



— AMERICAN —
HEALTH EDUCATION

2023 PROGRAM CATALOG



EFFECTIVE DATES

**January 1, 2023
to
December 31, 2023**

**Classes
start soon!**

Emergency Medical Technician–Basic

**Office of State Fire Marshal of California-
State Fire Training Courses**

American Health Education

3174 Constitution Drive

Livermore, CA 94551

Ph: (800) 483-3615

Email: register@americanhealtheducation.com

Website: www.americanhealtheducation.com

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NOTICE: As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

The school catalog is updated annually. In cases where changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation occur, we will provide an addendum appended to the end of the catalog and published on our website at www.americanhealtheducation.com.

The school catalog is available to prospective students or general public on the school's website at www.americanhealtheducation.com.

MISSION STATEMENT

American Health Education is dedicated to providing the highest level of quality education to the pre-hospital and hospital medical professional. Our commitment begins by preparing our students with the knowledge, skills and competencies necessary to excel in their profession and continues post-graduate through our efforts to provide continuing education.



GENERAL INFORMATION

Location

3174 Constitution Drive
Livermore, CA 94551
All classes will be held at this location.

Contact information

Phone: 800-483-3615
Fax: 925-829-1055
Email address: register@americanhealtheducation.com
Web address: www.americanhealtheducation.com

INSTITUTIONAL APPROVAL

American Health Education is a private institution and is approved to operate by the Bureau for Private Post-Secondary Education. Approval to operate means we are in compliance with the California Private Postsecondary Education Act of 2009.

American Health Education is not accredited by an accrediting agency recognized by the United State Department of Education. Students are not eligible for federal financial aid programs.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at:

1747 North Market Blvd., Suite 225
Sacramento, CA 95834
P.O. Box 980818
West Sacramento, CA 95798-0818
Web site: www.bppe.ca.gov
Toll Free: (888) 370-7589 or (916) 574-8900
Fax: (916) 263- 1897

PROGRAM APPROVAL

- Alameda County Emergency Medical Services
510-267-8000 or www.acphd.org/ems.aspx
- State of California Board of Registered Nursing
916-322-7588 or www.rn.ca.gov

QUALITY REVIEW BOARD

The Quality Review Board will be comprised of the Program Director, the EMT Coordinator, and Director. The main purpose of the Board is to make sure the School is providing the best education possible to the students by conducting periodic review of the student satisfaction evaluations and implementing quality improvement measures when necessary. The Board is responsible to ensure compliance of all regulatory and licensing agency requirements. In addition, the Board is also tasked with being the neutral third party if a problem between the school and the student arise.

ACADEMIC CALENDAR

AHE academic calendar runs January-December. We offer weekend and weekday EMT-Basic courses through the year, each course having its own start/end date. Continuing education courses are offered continually throughout the year. Please refer to each course description for the scheduled date. No classes will be held on the following holidays: New Year's January 1, President's Day February 20, Memorial Day May 29, Independence Day July 4, Labor Day September 4, Thanksgiving Holiday November 23 and 24, Christmas Holiday December 25.

EMT BASIC TRAINING:

Weekend course:

- **January 2023**
Classroom & Field Phase January 7- March 12, 2023 (Sat/Sun)
- **March 2023**
Classroom & Field Phase March 18- May 21, 2023 (Sat/Sun)
- **June 2023**
Classroom & Field Phase June 3- August 6, 2023 (Sat/Sun)
- **September 2023**
Classroom & Field Phase August 12- October 22, 2023 (Sat/Sun)
No class 9/2, 9/3

Friday, Saturday, Sunday:

- **October 2023**
Classroom & Field Phase October 27- December 17, 2023 (Sat/Sun)
No class 11/24, 11/25, 11/26, 12/15

Accelerated 5-week course:

- **January 2023**
Classroom & Field Phase January 9-February 9, 2023 (Mon-Thurs)
- **February 2023**
Classroom & Field Phase February 13-March 16, 2023 (Mon-Thurs)
No class 2/21
- **March 2023**
Classroom & Field Phase March 20-April 20, 2023 (Mon-Thurs)
- **April 2023**
Classroom & Field Phase April 24-May 25, 2023 (Mon-Thurs)
- **June 2023**
Classroom & Field Phase June 5-July 7, 2023 (Mon-Thurs)
No class 7/4 attend 7/7
- **June 2023**
Classroom & Field Phase June 27-July 28, 2023 (Tues-Fri)
No class 7/4 attend 7/3
- **July 2023**
Classroom & Field Phase July 10 - August 10, 2023 (Mon-Thurs)
- **July 2023**
Classroom & Field Phase July 25 - August 25, 2023 (Tues-Fri)
- **August 2023**
Classroom & Field Phase August 14- September 14, 2023 (Mon-Thurs)
No Class 9/5
- **September 2023**
Classroom & Field Phase September 18- October 19, 2023 (Mon-Thurs)
- **October 2023**
Classroom & Field Phase October 23-November 30, 2023 (Mon-Thurs)
No class 11/20-11/24

The field phase is completed concurrently with the didactic phase. Dates and times are subject to change. Scheduled classes may be cancelled at the discretion of AHE.

FACULTY

American Health Education EMT Primary Instructors are required to have a minimum of five (5) years field experience in EMT-Basic and/or EMT-Paramedic, have attended a 40-hour instructional methodology class or equivalent, and maintain a current EMT-B or EMT-P license. State Fire Training Instructors are certified by the Office of State Fire Marshal. They maintain a current valid license/certification have at least five (5) years teaching experience, are knowledgeable, current, and skillful in the subject matter.

