or received or opened a message we send to you.
- An IP address is a number that's automatically assigned to your computer by your Internet service provider whenever you're on the Internet. In addition to logging your IP Address, our server may also record the referring page that linked you to us (e.g., another web site or a search engine); the pages you visit and how long you stay on the Sites; and other Web usage activity and data. In some cases, your IP address stays the same from browser session to browser session; but if you use a consumer internet access provider, your IP address probably varies from session to session.

The information we collect about your use of the Sites may be used to measure the Sites' traffic, help us to evaluate and improve the Sites, provide data points for marketing and business analysis, and better serve our Users. It is in our legitimate interests to evaluate and improve the Sites so that we may better serve our Users. Our third party business partners, such as analytics and advertising partners, may also use these technologies to collect information about your online activities over time and across different services.

5. How We Collect and Use Information from Other Sources. We may also collect Personal Information about you from other sources, such as third parties and our corporate affiliates, to perform certain functions such as collections activities or to customize our marketing efforts.

We may use third parties to show you Penn Foster ads when you visit different sites on the internet. These third parties use cookies to collect information and show ads based on your prior visits to the Penn Foster website. You can opt out of the use of cookies by these third parties by visiting the Network Advertising Initiative opt-out page or the Digital Advertising Alliance opt-out page. You can opt out of the use of cookies generally by having your browser disable cookies or warn you before accepting a cookie. However, opting out of these third parties' use of cookies or the use of cookies generally may impact your user experience. For more information on cookies, including how you can delete or reject cookies, please refer to your web browser help file.

6. How We Collect and Use Personal Financial Information. We collect Personal Financial Information you provide only when you are applying for or enrolling in a Penn Foster academic program, purchasing products or services from Penn Foster, or involved in other financial transactions with Penn Foster, and we use this information only in connection with your application, enrollment, purchases and other financial transactions. We collect this information so we can comply with our contractual obligations to you or interact with you in furtherance of initiating a contractual arrangement (e.g., if you are applying to enroll) and so that we can comply with our legal obligations. Personal Financial Information is retained by Penn Foster as required by law and its internal business

practices. If you are not currently enrolled in a Penn Foster program and have no outstanding, pending, or contractual financial obligation to Penn Foster, you may ask that we delete your financial information and we will do so subject to legal, regulatory, and licensing obligations.

7. How We Use Personal Information and Learner Records. We use your Personal Information for our business purposes in multiple ways:

• Deliver products and perform services you purchase. This is so we can comply with our contractual obligations to you or engage in pre-contractual measures (e.g., if you apply to enroll in one of our programs).
• Respond to your requests for information. It is in our legitimate interests to respond to your requests for information.
• Contact you regarding products and services in which we believe you may be interested. It is in our legitimate interest to provide relevant and interesting advertising messages. Where necessary, we will obtain your consent before sending such marketing messages.
• Notify you about community events and activities. It is in our legitimate interests to notify you about events and activities that may be of interest to you.
• Ask you questions about your interests and your experience on the Sites. It is in our legitimate interests to learn more about your experience with the Sites.
• To perform proactive outreach to encourage and engage you in your studies
• To offer savings opportunities and/or promotional items only available to Penn Foster learners

By supplying your contact information when requesting information or signing up in one of our courses, you authorize Penn Foster and its agents (outsource calls centers and academic partners) to contact you (using the information you provide to us) about

Penn Foster or its agents' products and services, including product releases and updates, seminars, events, surveys, trainings, and special offers. You can opt out of future communications from Penn Foster by sending an email to **PFdatarequest@ pennfoster.edu** or call us at **1-800-214-5231**.

Additionally, if you are a Penn Foster learner, we may also use your Personal Information including Learners Records to:

• Support and monitor your progress through the program in which you are enrolled. We do this so we can comply with our contractual obligations to you.
• Offer you various learner support services. It is in our legitimate interests to offer support to our learners.
• Ask you questions regarding your satisfaction with the program. It is in our legitimate interests to learn more about your experience with the program.
• Maintain your academic records. We do this so we can comply with our contractual obligations to you.
• Complying with our obligations. We process your Personal Information to, for example, carry out fraud prevention checks or comply with other legal, accreditation or regulatory requirements, where required by law or where in our legitimate interests to do so.
• Maintain close communications with you in order to provide you with a rich, fulfilling and personalized academic experience. It is in our legitimate interests to communicate with our learners and provide a personalized learning experience.
•

We do not use or disclose sensitive Personal Information for purposes other than permitted under applicable local law. Penn Foster may disclose the following categories of personal information without your consent:

• Student Name
• Program Name
• Birthdate

- Dates of Attendance
- Enrollment Status (enrolled, graduated, cancelled)
- Honors and Awards

If you do not want Penn Foster to disclose these categories of personal information, you can opt out by sending an email to **PFdatarequest@pennfoster. edu** or call us at **1-800-214-5231**.

We may aggregate and/or deidentify your Personal Information and use it for any purpose, including product and service development and improvement activities. To the extent we deidentify any data originally based on Personal Information, we will maintain and use such data only in deidentified form and will not attempt to reidentify the data.

8. When We Disclose Personal Information to Third Parties Who May Offer Products or Services that May be of Value to You. We may provide your Personal Information (exclusive of Learner Records) to affiliates and unaffiliated third parties, who offer products or services we believe may be of value to you. Within the preceding 12 months, this may include identifiers, such as your email address. Such third parties are only allowed to use your Personal Information to contact you regarding those products or services and you are able to "opt out" from receiving such contacts at any time through the "opt out" procedures of those third parties. (See also Section 21 ("Rights to Opt Out of Online Communications") below). For clarity, if you've provided consent to receive text messages from us, we do not share that consent with unaffiliated third parties for their own telemarketing use unless you have consented to that disclosure.

9. When We Disclose Personal Information to Partners in Education. Penn Foster often collaborates with school districts, individual schools, colleges and universities, vocational schools, organizations like the Job Corps, and other private educational or education-related programs (each an "Educational Partner") to provide a broad range of educational programs responsive to different types of learners' requirements. We may disclose Personal Information, including Personally Identifying Information, Learner Records and Personal Financial Information of learners enrolled in these collaborative or partnership education programs to the associated Educational Partner. Within the preceding 12 months, this may include identifiers, educational records, and certain financial information.

Penn Foster Group may disclose student records to Tennessee state authorities as it relates to attendance or student education records for compulsory age students.

10. When We Disclose Personal Information to Employers or Sponsors. We may share program progress, completion status and scores with employers or potential employers with whom a learner has applied or expressed interest; sponsor paying all or part of the learner fees; third party resolution agencies; third-party organizations through whom a learner has signed up with Penn Foster. We may share financial status (fee balance) with a sponsor who is paying all or part of learner fees.

11. When We Disclose Personal Information to Contractors and Service Providers. We may use vendors (including contractors, business partners, investors and their representatives, and service providers) to help us with certain aspects of our operations and this may require disclosure of your Personal Information to them. Within the preceding 12 months, this may include identifiers, demographics, education information, internet activity, geolocation information, inferences, and sensitive Personal Information as that term is defined under applicable law. For example, we use third party financial

institutions to help us process payments and we may use third party agencies to help us with debt collection. We may also use vendors to help us to operate the Sites, deliver products and provide learner services. Such vendors may collect and analyze your communications with us on a real-time basis.

12. When We Disclose Personal Information to Licensing, Certifying and Accrediting Organizations. Penn Foster schools are nationally and regionally accredited and are also licensed by certain states. From time to time Penn Foster will seek additional certifications, accreditations and similar confirmations of quality and eligibility from third party institutions as part of the schools' mission. Penn Foster may disclose Personal Information to each of these accrediting, certifying and licensing bodies as reasonably required to maintain, renew or establish Penn Foster's accreditation, licenses, certifications and other institutional qualifications. Within the preceding 12 months, this may include identifiers, demographics, and education information. All such bodies are committed to maintaining the confidentiality of student Personal Information.

13. Disclosures of Personal Information in Litigation, Investigations or Enforcement Actions or for Security Reasons. We may disclose your Personal Information when compelled or requested to do so by government or law enforcement authorities or when otherwise required or permitted by law, such as to respond to court orders and subpoenas or regulatory agency requests. We also may disclose Personal Information when we have reason to believe that someone is causing or threatening to cause injury to, or interfering or threatening to interfere with, the rights or property interests of Penn Foster or its affiliates (or their respective employees, agents, consultants, contractors or representatives), Penn Foster learners or alumni, other Site Users, Penn Foster business partners (including Education Partners and service providers), accrediting/licensing/certifying bodies, or other persons

or entities that could be harmed by such activities.

14. Disclosures in Conjunction with a Change in Control or Similar Event. If Penn Foster undergoes or contemplates undergoing a business transition, such as a merger or acquisition by another company, or a sale of all or a substantial portion of its assets, your Personal Information may be among the assets transferred or subject to new ownership. Changes in the terms governing the collection, storage or use of any third party successor in interest or transferee of your Personal Information will be communicated to you by Penn Foster or such third party via email, the applicable website, or a comparable means notification.

15. Your Access Rights. You may review and correct the Personally Identifying Information that is retained by Penn Foster in your account after you login. You may review and correct the Personal Financial Information that is retained by Penn Foster in your account by contacting Penn Foster at **stuserv@ pennfoster.edu**. If you are a learner, you may also review your Learner Records through your Learner Center account or by contacting Penn Foster at **stuserv@ pennfoster.edu**. For information relating to rights you may have under applicable state law, see the Additional State Disclosures Section below.

16. Children's Privacy. The Sites do not knowingly collect information from (a) children under the age of 13 and does not offer products, services or activities targeted at children under the age of 13, or (b) individuals older than 13 but under the age of legal majority in their state of residence whose registration or participation on the Sites has not been authorized by their parent or legal guardian. If you have reason to believe that a child has provided personal

information to us, please contact us and we will attempt to remove that information from our databases.

17. Special Rule for Site Users under 18. If you are under the age of 18, you may at any time request Penn Foster to remove from the Sites any Content (as defined in the Site Terms of Use) you provide to or post on the Sites by sending your request to **stuserv@ pennfoster.edu**. However, please understand that Penn Foster's removal of such Content may not be complete or comprehensive. Removal of Content may be limited to making Content no longer visible to the public or other Site Users. In addition, Penn Foster reserves the right not to remove Content you have provided if Penn Foster is required to maintain the Content pursuant to federal or state legal requirements, if the Content has been independently provided to the Site by a third party, if the Content is anonymized, or if you have been compensated for providing the Content to the Sites. Any Personal Information and Learner Records retained by Penn Foster will continue to be governed by the terms of this Privacy Policy.

18. Third Party "Linked-To" Web Sites. The Sites may contain links to third party web sites which are neither operated nor controlled by Penn Foster. This Privacy Policy does not address the information practices of those third-party web sites, and we encourage you to read the legal notices posted on such websites, including their Terms of Use and Privacy Policies. To be clear, Penn Foster has no responsibility or liability for your experience with, and the data collection and use practices of, such third-party websites. All inquiries concerning the terms and policies of third-party websites should be addressed to the third party hosting the respective website.

