



New York Institute of Career Development

2019 Catalog

192 Lexington Ave  
New York, NY 10016  
212-867-8260  
[www.nyicd.edu](http://www.nyicd.edu)

*New York Institute of Career Development 2019 Catalog, Ninth Edition  
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means without written permission.*

*Purpose: The Catalog is the official document for all academic policies, practices, and course requirements. The general academic policies and policies govern the academic standards and accreditation requirements to maintain matriculated status and to qualify for a certificate. NYICD has adopted a 'grandfather clause' policy such that students have a right to complete their academic courses under the requirements that existed at the time of their enrollment, to the extent that curriculum offerings make that possible. If course changes are made that effect student courses of study, every effort will be made to transition students into a new course of study that meets new graduation requirements.*

*Students proceeding under revised academic policies  
must comply with all requirements under the changed course.*

*Reservation of Rights: NYICD reserves the right to make changes to the provisions of this catalog and its rules and procedures at any time, with or without notice, subject to licensing requirements.*

*This catalog is not a contract but merely a general outline of the courses being operated presently by the school. Certain policies may be grandfathered in at the time of enrollment and other revised policies supersede prior policies.*

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# NYICD Mission Statement, Values and Student Learning Outcomes

## Mission Statement

NYICD's mission is to empower students to achieve their aspirations through flexible, convenient, affordable, and highly relevant education.

## Values

- **Accountability:** We set measurable goals and are accountable to students and to each other for our actions, performance, and results.
- **Integrity:** We operate with the utmost integrity, and treat both our fellow colleagues and our students with dignity and respect.
- **Passion:** We believe we can make a difference in people's lives and want to help each student, faculty and staff member in our diverse community realize his or her individual potential.
- **Teamwork:** We are committed to collaboration and communication among students, faculty, and staff, as both are essential to achieving great outcomes for students and our company.
- **Excellence:** We strive to uphold high standards in our academic programs, student experience, and support services, and are continually seeking ways to improve each of these areas.

## Student Learning Outcomes

By incorporating the following learning and career outcomes into its courses, NYICD ensures that graduates are prepared to succeed in a variety of professional, civic, and personal settings.

1. **Job-Specific and Technical Skills**  
Graduates will be trained in job specific technical knowledge and the common body of knowledge associated with a specific course.
2. **Professional and Life Skills**  
Graduates will be trained in professional and life skills that include responsibility and self-motivation necessary to complete only one of our rigorous courses.
3. **Qualifications for Advancement**  
Graduates will have the skills and credentials to apply for jobs, change careers, advance in their current workplace, or pursue skill-based hobbies and interests.



## Legal Governance

Professional Career Development Institute, LLC (PCDI) owns and operates the three Ashworth schools: Ashworth College, Ashworth Career, and James Madison High School. PCDI Canada and Distance Education Company (DEC) are wholly owned subsidiaries of PCDI. In 2009, PCDI was acquired by Sterling Partners. In 2019, Penn Foster Education Group, Inc. acquired Sterling Partners' ownership interest.

PCDI Canada offers Ashworth's career and high school programs in Canada.

- Canadian Agent: Michael Scott. 9-441 Stonehenge Drive. Ancaster ON L9K0B1

DEC operates three schools: New York Institute of Photography, New York Institute of Art and Design (formerly Sheffield School), and New York Institute of Career Development.

The Board of Directors comprises the following members:

- Frank Britt
- Thomas Blesso



The Course Advisory Council is comprised of the following members.

<b>DEC Course Advisory Council (CAC)</b>		
<b>Subject Area</b>	<b>Name</b>	<b>Title</b>
Photography	Patrick Donehue	Professional Photographer, Consultant, Educator
Photography	Tim Pannell	Professional Photographer
Photography	Timothy Archibald	Professional Photographer
Photography	Ethan Pines	Professional Photographer
Photography, Art and Design	Robert Mansfield	Art and Design Director, Forbes Media
Art and Design	Keith Gallagher	Creative Director, DEC
Art and Design	Melissa Estrada	Interior Designer
Art and Design	Natasha Lima-Younts	CEO, Gables Interiors
Art and Design	Janet Ramin	Interior Designer
Allied Health - Chair	Marie Capps Berry	President, Education Consulting Services
Allied Health	Regina Forbes	Pearson, Sales Director, Private Sector
Allied Health	Ellie Halibozek	Medical Billing and Coding Curriculum Developer
Allied Health	Dr. Beth Markham	Chief Nurse Administrator, Ashworth College
Allied Health	Thomas Frisco	Pharmacy Technician Program Director
Allied Health - Chair	R. Michael Schafer	President, EdPartners, LLC. Former ABHES Commissioner
Allied Health	Carole Schanel	Educator and Program Director (Retired). Former ABHES Commissioner
Pharmacy Technician Advisory Board	Thomas Frisco, BS Pharm.	New York Institute of Career Development, Program Director
Pharmacy Technician Advisory Board	George Flabum, Phrm. D.	Assistant Director of Pharmacy at Mt. Siani Hospital
Pharmacy Technician Advisory Board	Lewis D'Iorio, R.PH.	Owner of LDT RX Solutions,
Pharmacy Technician Advisory Board	Phil Altman, R. Ph.	Owner of Healy Choice Compounding Pharmacy
Pharmacy Technician Advisory Board	Dr. Laura Cvek, Pharm, D.	Pharmacist, Health Choice Compounding Pharmacy
Pharmacy Technician Advisory Board	Saha Falbum, Pharm. D.	Associate Professor at Fairleigh Dickerson University
Pharmacy Technician Advisory Board	Nicholas Dowbak	Walgreens Field Recruiter
Pharmacy Technician Advisory Board	Charrai Byrd, Pharm. D.	New York Presbyteria Hospital. President, NYC Society of Health System Pharmacists
Pharmacy Technician Advisory Board	Donny Ramscook	Supervising Pharmicists, Maxor Pharmacy
Business - Chair	Micaela Alpers	President, Education Division, CareerTeam
Business -Chair	Jacob Boller	Director of Operations, DEC New York
Business	Dr. Michael Hillyard	Consultant, Accreditation and Higher Education Strategy
Business	Lucy Alvarez	Retird Executive Chef
Business	Blanche Barfield	Ashworth Graduate, Travel Agent Program
Business	Hilton Joseph	Co-Owner and Manager, Cuban/Spanish Themed Restaurant
Business	Scott Katz	Group Vice President, Learning Solutions, SunTrust Banks
Business	Christina Mathews	Catering Sales Manager, Atlanta Marriott Peachtree Corners
Business	Dawn Taccone	ServSafe Instructor, California State University Ponom and Wedding Planner/Caterer
Business	Daniel Taccone	Sr. eCommerce Manager, Hilton Hotels
All	Jacob Boller	Director, DEC
All	Robyn Selman	General Manager, NYIP

## Accreditation and State Licensing

### NYICD Accreditation

NYICD is a fully accredited Career Development school. We are proud to be accredited by the Distance Education Accrediting Commission (DEAC) and licensed by the New York State Education Department.