- CAO/EMT Program Director: Chris Seymour, EMT-P
- Medical Director: Gerald Nazareno, M.D.
- School Director, Admissions/Records: Yvette Surendran
- Registration/EMT-B Enrollment Specialist: Eloina Densow
- EMT Coordinator Scheduler: Nicole Phillips

Chris Seymour, EMT-P has a Master of Arts degree in Leadership Studies from Saint Mary's College. He has over 13 years of professional executive level healthcare leadership working for bay area EMS training organizations and he has served as Vice President managing the operations for over 200 employees of a 24/7 multi-county local ambulance service. Chris holds a current EMT-P license since 2001 and numerous EMS related professional certifications. He is authorized to teach EMT, and he serves as the EMT Program Director, CEO, COO and CAO for American Health Education and Director of ALS Services for North Star Emergency Services.

Gerald Nazareno, MD has been a medical doctor for 30 years, specializing in Emergency Medicine. He currently works at Valley Care Hospital in the Emergency Department, and he has been teaching Emergency medicine for the past 19 years. He serves as the Medical Director for NORCAL Ambulance and American Health Education.

Melissa Landera, EMT-B has worked as a Supervisor for NORCAL Ambulance for two years and has served as an EMT instructor for AHE since 2020. Melissa is certified to teach EMT-B and EMT Refresher courses, holds a NAEMSE Instructor certificate and serves as lead EMT instructor for AHE.

Kevin Rose, EMT-B – is an experienced EMT working for Norcal Ambulance since 2018. Kevin holds the OSFM Instructor I certification and serves as the Lead EMT Skills Instructor for AHE.

Terrance Hogue, EMT-P has been a paramedic since 1987 and worked for San Francisco Fire Department and serves as adjunct faculty instructor at Las Positas Community College. Terry is certified to teach EMT-B and serves as a primary instructor for AHE.

Lupe Marin, EMT-B American Heart Association certified instructor and Training Center Faculty for BLS. Lupe is certified to teach EMT-B and EMT Refresher Course.

Hannah Barakzoy, EMT-B has served as an AHE EMT-B skills instructor since July 2017. Hannah is certified to teach EMT-B.

Barry Rose, EMT-P, American Heart Association certified instructor and teaches BLS, ACLS and PALS provider and instructor courses. Barry is also a California State Fire Marshal Instructor teaches Company Officer 2A, 2B, 2D, Instructor I and II and Basic EKG.

FACILITIES AND EQUIPMENT

American Health Education is located off highway 580 in Livermore, 3174 Constitution Drive Livermore, CA 94551. The facility is approximately 13,000 square feet with the office environment being clean and spacious. There is an administrative office, three (3) classrooms, a library with computer lab/learning resource area, copy machine, equipment storage room, and records storeroom. The common area includes two (3) restrooms, refrigerator, microwave, kitchenette, coffee maker, and hot/cold water cooler.

The classrooms can accommodate 16-35 students and include state-of-the-art audiovisual equipment, DVD player, laptop computer, wireless internet access and dry-erase white boards. The classroom skills labs are outfitted with backboards, traction equipment, medical supplies, hospital gurney, ambulance gurneys, manikins, AED's, one school ambulance and other equipment relative to healthcare training and emergency medical services profession.

We have plenty of parking spaces available for free student parking.

PROGRAM DELIVERY/ENGLISH PROFICIENCY

All course content is delivered through the use of PowerPoint Slide directed lecture and is presented in English. The student must have the ability to read and write English at the level of a graduate of an American high school.

COURSE DESCRIPTIONS

Emergency Medical Technician (EMT Basic) Description

The EMT Basic training offered by American Health Education fulfills all of the training requirements set forth by the State Of California in Title 22 of the California Code of regulations. The course curriculum includes all items outlined in Title 22, and is designed to guide students to successful completion of National Registry EMT-Basic Exam, which is required by the State of California for EMT certification, and this will allow students to work as an Emergency Medical Technician (SOC code 29-2042). Additionally, this course conforms to the National Standard EMT-Basic Curriculum formulated by the U.S. Department of Transportation. The course is divided into two sections: didactic instruction and skills training (160 hours) and supervised clinical experience (field ride-along 24 hours). Upon successful completion of all phases of training, a completion certificate will be awarded that will allow the student to apply for National Registry Certification and subsequent state certification as an EMT.

Course Content – EMT Basic

The American Health Education EMT Basic training program is designed on a modular basis and includes lecture, recitation, laboratory skills training, and externship.

Didactic Breakdown with Module Clock Hours

Module	Title	Hours
Module 1	Preparatory	16
Module 2	Airway	16
Module 3	Patient Assessment	24
Module 4	Medical Emergencies	24
Module 5	Trauma	24
Module 6	Special Patient Populations	16
Module 7	Operations	8
Module 8	Advanced Airway Management	8
Module 9	MCI- Mass Casualty Incident	8
Module 10	Written Final/ Skills Testing	8
Module 11	National Registry Skills Test	8
Assigned Skills Days*		10
	Total Hours	Didactic instruction and skills training
		160
	Field Training- externship	24
	Total Hours	184

The skills laboratory days are integrated into the didactic portion of the EMT Training program. These days combine cognitive information learned during lecture and apply that information into psychomotor skills.