19. Information Security and Storage. The protection of your Personal Information is very important to us. To that end, we take reasonable steps to protect the Personal Information you share with us from unauthorized access or disclosure. However, you should know that no security measures are impenetrable and no company, including Penn Foster, can fully eliminate security risks to its telecommunications and computer systems. In addition, due to the inherent nature of the Internet as an open global communications vehicle, we cannot guarantee that information, during transmission through the Internet, will not be destroyed, hacked, hijacked, misdirected, stolen, modified or otherwise interfered with or misused. **Accordingly, your transmission of information to or through the Sites is at your own risk.**

20. Retention Period. We retain your Personally Identifying Information, Personal Financial Information, and Learner Records for as long as we have a relationship with you. When deciding how long to keep this information after our relationship with you has ended, we take into account our legal obligations. We also retain records to investigate or defend against potential legal claims. If there is any information that we are unable to delete entirely from our systems for technical reasons, we will put in place appropriate measures to prevent any further processing or use of the data.

21. Rights to "Opt Out" of Online Communications. If you are receiving emails, texts or similar online communications from Penn Foster, it is because you consented or we understood from your participation on our Sites that you were interested in receiving ongoing information from us. If at any point you no longer

wish to receive such communications, you may at any time "unsubscribe" from these communications by following the 'opt out' directions to be found at or near the end of the communication. Learners can also "opt out" from certain communications on the Learner Center by editing their personal account preferences. If you have any questions about the opt-out process, you can contact us at **stuserv@pennfoster**.edu. Please note that if we have already shared your personal contact information with one of our business partners, unsubscribing from our communications list will not prevent these third parties from continuing to email or text you. You will have to send an opt-out request to those third parties directly. Opportunities to "opt out" from receiving emails and texts are usually found on these companies' websites or at the end of their emails or texts.

22. Additional State Disclosures. This section provides information required under various state privacy laws about how we handle certain personal information we have collected, used, and disclosed.

Collect. As we describe in more detail in the section above titled Categories of Personal Information We Collect, we collect personal information online and offline directly from consumers, automatically when consumers use the PENN FOSTER website or contact PENN FOSTER by phone, and from third parties (such as from our sister companies) and have collected the following categories of personal information in the past 12 months:

- Identifiers, such as your name, email address, or IP address.
- Information that identifies, relates to, describes, or is capable of being associated with you, including your address or phone number (and other data elements listed at Cal. Civ. Code 1798.80(e))
- Commercial information (e.g., records of products or services purchased, obtained, or considered).
- Protected classification characteristics under California or federal law, such as age.
- Internet or other similar network activity, such as information on your use of the PENN FOSTER website.
- Geolocation data.
- Audio, electronic, visual, thermal, olfactory, or similar information.
- Professional or employment-related information.
- Sensitive information, as defined under applicable law, such as your Social
- Social security number, demographic information, account login credential and passwords, and credit card or debit card information.
-

Use. The section above entitled Use of Information discloses how the categories of personal information we collect are used.

Disclose. As we describe in more detail in the above Disclosure sections, we may disclose the following categories of your personal information for business purposes with funding services, payment processing services, background check services, placement/externship services, and employment/hiring partners, advertisers and affiliate sister companies, or other business partners: (1) identifiers, (2) information that identifies, relates to, describes, or is capable of being associated with you, including your address or phone number (and other data elements listed at Cal. Civ. Code 1798.80(e)), and (3) professional and employment-related information. We may also disclose the following categories of personal information for business purposes with advertisers: (1) identifiers and (2) Internet or other similar network activity. We do not use or disclose sensitive Personal Information for purposes other than permitted under applicable local law.

Certain laws also require us to provide you with information about certain disclosures of personal

information to third parties, where the disclosure involves monetary or other consideration. Some laws treat these disclosures as "sales" of information, even if no money changes hands. Some of the disclosures we have made in the last 12 months may constitute "sales" or "sharing" for cross-contextual behavioral advertising under local law and involve the disclosure of the following types of personal information to partners, advertisers, and our affiliate sister companies: (1) identifiers; (2) information that identifies, relates to, describes, or is capable of being associated with you, including your address or phone number (and other data elements listed at Cal. Civ. Code 1798.80(e)), (3) professional and employment-related information; and (4) Internet or other similar network activity. We disclose this information to contact you regarding products and services in which we believe you may be interested, including through personalized marketing and advertising.

Under applicable local law, you may have certain additional rights regarding the Personal Information we hold about you. Depending on where you live, and subject to certain exceptions, you may have the right to make the following requests, at no charge:

- **Copy:** You may request, up to twice every 12 months, a copy of the specific pieces of Personal Information that we have collected, used or disclosed about you in the prior 12 months and to have this delivered, free of charge, either (a) by mail or (b) electronically in a portable and, to the extent technically feasible, readily useable format that allows you to transmit this information to another entity without hindrance.

- **Correct:** You may request the correction of your Personal Information that we have collected about you if it is inaccurate or incomplete.
- **Deletion:** You may request the deletion of your Personal Information that we have collected about you.
- **Know:** You may request that we provide certain information about how we have handled your Personal Information, including the categories and sources of Personal Information we collect, the purposes for which we collect and disclose that information, and the categories of third parties to whom we disclose that information for a business purpose as well as the associated categories of disclosed Personal Information.

To exercise any of these rights, please submit your request at **PFdatarequest@pennfoster.edu** or call us at **1-800-214-5231**. We may need to verify your identity before completing your rights request by, for example, requesting additional information from you. You may designate an agent to make a request on your behalf. That agent must have access to your account in order for us to verify the request. The agent must also provide proof that you gave the agent signed permission to submit the request on your behalf.

You may also have a right to appeal a decision we make relating to requests to exercise your rights under applicable local law. To appeal a decision, please contact us by emailing **PFdatarequest@pennfoster.edu.**
You may also have the right to opt out of the use of your Personal Information for targeted advertising, as that term is defined under applicable law. You may exercise your right to opt out of the use of your personal information by clicking here and following the instructions.

Where applicable, you may exercise your right to opt out of "sales" by clicking this **Do Not Sell or Share My Personal Information link** and following the instructions. We do not knowingly "sell" or "share" personal information from consumers under 16 years old.

Non-Discrimination. We will not discriminate against you, including by denying or providing a different level or quality of goods or services should you choose to exercise your options under applicable state law.

Please contact us at the contact information below, if you have any questions regarding this Section.

23. Construction of Privacy Policy. This Privacy Policy supersedes any other representations, agreements, statements or understandings with respect to the terms pursuant to which Penn Foster collects, stores and uses information relating to you which is collected by the Sites. This Privacy Policy may not be modified, extended, limited, waived or terminated except with the written consent of Penn Foster. If any portion of this Privacy Policy is deemed void or unenforceable, then that provision shall be deemed severable from the Privacy Policy and the remaining terms shall remain in full force and effect. The word "including" shall be construed to mean "including but not limited to."

24. Modification to Privacy Policy. As noted above, Penn Foster reserves the right to modify this Privacy Policy at any time and will notify Users by posting the modified version of its Privacy Policy on this webpage. Under certain circumstances, we may also elect to notify registered Users of changes or updates to this Privacy Policy by additional means, such as posting a notice on the front page of the Sites or by sending you an e-mail but you should not rely on receiving such additional notice.

SECURITY

PENN FOSTER website(s) have security measures in place to protect against the loss, misuse, and alteration of the information under our control. We utilize industry standard SSL encryption when accepting your credit card information during the online sign-up process.

QUESTIONS or CONCERNS? Penn Foster is the controller responsible for the Personal Information it processes about you. If you have any questions or concerns about this Privacy Policy or its application, or for general questions about the Sites, please contact Penn Foster at **stuserv@pennfoster.edu**.

NON-DISCRIMINATION STATEMENT
Penn Foster College does not discriminate in admissions, access to, operation of, treatment or employment in its programs and activities on the basis of race, color, national origin, religion, creed, ethnicity, disability, age, marital status, sex, gender, sexual orientation, gender identity, veteran status, or any other legally protected status.

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.

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 Learner Center 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.

CAREER ASSISTANCE
Penn Foster offers resources to current students and alumni to help with career planning and job search efforts. 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.
Penn Foster does not have a traditional academic calendar because programs are self-paced and students can enroll at any time.

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 Learner Center. Click "**Update My Profile**. Make the necessary changes and hit submit.

Q. How do I make payments?
A. Payments can be mailed to:

> **Student Service Center**
> **200 Hickory Street**
> **Scranton, PA 18505**

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 $125.00 (subject to change); 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.

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 Learner Center, or you can download the app from the *iOS, Google Play, or Amazon Appstore.*
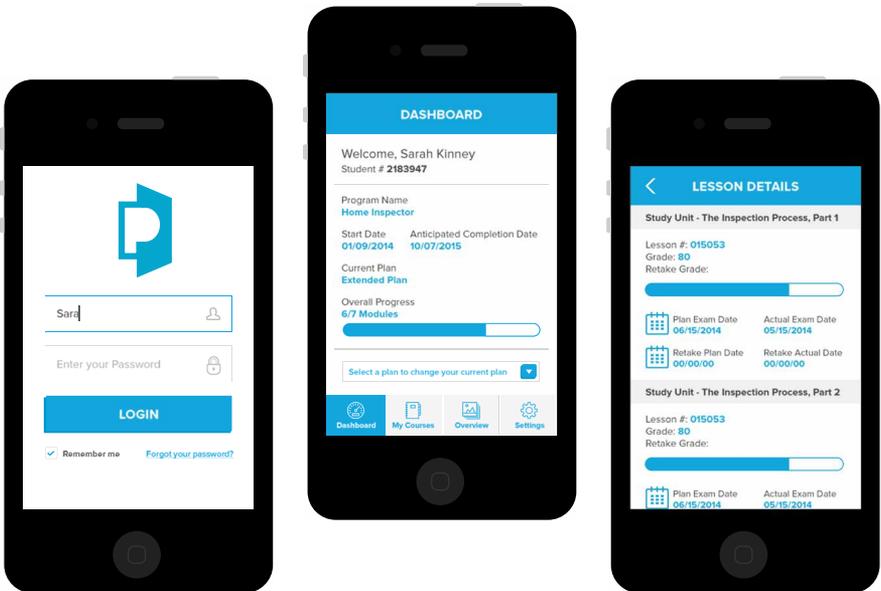
SUGGESTIONS FOR MORE EFFECTIVE STUDYING

• 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 Learner Center.

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 Learner Center 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. lied.

RAPID PROGRESSION POLICY
Penn Foster monitors student progress through a Weekly Rapid Progression Report. We recommend completing no more than 15 exams in a 7-day period (calendar week is Sunday through Saturday). Completing 25 or more will result in appearing on the Weekly Rapid Progression report. If a student appears three consecutive times on the report, their coursework will be reviewed by the Academic Director of their Program. The outcome of the review may result in intervention by the Director of Academic Policy, with possible referral to the Academic Review Board (ARB).*

*This policy does not supersede any program completion requirements.

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). For students who enroll on or after February 23, 2024, to earn a Career diploma or certificate from Penn Foster College, all courses must receive a passing final grade.