### New York State Education Department

The New York State Education Department (NYSED) is one of the most respected education agencies in the United States. The New York Institute of Career Development is licensed under the demanding standards of NYSED, and all our courses are regularly reviewed and approved by NYSED, ensuring that we maintain the highest standards of education materials, student service and business practices. All NYICD teachers and key staff are licensed by NYSED. A full explanation of NYSED's requirements that pertain to NYICD is available in our catalog.

### DEAC

The Distance Education Accrediting Commission is listed by the U.S. Department of Education as a recognized accrediting agency. The Distance Education Accrediting Commission is recognized by the Council for Higher Education Accreditation (CHEA). To see the DEAC consumer disclosure form, [click here](#).

Distance Education Accrediting Commission  
1101 17<sup>th</sup> Street, NW, Suite 808  
Washington, DC 20036  
202-234-5100  
202-332-1386 (Fax)

To learn more about DEAC, visit their [website here](#).

### Better Business Bureau (BBB)

The mission of the Better Business Bureau is to advance marketplace trust. This is accomplished through a number of different actions. First, the BBB sets standards for trust and encourages businesses to adopt them. It engages with businesses and educates consumers to ensure that best practices are well-known and followed. The BBB celebrates marketplace role models and addresses substandard business behavior to create a community of trustworthiness.

The New York Institute of Career Development is an institutional part of the Distance Education Company (DEC), which has been accredited by the Better Business Bureau of Metro New York since 2015. The BBB reviewed DEC's advertising and student servicing and has certified that we meet or

exceed their list of best practices, meaning students can feel confident that NYICD lives up to the promises made to new students.

## Student Tuition Recovery Fund Fee and Disclosure: California Residents Only

The following information regarding the Student Tuition Recovery Fund (STRF) is disclosed to students in accordance with the California Private Postsecondary Education (BPPE):

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses 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, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 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 the 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 the 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 the 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.

\* Effective January 1, 2015, the current STRF assessment rate is zero dollars (\$0).

## Administration

### Institutional Administrators

Frank Britt	Chief Executive Officer
Nial McLoughlin	President
Robyn Selman	Vice President of Creative Design

### Education Operations

Jacob Boller	School Director / Director of Operations
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### Academic Administrators

Chris Corradino	Faculty Director
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### Student Services

Sandra Darien	Director of Student Services and Registrar
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### Course Development

Keith Gallagher	Creative Director/Director of Course Development
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### Marketing

Zach Heller	Director of Marketing
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# Academic Year, Holidays, Contact Information, Hours of Operation

## Academic Year

Students may enroll in NYICD's courses at any time of the year. There are no set class start dates, and students do not have to wait until the beginning of a new session. All courses offered are flexible and self-paced, with students setting their own schedules within certain maximum allowable time frames per course.

## Holidays

NYICD is closed on the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

## Contact Information

The following information may be used to contact NYICD. Students should provide their name and student number on all communications with NYICD staff.

### Mailing Address:

New York Institute of Career Development  
192 Lexington Ave, STE 701  
New York, NY 10016

### NYICD Web Site:

[NYICD.edu](http://NYICD.edu)

### Career Services:

[careerservices@NYICD.edu](mailto:careerservices@NYICD.edu)

### Student Forum:

Visit the Forum via the Online Learning Center

### Online Learning Center:

[courses.NYICD.edu](http://courses.NYICD.edu)

### Student Services E-mail:

[info@NYICD.edu](mailto:info@NYICD.edu)

## Course Assistance:

### Tutor Assistance:

Academic Advisors

800.583.1736 or [studentadvisor@NYICD.edu](mailto:studentadvisor@NYICD.edu)

### Course Instructor:

Each course syllabus provides information on contacting the faculty and the Academic Advisor support team. When

students have course specific questions, they should first review their course syllabus to identify their team and contact information.

NYICD Classmates:

Visit the Student Forum to find discussion forums:



### Phone Guide

<u>Department</u>	<u>Phone Number</u>
School Director	800.583.1736
Academic Advisors	800.583.1736
Admissions (Nonstudents)	800.583.1736
Career Services	800.583.1736
Main	212.867.8260
Military Services	800.583.1736
Student Services	800.583.1736

### Fax Destination Guide

<b>Fax Number</b>	<b>Department</b>	<b>Types of Faxes</b>
<b>Business Services</b>	<b>212-867-8122</b>	Military Corporate Partnerships
<b>Education Services</b>	<b>212-867-8211</b>	Lessons Life/Work Exams Mandatory Graded Assignments Unit Exams
<b>Student Services</b>	<b>212-867-8122</b>	High School Verifications Financial Information Student Account Changes Career Services Assistance

### Hours of Operation

9:00 a.m. – 6:00 p.m. (Monday – Friday) Eastern Standard Time

## Admissions

### Admission Requirements

**The following requirements are applicable:**

**Prospective students under 16** cannot enroll.

**Prospective students under 18** and/or have not completed High School may enroll with 2 types of permission. 1.) Permission from parent or guardian and 2.) a letter from an official from the high school in which the student is enrolled attesting to the fact that the student is making satisfactory progress in his/her high school studies and has no objection to the student taking on additional work to complete this course.

**Prospective students under 18** with a completed high school diploma or its equivalent will need a signed permission on the Enrollment Agreement from his/her parent or guardian.

**Prospective students 18 and older** are required to submit evidence of high school completion or its equivalent.

**Students enrolling in the Pharmacy Technician Course:** must be 18 years of age and have a High School Diploma or equivalent.

### Application Process

Follow the steps below to enroll in NYICD courses.

1. Complete an application online, by phone-or via mail.
  - a. Apply online – The online application process is simplified to reduce processing time. The online application can be accessed from our Web site, [www.NYICD.edu](http://www.NYICD.edu) Applicants can indicate the course on the online application form.
  - b. Apply by phone during normal weekday working hours by speaking with an Licensed Agent at 800.583.1736
  - c. Mail or request an enrollment agreement from the Admissions Department at New York Institute of Career Development, 192 Lexington Ave, STE 701New York, NY 10016
2. Within 24 hours of receiving the completed enrollment application, NYICD will provide instructions for online access to the first course and will ship the associated textbooks/course materials to the student address.
3. Students who are eligible for military benefits should contact a military advisor at 800.583.1736.

### Enrollment Agreement

The Enrollment Agreement (the “Agreement”) is a legally binding contract when signed by the student and accepted by NYICD at its offices in New York and is governed by New York law.

The student signature on the Agreement indicates that the student has read and understood the terms of the Agreement, has read and understood any literature received from NYICD, and believes that he/she has the ability to benefit from the course(s) selected. An electronic signature is a binding signature. Prospective students are encouraged to read through the catalog and materials prior to enrolling.

Access to online course units will be limited if a signed enrollment agreement has not been received by NYICD.

*SPECIAL NOTE: Students should be aware that courses are developed to provide foundational knowledge and/or skills. Because state regulations vary, students should contact their state agencies to determine if their chosen course is appropriate for their career goals. This applies particularly to design, business and health related fields.*

### **Student Identity Verification Procedures**

Student numbers are issued to specific people for the purpose of conducting NYICD business. Any abuse of these numbers (including obtaining for malicious use or attempting to obtain for malicious use, and false identification or attempted false identification) shall be cause for permanent dismissal from NYICD and any other of its affiliated schools.