Module 1 – Preparatory is 16 hours and is an introduction to Emergency Medical Technician. The main topics covered are:

- The EMS System
- Components of the EMS System
- Personal Protection
- Scene Safety
- Body Systems
- Lifting/Moving Patients
- Patient consent/refusal
- Medical/Legal/Ethics
- Scope of Practice
- Anatomical Terms

Module 2 – Airway is 16 hours and is an introduction to Airway Management. The main topics covered are:

- Respiration
- Techniques of Artificial Ventilation
- Airway Adjuncts
- Suctioning
- Oxygen Therapy

Module 3 – Patient Assessment is 24 hours and is an introduction to assessing a patient related to the EMT. The main topics covered are:

- Scene Size-up
- Initial Assessment
- Vital Signs
- SAMPLE History
- Pre-hospital Care Report
- Focused History/Physical Exam
- Verbal Reports
- Detailed Physical Exam
- Ongoing Assessment
- Special Documentation Issues
- Communication Systems/Radio

Module 4 – Medical Emergencies is 24 hours and is an introduction to medical emergencies and how to interpret them. The main topics covered are:

- General Pharmacology
- Medications EMT can administer
- Respiratory Emergencies
- Cardiac Emergencies
- Cardiac Anatomy/Physiology
- Cardiac Arrest/ compromise
- Acute Abdominal Emergencies
- Diabetic Emergencies
- Altered Mental Status Emergencies
- Allergic Reactions
- Poisoning/Overdose Emergencies
- Environmental Emergencies
- Behavioral Emergencies
- OB/GYN Emergencies
- Childbirth

Module 5 – Trauma is 24 hours and is an introduction to Trauma emergencies how to interpret them. The main topics covered are:

- Bleeding and Shock
- Soft Tissue Injury
- Burns
- Musculoskeletal Injury
- Splinting
- Head & Spine Injuries
- Spine Injury Immobilization
- Multiple Trauma Patient

Module 6 – Special patient populations is 16 hours and is an introduction to patients with special needs. The main topics covered are:

- Infants & Children
- Child Abuse and Neglect
- Pediatric trauma
- Special Needs Patients
- Geriatric Patients
- Developmental Characteristics of Infants and Children

Module 7 – Operations is 8 hours and covers ambulance operations, terrorism, HazMat, and special rescue situations. The main topics covered are:

- Ambulance Operations
- Air Rescue
- Vehicle Rescue
- Hazardous Materials
- MCI
- EMS response to Terrorism

Module 8 – Advanced airway management is 8 hours and covers advanced airway management techniques. The main topics covered are:

- Anatomy and Physiology
- Management of the Airway

Module 9 – MCI –Mass Causality Incident is 8 hours.

Module 10 – Final Written and Skills tests the necessary skills and knowledge for certification an EMT. – 8 hours

Module 11 – National Registry review and test is 8 hours and is a comprehensive review preparing the student for their final examinations and the National Registry skills test.

National Registry Examination (NREMT)

To obtain EMT certification in the State of California, all students are required to pass the National Registry of EMT's Exam. The National Registry Exam consists of two parts – cognitive and psychomotor. To be eligible to take the National Registry Exam the student must successfully complete the following phases of the program:

- Didactic Phase – 160 hours
- Field Externship Phase – 24 hours minimum, with at least 10 patient contacts

Upon successful completion of all phases of the program, the student will be given a course completion certificate that will be used as proof of meeting the requirements to take the National Registry Exam. Once successfully completing the NREMT written/cognitive examination, students will qualify to apply for State certification.

EMT Certification Requirements

The Emergency Medical Services Authority (EMSA) of California (<http://www.emsa.ca.gov/>) specifies requirements for EMT-Basic certification. Once you pass NREMT and receive your NREMT certification (valid for two years) you are eligible to apply to the local/county Emergency Medical Services Authority (LEMSA). State EMT certification is valid for 2 years from the date of certification issued by the LEMSA. The eligibility requirements for EMT certification in California are as follows:

1. Graduate from a State approved EMT Training Program
2. Pass the NREMT cognitive examination and psychomotor examination (valid for two years)
3. Have a current Basic Life Support (BLS) certification
4. Be eighteen (18) years of age or older
5. Complete the criminal history background check requirement. The certifying entity shall receive the State and Federal criminal background check results before issuing an initial certification
6. Complete an application and pay established fee.

Please check with your local county/state Emergency Medical Services Authority for required application and fees or other information (<http://www.emsa.ca.gov/>).

Job Classification/Position/Salary

- United States Department of Labor's Standard Occupational Classification (SOC) code: 29-2042 Emergency Medical Technicians and Paramedics
- Employment Position: Emergency Medical Technician
- Salary References/Disclosures:
 - CA State- EDD- <http://www.labormarketinfo.edd.ca.gov/OccGuides>
 - US Bureau of Labor Statistics- <https://www.bls.gov/bls/blswage.htm>

Continuing Education Course Description

Office of State Fire Marshal-California State Fire Training

American Health Education offers California Office of the State Fire Marshal (OSFM)- State Fire Training (SFT) Courses. All courses are filed and approved by SFT and listed on the SFT website. Please check the OSFM website -<http://osfm.fire.ca.gov/training/training> for current SFT certifications, full course description and prerequisites. Student manuals are available and downloadable for most courses. Please bring the required student materials to class. Upon completion of the course, all course materials are returned to SFT for processing. SFT certification process and requirements can be found at <http://osfm.fire.ca.gov/training/equivalencies>. AHE will provide students with "Proof of Attendance". Check website for course dates-www.americanhealtheducation.com.

Company Officer 2A-Human Resource Management (40 hr)

This course provides information on the use of human resources to accomplish assignments, evaluating member performance, supervising personnel, and integrating health and safety plans, policies, and procedures into daily activities as well as the emergency scene. Designed For: Aspiring company officers. Prerequisites: Meet the educational requirements for Fire Fighter II. Required Student Materials: Fire and Emergency Services Company Officer, fifth edition, International Fire Service Training Association, 2014, 9780879395643, The third edition and

fourth edition are also acceptable. Pocket Guide to the Firefighters Procedural Bill of Rights Act. At the completion of the class, AHE will provide students with "Proof of Attendance".