"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).***

- ***For students who enroll on or after February 23, 2024, to earn a Career diploma or certificate from Penn Foster College, all courses must receive a passing final grade.***

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

TRANSCRIPTS

Copies of your official Penn Foster College transcript are available in your Learner Center. Navigate to the "Forms & Resources" menu, and click the "Official Transcript Request" button to access the Parchment Ordering Service, where you can order digital and/or paper copies of your transcript. Transcripts may be sent directly to you or to someone else (e.g. an employer or another school). You will need to have available the email or physical address where the transcript will be sent to complete the order. It is a $15.00 fee for all transcript orders.

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

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:

• Describe 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
• Explain 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
• List ways to support staff in conducting research, compiling data, and preparing papers for consideration and presentation by executives, committees, and boards of directors
• Describe how to read, analyze, route, distribute, and answer routine incoming memos, submissions, reports, mail, and email to determine their significance and plan their distribution
• Explain how to communicate well with others in and out of the office
• List how fax machines, videoconferencing software, phone systems, and other office equipment work
• Explain how to create spreadsheets, presentations, reports, messages, databases, and other applications
• Outline 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

• Describe how to greet visitors and to decide whether they should be given access to specific individuals
• Recognize a professional image in an office environment
• List techniques for managing stress and time in professional ways

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	96
AAS006 Bookkeeping and Office Management	34
TOTAL	395

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: Filing and Records 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.

CSC104: 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.

Auto 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. Students are expected to complete this program in 18 months.

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 preventive 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 problems

• 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're 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 hybrid electric and fuel cell vehicles 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 systems 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, and 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 and perform in-vehicle routine maintenance, inspections, repairs, and external adjustments

Course Name	Hours
SYP101 Starting Your Program	11
AUT001 Introduction to Automotive Repair	52
AUT002 Automotive Repair Foundation	47
AUT003 Engine Repair	61
AUT004 Electrical and Electronic Systems	70
AUT005 Heating, Ventilation, and Air Conditioning	25
AUT006 Engine Performance	63
AUT007 Alternative Vehicles	15
AUT008 Automotive Brakes	49
AUT009 Suspension and Steering	48
AUT010 Manual Drive Train	28
AUT011 Automatic Transmissions and Transaxles	23
TOTAL	492

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.

AUT001: Introduction to Automotive Repair
In this course, you'll concentrate on essential components of an automotive repair technician. You'll also review the parts that make up the lower-end and upper-end assembly and how they work.

AUT002: Automotive Repair Foundations
In this course, you'll review safety in automotive repair, 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 15 months.

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	27
ACC215 Computer Applications in Accounting — QuickBooks	109
BKK070 Bookkeeping Project	19
TOTAL	219

Course Descriptions

BKK010: Orientation to Bookkeeping
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 be successful. You'll then learn the basics of bookkeeping and the roles of a bookkeeper.

BKK020: Assets, Liabilities, and Owner's Equity
In this course, you'll begin to learn the basics of bookkeeping. You'll learn what books are kept to track how an individual or business earns and spends money. You'll also learn about the three major components of bookkeeping: assets, liabilities, and owner's equity.

BKK030: Revenue, Expenses and Financial Reports
In this course, you'll start by learning how to set up revenue, expenses, and trial balances on

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standard bookkeeping forms. Then, you'll learn how to create various financial reports, including financial statements, ending balance sheets, and closing entries.

BKK040: Payroll and Wholesale Accounting
In this course, you'll learn about accounting for cash and payroll accounting, accrual accounting and inventory, and wholesale accounting.

BKK050: End of Month Accounting
This course begins with a look at company assets and then covers end-of-month and end-of-year accounting procedures. Then, you'll learn how to operate and utilize Windows programs, which you'll use throughout your bookkeeping career as you keep electronic forms and records.

BKK060: Excel for Bookkeeping
Microsoft Office® allows people to create documents, spreadsheets, presentations, and databases. This course will teach you how to use MS Excel.® You'll then learn how to use MS Excel® to organize and format data, including charts, formulas, and more complex tables. Finally, you'll complete a computer applications graded project, which will test the skills acquired in Excel.®

ACC215: Computer Applications in Accounting — QuickBooks
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 will apply everything you've learned in your bookkeeping program. The graded project in this course will require you to call upon all of the skills you've learned to this point to complete a financial record. Be sure to revisit previous courses as needed to make sure you're prepared for this project.

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. Students are expected to complete this program in 12 months.

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
• 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 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 preventive 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 troubleshooting and repair. 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. Students are expected to complete this program in 18 months.

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
• Identify 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
• Explain the operation of a mechanical fuel injection system, the fuel-delivery system, as well as the properties of the various types of diesel fuels
• Recognize the basics of electrical and electronic engine control systems
• Explain the basic theory and repair of various electrical systems, including the battery, charging system, starting system, and lighting systems
• Recognize the basic operation and repair of heavy-duty truck steering and suspension systems, along with service and repair of vehicle wheels and tires
• Identify 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 drivelines, automatic transmissions, and manual transmissions and clutch systems
• Identify the safety practices and maintenance procedures for truck and trailer systems
• Recognize the function and operation of heating, ventilation, and air conditioning systems used on heavy-duty trucks

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 engines, 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 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 that employ technicians who maintain and repair diesel engines.

You will also learn about the varied work performed by diesel technicians involving knowledge of various vehicle components, including several engine systems and accessories.

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 to the various functions of the cylinder head, camshaft, and valve train components. Finally, this course will provide an overview of how various components of a diesel engine work and function.

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 components. 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 look at the functions of components related to engine breathing and troubleshoot 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 learning 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 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 foundation 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 making 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. Students are expected to complete this program in 12 months.

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 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, and 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 Learner Center
• 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 discs 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. Students are expected to complete this program in 12 months.

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
SYP110: 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

SYP110: 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 mitzvah, 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. Students are expected to complete this program in 12 months.

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
• Understand how to disassemble and reassemble various firearms; correctly i dentify 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
• Understand 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
• Recognize 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	64
Instruction Set 4	58
Instruction Set 5	69
Instruction Set 6	58
TOTAL	446

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 gunsmith 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 firearms 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, and so on) 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 outstanding 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 types of 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 presents a brief history of shotguns, which highlights important developments in the evolution of shotguns. Next, the course discusses design and repair analyses for various shotgun types. Then, it explains 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 concludes with a discussion of 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 prerequisites 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 gunsmithing. 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

For tuition details, please visit the **Home Health Aide 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 community settings. Students must be 17 years of age and have completed high school or have a GED to enroll into this program. Students are expected to complete this program in 18 months.

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 the patients' healthcare managers (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 Name	Hours
SYP110 Starting Your Program	9
HHA101 Introduction to the Home Health Aide Role	12
HHA102 Therapeutic Communication	34
HHA103 Body Systems and Medication 1	38
HHA104 Body Systems and Medication 2	51
HHA105 Home Care Procedures	67
HHA106 Nutrition	71
HHA107 Meeting Clients' Needs	56
HHA108 Law, Ethics, and Confidentiality for the Home Health Aide	42
HHA109 Home Health Aide Externship	41
TOTAL	421

Course Descriptions

SYP110: 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.

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 Learner Center, 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

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 healthcare 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 treatments. 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 administration, 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 the human body takes in, breaks down, and uses 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 instructional 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 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.

HHA109: Home Health Aide Externship
This course introduces you to the home health aide externship and discusses the externship process and requirements. 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:

• Explain mathematical processes and use of formulas necessary for design, evaluation, and installation of HVACR systems
• Identify basic concepts in electricity, electrical circuits, electronics, and gas components in appliances and how to work with them safely
• Recognize safety procedures and established regulations related to workplace and job requirements
• Describe the refrigeration cycle, gas laws, and properties of refrigerants required for diagnostic and systems design
• Identify drawings, technical diagrams, and specification charts required for installation and repair of HVACR systems
• Define theories and processes for evaluating and installing electrical systems and controls
• List procedures for installing, inspecting, testing, repairing, and maintaining HVACR systems
• Recognize procedures for following government regulations regarding the conservation, recovery, and recycling of refrigerants

Course Name	Hours
SYP110 Starting Your Program	11
HVC010 Orientation to HVACR	11
HVC020 Math and Electrical Basics for HVACR	17
HVC030 Fundamentals of HVACR	42
HVC040 Refrigeration Systems	69
HVC050 Electrical Systems	42
HVC060 Residential and Light Commercial HVACR Systems	82
HVC070 HVACR System Design and Installation	64
HVC080 Commercial Refrigeration Systems and HVACR Maintenance	45
TOTAL	398

Course Descriptions

SYP110: 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.

HVC010: Orientation to HVACR
In this course, you'll 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
In this course, you'll get a general overview of the math skills and electrical knowledge required for a career in HVACR. You'll learn basic electrical terms and concepts such as power, voltage, and current. You'll also learn the math needed to perform electrical measurements, calculations, and conversions.

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
The work performed by HVACR technicians is diverse and involves different applications of the fundamental concepts you've studied. The work

also includes a wide range of air conditioning and refrigeration systems. This part of your program explains how those systems work and describes the major components, as well as the accessories used for the proper operation of systems with specific designs. This course discusses the many kinds of components you'll encounter when servicing various types of refrigeration systems and what makes one type better suited for an installation than another. You'll learn how to display good work practices, demonstrate care for the environment, and follow the law when handling refrigerants. Finally, this course discusses system servicing, evacuation, and charging.

HVC050: Electrical Systems

The ability to troubleshoot heating, ventilation, air conditioning, and refrigeration (HVACR) equipment electrical problems is an important aspect of the HVACR technician's role. Troubleshooting involves reading schematic and pictorial diagrams, interpreting the information to isolate the problem and conduct the appropriate tests, and then replacing the correct component. To be effective in achieving the ultimate goal of correct diagnosis, you'll need a firm grasp of the fundamental concepts of electrical safety, basic electricity, and the proper use of test instruments.

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

In this course, you'll explore how heating, ventilation, air conditioning, and refrigeration (HVACR) play a huge role in designing residential and commercial spaces. You'll learn about how HVACR is an integral part of all buildings and how taking into account issues like indoor air quality, duct design, and load calculations help make buildings a safer place to live and work. You'll also discover the air conditioners, fans, and various systems and equipment that are in commercial buildings.

HVC080: Commercial Refrigeration and HVACR Maintenance

This course focuses on refrigeration systems related to food preservation and processing, including ice machines. It provides a more

general guide to the types of troubleshooting, installation, and maintenance work carried out by heating, ventilation, air conditioning, and refrigeration (HVACR) technicians every day.

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. Students are expected to complete this program in 12 months.

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 and features, and discuss the processes required to install hardware and software using Windows and Apple 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; 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 Name	Hours
SYP101 Starting Your Program	9
CRB200 Workplace Skills for IT Support Specialists	36
ITS101 IT Basics, Hardware, and Software	149
ITS102 Operating Systems, Networking, and Mobile Devices	149
INT128 Network Protocols and Internetworking	137
TOTAL	480

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 need 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: IT Basics, Hardware, and Software
In this course, you'll become familiar with computer hardware basics. You'll learn about the internal workings of a computer system and be able to identify and explain the function of motherboards, memory, hard drives, and other components and connectors. At the completion of this course, you'll be able to select and configure an appropriate system for yourself or a customer.