### **Online Learning Center Access**

Students are required to create a password to access the Online Learning Center. The Online Learning Center is where a student can view his or her Academic and Personal records and should only be accessed by the student. Students should protect their password from others and not share it with anyone else (i.e., Academic Honesty Policy). School employees do not know student passwords and can only reset them upon their request. If a student's password is reset, he or she will be instructed to create a new one before he or she is able to access his or her account.

### **eBooks**

NYICD may use Vital Source to deliver eBooks in its courses. Students will be required to create a separate password for their eBook account the first time they access their eBook account. School employees do not know student passwords and cannot reset them. If a student forgets his or her password or needs it reset, he or she will need to contact Vital Source directly.

### **E-Mail**

NYICD will use the e-mail listed on a student's account to send academic and school updates. These communications can be personal in nature and for this reason we recommend that students use an e-mail that is not shared with others.

### **Student Verification**

If NYICD suspects that a student's account has been compromised, access to the student account may be blocked until student's identity has been verified. This process is done only to protect the student's interest. Students are responsible for all comments, exams, and assignments posted on their account. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify the school. A student's identity will also be verified for all proctored exams.

### Student Referral Bonus

NYICD relies on its students to promote its school. If a student refers a friend, both the new student and the student who made the referral will benefit. All active students and graduates who have been enrolled in a NYIAD course for more than 14 days are eligible to refer a new student. When the new student enrolls, that student should provide the name and student number of the person who referred him/her. Both the new student and the student who made the referral are eligible to receive an Amazon.com Gift Card after the new student has been enrolled for 30 days. The existing referring student must also be an active enrolled student at the “30 day mark” in order to receive the bonus. If the existing student is no longer an active student, the new student will still receive his/her bonus. The amount of the gift card may vary depending on specific promotions but will not exceed \$50 per student.

There is a limit of one bonus per year per student. There are no completion requirements to receive the referral bonus. The bonus will be issued within 30 days of eligibility requirements being met and will be sent to the email associated with the student’s record.

## Academic Information

### Instructional Model

NYICD aims to provide students with engaging, comprehensive, and high-quality curriculum in a flexible and convenient online learning environment. The school strives to meet the educational goals of its students while giving them the opportunity to set the pace of their learning on a schedule that is compatible with their lifestyles and personal/professional commitments.

NYICD's enrollment model is an open-enrollment track wherein students can enroll in courses and certificates at any time without having to wait for a class start date. The learning model is self-paced within certain maximum time limits per course and/or certificate. NYICD's instructional model is comprised of an instructional team approach. The instructional team includes highly qualified academic advisors, certified instructors, subject matter experts, course authors, and support staff. NYICD's team is available to work with students as needs arise. The team approach allows NYICD to customize support to individual student needs. Each course syllabus provides information on contacting your faculty and the Academic Advisor support team. When students have course specific questions, they should first review their course syllabus to identify their team and contact information.

### Academic Advising

We encourage students to take advantage of the knowledgeable academic guidance available through our team of student advisors by e-mail, mail, online ticketing, or phone. All student questions and inquiries will be responded to in a timely manner by NYICD academic advisors and the customer service team. Through the NYICD online Online Learning Center, students may review course materials; track lesson progress, shipments, and grades; check account balances and make tuition payments; request academic guidance or customer support; access the online library; and participate in the Student Forum.

### Course Load

#### Career Certificate

To earn an NYICD certificate, a student must complete all lessons in the course with a minimum overall grade of 70. The number of lessons in certificate courses varies depending on the course.

### Enrollment Status

The school provides students with many mechanisms to help students stay on track for timely completion of course and graduation requirements. In the Online Learning Center there is a Progress Tracker, which displays students' percent progression through their course. For information on the time frame allowance, see the "Completion Time" section in the enrollment agreement.

### Transcripts and Grade Report

Students who need a transcript of completed courses from NYICD should contact Student Services. Students should specify whether they need an official or unofficial transcript.

An *official transcript* is one sent by NYICD directly to an institution or employer. An official transcript will be sent only if the student account is paid in full. The first copy of an official transcript is free; there is a \$10.00 fee for any additional official transcripts requested.

An *unofficial transcript* is one sent by NYICD directly to the student. An unofficial transcript will be sent only if the student account with NYICD is current and there are no past due amounts owed. Students who request that an unofficial transcript be mailed to them will be charged \$10.00 per transcript.

Students can view their course of study, progress report and grades in the Online Learning Center.

## Transferring Credits

NYICD does not accept transfer credit of previous training from other institutions.

A student may wish to transfer coursework from NYICD to another institution. Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school diplomas, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a course at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

Students should be sure to keep learning guides, textbooks, other study materials and printed copies of online study materials in case these materials are needed for transfer credits verification by the receiving institution.

## Course Format and Account Access

### Course Format

The course includes the following sections as part of the course format. Each course may have a different set of materials and assessments; see the syllabus for details for that course.

#### Course Materials

- Orientation
- Catalog
- Textbook/eBook (When Required)
- Lessons
- Reading Assignments
- Video Lectures and demonstrations
- Practice Exams
- Unit Exams
- Unit Projects

## Account Access

NYICD students access their student account information, online courses, schedule, and grades in the Online Learning Center. All online courses reside on a custom Learning Management System. NYICD's online courses are designed to be engaging, user-friendly, and easy to navigate. Students can perform the following tasks online via the Online Learning Center and learning management system.

1. view and edit account information
2. View account balances and make tuition payments
3. Access online courses and course materials for current and completed courses
4. Submit projects and multiple-choice exams
5. View project and exam grades
6. Be a part of NYICD's online Student Forum
7. Download school forms and Catalog

## Communication with Students

Students are required to set up and maintain their profile information within the NYICD Online Learning Center ([courses.NYICD.edu](https://courses.NYICD.edu)). It is the responsibility of the student to ensure that the information within the student profile is accurate and current. All e-mail correspondence from NYICD will be sent to the e-mail address listed on the student profile. Also, where applicable, materials will be shipped to the address on the student profile. NYICD is not responsible for shipments or correspondence sent to the incorrect shipping address or e-mail address.

## Textbooks and Shipments

The format of student learning content varies by course. Courses may consist of printed materials, wholly online content or a blend of printed and online content. If hardcopy textbooks and printed learning guides are part of a student's course the required materials will shipped to students at the start of that course.

When required, printed materials are shipped one Unit at a time to students enrolled in the course. Corresponding with when access to online Units is granted. For students who pay in full this access is granted once their balance is cleared. And the balance of physical materials (Units 2 – completion) are shipped once the 14 day trail period has passed.

## Shipment Errors

Students who receive an incorrect or incomplete shipment should call Student Services for assistance. Students have 60 days to notify the school; after 60 days, students will be responsible for any replacement fees.

## Replacement Fees

Students who need to replace any study materials should call Student Services for assistance. There will be a replacement fee for each item. The fee can be added to student's account on student's next invoice with tuition payment or paid by check or credit card. The item will ship once payment is cleared and student's account is current.