Company Officer 2D-All Risk Command Operations (40 hr)

This course provides information on conducting incident size-up, developing and implementing an initial plan of action involving single and multiunit operations for various types of emergency incidents to mitigate the situation following agency safety procedures, conducting pre-incident planning, and develop and conduct a post-incident analysis. Designed For: Aspiring company officers. Prerequisites: Meet the educational requirements for Fire Fighter II, ICS-200.B:Incident Command System For Single Resources and Initial Action Incidents Hazardous Material Incident Commander (as offered by the California Specialized Training Institute). Student Materials required: Fire and Emergency Services Company Officer, fifth edition, International Fire Service Training Association, 2014, 9780879395643 The third edition and fourth edition are also acceptable. At the completion of the class, AHE will provide students with "Proof of Attendance".

Instructor I- (40 hr)

This course provides the skills and knowledge needed for the entry level professional instructor to perform his or her duties safely, effectively, and competently. The curriculum is based on the 2012 edition of NFPA 1041 Standard for Fire Service Instructor Professional Qualifications. At the end of this course, candidates for Instructor I certification will be able to teach and deliver instruction from a prepared lesson plan utilizing instructional aids and evaluation instruments. The Instructor I will also be able to adapt a lesson plan and complete the reporting requirements to the local jurisdiction. Designed For: Personnel preparing for a college level fire instructor, Company Officer, or SFT Certified Training Instructor position. Prerequisites: None, but the following courses are recommended: Introduction to the Incident Command System (IS-100.B), FEMA or National Incident Management System (IS-700.A), FEMA. Required Student Materials: Fire and Emergency Services Instructor (ISBN 9780879394417) 8th IFSTA, Fire Service Instructor: Principles and Practice (ISBN: 9781449670832). At the completion of the class, AHE will provide students with "Proof of Attendance".

Instructor II- (40 hr)

This course provides the skills and knowledge needed for the intermediate level professional instructor to perform his or her duties safely, effectively, and competently. The curriculum is based on the 2012 edition of NFPA 1041 Standard for Fire Service Instructor Professional Qualifications and the 2012 edition of NFPA 1403 Standard on Live Fire Training Evolutions. At the end of this course, candidates for Instructor II certification will be able to develop lesson plans and evaluation instruments, teach and deliver instruction, and evaluate and coach other instructors. The Instructor II will also be able to analyze resources and formulate a program budget. Designed For: Personnel preparing for a college level fire instructor, Company Officer, or SFT Certified Training Instructor position. Prerequisites: Instructor I:Instructional Methodology Introduction to the Incident Command System (IS-100.B), FEMA OR National Incident Management System (IS-700.A), FEMA. Required Student Materials: Fire and Emergency Services Instructor (ISBN 9780879394417) 8th IFSTA, Fire Service Instructor: Principles and Practice (ISBN: 9781449670832) 2nd edition. At the completion of the class, AHE will provide students with "Proof of Attendance".

EDUCATIONAL OBJECTIVES

The EMT program is based upon the California EMS Authority and the National Registry of Emergency Medical Technicians and adhere to the Department of Transportation's National Standard Training Curricula:

- To develop the EMT student to understand what it means to be an EMT. This includes the career field of Emergency Medical Systems and the Roles and Responsibilities of the EMT in the EMS field.
- To provide the EMT student the knowledge, skills, and ability to provide top level care and function safely and effectively in the pre-hospital environment.
- The EMT student will be able to demonstrate competency and proficiency in both basic EMT skills with each patient he/she will encounter.
- To prepare the EMT student to successfully complete the National Registry Licensure Examination.

State Fire Training

- To provide training and education in fire protection methods and responsibilities through instruction of the California Office of State Fire Marshal State Fire Training courses.

ADMISSION REQUIREMENTS

EMT-Basic: To qualify for this program, each applicant must have:

- Copy of HS Diploma, GED, transcripts, or equivalent proof of HS education level of ability/skills
- American Heart Association Basic Life Support Certification (CPR)
- Current Immunization Records for:
 - ✓ TB- Tuberculosis within 1 year
 - ✓ Tetanus within 1 year
 - ✓ MMR- Measles, Mumps, Rubella (childhood record OK)
 - ✓ Varicella Immunity
 - ✓ Hepatitis B- At least shot #1 in series
 - ✓ Covid-19 Vaccination
- Current California ID/Driver's license
- Current Healthcare Insurance card

EDUCATIONAL PREREQUISITES

EMT Basic : This program requires that all students possess a current American Heart Association Basic Life Support certification.

Physical considerations: EMT students must possess sufficient ability to: Lift at least 50 lbs unassisted, stand, carry, and balance on uneven terrain. Stoop, kneel, climb, crouch and crawl as needed to reach patients and safely remove and transport. Carry and utilize emergency medical equipment appropriately. Communicate verbally to patients, physicians, nurses, and co-workers. Hear, understand, and react quickly to verbal instructions and patient needs. In addition, students must be able to travel to field training sites as assigned and work varying shifts and hours as assigned.

EMT APPLICATION PROCESS

All interested applicants must submit a completed application along with a \$250 non-refundable registration fee and \$250 course text etext fee to secure their slot in the program. Student will be sent an access course etext code and once accessed it is non-refundable. Prospective students may tour the facility and discuss program information. The enrollment agreement will be executed during orientation or on the first day of class. All required registration fees and documents must be provided as listed in the enrollment agreement. AHE does not provide VISA services for foreign students, therefore, you must be eligible to study in the United States to enroll.

ENROLLMENT AGREEMENT

Students must sign an enrollment agreement (EA) before beginning a course at AHE. The agreement includes information pertaining to tuition and fees, attendance, course details- dates, location, time, STRF fees, cancellation, course certificates, transferability, and other related matters. The enrollment agreement is legally binding when signed by the student and accepted by the institution.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS

ACADEMIC STANDARDS- EMT

In order to maintain enrollment in the classroom or didactic phase of training, a student must maintain the following:

1. A cumulative average of minimum of **eighty percent (80%)** on all examinations, quizzes and assignments administered throughout the entire classroom program.
2. Complete and pass all skills assignments or skills testing.
3. Complete final with a passing (minimum 80%) score
4. Complete skills finals stations with a passing score.
5. Students may repeat a skills station only once and only under the approval of the Program Director.