ITS102: Operating Systems, Networking, and Mobile Devices
This course will give you in-depth instruction on the Windows (OS) operating system. You will learn about important networking software tools and Windows administrative utilities. The popular MAC and Linux operating systems are introduced as well as common commands used with the CLI (Command Line Interface) and scripting. Important network security concepts are covered.

INT128: 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 high school or have a GED.

Program Goal

To prepare students for a career as an entry-level medical administrative assistant, to provide basic knowledge in office procedures, medical terminology, anatomy, and physiology, and to help students develop written and oral communication skills that they can apply to electronic medical records. Students are expected to complete this program in 15 months.

Program Outcomes

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

• Identify the procedures for patient record retrieval and reimbursement
• Explain the role of a medical administrative assistant
• Apply computer and information literacy skills using electronic health records software

• Recognize laws and issues related to ethics and confidentiality
• Calculate solutions to mathematical problems related to reimbursement and medical mathematics
• Identify terms and pathological processes related to the various body systems

Course Name	Hours
HIT100 Introduction to Allied Health	25
BUS090 Medical Office Procedures	70
ALH016 Body Systems and Medical Terminology 1	65
ALH017 Body Systems and Medical Terminology 2	40
ALH021 Pathology and Pharmacology	81
HIT130 Electronic Medical Records	114
ALH029 Medical Billing and Health Insurance	28
ALH028 Law, Ethics, and Confidentiality in Allied Health	42
TOTAL	464

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. You'll then learn about the healthcare professions involved in the United States healthcare system. You'll learn about their common tasks, where they typically work, and how each role contributes to the patient experience. You'll then discover the hard and soft skills required across different healthcare professional roles. The course ends with an overview of the United States healthcare system. You'll examine the different levels of patient care, the differences between public and private healthcare, how facilities bill for services, and how laws and regulations govern healthcare practices.

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, disorders, 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. The course also explains the fundamentals of health insurance and types of health insurance.

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 high school 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. Students are expected to complete this program in 12 months.

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 Name	Hours
MAS001 Introduction to Medical Assisting	36
MAS002 Medical Terminology	48
ALH017 Body Systems and Medical Terminology 2	40
ALH021 Pathology and Pharmacology	81
HIT130 Electronic Medical Records	114
ALH029 Medical Billing and Health Insurance	28
ALH028 Law, Ethics, and Confidentiality in Allied Health	42
MAS210 Clinical Procedures 1	103
MAS211 Clinical Procedures 2	116
TOTAL	625

Course Descriptions

MAS001: Introduction to Medical Assisting
In this course, you'll be introduced to the profession of medical assisting, and explore the pivotal role these professionals play in healthcare delivery. You'll learn about the historical evolution of medical assisting, ethical guidelines, and the scope of practice. The course also covers essential communication skills, patient interaction techniques, confidentiality and HIPAA requirements, and professional conduct standards necessary for success in clinical and administrative settings.

MAS002: Medical Terminology
In this course, you'll explore the nuances of the language of medicine. You'll begin by recognizing how the medical language is rooted in Greek and Latin. Then, you'll learn about the three word elements; prefixes, word roots, and suffixes. You'll examine how these word elements are used to construct medical terms. You'll learn about common medical abbreviations, acronyms, and symbols and apply them in medical documentation using best practices. You'll recognize the abbreviations and symbols on TJC's "Do Not Use" list and understand the risks associated with using them in medical documentation. You'll gain insight into how to record medical information using medical terms while ensuring its accuracy and clarity. Finally, you'll practice clear and concise communication skills for effective collaboration and accurate documentation in both verbal and written formats.

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. The course also explains the fundamentals of health insurance and types of health insurance.

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.

MAS210: Clinical Procedures 1

This course will provide you with the theoretical principles and clinical skills that are essential to working as a medical assistant. You'll begin by familiarizing yourself with the expectations for medical assistants working in a clinical setting. You'll gain an understanding of how to interact with patients, conduct assessments, and maintain an infection-free workplace. Throughout the course, you'll complete a variety of clinical labs that will allow you to apply what you've learned to real-life scenarios you'll encounter as a medical assistant. You'll practice assisting with assessments, obtaining vital signs, preparing for minor procedures, and demonstrating effective aseptic handwashing and sterile techniques

MAS211: Clinical Procedures 2

In this course, you'll continue learning about essential clinical skills for medical assistants. You'll begin by exploring various diagnostic procedures that you'll encounter in a clinical setting. You'll gain an understanding of diagnostic procedures related to urine, blood, and other specimens. Then, you'll examine the medical assistant's role in treatment, including assisting with medication administration and interventions. Throughout the course, you'll complete a variety of clinical labs that will allow you to apply what you've learned to real life scenarios you'll encounter as a medical assistant. You'll practice assisting with diagnostic procedures and administering various types of medication.

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 high school or have a GED.

Program Goal

To prepare students for an entry-level career in Medical Billing & Coding. Students are expected to complete this program in 15 months.

Program Outcomes

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

• 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 electronic health records software
• 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
• Recognize laws and theories, including issues relating to ethics and confidentiality
• Calculate solutions to mathematical problems related to reimbursement and medical mathematics
• Interpret information to make proper coding decisions
• Review basic written and workplace communication skills

Course Name	Hours
HIT100 Introduction to Allied Health	25
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	114
ALH029 Medical Billing and Health Insurance	28
ALH028 Law, Ethics, and Confidentiality in Allied Health	42
HIT203 Basic Medical Coding	107
HIT204 Intermediate medical Coding	164
HIT215 Billing and Coding Professional Certification Exam Review	171
TOTAL	906

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. You'll then learn about the healthcare professions involved in the United States healthcare system. You'll learn about their common tasks, where they typically work, and how each role contributes to the patient experience. You'll then discover the hard and soft skills required across different healthcare professional roles. The course ends with an overview of the United States healthcare system. You'll examine the different levels of patient care, the differences between public and private healthcare, how facilities bill for services, and how laws and regulations govern healthcare practices.

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, structures, functions, diseases, disorders, 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. The course also explains the fundamentals of health insurance and types of health insurance.

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

Your first coding course begins with an overview of coding concepts, terms, and procedures. You'll start by exploring 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 finish your course with coding procedures in the ICD-10-PCS, and in the basics of coding with ICD-10

HIT204: Intermediate Medical Coding

In this course, you'll concentrate on procedures and their associated systems. You'll also learn about general coding guidelines for outpatient procedures and physician office coding using CPT, HCPCS Level I, and HCPCS Level II procedure coding

HIT215: Billing and Coding Professional Certification Exam Review

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

Medical Coding Professional

For tuition details, please visit our **Medical Coding Professional tuition page**. To enroll into this program, students must be 16 years of age and have completed high school or have a GED.

Program Goal

To prepare students for an entry-level position as a medical coding professional.

Program Outcomes

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

• 10-CM diagnostic codes for inpatient, outpatient, and physician services according to the official coding guidelines
• Understand the difference between CPT, ICD, and HCPCS coding systems and identify their appropriate use in health records
• Describe the key elements of the Healthcare Insurance Portability and Accountability Act (HIPAA) and its impact on healthcare professionals
• Explain the Inpatient prospective payment system(IPPS) and the Outpatient prospective payment system (OPPS)
• Identify health information management concepts common to allied health professionals
• Describe characteristics of healthcare delivery and settings in the United States
• Demonstrate how patient records are used and regulated
• Explain the revenue cycle and financial reporting
• Explain the role of health information management in patient care documentation and medical coding and billing
• Identify types of health records and the documentation requirements, data sources, collection tools, and potential issues associated with each type
• Discuss the evolution of the electronic health record (EHR) and its administrative and clinical applications

Course Name	Hours
SYP110 Starting Your Program	9
PCU001: Introduction to Healthcare	51
PCU003: Comprehensive Medical Terminology	237
PCU004: Law, Liability, and Ethics for Healthcare	143
PCU005: Anatomy and Physiology Essentials	279
PCU006: Health Information Management	104
PCU007: Comprehensive Electronic Health Records	104

PCU008: Outpatient Coding	336
PCU009: Medical Billing	253
TOTAL	1516

Course Descriptions

SYP110: Starting Your Program

Succeed by learning how to use your Penn Foster program. By the end of this course, you'll be able to:

• Identify skills needed to be a confident and independent online learner

PCU001: Introduction to Healthcare

In this course, you will explore content related to communication and customer service in a healthcare office.

This course presents an introduction to healthcare for the medical billing and coding professions. You'll develop an understanding of healthcare delivery systems, health information management professions, and healthcare settings in the United States, as well as the governing bodies involved with regulating and licensing healthcare professionals.

By the end of this course, you'll be able to do the following:

• Identify health information management concepts common to allied health professionals
• Describe characteristics of healthcare delivery and settings in the United States
• Delineate career opportunities for health information management professionals

PCU003: Comprehensive Medical Terminology

This course will provide you with key information about medical terminology systems. You'll learn the key elements used to build medical terms. This will help you decipher words on your own. You'll also review body structure and the main systems of the human body. You'll learn how to recognize, pronounce, build, and spell words related to body structure. You'll test your new knowledge throughout the course with activities and quizzes.

By the end of this course, you'll be able to do the following:

• Identify the anatomy, physiology, diseases, and treatments of the cardiovascular and hematologic systems

• Identify the anatomy, physiology, diseases, and treatments of the respiratory and endocrine systems
• Identify the anatomy, physiology, diseases, and treatments of the gastrointestinal, urinary, and reproductive systems

PCU004: Law, Liability, and Ethics for Healthcare

As part of the front line of healthcare, medical office professionals have a critical need to understand medical law and ethics. This course is designed specifically to help you excel in an environment rife with legal and ethical issues and to educate you in a way that helps minimize the risk of lawsuits by discussing the concepts of the standard of care, the scope of employment, criminal and civil acts, contracts, negligence, healthcare ethics, and more.

By the end of this course, you'll be able to do the following:

• Describe the structure of the healthcare industry and how it relates to the medical office profession
• Identify laws and regulations related to the healthcare workplace
• Describe how law flows from the Constitution to the courtroom
• Identify criminal acts and intentional torts
• Recognize what makes a contract and who can contract
• Identify medical malpractice and other lawsuits
• Explain the characteristics, ownership, and confidentiality of the health record
• Recognize the importance of the laws and ethics of patient confidentiality
• Explain professional ethics and how they apply to patients
• Recognize ethical issues surrounding the beginning of life
• Recognize ethical issues surrounding death and dying

PCU005: Anatomy and Physiology Essentials

For healthcare professionals a strong knowledge of anatomy & physiology is an integral aspect of caring for patients.This course introduces you to the fundamentals of the human body by studying the various "systems" of the body in detail. Using quick checks, reading and activities, this course will prepare you for a role in a healthcare setting.