## Student Forum

The NYICD Student Forum (Forum) is a fully interactive, student-driven, and staff-supported virtual campus that provides students a complete social learning experience from the day they enroll to graduation and beyond. The Forum is comprised of different discussion threads that correspond to the various areas of study offered at NYICD. What makes the Forum special is that members have the unique opportunity to connect with other students and academic advisors all while making new friends, sharing opinions and experiences. The Forum integrates excellent interactive and academic elements to create a fully supported social learning experience for our students. Visit the Forum by clicking on the Forum banner in the Online Learning Center. NYICD reserves the right to remove any post from the student forum that does not comply with the conduct & communication policy.

## Classes and Assignments

Students are provided online access to their first Unit of lesson material immediately upon enrollment. When the course contains physical shipments, materials and printed course materials are shipped within a week of enrollment. Subsequent lesson shipments and/or online access to lesson Units are automatically triggered when the student makes two (2) monthly payments. Students can begin their courses immediately upon enrollment, but are free to set their own pace of study though students are encouraged to submit lessons regularly.

Each course is composed of lessons. Each lesson typically contains lecture notes, check your learning exercises, multiple-choice exams, and assignments. Multiple-choice exams are auto-graded immediately upon submission and students can view their grades immediately. Assignments are graded within 7-10 calendar days of student's submission, and students can view their grades along with grader feedback and comments.

## End-of-Course Survey

Students are to complete End-of-Course Surveys for each course that they have completed. The End-of-Course Survey includes questions on student engagement, student readiness, teacher and academic advisors support, technology, curriculum, resources and other support. Student feedback through the End-of-Course Survey is an opportunity for students to have a voice in their course of study and is an essential part of our process of continual improvement.

## Term of Enrollment

Students have up to 24 months to complete their course. Students who have not completed their studies by the end of their initial enrollment term may re-enroll for a reduced rate. Students should contact the school if they need to re-enroll.

Though students have the full 24 months to complete their course, the average time to completion is 18 months. The school suggests that students set a study schedule that will allow them to complete one unit of study every four months.



### Career Services

NYICD has partnered with Career Team to provide career coaching, resume review and interview preparation services to our students. Along with Career Team students and graduates can contact their Student Advisors for professional advice.

NYICD does not offer job placement.

## Academic Policies

### Academic Honesty Policy

Academic integrity is the hallmark of excellence and the foundation of higher education, which requires honesty in scholarship, research, and all course work. Students are expected at all times to submit their own work for all assignments, to present their own work and ideas in all discussions, and to properly cite original authors and others when referring to sources used. Students must succeed in their classes and courses without violating the Academic Honesty Policy.

To preserve the integrity of NYICD's courses and maintain the high quality of education, the Faculty and Administration must address any charge of a violation of the academic honesty policy. At each penalty level the case is reviewed by the School Director. The due process procedures include a formal request for inquiry and research to prove or disprove the charge. A proven violation carries academic penalties. Students who violate the Academic Honesty Policy will receive a warning on a first offense, will be placed on probation for a second offense, and will be cancelled from the institution on a third offense. Students may appeal the cancellation but may not appeal the warning or the probation. If an egregious violation occurs, students may be immediately academically dismissed from their course. The School Director reserves the right to issue any penalty subject to the severity of the violation.

### Academic Honesty Violations

The following violation types deserve close attention because they summarize various violations of academic honesty. This list below is not exhaustive but captures the predominant violations, which occur. Students must strive to honor the regulations to preserve the integrity of their grades and diplomas.

1. **Cheating** - representing material, either written material or images, prepared by another, as my own work.
2. **Fabrication** - intentional and unauthorized falsification or invention of any data, information, or citation in an academic exercise.
3. **Plagiarism** - intentionally representing the words, ideas, images, or sequence of ideas of another as my own in a unit project or assignment, and failing to attribute quotations, paraphrases, or borrowed information from other sources.
4. **Facilitating academic dishonesty** - intentionally or knowingly helping or attempting to help another student to commit an act of academic dishonesty.

NYICD has the right, at its discretion, to review any exams/assignments that have already been graded and to change the grade if plagiarism is found.

The result of the investigation may lead to the following disciplinary action that can include but is not limited to:

### Warning

- Documented counseling by staff
- Revision and resubmission of work with possible grade penalty

- Submission of alternative assignment

### **Probation**

- Documented counseling by staff
- Revision and resubmission of work with possible grade penalty
- Submission of alternative assignment
- Fail the assignment
- Dismissed from course, suspension from the institution

### **Dismissal**

- Academic dismissal from NYICD

### **Unauthorized Access to Official NYICD Materials**

Students may not take, attempt to take, or in any unauthorized manner gain access to, alter, or destroy any materials pertaining to the administration of the educational process (including exams, grade records, answer keys, etc.). Unauthorized access includes sharing one's student user name and/or password with another person or organization who is not authorized or enrolled as a student and is grounds for dismissal from the course.

### **Misrepresentation, Falsification of NYICD Records or Academic Work**

Students will not knowingly provide false information when completing NYICD forms or applications (including admissions forms, enrollment agreements, use of false or counterfeit transcripts, etc.) or in any work submitted for credit as part of a course.

### **Malicious/Intentional Misuse of Computer Facilities and/or Services**

Students are strictly prohibited from the malicious or intentional misuse of computer facilities and/or services. Violations of state and federal laws (including copyright violations, unauthorized access of systems, alteration/damage/destruction or attempted alteration/damage/destruction, use for profit, etc.) or NYICD's rules regarding computer usage (including account violations, damage or destruction of the system and/or its performance, unauthorized copying of electronic information, use of threatening or obscene language, etc.) will result in immediate disciplinary action including and up to academic dismissal.

### **Student Identification Numbers**

Student numbers are issued to specific people for the purpose of conducting NYICD business. Any abuse of these numbers shall be cause for permanent dismissal from NYICD. Abuse includes but is not limited to: obtaining student numbers, user names and/or passwords for malicious use or attempting to obtain for malicious use, false identification or attempted false identification, sharing student number with any other person or organization.

### **Academic Honesty Appeal Process**

Students have the opportunity to appeal Academic Dismissal decisions through the Academic Honesty Appeal process. Requests for appeal must be sent to the School Director within 10 days of receiving the academic dismissal. An appeal form will be sent to the student when they are advised of dismissal. Student's account must be current prior to any appeal review.

Submitting an appeal does not guarantee reinstatement. If the decision on the appeal is to deny reinstatement, then that decision is final and no further appeal is allowed. If it is decided that student will be reinstated, then student will remain on Academic Probation until the necessary improvements are made in student's academic performance. Failing to meet the NYICD standard may result in a second academic dismissal from the course. After a second dismissal as a result of academic performance, a student will forfeit his or her right to an appeal and will remain dismissed permanently.

### Grading Policy

Each course is graded by taking the grade-weighted average of the grades received for the exams and/or assignments within the course. The following point totals correspond to the following grades:

PERCENT AGE	LETTER GRADE	STANDARD
97 - 100	A+	Excellent
94 - 96	A	Excellent
90 - 93	A-	Excellent
87-89	B+	Good
84-86	B	Good
80-83	B-	Good
77-79	C+	Satisfactory
74-76	C	Satisfactory
70-73	C-	Satisfactory
<70	F	Failing

A student who scores below 70 points on any Achievement Examination will be instructed to retake the same Achievement Examination for that lesson. Regardless of the actual passing grade earned on the retake, students will automatically receive the minimum passing score of 70 percent. The student must pass each exam and project with at least a 70 to successfully complete the course.