GRADING SCALE

AHE uses a standard grading scale for all tests and quizzes. All cumulative grades must be kept above the National Standard Minimum Acceptable Grade of 80%. All grades will be based on the following grading scale:

- **Didactic Grading Scale**
 - 100-90 = A
 - 89-80 = B
 - 79-0 = F
- **Clinical Grading Scale (EMT)**
 - The clinical time for EMT is observational time only and consists of a minimum of 24 hours and ten patient contacts. No letter grade is given.

Maximum Allowable Time Frame

The maximum allowable time frame for completion of an EMT program is 150% of the total time of the program. If a student feels that he or she is going to exceed the maximum allowable time of the program, it is the **RESPONSIBILITY OF THE STUDENT** to notify the school immediately to discuss the issue(s) pertaining to the timeframe and to establish a plan for completion of the program. The student will be required to make an appointment with AHE administration and enter into a Performance Improvement Plan (PIP) agreement. The PIP will be a signed agreement between AHE and the student and will list the expectations in order to obtain a course completion certificate. If the student does not meet the expectations set forth in their Performance Improvement Plan, he/she will be dismissed from the program.

State Fire Training (OSFM)- Students must complete each course in its' entirety and credit for completing part of a course may not be granted. Upon completion of the course, AHE will send the course materials to SFT to issue applicable certificates. SFT certification process and requirements can be found at <http://osfm.fire.ca.gov/traing/equivalencies>. AHE will provide students with "Proof of Attendance" upon request.

TARDINESS, ATTENDANCE AND MAKE UP WORK

Students shall be required to attend a minimum number of training hours in order to be eligible for successful completion of an EMT training program. Unexcused or excessive absences, tardiness, or early departures from an EMT training program shall be grounds for immediate program dismissal.

1. All training programs shall have a minimum number required hour, which all students must attend in order to successfully complete a course of instruction.
2. Minimum required training hours shall be identified by the instructor and communicated to the student prior to or during the enrollment process.
3. Unexcused for the purposes of this policy shall be defined as where AHE has not received written or verbal information; or where the student has not made contact to advise of the circumstances and received acknowledgement and/or approval regarding the absences, tardiness or early departures.
4. Excessive absences where the student has missed more than ten percent (10%) of the total scheduled class time shall be grounds for immediate program dismissal from the training program.
5. This policy shall include any unexcused absence, tardiness, or early departure for which the student was previously scheduled to attend as part of their classroom, clinical or field training.
6. It is the responsibility of the student to make arrangements with the Program Director to make up all work and training missed while absent or tardy.

PROGRAM WARNING, PROBATION, SUSPENSION & DISMISSAL

AHE may issue an academic, attendance or behavioral warning, probation, or suspension to students as a process for remediation or conditions for continued enrollment in a training program.

1. Students who do not meet the academic, attendance, or behavioral standards of AHE may be subjected to the following process prior to program dismissal;
 - **First infraction**: student may be issued a written or verbal warning advising of their potential failure to meet standards.

- **Second infraction**: student may be placed on written or verbal probation, which shall have conditions that must be met by the student in order to continue enrollment in training program.
 - **Third infraction**: student will be involuntarily dismissed from training program.
2. In order for the student to be removed from probation and placed on regular status, he/she must be able to demonstrate that the behavior, incident, and/or cause of the warning or probation has been corrected and all conditions set forth in their written or verbal probation have been met.

STUDENT CONDUCT

Students enrolled in training programs offered or sponsored by AHE shall adhere to a code of conduct in all phases of training that shall include but not be limited to the following:

1. Report to all training sessions on time.
2. Attend all training sessions until completed or dismissed by instructor.
3. Respect the rights of all instructors and fellow students to have a learning environment that is conducive and free of distractions.
4. Actively participate in all training sessions.
5. Criticize ideas and concepts but not people.

DISMISSAL

Conduct which shall be grounds for immediate dismissal or suspension (until an investigation or trial has been concluded) from AHE training programs include but is not limited to the following:

1. Disregard for AHE student policies and procedures.
2. Suspected use of recording devices i.e. cell phones, computers, ipads, smart phones and watches or any other means to record or capture photos of instructors, students, patients and all aspects of training activity under any circumstance is prohibited
3. Cheating or alleged cheating.
4. Falsification of documents or property.
5. Misrepresentation of property or work.
6. Excessive absenteeism.
7. Insubordination.
8. Defiance of authority.
9. Reckless disregard for safety.
10. Suspected or actual drug or alcohol use while participating in AHE activities; classroom sessions, skills sessions, clinical or field rotations.
11. Suspected drug or alcohol abuse.
12. Discrimination of age, gender, race, handicap, or sexual orientation.
13. Assault or battery.
14. Theft or robbery.
15. Sexual assault or harassment.

AHE reserves the right to immediately dismiss any student for conduct or behavioral issues that are illegal or present immediate danger to others. Action to suspend or dismiss a student by AHE may be based upon accusations or allegations and may be in the form of an immediate written or verbal suspension until appropriate jurisdictional authorities have concluded an investigation and deliberation of charges. Students may be held accountable for actions or accusations brought against them from incidents or the actions; or from authorities outside and not affiliated with AHE. Students may be given a warning or counseling session prior to dismissal only at the discretion of the Program Director. Students suspended from an AHE program shall

continue to be responsible for all financial and tuition obligations until such time as a decision has been made regarding the continuance or dismissal of the student. Students who are dismissed from an AHE program for conduct may be eligible for tuition refund. (See *Program Cancellation, Withdraw and Refund*).