By the end of this course, you'll be able to do the following:
• Name and explain all of the systems of the body

• Describe the structure of the epidermis, dermis, and hypodermis
• Describe the process of osteogenesis
• Identify the bones in cell formation
• Describe the overall structure of the muscular system
• Describe the general functions of the nervous system
• Describe the major sources of carbohydrates, proteins, and lipids
• List the general functions of the kidney
• Identify the mechanisms of regulating water input and output
• Describe the fetal stages and prenatal period

PCU006: Health Information Management

This course presents a study of recordkeeping practices in the hospital and physician's office. It places emphasis on hospital and medical staff organization, patient record content, procedures in filing, numbering, and retention of patient records, quantitative analysis, release of patient information, forms control and design, indexes and registers, regulatory and accrediting agencies, and alternate healthcare delivery systems.

By the end of this course, you'll be able to do the following:

• Explain the role of health information management in patient care documentation and medical coding and billing
• Identify types of health records and the documentation requirements, data sources, collection tools, and potential issues associated with each type
• Discuss the evolution of the electronic health record (EHR) and its administrative and clinical applications
• Describe records storage and retrieval processes, including numbering and filing systems and record storage and circulation methods
• Explain health record maintenance through the use of the master patient index and data collection, indexes, and registers
• Identify the principles, professional practice standards, and regulations related to the use of the health record as a legal business record
• Describe the processes and legal requirements for the release of personal health information

PCU007: Comprehensive Electronic Health Records

With technology advancing and patients'

information safety increasingly a focal point, many physicians today insist on hiring medical administrative staff who have been trained on a broad spectrum of topics within the medical industry, including the rules and regulations of HIPAA, electronic health records and more. An EHR specialist in a more traditional Health Information Management (HIM) department may be tasked with retrieving records, microfilm, or information from electronic records, An EHR specialist may be tasked with retrieving records, microfilm, or information from electronic records. The specialist may also be responsible for preparing records and paper sheet documentation, including filing, scanning, microfilming, or indexing. In such cases, the EHR specialist will likely work with paper and electronic records. In all cases, the EHR specialist has a responsibility to protect patient information by adhering to proper disposal, storage, access, and disclosure guidelines.

By the end of this course, you'll be able to do the following:
• Demonstrate how patient records are used and regulated
• Complete tasks required for scheduling a patient
• Clinical information reporting
• Revenue cycle and financial reporting

PCU008: Outpatient Coding

This course provides a foundational understanding and application of ICD-10-CM, CPT and HCPCS coding systems.This course focuses on using Official Coding guidelines to accurately assign diagnosis codes using ICD-10-CM. Coding rules for the CPT and HCPCS coding systems are enforced and applied to code patient services.

By the end of this course, you'll be able to do the following:

• Recognize ICD-10-CM format, symbols, punctuation, and instructional notations
• Accurately assign and sequence ICD-10-CM diagnostic codes for outpatient and physician services according to the official to coding guidelines
• Employ both manual and electronic resources to accurately code and sequence information from patient health records using the ICD-10-CM classification system
• Describe the impact of reimbursement policies on individuals and healthcare providers
• Differentiate reimbursement systems for various programs, including private insurance and contracts, managed care, Medicare, Medicaid,

Workers' Compensation, and other disability
• Recognize the difference between CPT, ICD, and HCPCS coding systems and identify their appropriate use in health records
• Identify local, state, and federal statutes and regulations surrounding the control and use of health information
• Describe the key elements of the Healthcare Insurance Portability and Accountability Act (HIPAA) and its impact on healthcare professionals
• Explain the Inpatient prospective payment system (IPPS) and the Outpatient prospective payment system (OPPS)

PCU009: Medical Billing

This course provides you with the latest code sets and guidelines to help prepare for a career in revenue management, medical billing, or insurance processing. You'll examine key topics such as managed care, legal and regulatory issues, private and commercial insurance and coding systems. You'll also gain knowledge in electronic claims processing and clinical quality language.

By the end of this course, you'll be able to do the following:
• Explain health insurance careers, opportunities, and expectations
• Differentiate between major health insurance programs, government-sponsored health benefit programs, and related federal healthcare legislation
• Explain revenue cycle management
• Demonstrate basic principles of national diagnosis and procedure/service coding and compliance systems
• Explain the impact of coding compliance, clinical documentation improvement (CDI), and coding for medical necessity in healthcare settings
• Demonstrate understanding of how to complete CMS-1500 and UB-04 claims and payer-specific claims

Medical Laboratory Assistant

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

Program Goal

To prepare students for an entry-level position as a medical laboratory assistant.

Program Outcomes

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

• Apply knowledge of medical terminology and anatomy and physiology to effectively communicate with healthcare professionals and understand laboratory test requisitions.
• Demonstrate professionalism and ethical conduct in all aspects of laboratory practice, including patient confidentiality, respect for diversity, and adherence to regulatory requirements.
• Collaborate effectively with members of the healthcare team, including healthcare providers, nurses, and other allied health professionals, to ensure coordinated patient care and accurate laboratory testing.
• Interpret and report laboratory test results accurately, recognizing normal and abnormal findings and understanding the significance of quality control measures.
• Demonstrate proficiency in specimen collection techniques, including venipuncture, capillary puncture, and specimen processing for various laboratory tests.
• Understand and apply principles of medical laboratory science, including basic laboratory procedures, safety protocols, and quality assurance measures.
• Identify common laboratory equipment and instruments used in medical laboratory settings and demonstrate proper handling, maintenance, and calibration techniques.

Course Name	Hours
SYP110 Starting Your Program	9
PBT001 Communication and Customer Service in the Healthcare Office	58
MLA001 Anatomy and Physiology Essentials	279
PBT003 Infection Control	58
MLA002 Law, Liability, and Ethics for Health Care	143
PBT005 Phlebotomy	89
PBT006 Venipuncture Labs	76
PBT004 Testing and Laboratory Procedures	66
MLA003 Medical Laboratory Assistant	224
PBT008 Externship Readiness Skills	54
MLA004 Medical Laboratory Assistant Externship	120
TOTAL	1176

SYP110: Starting Your Program

Succeed by learning how to use your Penn Foster program. By the end of this course, you'll be able to:

• Identify skills needed to be a confident and independent online learner

PBT001: Communication and Customer Service in the Healthcare Office

In this course, you will explore content related to communication and customer service in a healthcare office.

By the end of this course, you'll be able to do the following:

• Identify the various types and styles of communication used in a healthcare office
• Summarize how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a healthcare office
• Describe professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language
• Explain modified communication for patients with special considerations
• Outline protocols for providing customer service for a healthcare office

MLA001: Anatomy and Physiology Essentials

For healthcare professionals, a strong knowledge of anatomy and physiology is an integral aspect of caring for patients. Anatomy and Physiology Essentials will introduce you to the fundamentals of the human body by studying the various "systems" of the body in detail. Utilizing quick checks, reading, and activities, this course will prepare you for a role in a healthcare setting.

By the end of this course, you'll be able to do the following:

• Recognize and explain all of the systems of the body
• Describe the structure of the epidermis, dermis, and hypodermis
• Describe the process of osteogenesis
• Identify the bones in cell formation
• Describe the overall structure of the muscular system
• Describe the general functions of the nervous system

• Describe the major sources of carbohydrates, proteins, and lipids
• List the general functions of the kidney
• Identify the mechanisms of regulating water input and output
• Describe the fetal stages and prenatal period

PBT003: Infection Control

This course discusses what causes infection and how to manage it. You'll study diagnostic methods, protective measures, and treatments for responding to infection.

By the end of this course, you'll be able to do the following:

• Review the causes and diagnostic methods of various infectious and communicable diseases
• Explore the protective measures required to prevent infection
• Outline the treatments and protective measures required to manage and control the spread of infectious disease
• Identify procedures and protocols for responding to infection control

MLA002: Law, Liability, and Ethics for Healthcare

As part of the frontline of healthcare, medical office professionals have a critical need to understand medical law and ethics. This course is designed specifically to help learners excel in an environment rife with legal and ethical issues and to educate in a way that helps minimize the risk of lawsuits by discussing the concepts of standard of care, scope of employment, criminal and civil acts, contracts, negligence, healthcare ethics, and more.

By the end of this course, you'll be able to do the following:

• Describe the structure of the healthcare industry and how it relates to the medical office profession
• Identify laws and regulations related to the healthcare workplace
• Describe how law flows from the Constitution to the courtroom
• Identify criminal acts and intentional torts
• Recognize what makes a contract and who can contract
• Identify medical malpractice and other lawsuits
• Explain the characteristics, ownership, and confidentiality of the health record
• Recognize the importance of the laws and ethics of patient confidentiality
• Explain professional ethics and how they apply to patients

• Recognize ethical issues surrounding the beginning of life
• Recognize ethical issues surrounding death and dying

PBT005: Phlebotomy

This course discusses the role of the phlebotomist, the equipment, and procedures necessary to perform phlebotomy processes. You'll study how to collect, store, and process blood and other special specimens, as well as how to interact with patients.

By the end of this course, you'll be able to do the following:

• Demonstrate knowledge of the health care delivery system and medical terminology
• Demonstrate understanding of quality assurance and quality control in phlebotomy
• Communicate (verbally and nonverbally) effectively and appropriately in the workplace
• Demonstrate a basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems
• Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary, and substances that can interfere in the clinical analysis of blood constituents
• Demonstrate understanding of the importance of sample collection and sample integrity in the delivery of patient care

• Follow standard operating procedures to collect samples
• Demonstrate understanding of requisitioning, sample transport, and sample processing

PBT006: Venipuncture Labs

This course guides you in mastering basic injection, and phlebotomy skills. The course offers information on the theory and practice of phlebotomy and associated techniques. The course covers topics such as collecting various samples for the laboratory, donating blood, injecting local anesthetics, and much more. The course explains the art and science of phlebotomy and related skills. Most importantly, you'll have the opportunity to obtain hands-on practice using the Venipuncture Trainer and Kit before entering a clinical setting.

By the end of this course, you'll be able to do the following:

• Describe the importance of taking a medical history before performing any invasive procedures
• Describe the importance of adhering to basic principles of sterility and asepsis
• Describe the basic principles of venipuncture
• Discuss various techniques for drawing venous, arterial, and capillary blood
• Discuss various types of injections

PBT004: Testing and Laboratory Procedures

This course is an introduction to procedures used in the medical laboratory. It will cover content related to specimen collection and laboratory results. You'll also study the basic techniques and instruments used in all areas of medical laboratories.

By the end of this course, you'll be able to do the following:

• Identify how specimens are collected and handled
• Explore procedures and processes used in obtaining blood and urine samples
• Outline the standard components of vision and hearing screening tests
• Review common techniques and processes frequently used in medical laboratories

MLA003: Medical Laboratory Assistant

The Medical Lab Assistant Core course prepares learners to assist medical laboratory personnel in many areas of the clinical laboratory. The learner will learn how to collect specimens and ensure they are processed correctly and routed to the correct destination. The learner will learn about performing quality control and proper documentation to ensure equipment reliability and test validity. The goal of this course is to develop the learner into a medical lab assistant to ensure specimen integrity, prepare samples for testing, and perform CLIA-waived testing within their scope of practice.

By the end of this course, you'll be able to do the following:

• Discuss and implement laboratory safety rules that must be followed to guard against chemical, physical, and
• Biological hazards.
• Describe the composition of blood and the function of the blood components.
• Explain the processes involved in hemostasis.
• Discuss basic concepts of immunity and immune processes.