**Grading Criteria**

A = Excellent

The student has demonstrated a thorough understanding of the content and skills presented in the course, consistently initiates thoughtful questions, and can see many sides of an issue. The student writes logically and clearly. He or she also integrates ideas throughout the course.

B = Good

The student is an excellent writer, maintains consistent performance, and demonstrates an understanding of course content that goes beyond the minimum requirements.

C = Satisfactory

The student demonstrates a minimal comprehension of the skills and subject matter included in the course, and accomplishes only the minimum requirements, while displaying little or no initiative.

F = Failing

Quality and quantity of work is unacceptable.

## Exam/Assignment Retake Policy

### Offline Students

A student who scores below 70 points on any Achievement Examination will be instructed to retake the Achievement Examination for that lesson. Upon passing that retake exam, the student will be awarded the score of the retake. Students are allowed two (2) retakes (three (3) total attempts) to pass an exam. If after the third attempt a student still has not passed an exam they are required to have a conference with a Student Advisor who will recommend a plan of action with student and work to resolve any issues that the student is having with the lesson. A copy of the detailed plan will be placed in the student file. If a suitable remediation plan cannot be established, the student or the school may request for the cancelation of the enrollment.

## Conduct and Communications Policy

The NYICD Conduct and Communications Policy refers to the respectful conduct of NYICD staff, instructors and students in any school communications including student's course assignments, test responses and where applicable, threaded discussions. Respectful conduct also includes following all academic honesty policies that include, but are not limited to, protection of student IDs, user names, and/or passwords, protection of course exams and assignments, responses to exams and assignments, and not sharing these with other persons, organizations or websites. Violations of the NYICD Conduct and Communications Policy will lead to disciplinary action up to and including dismissal from NYICD.

NYICD provides students with different communication channels for communicating with its staff and instructors and responding to assignments and tests. Communication channels include e-mail, phone, mail, fax, chat rooms, and the Student Forum. Other communications channels include the Online Learning Center, which is used for, submitting course assignments, test and threaded discussion responses and communications to instructors.

It is policy that NYICD staff, instructors and students maintain respectful, professional, and polite conduct in all communications at all times. All staff, instructors and students are expected to treat one another with respect. Negative emotions, rude language, and/or profanity have no place in any type of communication channels including phone, written, electronic, etc. Any staff, instructor or student using irate, sarcastic, rude, harassing or offensive language in any types of communication channels to any staff, faculty or student of the will be subject to disciplinary action up to and including dismissal from NYICD.

To allow continual communications with NYICD students, it is required that students update NYICD with any changes to the student's account information. Student account information can be accessed through the Online Learning Center or students can contact Student Services with any changes to student's name, address, e-mail or phone number.

NOTE: NYICD official communications are sent by email or mail. Most official forms require electronic communication by e-mail, unless forms or directions state otherwise. Students are held responsible for official NYICD communications sent to students. Students should check their email accounts regularly and respond, where needed, to any communications sent from NYICD.

## Student Affairs

### Academic Dismissal

Academic dismissal refers to the disenrollment of a student from a course of study by NYICD. Reasons for academic dismissal include, but are not limited to, the following.

- Poor or unacceptable performance and grades in courses that demonstrates the student does not have the ability to benefit from the course (in this case the student will be given a full refund)
- Students who fail two or more lessons in the first lesson group
- Acts of plagiarism and academic dishonesty
- Unprofessional communications with NYICD instructors, staff and other students

Students who have been academically dismissed from NYICD are not eligible for reinstatement or readmission unless an appeal is submitted by students to the School Director and accepted by the NYICD Academic Review Committee.

### Administrative Cancellation

Administrative cancellation refers to the cancellation of a student enrollment from a course of study per the student's request. Students whose accounts have been canceled (but have not been academically dismissed) are eligible for reinstatement or readmission.

Students who choose to cancel their enrollment may be entitled to a refund or may owe the school additional tuition. The tuition amount due is based on the enrollment period, number of lessons completed, and the amount paid. The tuition balance or refund that is due will be determined by the Tuition Protection Agreement printed on NYICD's Enrollment Agreement.

### Attendance Policy

The New York Institute of Career Development (NYICD) provides a robust online education and student experience without the need to visit a physical location or campus. NYICD courses are all asynchronous meaning that you can study anywhere, anytime at your own pace. A student attends an asynchronous online course by engaging in academically related activities. Examples of such activities include but are not limited to: contributing to an online discussion or text chat session; submitting a project, taking an exam; viewing and/or completing a tutorial; initiating contact with a faculty member to ask a course-related question. Such academically related activities are tracked and documented through the school's learning management system, email system, phone system and in some cases publisher websites. While all students are allowed to proceed at their own pace, if the school detects that a student is falling behind the average pace of other students, the school will contact the student through a combination of email, phone and text messaging encouraging the student to increase the pace of study or to contact the school for assistance.

Completion times depend on the number of units in your course – see your enrollment agreement for specific completion times. Students who have not completed their studies after the term of their enrollment must contact the school and discuss their progress with the school. The school and the student will discuss the student’s options and if the student chooses to continue with the course the student may elect to reenroll. The school, at its sole discretion, may choose to waive a part of the then published tuition and fees for the reenrollment.

### Satisfactory Academic Progress Policy

Programs offered by the New York Institute of Career Development are asynchronous, online, and self-paced. While all students are allowed to proceed at their own pace, students should progress at a pace that will enable the student to complete the course within the contract term. If the school detects that a student is falling behind the average pace of other students, the school will contact the student through a combination of email, phone and text messaging encouraging the student to increase the pace of study or to contact the school for assistance.

The New York Institutes do not participate in the federal financial aid programs. However, enrolled students must maintain satisfactory academic progress under this institutional policy in order to remain enrolled. Satisfactory academic progress requires that a student meet both quantitative and qualitative standards.

#### Quantitative standards

1. Students must become active during the contract term through attendance in the course, as defined in the school’s attendance policy.
2. Students must complete the course within a maximum time frame of contract term.
3. Students may request a 6 month extension at the end of their term and no additional fee.
4. Students who have not completed their studies after the maximum time frame must contact the school and discuss their progress with the school. The school and the student will discuss the student’s options and if the student chooses to continue with the course the student may elect to reenroll.
5. The school, at its sole discretion, may choose to waive a part of the then published tuition and fees for the reenrollment.

#### Qualitative Standards



1. A student must achieve 70 point in order to pass an academic achievement exam.
2. A student who fails to achieve 70 points on any exam, may retake the exam.
3. If a student fails to achieve 70 points in a retake of the exam, the student will have failed the exam and must meet with a student advisor to discuss an academic plan to improve the student's grade average for the course so that the student completes with a grade average above 70.
4. Students must adhere to the academic plan for the student's continued enrollment.
5. Should the student be unable to improve the grade average for the course to 70 or above, the student will be dismissed from the course.
6. Students who fail to meet the achievement benchmarks for their academic plan will be dismissed from the course.

Students who complete their course within the maximum time frame with a course average of 70 or above are making satisfactory academic progress. In order to graduate, students must be making satisfactory progress.