LEAVE OF ABSENCE

Students may apply for a “leave of absence” (LOA) when unforeseen circumstances arise disrupting the student’s ability to continue during the training process. Students may be eligible for a LOA if they meet the following criteria:

1. The student can document and demonstrate a personal, mental, physical, medical or financial hardship, which disrupts the student’s ability to continue with their training. This includes US Military active and reserve for acts of war or civil defense and Jury Duty.
2. The student is in good academic and conduct standing with AHE.
3. The student is current with required tuition and fee payments.

LOA’s shall be granted exclusively at the discretion of the Program Director. LOA’s shall be for a maximum ninety-day time period. LOA will *not* be granted for continuing education courses or courses/programs that are 5 days or less in duration. The Program Director may consult and seek recommendations regarding LOA’s from the Quality Review Board. Students who are granted a LOA shall continue to be officially enrolled in an AHE training program and shall continue to meet the financial or tuition requirements for their original training program. The student shall be fully responsible for all conditions, timelines, and deadlines of the LOA. If the student fails to return from the LOA on the date indicated the student will be terminated and the Cancellation/Refund policy will apply.

Procedure

1. The student must request a LOA in writing to the Program Director prior to missing any assigned or regularly scheduled didactic or field shifts. An emergency extension of this deadline may be granted only at the sole discretion of the Program Director.
2. The Program Director in consultation with the Quality Review Board shall make a decision to grant or not to grant the LOA within a maximum of ten (10) days from the receipt of the written request.
3. The student shall receive a “**Written Notification of Leave of Absence**” in writing which shall include the decision, conditions, and length of LOA.
4. If AHE does not receive a rejection of LOA from the student in writing within fourteen (14) days from the date listed on the **Written Notification of Leave of Absence**, the LOA period and conditions shall be considered effective.
5. The student shall be responsible for fulfilling all conditions of the LOA.
6. The student shall be responsible for contacting the school in writing to advise of readiness to re-enter the program within thirty (30) days of the LOA expiration.
7. Students who are granted a LOA based upon medical conditions must have a medical release showing “physically fit to return to duty” in writing and signed by the treating or primary medical doctor.
8. Upon receipt of notification by student to school of readiness to re-enter, a student assessment process will be implemented by AHE.
9. The returning student may be tested and assessed by AHE faculty to identify the best possible insertion point into the program.
10. A program of re-entry will be developed for the student by AHE which may require additional didactic and field time up to the maximum of their original training program requirements.

11. The student may be responsible to purchase a new textbook if during their LOA the program adopted a new edition of textbook.
12. All written correspondence to and from the student shall be by U.S. Mail and shall be certified with return receipt requested.
13. In all cases, students shall not be held accountable for failure to contact AHE, if the student can show by way of U.S. certified mail receipt or documented electronic transmissions that attempts have been made to communicate during the specified period at the following mail address:

American Health Education
3174 Constitution Drive
Livermore, CA 94551
ATTN: Program Director

14. In the case that the student has not responded to conditions or timelines associated with the LOA, or when the school has not been able to contact the student, or when the student has not contacted the school (AHE) within thirty (30) days prior or thirty days (30) after the LOA expiration deadline, this shall be considered sufficient grounds for immediate student dismissal from the training program.
15. Failure to meet the written conditions of the LOA or to complete written re-entry program requirements as specified by AHE staff upon re-entry, shall be grounds for immediate program dismissal from the training program.
16. If a student fails to return from a LOA, the students last recorded date of attendance is considered the withdraw date. If any, a refund will be dispersed to the student according to the CEC Section 94920. (See *Program Cancellation, Withdraw and Refund*).

PROGRAM REINSTATEMENT

Students who have been previously enrolled in a program at AHE but have since been dismissed or terminated by the school or who have withdrawn voluntarily may be reinstated. The reinstatement must occur within thirty (30) days or the student must start at the beginning of a new program. Reinstatement *will not* be granted for Office of State Fire Marshal (OSFM) courses or courses/programs that are 7 days or less in duration. In order for a student to be reinstated into a new program, the student must meet the following requirements:

1. Student must be in good standing with the school, which includes but is not limited to the following:
 - Student has paid all outstanding fees and tuition.
 - Student has submitted all required documentation and immunizations
 - Student is not accused of or under investigation for a criminal offense.
 - Student has not been convicted of a criminal offense, which would preclude eligibility for state licensure as an EMT.
 - Student has maintained good conduct.
 - Student has been cleared by a California licensed physician as physically capable of performing typical duties and activities of an EMT.
2. Student must complete a new application and pay the application fee (\$250.00).

APPEALS

Students who have been dismissed from training programs or who have received notification of disciplinary or academic warning or action or probation may appeal this action to the program director of AHE and request a confidential hearing.

1. Appeals must be in writing and submitted either in person or by mail to the Program Director within thirty (30) days from the date of which action was taken.
2. All appeals will be evaluated by the Program Director in consultation with the Medical Director.
3. The appeal hearing shall be set up and commence within 15 business days of the day from which the student requested a hearing.
4. Students who fail to attend the appeal hearing shall have the appealed action sustained and continued in full force without future recourse.
5. The participants in the hearing shall consist of the Quality Review Board.
6. The student shall have an opportunity to address the hearing board and to present any and all forms of documentation and references.
7. The appeal hearing board shall listen to the student appeal and render a recommendation to rescind, modify or sustain the action.
8. The final decision to rescind, modify or sustain the action shall be at the sole discretion of the Quality Review Board.
9. The student shall be notified of the final decision regarding the appeal in writing within 5 business days after the date of the appeal hearing.

STUDENTS RIGHT TO CANCEL CANCELLATION, WITHDRAWAL, AND REFUND

EMT-Basic Program

The student has the right to cancel and obtain a refund of charges paid through attendance at the first class, session, or the seventh day after enrollment, whichever is later. If you choose to cancel this agreement, AHE will refund any money that you paid less the nonrefundable registration fee. Cancellation shall occur when you give written notice of cancellation addressed to Program Director and sent by US certified mail, facsimile, or hand delivered. The written notice of cancellation is effective on the date received by AHE. The refund will be issued within 45 days of the notice of cancellation.