• Correlate results of urine physical, chemical, and microscopic examinations with physiological and disease states.
• Discuss the role of point-of-care testing in health care.
• Discuss the principles and importance of tests for glucose and hemoglobin A1c.
• Explain the significance of tests for cholesterol and triglycerides.
• Explain the principles and importance of electrolyte tests.
• Explain the importance and use of fecal occult blood tests.
• Discuss the types of diseases caused by different groups of microorganisms.
• Describe diagnostic techniques for blood, tissue, and intestinal parasites.

PBT008: Externship Readiness Skills

The purpose of this course is to provide you with career readiness skills necessary for both externship and career success. You'll explore a combination of interpersonal (people) skills, social skills, communication skills, emotional intelligence, and personality traits which will enable you to start your externship experience with a competitive advantage.

By the end of this course, you'll be able to do the following:

• Develop effective time management skills
• Enhance your creative and critical thinking
• Integrate critical and creative thinking skills into your life
• Learn physical and emotional coping techniques to deal with stress
• Explore essential ingredients of the communication process
• Acquire methods to maximize verbal, nonverbal, and written communication
• Relate the importance of professional image to career success
• Learn strategies to write a powerful resume
• Identify key elements of successful interviews
• Relate the importance of good study habits to your personal success
• Identify traits related to self-motivation and self-esteem
• Incorporate a positive and professional attitude in dealing with others
• Understand that failures are important learning tools

MLA004: Medical Laboratory Assistant Externship

Completing an externship successfully can help you build confidence in real-world conditions. This experience will allow you to practice hands-on skills that have been learned through your online coursework.

By the end of this course, you'll be able to do the following:

• Demonstrate medical laboratory assistant skills learned throughout the program

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 and have completed high school or have a GED to enroll into this program. Students are expected to complete this program in 15 months.

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 Name	Hours
HIT100 Introduction to Allied Health	25

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	114
ALH029 Medical Billing and Health Insurance	28
ALH028 Law, Ethics, and Confidentiality in Allied Health	42
HIT207 Medical Transcription 1	79
HIT208 Medical Transcription 1	51
TOTAL	594

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. You'll then learn about the healthcare professions involved in the United States healthcare system. You'll learn about their common tasks, where they typically work, and how each role contributes to the patient experience. You'll then discover the hard and soft skills required across different healthcare professional roles. The course ends with an overview of the United States healthcare system. You'll examine the different levels of patient care, the differences between public and private healthcare, how facilities bill for services, and how laws and regulations govern healthcare practices.

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, structures, functions, diseases, disorders, 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. The course also explains the fundamentals of health insurance and types of health insurance.

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 complete a variety of practice simulations using an online learning platform. For the required transcription assignments, you must access your Learner Center 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 Learner Center 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 Opticiancy Competency Examination (NOCE) or the Contact Lens Registry Examination (CLRE). Students are expected to complete this program in 15 months.

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 Name	Hours
SYP110 Starting Your Program	11
ALH020 Introduction to Opticianry	12
ALH040 Optical Fundamentals	38
ALH024 Ophthalmic Dispensing 1	48
ALH025 Ophthalmic Dispensing 2	65
ALH026 Contact Lens Dispensing	65
ALH030 Professional Practice and Certification Review	66
TOTAL	305

SYP110: 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.
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
To be able to dispense the most effective and practical lenses for a patient, you need to have a firm understanding of the theories and principles that build the foundation of opticianry and lens dispensing. The start of this course builds on your working knowledge of powers of lenses, optical prism, and other eyewear requirements you've learned in your previous studies. You'll also learn about different types of lens materials and their uses, and the identifying characteristics of each type.

In this course, you'll explore the advantages and disadvantages of various types of lens materials. You'll also look at how lenses can be altered to best suit the environment and lifestyle of the wearer, including which tints to use in specific situations, other coatings that can be applied, and standards and regulations to consider for each category of eyewear.

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 how to care for and handle contact 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 goals. In the workplace, opticians should be able to tackle day-to-day challenges, deal with people with varied needs and attitudes, and face new situations on a regular basis.

In this course you'll be introduced to various business function units, the 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.

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, or to provide a foundation for further training. Students must be 17 years of age and have completed high school or have a GED to enroll into this program. Students are expected to complete this program in 12 months.

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 LexisNexis and other internet sources, and correctly cite sources

Course Name	Hours
PLS101 Introduction to Paralegal Studies	27
PLS105 Legal Terminology	43
PLS110 Ethics	20
PLS113 Law and the Legal System	50
PLS005 Business Law Basics	36
PLS006 Litigation Basics	61
CSC104 Computer Applications	95
ENG010 Business English	66
PLS202 Legal Research and Writing	129
TOTAL	521

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 serious 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 maintaining 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 create 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 **http://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. Students are expected to complete this program in 12 months.

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
• Explain the payroll outsourcing process and the pros and cons of outsourcing payroll

Course Name	Hours
SYP110: Starting Your Program	9
PCL001: Introduction to Payroll and Employees	66
PCL002: Deductions and Payments	39
PCL003: Payroll Accounting and Controls	57
TOTAL	171

Course Descriptions

SYP110: 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 to properly classify workers, differentiating employees and private contractors based on the common law rule. You'll also understand how to track employee time and differentiate between types of employee compensation.

PCL002: Deductions and Payments
In this course, you'll learn how to identify and track as well as account for all the required employee deductions associated with benefits and all the required wage taxes. You'll also be able to explain how payroll interacts with the accounting system and the associated recordkeeping, controls, and measurements.

PCL003: Payroll Accounting and Controls
You'll learn the basic requirements and practices for accurately computing and maintaining records and reports related to the distribution of wages and employee benefits. This course explains basic management principles for the payroll process, time tracking, deductions for benefits and taxes, and the payment process. You'll also learn about the necessary accounting practices for accurate reporting and record-keeping, as well as processes used for outsourcing payroll functions.

Pharmacy Technician Professional

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

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

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
• Describe the steps, skills, and knowledge needed to prepare medications requiring compounding of sterile products, chemotherapy/hazardous products, and nonsterile products
• Explain patient- and medication-safety practices in all aspects of the pharmacy technician's roles
• Demonstrate knowledge of quality assurance practices pharmaceuticals, durable and nondurable medical equipment, devices, and supplies
• Apply the steps in the medication order entry and fill process and interpret medication orders
• Demonstrate knowledge of accepted procedures in purchasing pharmaceuticals, devices, and supplies

• Describe the steps needed to initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and payment for these services
• Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing. Apply standard procedures used when compounding nonsterile products
• Demonstrate knowledge of accepted procedures in purchasing pharmaceuticals, devices, and supplies
• Explain the skills and strategies needed for professional and appropriate personal behavior and interpersonal communication

Course Name	Hours
SYP110 Starting Your Program	9
PHT101 Pharmacy Technician Orientation	14
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	31
PHT106 Math Calculations for Pharmacy Technicians	76
PHT107 Pharmacy Sterile and Nonsterile Compounding	55
PHT200 Pharmacy Management and Operations	38
PHT201 Pharmacy Billing and Reimbursement	29
PHT203 Pharmacy Management Software	84
PHT301 Pharmacy Technician Certification Review	50
PHT305 Pharmacy Technician Externship	131
TOTAL	669

Course Descriptions

SYP110 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.

PHT101 Pharmacy Technician Orientation
In this course, you'll 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 about personal, interpersonal, and workplace qualities that employers look for in their employees. You'll examine elements of professionalism, communication strategies, and methods for being a good leader and learn how to work with technology and how to work effectively with a team.

PHT103 Pharmacology, Drug Class, and Body Systems, Part 1
lThis course will familiarize you with various body systems including structures, functions, diseases, disorders, and treatments. You'll 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. 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 about specific classes of antibiotics, antifungals, antivirals, and dietary supplements for preventive health. Medications are listed throughout this unit by their generic names, with brand names provided in parentheses.

PHT105 Pharmacy Practice Law and Regulations
In this course, you'll learn how law affects healthcare practitioners, the origin of laws that affects medical professionals, and how to mitigate risk regarding malpractice, crimes, and torts. You'll also learn about the legal 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 you to basic math, algebra, and pharmaceutical calculations used in pharmacy practice.

PHT107 Pharmacy Sterile and Nonsterile Compounding

This course introduces you to sterile and nonsterile compounding. A strong emphasis is placed on proper aseptic technique and compliance with USP 797 and 800. Compounding practices and equipment are also discussed.

PHT200 Pharmacy Management and Operations

This course introduces you to pharmacy operations. You'll discuss the differences between pharmacy settings, examine the business applications of pharmacy, and review drug information resources, including how and when to use them. You'll also learn how to handle medication safely, and the steps involved in error prevention.

PHT201 Pharmacy Billing and Reimbursement

In this course, you'll learn about the pharmacy reimbursement process. You'll study third-party healthcare plans, reimbursement systems, and claims processing to see how medical services are billed in healthcare institutions. You'll also learn about various health insurance programs, how they're funded, and which types of patients they cover.

PHT203 Pharmacy Management Software

This course is designed to facilitate your mastery of computer and practical 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.

PHT301 Pharmacy Technician Certification Review

This course is designed to strengthen your working knowledge of the concepts essential for pharmacy technician practice and serves as a review to prepare you to take the Pharmacy Technician Certification Exam.

PHT305: Pharmacy Technician Professional Externship

In this course, you'll start the pharmacy technician externship process and learn the requirements, including State Boards of Pharmacy regulations and requirements as they apply to each state. The pharmacy technician professional externship's goal is to help you become a competent pharmacy technician by developing the essential skill sets through

hands-on experience. You'll practice under the direct supervision of a registered pharmacist.

Phlebotomy Technician

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

Program Goal

To.prepare students for an entry level position as a Phlebotomy Technician

Program Outcomes

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

• Develop effective communication skills to interact professionally with patients during the phlebotomy process, ensuring patient comfort and cooperation.
• Understand and apply principles of anatomy and physiology relevant to phlebotomy, including knowledge of blood composition and circulation.
• Demonstrate proficiency in venipuncture techniques, including proper needle insertion, blood collection, and patient safety measures.
• Implement infection control protocols and standard precautions to prevent the transmission of bloodborne pathogens during phlebotomy procedures.
• Apply knowledge of specimen handling, processing, and transportation procedures to maintain sample integrity and accuracy.
• Understand legal and ethical considerations related to phlebotomy practice, including patient confidentiality and consent requirements.
• Apply critical thinking skills to evaluate and prioritize phlebotomy tasks in a clinical setting, ensuring efficient workflow and patient care.

Course Name	Hours
SYP110 Starting Your Program	9
PBT001 Communication and Customer Service in the Healthcare Office	58
PBT002 General Patient Care	81
PBT003 Infection Control	58
PBT004 Testing and Laboratory Procedures	66
PBT005 Phlebotomy	89
PBT006 Venipuncture Labs	76
PBT007 Fundamentals of HIPAA	47

PBT008 Externship Readiness Skills   54
PBT009 Phlebotomy Technician Externship   40

TOTAL   578

Course Descriptions

SYP110: Starting Your Program

Succeed by learning how to use your Penn Foster program. By the end of this course, you'll be able to:

• Identify skills needed to be a confident and independent online learner

PBT001: Communication and Customer Service in the Healthcare Office

In this course, you will explore content related to communication and customer service in a healthcare office.