# Technology Requirements

The computer equipment utilized to access our online course must meet the minimum requirements below. Please note that the minimum computer and software requirements may evolve during a student's course of studies, in particular as third-party vendors discontinue support for older versions of a product. Students must have Internet access and an active e-mail address.

## Minimum Hardware and Operating System

- Intel Pentium or Celeron, or AMD Sempron 1.6 GHz or faster
- 2 GB RAM or more
- Sound card, microphone, and speakers

## Software

- Internet Explorer 11.0 or higher or Firefox 18 or higher
- Adobe Flash Player 11.5 or higher
- Adobe Reader 11.0 or higher (free version available for download at <http://get.adobe.com/reader/>)
- Some Career development courses may require additional photo editing software such as Photoshop. Please review the requirements for each course individually.

## Internet Connection and E-mail

- A reliable broadband Internet connection, either cable or DSL of at least 1000 Kbps for adequate audio-video quality
- An e-mail address that will accept all e-mails, including attachments, from the domain name NYICD.edu

Note: Students are presumed to receive the messages sent to designated e-mail addresses. It is the responsibility of the student to ensure that messages from NYICD are not blocked and that the mailbox is not too full to receive messages.

## Technological Competency

- Ability to use e-mail to correspond
- Ability to access, create, and save documents in MS Word, MS Excel, and MS PowerPoint
- Ability to browse the Web

## Pharmacy Technician Technology Requirements

In addition to the requirements specified for all NYICD students, the following requirements apply to students in the Pharmacy Technician program:

- 1.) Webcam or video recording device that supports one of the following formats: MPG, MPEG, MP3, MP4, M4V, AVI, WAV, MOV
  - a. Many students chose to use their smart phones for recording
- 2.) Additional computer and recording device storage space of video recordings between 5-10 minutes in length
  - a. Internet speed will impact upload time
  - b. Multiple shorter videos are permissible; however, each single video upload must capture the simulated skill being presented
- 3.) Video software such as Microsoft Media Player, Apple QuickTime, or VLC Media Player

## Fees and Payment Options

NOTE: Tuition and fees are subject to change without notice. Students should confirm current tuition and fees on the NYICD Web site and their enrollment agreement.

### Fees

Fee	Purpose of Fee	Fee Amount	Trigger
Shipping to addresses outside Canada and the United States	Students are charged for shipping course materials outside Canada and the U.S.	This fee depends on the course and the items that are required.	Enrolling into a course
Official Transcript Request Fee	The first copy of an official transcript is free. There is a fee for additional official transcripts requested.	\$10.00 per official transcript after free one.	Student requests a second copy of their official transcript
Unofficial Transcript Request Fee	<i>Unofficial</i> transcripts are available free on Online Learning Center. Fee if request is made to mail unofficial transcript.	Unofficial transcripts mailed to a student are \$10.00 per transcript.	Students request that an unofficial transcript be mailed to them.
Late Fee	A late fee may be charged for each monthly payment that is not paid within 10 days of its due date.	\$10.00 per late payment	Student's monthly payment not being made within 10 days of its due date.
Dishonored check, draft, or money order	For any check, draft, or money order that is returned for insufficient funds, student may be charged a \$20.00 fee.	\$20.00 per dishonored check, draft, or money order	A dishonored check, draft, or money order
Admission Fee (Also known as an Application.)	Student Fee for processing admission into the school.	\$50 or 5% of course cost	Enrolling into a course
Re-enrollment Fee (Also know as an Extension)	Students who do not complete their course of study within the prescribed time limit must request a reenrollment.	\$150.00 for an additional 24 month enrollment term.	Student requests
Additional/Replacement Diploma Fee	Fee for each additional/replacement diploma.	\$25.00	Student requests an additional/replacement diploma

## Payment Options

### Monthly Payment Plan Option

Students can make a small down payment and break the remaining tuition into low monthly payments. Each month NYICD sends a statement to the student that reflects the current balance. Students are allowed to adjust the payment amount (as long as the minimum is paid). There are no hidden fees and all textbooks are included in the tuition amount.

For students making monthly payments, the first monthly payment is due one month after NYICD accepts the student Enrollment Agreement; subsequent payments are due every month thereafter. Students will be invoiced each month until their tuition is paid in full. Students who signed up for Auto Bill Pay will have their credit card or bank account debited every month until their tuition is paid in full. Students are responsible for updating account information should the card expire or be closed, in order to avoid late or returned-payment penalties. The first amounts received from the student in monthly payments will be credited toward the Nonrefundable Fees, Administrative Fees, and/or Registration Fees.

A LATE FEE of \$10.00 may be charged for each monthly payment that is not paid within 10 days of its due date.

For any check, draft or money order that is returned for insufficient funds (NSF), student may be charged a \$20.00 fee and NYICD will resubmit for payment. For any student using the Auto Payment option, student is responsible for keeping his/her account information updated to avoid any late or returned payment penalties. Payments should be made in the currency of the original down payment. Students in Canada and foreign countries will be responsible for payment of any applicable custom duties.

Students must remain current with their monthly payments in order to continue to receive their course materials. Students cannot obtain transcripts or status letters if their accounts are past due.

In general there is no additional fee charged for any amount of tuition financed. For students selecting the auto payment or standard payment options, please refer to the mailed enrollment agreement to understand Finance Charges, Amount Financed, Total of Payments, and Total Price.

### Collections Policy

Students are encouraged to stay in contact with the institution to remain current with their payment plans. Students will be notified if their payment plan becomes past due. If a student's account remains past due, multiple attempts will be made to notify the student of his/her outstanding balance.

In the event a past due account remains outstanding for more than 60 days, the student will have a financial hold (deactive status) placed on his/her account. The financial hold will block the student from accessing the Online Learning Center.

After multiple attempts to resolve the outstanding balance with the student and after a financial hold has been placed on the student's account, the remaining balance owed may be referred to a

third party collection agency. The institution does not sell its receivables and works to ensure any third party agency treats students ethically and fairly.

### Payment Methods

In addition to checks and money orders, NYICD also accepts Visa®, MasterCard®, American Express®, and Discover®. Students can choose to pay by mail, phone, or online.

- **By Mail:** When the monthly statement arrives, students should include a check, money order, or credit card information, and mail the payment in the enclosed postage-paid envelope by the due date indicated on the statement.
- **By Phone:** Credit card, debit card, and electronic check payments are accepted over the phone. Students should contact a Student Services representative at 800-583-1736 during normal business hours.
- **Online:** Students can make online payments through the NYICD Online Learning Center at any time by credit card or debit card. Students should log into the online Online Learning Center and follow the simple, step-by-step instructions.

### Auto Bill Pay

Students can use a credit card to sign up for Auto Bill Pay and may receive a savings on their tuition amount.

### eStatements

Students can sign up for eStatements via the Online Learning Center.

### International Students

Tuition payment must be made in U.S. funds only. Students in Canada and other foreign countries will be responsible for payment of any applicable transfer fees and customs duties.

### Tuition Reimbursement

Some employers pay for education tuition for their employees. Students should check with their employers to see if they qualify for tuition reimbursement under the Employee Education Assistance Act, IRS Code, Section 127.