AHE follows refund guidelines set by the Bureau for Private Postsecondary Education in accordance with 5 CCR 71750. You have the right to withdraw from a course of instruction at any time. If you withdraw from a course of instruction after the period allowed for cancellation of the agreement set forth above, AHE will issue a pro-rata refund for students who have completed 60 percent or less of the period of attendance. The pro-rata refund will be calculated as follows: total institutional charge divided by the number of days in the program, multiplied by the number of days student attended, or was scheduled to attend prior to withdrawal, less the amount paid by the student. All amounts paid in excess of what is owed as calculated above shall be refunded within 45 days of the student's withdrawal or cancellation.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

Continuing Education Course Refund Policy

Office of State Fire Marshal (OSFM) California State Fire Training

- Company Officer 2A
- Company Officer 2D

- Instructor I
- Instructor II

A \$50.00 registration fee is non-refundable. If you cancel prior to the scheduled period of instruction AHE will refund any money that you paid less specified non-refundable fees. Students who have completed 60% or less of the period of attendance shall be issued a pro rata refund. Notice of cancellation must be in writing. Withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. To request a refund, please contact the following: register@americanhealtheducation.com. Emails will be responded to within 24 hours. Please include in your email students name, date of enrollment and reason for requesting a refund. Refunds will be issued within 45 days of receipt of refund request. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

CANCELLATION INITIATED BY THE STUDENT

Procedure:

1. Students who are eligible for a tuition refund must first notify the school in writing of their intent to cancel the agreement or withdraw from the program.
2. Notification shall be made in writing and must be signed by the enrolled student.
3. All requests shall be sent via email to Yvette@americanhealtheducation.com, or sent by US certified mail to:

American Health Education
3174 Constitution Drive
Livermore, CA 94551
Attn: Program Director

PROGRAM OR CLASS CANCELLATION INITIATED BY AHE

It is the policy of AHE to give a full refund of all fees and tuition for any training class or program that is cancelled by AHE administration. Students who have paid any part of their tuition are eligible for a tuition refund and will receive a refund of all tuition automatically within ten (10) business days of notification of cancellation.

STUDENT SERVICES

TUTORING

Student is advised that AHE has academic tutoring for those students who feel they need it. The cost is \$50/hour with a two-hour minimum.

HOUSING

- A. AHE does not have any dormitory facilities under its control.
- B. In the Livermore area, room rentals start at about \$1070-1400 per month and studio apartment rentals are approximately \$1400- \$3600 per month.
- C. AHE has no responsibility to assist a student in securing student housing.

FINANCIAL AID

Student is advised that AHE does not participate in any Federal or State financial aid program. If the student obtains a loan to pay for this educational program, the student has the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student

receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds. AHE does not require disclosure of the funding source. If the student defaults on a federal or state loan the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and
2. The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.

EMT PAYMENT PLAN AGREEMENT

A tuition payment plan is available to all students enrolling in EMT. Students that opt for the tuition payment plan will sign a Payment Plan Agreement with AHE. A payment of \$500, includes non-refundable registration fee, will be required to secure a slot in the program. The first tuition payment of \$1250 is due on the first day of class followed by two subsequent \$600 payments made by the due date, the second and third week of instruction. See below:

EMT-BASIC COURSE PAYMENT PLAN: *Please Initial

- * _____ Enrollment/Registration Payment (Minimum \$500)
- * _____ Payment #1 (Minimum \$1250) paid by First day of class _____
- * _____ Payment #2 (Minimum \$600) paid by DUE DATE _____
- * _____ Payment #3 (Minimum \$600) paid by DUE DATE _____

The student will sign an agreement that will include student name, date of agreement, course dates, payment terms: payment amount, due date for each scheduled payment amount, student signature, terms and conditions of the agreement which state "Students who enter into the agreement understand and agree there is no grace period for these payments and failure to complete these payments as scheduled will result in immediate voluntary withdrawal from the program. Students who are dismissed from an AHE program for failure to make scheduled tuition payments may be eligible for tuition refund. (See Cancellation, Withdraw and Refund).

LEARNING & PHYSICAL DISABILITIES

All facilities at AHE are handicap accessible and AHE complies with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Federal Rehabilitation Act of 1973. Applicants who are persons with disabilities may apply for admittance into the program. AHE will work with the applicant or student to determine whether reasonable accommodations can be effective and/or are available.

LIBRARY & OTHER RESOURCES

AHE provides a computer for students to access the online library www.thefreelibrary.com. The Free Library has literature and periodicals from hundreds of leading publications and newly-published articles are added to the site daily. The Free Library is an invaluable research tool and the fastest, easiest way to locate useful information on virtually any topic. Students can explore the site through a keyword search. The computer allows students to use technology when learning and studying. The online resource provides an inter-active approach for the student that aids in retention of the subject matter. The computer is made available to students and

faculty during normal business hours and by appointment after class hours. Students can make an appointment request to their instructor or AHE staff. The library also consists of books and periodicals for the use by students and faculty. All books, computers, and class equipment are made available to students and faculty during normal business hours. Books can be checked out to the student or faculty but the computers and classroom equipment will remain in the building.

NON-DISCRIMINATION

Student has been advised that it is the policy of AHE to assure that no discrimination against any student or applicant shall occur due to race, religion, color, national origin, ancestry, physical or mental handicap, medical condition, marital status, age, sex or sexual orientation.

JOB PLACEMENT

Student understands and agrees that AHE does **NOT** guarantee or represent any claim that completion of any training program will include job placement or assignment of gainful employment.