By the end of this course, you'll be able to do the following:

• Identify the various types and styles of communication used in a healthcare office
• Summarize how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a healthcare office
• Describe professional communication techniques for a healthcare office, including

interviewing techniques and use of medical terminology and patient-accessible language
• Explain modified communication for patients with special considerations
• Outline protocols for providing customer service for a healthcare office

PBT002: General Patient Care

In this course you'll study the basics of caring for patients, assisting practitioners with procedures, and general best practices when interacting with patients and their documentation.

By the end of this course, you'll be able to do the following:

• Identify the five types of mensuration and recognize normal and abnormal ranges
• Outline the tasks required to prepare the examination room and the patient for examination
• Summarize the health professional's responsibilities in assisting the provider with examinations
• Identify the steps for responding to patient

emergency situations in a general patient care facility
• Describe the tasks required to properly maintain medical records and documentation

PBT003: Infection Control

This course discusses what causes infection and how to manage it. You'll study diagnostic methods, protective measures, and treatments for responding to infection.

By the end of this course, you'll be able to do the following:

• Review the causes and diagnostic methods of various infectious and communicable diseases
• Explore the protective measures required to prevent infection
• Outline the treatments and protective measures required to manage and control the spread of infectious disease
• Identify procedures and protocols for responding to infection control

PBT004: Testing and Laboratory Procedures

This course is an introduction to procedures used in the medical laboratory. It will cover content related to specimen collection and laboratory results. You'll also study the basic techniques and instruments used in all areas of medical laboratories.
• By the end of this course, you'll be able to do the following:
• Identify how specimens are collected and handled
• Explore procedures and processes used in obtaining blood and urine samples
• Outline the standard components of vision and hearing screening tests
• Review common techniques and processes frequently used in medical laboratories

PBT005: Phlebotomy

This course discusses the role of the phlebotomist, the equipment, and procedures necessary to perform phlebotomy processes. You'll study how to collect, store, and process blood and other special specimens, as well as how to interact with patients.

By the end of this course, you'll be able to do the following:

• Demonstrate knowledge of the health care delivery system and medical terminology
• Demonstrate understanding of quality assurance and quality control in phlebotomy
• Communicate (verbally and nonverbally) effectively and appropriately in the workplace
• Demonstrate a basic understanding of the

anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems
• Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary, and substances that can interfere in the clinical analysis of blood constituents
• Demonstrate understanding of the importance of sample collection and sample integrity in the delivery of patient care
• Follow standard operating procedures to collect samples
• Demonstrate understanding of requisitioning, sample transport, and sample processing

PBT006: Venipuncture Labs

This course guides you in mastering basic injection, and phlebotomy skills. The course offers information on the theory and practice of phlebotomy and associated techniques. The course covers topics such as collecting various samples for the laboratory, donating blood, injecting local anesthetics, and much more. The course explains the art and science of phlebotomy and related skills. Most importantly, you'll have the opportunity to obtain hands-on practice using the Venipuncture Trainer and Kit before entering a clinical setting.

By the end of this course, you'll be able to do the following:

• Describe the importance of taking a medical history before performing any invasive procedures
• Describe the importance of adhering to basic principles of sterility and asepsis
• Describe the basic principles of venipuncture
• Discuss various techniques for drawing venous, arterial, and capillary blood
• Discuss various types of injections

PBT007: Fundamentals of HIPAA

If you're considering a career in the health professions or if you're a consumer of professional health services, then you need to know what the Health Insurance Portability and Accountability Act (HIPAA) means for you. In this course, you'll study the rationale for HIPAA, both the rights it accords to healthcare consumers and the responsibilities it demands of healthcare providers.

By the end of this course, you'll be able to do the following:

• Describe HIPAA basics
• Discuss the HIPAA Privacy Rule
• Discuss the HIPAA Security Rule
• Describe the HITECH Act
• Explain regulations for business associates
• Summarize HIPAA documentation and training
• Review applied HIPAA security for healthcare professionals

PBT008: Externship Readiness Skills

The purpose of this course is to provide you with career readiness skills necessary for both externship and career success. You'll explore a combination of interpersonal (people) skills, social skills, communication skills, emotional intelligence, and personality traits which will enable you to start your externship experience with a competitive advantage.

By the end of this course, you'll be able to do the following:

• Develop effective time management skills
• Enhance your creative and critical thinking
• Integrate critical and creative thinking skills into your life
• Learn physical and emotional coping techniques to deal with stress
• Explore essential ingredients of the communication process
• Acquire methods to maximize verbal, nonverbal, and written communication
• Relate the importance of professional image to career success
• Learn strategies to write a powerful resume
• Identify key elements of successful interviews
• Relate the importance of good study habits to your personal success
• Identify traits related to self-motivation and self-esteem
• Incorporate a positive and professional attitude in dealing with others
• Understand that failures are important learning tools

PBT009: Phlebotomy Technician Externship

The Phlebotomy Technician externship provides you 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 you with the hands-on experience necessary for developing your skills as a phlebotomy technician. This externship consists of 40 hours of clinical experience.

By the end of this course, you'll be able to do the following:

• Demonstrate the skills and abilities required of a phlebotomy technician through an externship experience

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 Name	Hours
ECT101 Electrical Fundamentals	32
ECT102 Electrical Safety and Tools	25.1
ECT103 Reading Electrical Drawings, Schematics, and Blueprints	11.8
ECT104 Conduits, Cables, and Conductors	11.9
ECT105 Electrical Components and Devices	13.8
ECT106 Working with Residential and Small Commercial Electrical Systems	24.5
ECT107 HVAC Systems	15.1
ECT108 The National Electrical Code	93.0
ECT109 Troubleshooting and Electrical Contracting	18.6
TOTAL	376.9

Course Descriptions

ECT101: Electrical Fundamentals
In this course, you'll learn tips for how to be a good Penn Foster student. Then, you'll get a general overview of the skills and knowledge required of a residential electrician. You'll learn about the job opportunities for electricians; basic electrical terms and concepts such as power, voltage, and current; and how power is supplied to and throughout a residence. Then, you'll discover how both AC and DC circuits are formed and how to calculate the power supplied through these circuits.

ECT102: Electrical Safety and Tools
In this course, you'll learn about the various hand and power tools used by electricians on common and specialized jobs. You'll learn how to use these tools properly and care for them to keep them operational. You'll take a more in-depth look at the digital multimeter and why it's such an important tool in the electrician's kit. You'll then learn about the ways to keep yourself and others safe when working with electricity. You'll also learn about the organizations responsible for publishing and enforcing electrical and workplace safety codes. Finally, you'll learn about math principles that electricians use on the job.

ECT103: Reading Electrical Drawings, Schematics, and Blueprints
Schematic diagrams and blueprints are vital for both the planning and installation phases of a residential electrician's work. Understanding the wiring job in full allows an electrician to be prepared and complete the job efficiently. In this course, you'll discover how schematics and blueprints are prepared. You'll also learn to read schematics and diagrams and to trace wiring diagrams for motor controls.

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. Both of these areas of knowledge are essential for any wiring job you'll work on throughout your entire career. Many of the skills you'll learn later on in your program build on these basic fundamentals.

ECT105: Electrical Components and Devices
In this course, 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.

ECT106: Working with Residential and Small Commercial Electrical Systems
In this course, you'll learn to identify and understand common wiring terms and symbols and to use diagrams and plans to connect branch circuits. You'll also learn about transformers and how they're used to transmit electrical power. Then, you'll study how to connect electrical equipment and conductors to wire new circuits. Finally, you'll apply what you learned about wiring new circuits to old work. You'll also discover how electricians use circuit measurement techniques to troubleshoot problems.

ECT107: HVAC Systems
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.

ECT108: The National Electrical Code
This course is designed to teach you how to use the National Electrical Code (NEC) as a practical tool to ensure your work complies with the NEC's codes. Engineers, designers, and technicians actually installing systems and components need to comply with the NEC. It's important to think of the NEC as a tool in your collection, something you'll need and use as often as cutting pliers and wire strippers. You should always have this tool close at hand, so there's no need to try and memorize the NEC. This course will teach you how to use and interpret the NEC so you can be sure your work complies with code.

ECT109: Troubleshooting and Electrical Contracting
In this course, you'll learn about the concept of troubleshooting and the methods of approach applied in troubleshooting. These troubleshooting techniques will apply all of the skills learned throughout your program. Then, you'll learn about a potential career path for residential electricians --starting your own business. This course covers 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 Healthcare Sterile Processing Association (HSPA). Students are expected to complete this program in 12 months.

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
• Identify 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 Name	Hours
SYP110 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

SYP110: 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 also covers 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. In the last lesson, you'll learn the math and computer skills needed to succeed in your position as a sterile processing technician.

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 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 finishes with an introduction to the surgical instruments you'll be working with.

STP004: Sterile Processing Technology, Part 2
This course further explores 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 outlines 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 **Tax Preparation Career Diploma**.

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. Students are expected to complete this program in 12 months.

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 Name	Hours
SYP110 Starting Your Program	9
TXP001 Filing Status and Income Basics	67
TXP002 Property Income and Deductions	56
TXP003 Small Business Clients and Return Filing	44
TOTAL	177

Course Descriptions

SYP110: 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 Agent Career Diploma

For tuition details, please visit our **Travel Agent 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. Students are expected to complete this program in 18 months.

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
Starting Your Program	9
RV010: Travel Professional	15
TRV020: North American Air Travel	33
TRV030: World Geography and Air Travel	48
TRV040: Exploring the World	50
TRV050: Tourism	31
TRV060: Land & Water Transportation	40
TRV070: Microsoft Word & Excel	54
TRV080: Travel & Internet	28
TRV100: Sales	22
TRV110: Travel Career	25
TRV120: Travel Agent Proficiency (TAP) Certification	8
TOTAL	363

Course Descriptions

Starting Your Program
This course is meant to teach you how to navigate your Penn Foster program. You'll also learn about the structure and features of your program and some resources and study tips to help you succeed in your studies.

TRV010: Travel Professional
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.

TRV020: North American Air Travel
You'll explore the growth of commercial aviation, from the very first passenger flight to today's jumbo jets. You'll be introduced to the language of airline travel. Next, you'll review the basics of airline procedures and operations from a travel professional's point of view. The history of important industry resources will also be discussed.

Two very important services you'll read about are booking airline reservations and completing tickets. You'll read about domestic airfares, including the different types of fares and discounts that are available, and how to calculate prices for air transportation. Your clients will depend on you to find them the best airfares and flight schedules.

TRV030: World Geography and Air Travel
A travel professional needs to be knowledgeable in geography. You'll explore physical geography, the names of the continents, and major water and land features. There are many kinds of geography. Travel agents are most concerned with physical geography, cultural geography, and location geography. These are discussed in your study material. In addition to arranging basic ticketing and reservations, travel agents provide travel advice and help clients obtain the documents required for travel. Providing accurate information is important when advising international travelers. Passports and visas are needed to enter many foreign countries. There are also many limitations on what can be brought home from foreign lands. Your study material discusses the important aspects of booking international airline travel. You'll also explore other important considerations when advising international travelers, such as foreign currencies, airfares, airline carriers, travel documentation, and customs allowances.