### Reinstatement

Students who voluntarily drop out of their course for any reason and seek readmission into their course should contact the school and request reinstatement. Reinstatement is granted at the discretion of the Licensed Director. The student will be responsible for the cost of any remaining units that were included in the students refund calculation. This amount will become the student's open balance which can be paid at the time of reinstatement or be paid on a monthly payment plan, with minimum monthly payments due each month. If the student's account is past due the student will be required to make a minimum monthly payment in order to reinstate their course. Students who have been academically dismissed from their course will not be granted readmission.

## Refund Policy

### **Tuition Settlement and No-Risk Refund Policy**

14 Day Trial – You have up to 14 days from the day you enroll to review your course risk-free. If you are unsatisfied for any reason, simply notify the school and you will receive a full refund.

After 14 days you may still cancel your enrollment at any time, but you will be responsible to NYICD for the non-refundable Application Fee along with a pro-rata portion of the Tuition and Lesson Fee based on Units Accessed. At the completion of a term, no refund will be provided. The student will have access to a downloadable PDF of lessons accessed as a permanent record of their course. Payment is due every month for students selecting standard payments or auto payments. The first payment is due the first of the month following the first statement mailing. Late Charge: If your monthly payment is more than 10 days late you may be charged up to a \$10.00 late fee

The failure of a student to immediately notify the school director in writing of the student's intent to withdraw may delay a refund of tuition to the student pursuant to Section 5002(3) of the Education Law.

### **Refunds**

The refund due to the student will be the Amount Paid to Date less the Amount Owed by Student as of the date the student cancellation is accepted and processed. If the Amount Owed by Student is greater than Amount Paid To Date as of the date of cancellation, the student owes NYICD the difference and such amount is payable within 30 days. Upon cancellation, a student whose tuition is paid in full is entitled to receive all materials, including kits and equipment. Once the term of enrollment has been completed, no refund will be provided.

Refunds that are issued to students are returned by the same method payment was received. Most credit card payments are returned in 2-3 days. Checks are returned within 30 days. All students who qualify for a refund under the terms of the enrollment agreement may initiate the cancellation by mail, phone, or e-mail. We process the request the same day.

## Rights and Responsibilities

### Student Responsibilities

While NYICD is here to provide all students an opportunity to learn in an online environment that is functional and easy to use, students also hold a responsibility to NYICD and their studies. All students are expected to:

- Respect their peers and instructors.
- Maintain good academic standing while at NYICD.
- Understand and follow all NYICD policies and understand the consequences for violations.
- Protect student user name and/or password by not sharing with any other person or organization, this is grounds for dismissal.
- Follow all course instructions to ensure successful completion of courses.
- Complete all assignments and assessments.
- Grow academically and intellectually.
- 

### Maintenance and Confidentiality of Student Records

It is the policy of NYICD not to release educational or financial information to anyone other than the student if the student is age 18 or older. For students under the age of 18, the educational and financial information can be released to the student and/or the student's parent or guardian.

In order for NYICD to release information to anyone other than the student (parent/guardian if student is under 18), NYICD must have written consent from the student (parent/guardian if under age 18) to do so.

NYICD's policy regarding confidentiality is in keeping with the Family Educational Rights and Privacy Act (FERPA), which affords student certain rights with respect to their education records. This includes the following.

1. The right to inspect and review the student's education records within 45 days of the day NYICD receives a request for access
2. The right to request the amendment of the student's education records that the student believes are inaccurate
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. School officials are individuals or entities working for or on the behalf of the educational institution. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. As allowed within FERPA guidelines,

NYICD may disclose education records without consent to officials of another school, upon request, in which a student seeks or intends to enroll.

4. The right to file a complaint with the US Department of Education concerning alleged failure by NYICD to comply with the requirements of FERPA.

At its discretion, NYICD may provide Directory Information in accordance with the provisions of the Family Education Rights and Privacy Act. Directory Information is defined as that information which would not generally be considered harmful or an invasion of privacy if disclosed. Students may withhold Directory Information by notifying the Registrar in writing; please note that such withholding requests are binding for all information to all parties other than for those exceptions allowed under the Act.

## FERPA Policy – Student Right to Privacy Policy

### **Buckley Amendment**

The Buckley Amendment, or the Family Educational Rights and Privacy Act of 1974 (FERPA), is a law regarding the protection of a student's education records. A postsecondary school is required to provide certain privacy protections for those education records that it does maintain. Education records include both directory and non-directory information.

This law applies to institutions that receive federal funds through courses that are administered by the United States Department of Education. NYICD has adopted this policy as the industry standard in records' maintenance and operations.

### **Access to Information**

An "eligible student" under FERPA is a student who has reached 18 years of age or attends a postsecondary institution. In order to disclose education information about an eligible student attending NYICD, NYICD requires written consent to share personally identifiable information beyond the directory information. However, there are a number of exceptions to FERPA's prohibition against nonconsensual disclosure of personally identifiable information from education records.

For a student who is 17 years or younger, all rights regarding education records are given to the parent or guardian.

Internally, each NYICD employee's access to a student's education information is based on a legitimate educational interest and need to know.

### **Education Record**

An education record is any record that is maintained by NYICD in its educational process. Transcripts or a grade report would be examples of this.

### **Directory Information**

FERPA does allow institutions to declare certain items to be defined as "Directory Information." Directory Information can be given out without the prior consent of the eligible student or parent. NYICD's Directory Information is divided into two levels. The first



level is general directory information. The second level is restricted to the use of our strategic partners in order to better serve our students.

Level 1 – General Directory Information

- Name
- Dates of Attendance
- Major
- Degree/Diploma Awarded, if any
- Distinction (Honors, Dean’s List, etc.)
- Phone Number
- E-mail Address

Level 2 – Restricted Directory Information

- Student ID
- Social Security Number

Students may request that their Directory Information be made private.

Information that has not been declared Directory Information will require a release from the student before it can be shared.

### **Examples of Confidential Information**

Examples of confidential information are below, although this is not an exhaustive list.

- Grades
- GPA
- Social Security Number

### **Grade Challenge Policy and Procedures**

NYICD instructors are experts within their fields of study and have the final authority for assigning grades with the exception of grades that are found to be a result of arbitrary or capricious grading. If a student believes and is able to support with clear and credible evidence that capricious or unprofessional grading has taken place, a grade challenge may be initiated on an assignment or on a final course grade.

The Grade Challenge Policy provides guidance on grades within an active course and governs course final grades. Grade challenges may be made to the faculty on an individual assignment basis or submitted to the Student Advisor on a final course grade.

#### **Challenges to individual assignments while a course is active**

Individual lesson assessment grades are to be handled between the student and instructor while a course is in session. The student must initiate contact with the instructor within one (1) week for individual lesson assignments (threaded discussions, multiple-choice exams, essays, etc.). The student must discuss the grade concerns with the instructor who issued the grade. It is advisable to use correspondence through a verifiable means such as e-mail. These matters are to be resolved between the student and the instructor.

#### **Challenges to a final course grade after the course has been completed**

The following policy and procedures apply to all final course grade challenges.