ENGLISH AS A SECOND LANGUAGE

AHE *does not* provide English as a Second Language (ESL) instruction or programs. All course content is delivered through the use of PowerPoint Slide directed lecture and is presented in English. Students must be able to read, write and understand English, at a minimum high school level, prior to enrollment.

FOREIGN STUDENTS

AHE does not provide VISA services for foreign students, therefore, you must be eligible to study in the United States to enroll. AHE does not provide visa services or vouch for student status.

ADVANCED CREDIT AND EXPERIENTIAL LEARNING CREDIT

Student understands and agrees that AHE does **NOT** offer any advanced credit or credit for prior experiential learning.

TRANSFER OF CREDIT

AHE does not accept credit from previous training or other institutions or accept ability-to benefit students. There are no challenge exams or achievement tests for courses or programs. AHE has entered into an articulation agreement for the EMT program with South Bay Regional Public Safety Training Consortium (The Academy). The Academy operates under a Joint Powers Agreement with nine community colleges and certifies training in law enforcement, fire services, emergency medical training, dispatch and more. Member colleges provide college credit for many courses offered by The Academy. AHE students are provided the option during the application process to register with The Academy to obtain three (3) college credits for successful completion of the EMT Program.

QUESTIONS OR COMPLAINTS

Any past or present student, customer, or consumer of goods or services of AHE may file a written complaint and shall receive a response.

Procedure

1. All complaints shall be in writing and are not required to take any particular or standard form or expression.
2. All complaints may be handed over in person or mailed to the following address:
American Health Education
3174 Constitution Drive
Livermore, CA 94551
Attn: Program Director
3. AHE shall review and respond to all written complaints within thirty (30) days after the complaint has been received or by the postage date listed on the mailing whichever is sooner.

Students may also write or contact Bureau for Private Postsecondary Education directly with any question or complaint about this institution at any time:

Mailing Address:

Bureau for Private Postsecondary Education
PO Box 980818
West Sacramento, CA 95798-0818

Physical Address:

Bureau for Private Postsecondary Education
1747 North Market Blvd., Suite 225
Sacramento, CA 95833

Phone: (916) 574-8900, Toll Free: (888) 370-7589, Main Fax: (916) 263-1897

Web site: www.bppe.ca.gov, E-mail: bppe@dca.ca.gov

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, www.bppe.ca.gov, toll free telephone number (888) 370-7589 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll free telephone number (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet Web site www.bppe.ca.gov.

BANKRUPTCY

American Health Education does **NOT** have a pending petition in bankruptcy, is **NOT** operating as a debtor in possession, has **NOT** filed a petition within the preceding five years, or has **NOT** had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.)

TUITION POLICIES, FEES & EXPENSES

TUITION CHARGES AND FEES

All programs offered by AHE shall have tuition, charges or fees, which are determined prior to enrollment by the Program Director. All tuition, charges and fees shall be disclosed to prospective students prior to enrollment and listed on the enrollment contract.

TUITION PAYMENT

All tuition fees are due and payable in full prior to completing enrollment in any training program offered by AHE. Students can petition for a tuition payment plan for EMT-Basic.

EMT Basic Course: TOTAL, TUITION, FEES & EXPENSES: \$3415.00

Itemization of all charges and fees:

Tuition	\$2442.50
etext Brady Emergency Care 13 th Ed/MyBradyLab (once etext code is accessed by student, fee is non-refundable)	\$250.00
Registration fee (non-refundable)	\$250.00
Student Tuition Recovery Fund (non-refundable)	\$7.50
Total tuition and charges paid to AHE	\$2950.00
Additional estimated fees may apply	
Tutoring Services if needed-\$50/hour with a two-hour minimum	\$100.00
Additional estimated fees- not paid to AHE:	
Textbooks- Optional, Brady Emergency Care 13 th Edition	\$135.00
Live Scan	\$130.00
Uniform- pants, belt, boots- approximate fee	\$100.00
Total Tuition, Estimated Charges and Additional Fees	\$3415.00

TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE:- \$3415.00

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: \$3415.00 and -

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT- \$500.00 (includes \$250 non-refundable registration fee)

Office of State Fire Marshal (OSFM) – CA State Fire Training TOTAL TUITION, FEES & EXPENSES:

Company Officer 2D

Company Officer 2A

Instructor I

Instructor II

Itemization of all charges and fees:

Course Fee	\$405.00
REGISTRATION FEE (non-refundable)	\$50.00
Student Tuition Recovery Fund (non-refundable)	.00

TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE:- \$455.00

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: \$455.00 and-

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT- \$455.00

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 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 North Market Blvd., Suite 225, Sacramento, CA 95833, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are 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 non-collection 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.

TRANSFERABILITY

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at American Health Education is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending American Health Education to determine if your certificate will transfer. There is no fee associated with sending transcripts to another institution.

RECORDS POLICY

AHE shall be the custodian of all student records. All records are stored in a locked filing cabinet in a storeroom accessible to AHE staff only. These records shall be considered strictly confidential and the exclusive property of AHE. The documents contained in the files will be all registration/contract documents, all academic documents, and all financial documents. A hard copy of each document will be kept in the file. There will be one file per student. AHE shall maintain, for a period of 5 years the pertinent student records described in Section 71920 from the student's date of completion or withdrawal:

- all registration/signed contract documents
- all financial documents
- all academic documents -**Transcripts are kept permanently**

Procedure

1. AHE shall maintain all personnel, academic and financial records for students currently enrolled and formerly enrolled at AHE.
2. Students shall submit in writing a "request for transcripts and information" to have records forwarded. **Transcripts are kept permanently.**
3. Request for records must be made in writing by a currently enrolled or formerly enrolled student sent to the address below.
4. There is no fee for having records forwarded or processed.

All records will be kept at the following address for a minimum of five (5) years:

American Health Education
3174 Constitution Drive
Livermore, California 94551
Attn: Program Director