TRV040: Exploring the World
As a professional travel agent, you'll be matching

your clients to the right destinations and to the services to experience those destinations. Tourism geography is important and discussed in your studies. You need to continually stay up to date with trends and changes. Here, you'll focus on studying the most frequently traveled destinations. This includes Canada, the United States, the Caribbean islands, Mexico, and Central and South America. You'll also explore key destinations in Europe, Africa, and the Middle East. Your studies also cover Asia, Australia, and the South Pacific. You'll explore the geographical backgrounds of various places so that you can help your clients.

TRV050: Tourism

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: business, vacation or leisure, group events or conventions, and personal reasons. In your studies, you'll read about types of accommodations and how to determine what will work best for each client. It's important to make sure when selecting a hotel that it's in a convenient area with good service and at the right price for your clients. You'll also read about different industries related to careers in hospitality. You should be able to provide your clients with complete travel products and services. To do so, you need to know your clients' needs and have the ability to translate this knowledge into the right travel choices. Your studies provide a good foundation for how to sell tours and vacation packages.

TRV060: Land and Water Transportation

Travel agents are responsible for a large percentage of all cruise bookings. Many travelers prefer the personal attention that a good travel professional provides. Many travel agencies have a cruise department staffed with fulltime cruise specialists. Your studies 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 be introduced to resources available to provide your clients and how to book a cruise. Your studies also discuss land transportation products such as rail travel and car rentals. Trains and cars provide travelers with independence and

flexibility. They also give clients the chance to visit places 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.

TRV070: Microsoft Word and Excel

Microsoft Office allows people to create documents, spreadsheets, presentations, and databases. This course will teach you how to use two popular tools from the MS Office Suite— MS Word and MS Excel. 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.

TRV080: Travel and Internet

Computer reservation systems (CRSs), which are commonly called global distribution systems (GDSs), perform various functions that impact most of what travel agents do. CRSs compile all the important resources travel agents need to access, allowing agents to work efficiently. Your studies explain the history of these systems, their capabilities, and the basics of how they operate. The internet has redefined the travel agent's role. It has increased communication, provides a way to gain information, and helps with the process of making reservations. Although clients can make their own travel reservations online, many travelers will reach out to a travel agent. What's the key to keeping up with changing technology? Becoming adept at navigating the internet with a travel-specific focus and knowhow to find the best information available, as efficiently as possible. Your studies discuss the various ways the internet is used to research important information to help meet your clients' needs.

TRV100: Sales

What makes a travel agency successful? Success can be attributed to many factors, such as successful sales techniques and high-quality customer service. Travel agencies sell the same products that are offered by the same suppliers at similar prices. What sets travel agencies apart from one another is how successful the agents are in selling these products and providing their customers with proper follow-up communication. There are many potential clients, such as corporate travelers, families, students, groups of people, or maybe just one person. In this course, you'll discover ways in which you can become

successful in travel sales and how to best meet the clients' traveling needs.

TRV110: Travel Career

As a travel professional, you'll have different career paths to consider. For example, you can work for a travel employer, start your own travel agency, or operate your own guest inn. You can also become a specialist and focus on specific types of trips or destinations. You can also consider working for airlines, resorts, cruise companies, tour operators, railways, or car rental firms. Your study materials discuss the types of job positions that are available. You'll also explore professional development, writing resumes and cover letters, resources for job searching, how to present yourself during job interviews, and how to follow up on a job interview. You'll also be introduced to important considerations that are involved if you decide on a career path in starting your own travel agency business.

TRV120: Travel Agent Proficiency (TAP ®) Certification

This course provides test registration information for taking the TAP® exam.

Veterinary Assistant

For tuition details, please visit our **Veterinary Assistant tuition page**. Students must be 17 years of age and have completed or have a GED to enroll into this program. Students are expected to complete this program in 18 months.

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 in 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. 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, and so on) 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 the 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 be handling only 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

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 the 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 they choose this option, they 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 students, Penn Foster College or its affiliates will not be responsible for injury to either the pregnant person 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. Depending on the committee's recommendations, the document may be forwarded to the institution official, the program director, and the appropriate state veterinary board if deemed necessary.

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 Academy. We will evaluate the 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

To prepare students to work as veterinary assistants under the supervision of veterinarians and veterinary technicians in small or large animal hospitals or clinics and to prepare students to take the national test to become an Approved Veterinary Assistant. Students are expected to complete this program within 18 months.

Program Outcomes

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 calls, 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, and so on.
• 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, and so on).

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, birds, rabbits, pocket pets, exotics, and 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 (for example trimming nails, external ear canal cleaning, and so on)
• 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, that is stress the 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/from 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 and prescription diets — be aware of any special dietary needs
• Clean and disinfect cages and kennels (stalls are optional)
• Provide care and maintenance of nursing equipment
• Demonstrate an understanding of the euthanasia and postmortem care

Surgical Preparation and Assisting:
• Assist in performing surgical preparations: prepare surgical equipment/supplies, sterilize instruments and 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, and the 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
SYP110	Starting Your Program	9
VAS002	Behavior, Handling and Restraint	52
VAS003	Body Systems and Terminology, Part 1	49
VAS004	Body Systems and Terminology, Part 2	30
VAS005	Nutrition, History and Physical Examination	85
VAS006	Emergency and Wound Care	46
VAS007	Small and Large Animal Nursing	82
VAS008	Radiology and Surgical Preparation	47

VAS009 Veterinary Practice and Procedures	34
VAS010 Veterinary Assistant Externship	110*
TOTAL	544

*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

SYP110 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.

VAS002 Behavior, Handling, and Restraint
In this course, you'll get an overview of what's needed to work as a veterinary assistant in a variety of settings. Veterinary assistants work closely with animals alongside other veterinary professionals. This course will introduce you to the skills needed to be a valuable member of the veterinary team in any of the many different areas of the profession. Veterinary healthcare is an exciting, constantly changing field.

VAS003 Body Systems and Terminology, Part 1
This course, provides 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. You'll compare the structure of the stomach and large intestine of carnivores and herbivores. You'll recognize the organs of the male and female reproductive systems and describe the events that occur during fertilization. You'll explain the anatomy and functions of the urinary system. You'll also study the organization of the nervous system and examine how the nervous system receives and interprets information. You'll study the four senses and their primary functions, which provide animals with an awareness of their environment and assist them in their survival. You'll examine the function of the endocrine system and identify 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 your role as a veterinary assistant in providing nutritional care. You'll study parturition, post-birth development, and the various stages of an animal's life. You'll explore breed standards, and the different dog and cat breeds you'll be working with.

You'll also learn about the unique anatomies of birds and reptiles. Finally, you'll find out how to take a comprehensive medical history, perform a thorough physical examination, and assist the veterinarian with patients in a humane, safe, and effective way.

VAS006 Emergency and Wound Care
In this course, you'll study disease prevention, emergency response, and wound care.

You'll explore the body's immune system, learn how vaccinations protect animals from various diseases, and review standard vaccination schedules. You'll also learn how to handle common emergencies and recognize usual signs of distress. You'll develop skills to communicate with grieving clients. Finally, you'll explore proper wound care and bandaging as you learn to assist in evaluating and treating injured animals.

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 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 your role as a veterinary assistant in this branch of medicine. You'll learn how to prepare patients for radiographic and ultrasound examination, and the safety measures and guidelines for radiographic procedures. You'll discover 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 them. Finally, you'll understand the general process of admitting a patient to a hospital and the importance of establishing a good relationship with the patient's owner. You'll also study some commonly performed surgical procedures and how to prepare a patient for surgery. You'll learn about the anesthetic process, including how to recognize anesthetic drugs, how they're used, and how a patient 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 study the role of the veterinary assistant within a typical veterinary practice, including how successful interpersonal communication skills can help you engage 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.

VAS010 Veterinary Assistant Externship

This course introduces the student to the Veterinary Assistant externship. The goal of this clinical externship is to provide you with the hands-on experience necessary to develop the skills you'll need to work as a veterinary assistant. You'll practice under the direct supervision of a licensed veterinarian or credentialed veterinary technician. This externship consists of 100 hours of clinical experience in a full-service companion animal practice to be completed in 8 to 16 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.

Veterinary Team Telehealth Career Certificate

For tuition details, please visit our **Veterinary Telehealth tuition page**.

Program Goal

This program prepares veterinary healthcare team members to provide telehealth services to patients and clients in a virtual environment. Students will learn key terminology, legal regulations, communication strategies for telecommunication, how to apply those communication skills when performing teletriage, and the importance of effective workflows and standard operating procedures. Students are expected to complete this program in 12 months.

Program Outcomes

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

• Apply knowledge of veterinary telehealth principles and legal regulations to effectively address client concerns using professional communication skills
• Analyze client-provided information to appropriately teletriage potential veterinary emergencies and common health concerns
• Develop and adhere to veterinary telehealth standard operating procedures and workflows

Course Name	Hours
Starting Your Program	9
Veterinary Telehealth Essentials	72
TOTAL	81

Course Descriptions

Starting Your Program
In this course, you'll develop the necessary skills to ensure your success in the program. Starting Your Program 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, get help when you need it, understand the Code of Conduct, and improve your study skills and time management. The goal is to help you become a confident, independent learner.

Veterinary Telehealth Essentials
This course introduces you to the field of veterinary telehealth. Throughout the course, you'll develop the necessary skills to effectively address client concerns and patient health via telecommunication. You'll learn to analyze client-provided information to appropriately teletriage potential veterinary emergencies and common health concerns, all while using professional communication skills. In addition, you'll learn about important legal regulations concerning veterinary telehealth and standard operating procedures and workflows for veterinary practices.

Wedding Planner Career Diploma

Program Goal

To prepare students for an entry-level career as a Wedding Planner. Students must be 17 years of age and have an 8th grade education to enroll into this program. Students are expected to complete this program in 12 months.

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 (including rooms, transportation, and food service), from beginning to end, by recognizing the scope of the event, including time, location, and cost, and whom to contract with for services (for example, florists or photographers), and conferring 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; identify which special licenses you'll need to set up suppliers and vendors; 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; and know 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, such as meeting with professional and trade associations, and producing brochures and other publications, designing and implementing 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 lesson 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.

Wildlife/Forestry Conservation 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.

You'll also learn important aspects of the biology and management of waterfowl in North America. Emphasis is placed on the most common North American species. However, you'll also cover biologic concepts that apply to many other species. This lesson will describe the life cycles and habitat requirements of representative species, explain the surveys and data that wildlife managers use, and outline the annual process of establishing waterfowl hunting regulations.

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.

You'll first learn about the major small animal species of North America. Then, you'll see how the principles for active, practical wildlife management discussed in Part 1 can be applied to manage the individual species. You'll also learn about the techniques of conflict management.

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 current big-game management practices have developed. 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 populations 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 course, we'll focus on those areas of the world in which most of our students live. Therefore, this course introduces 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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