1. If a student believes he or she received a final course grade based on capricious or unprofessional grading the student must discuss within seven (7) days of the final grade being posted the dispute with the instructor who issued the grade. The correspondence must be tracked through a verifiable means such as e-mail.
2. If a satisfactory solution cannot be found, the student may submit to the Student Advisor at [StudentAdvisor@NYICD.edu](mailto:StudentAdvisor@NYICD.edu) or call 1-800-583-1736.
3. A Grade Challenge must be initiated within 30 days of the final course grade posting date. After reviewing the request and supporting documentation for completeness, the challenge will be forwarded to the School Director or designated representative. If supporting documentation or recommendation is missing, the form will be returned to the student for completion.
4. The School Director may consult with the instructor in an attempt to resolve the dispute. The original instructor who graded the assignment or a different instructor may be notified of the challenge and asked for his or her perspective.
5. Grade challenges may not be appealed beyond the School Director. All documents submitted for Grade Challenge are entered in the permanent record of student and faculty.

It is the student's responsibility to provide the necessary information to support the challenge. The student's Grade Challenge must include all required information as well as clearly written justification for the grade challenge to be considered. The burden of proof rests with the student to provide any additional supporting documentation. Examples of necessary information include: medical verification if the exception is due to illness or copies of any documentation to substantiate the request being made.

### Student Complaint Policy

We know that sometimes students in a distance education course can have questions or experience some type of frustration. Naturally, your first step is to contact your student advisor. If, for any reason, you feel your concern has not been fully addressed, your second step is to contact the Director by telephone or email. You can contact the Director at 212-867-8800 or by email at [director@NYICD.edu](mailto:director@NYICD.edu)

While we can resolve most problems via telephone or email, we may ask you to submit a written request to assist us in addressing your concerns. You'll find that the NYICD staff is very responsive to your concerns, and in almost all situations, we'll be able to solve your problem in a way that you will find satisfactory.

If you feel that the Director has failed to address your concern, at any time you can contact the New York State Education Department's Bureau of Proprietary School Supervision at 116 West 32nd Street, New York, New York 10001, Telephone: 212-643-4760, Internet: [www.access.nysed.gov/bpss/](http://www.access.nysed.gov/bpss/).

In addition to filing a complaint with NYSED, students have the right to appeal the institution's decisions to the Distance Education Accrediting Commission (DEAC). You can submit your complaint online at [www.deac.org/Student-Center/Complaint-Process.aspx](http://www.deac.org/Student-Center/Complaint-Process.aspx) or you can contact DEAC at 202-234-5100. DEAC's postal address is Distance Education Accrediting Commission, 1101 17<sup>th</sup> Street, NW, Suite 808, Washington, D.C. 20036.

Students may also contact The Better Business Bureau. BBB online contact at [www.bbb.org](http://www.bbb.org)

### Non-Discrimination Policy

NYICD is committed to providing an environment that is free from discrimination on the basis of race, color, national origin, sex, sexual orientation, or disability in its educational courses, activities, and /or employment practices. If any student, faculty, staff or applicant has a question or concern regarding compliance with this policy, that person may direct the question or concern to the Chief Academic Officer.

### Students with Disabilities Act

NYICD complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990 and subsequent amendments. It is the policy of NYICD not to exclude or deny access of a qualified individual with a disability an equal opportunity to participate in, and have access to, educational course benefits and services. The ADA does not require modifications or adjustments that would fundamentally alter the nature of the education or the learning outcomes of a course being sought, lowering the academic standards or compromise the integrity of the school, department, or course. The ADA does not require an institution to bear undue hardship which includes any action that is unduly costly, extensive, or disruptive.

NYICD grants reasonable accommodations to qualified students with disabilities. Reasonable accommodations are granted with documented proof of the claimed disability as long as the accommodation does not compromise essential requirements of a course of study, and/or does not impose a financial administrative burden beyond what is deemed reasonable and customary.

## Student Rights

Schools are required to give this disclosure pamphlet to individuals interested in enrolling in their school.

### **What is the purpose of this pamphlet?**

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the courses which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational courses being offered. The interest of the New York State Education Department is to ensure that the educational course being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational course is provided to you.

### **Who can file a complaint?**

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

### **What can a student or employee complain about?**

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

### **How can a complaint be filed by a student or employee?**

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or

discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

### **What is the Tuition Reimbursement Fund?**

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational course, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

### **What is the tuition refund and cancellation policy?**

All schools must have a tuition refund and cancellation policy for each course included in the catalog and in the student enrollment agreement. Read and understand the school's policy

regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

### **What should students know about "private school agents?"**

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

### **What should students know about "grants and guaranteed student loans"?**

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours-- the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational course, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the interest charged on these loans.

Read and understand all the information and applications for financial aid grants and loans before signing.

### **Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?**

Contact the New York State Education Department at:

New York State Education Department 116 West 32nd Street, 5th  
Floor New York, New York 10001  
Attention: Bureau of Proprietary School Supervision  
(212) 643-4760

This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Career Schools.

# Graduation Policy

## Graduation Requirements

To earn a certificate from NYICD, students must meet the following requirements:

- Complete all lessons with a passing score
- Meet all financial obligations with NYICD by paying the tuition balance in full
- Additional course specific requirements may be listed on your Enrollment Agreement please review this section before signing.



## Mentors

### Instructors/Student Advisors

**Kim Chase** (Veterinary Assistant) is a Woodstock native that has worked at the Woodstock Animal Hospital since December of 1988, and is the practice manager. She is a graduate of Oteora High School and Ulster County Community College. Kim and her husband Tom have two adult children, Kate and Cody. Kim also has 2 great Danes, Spencer and Grace, a mastiff mix, Cooper, 2 fuzzy felines, Jewel and Finn, 1 very large percheron horse, Goose (he came named), a goat named Libby, a flock of chickens and guinea hens.

**Marc Caccavelli, CPA** (Bookkeeping, Tax Preparation) has extensive experience as a CPA. He has worked for Tygris Commercial Finance Group for the past 9 years. He brings a great depth of knowledge in the field to his Mentor position at NYICD.

**Christa Clay** (Pharmacy Technician) has 19 years experience as a Pharmacy Technician and has been teaching since 2010. Christa has experience with Broadway Family Pharmacy, Zitomer Pharmacy, PTCB, and ABC Training.

**Denise DeMaria** (Pharmacy Technician) has 30 years experience as a Pharmacy Technician and has been teaching since 2009. Denise has experience with Princeton University Hospital, Sanford-Brown Institute and Lehman College.

**Thomas Frisco** (Pharmacy Technician Program Director) has extensive background in medical billing and coding, medical transcription, pharmacy, pharmacy technician education, course development and syllabus design, along with a broad knowledge of third party insurance plans as well as patient counseling, and pharmacist and technician training.

**Linda Kohlman** (AutoCAD) is an Interior Designer who lives and works in New York City. Linda has been practicing Interior Design and AutoCAD for many years and has worked for well-known international design firms in New York City. Linda began her career in Retail design and worked on high-end projects such as Gucci and Barney's.

**Christine Manookian** (Medical Billing and Coding, Medical Transcription) has experience as a professional and a teacher in the Medical Billing and Coding, and Medical Transcription fields. In addition she has experience in all areas of Medical Office Administration and assisting.

**Makeda Mornant** (Pharmacy Technician) has 9 years experience as a Pharmacy Technician and has been teaching since 2015. Makeda has experience with CVS, Mount Siani Hospital, and Lehman College.

**Huda Samrin** (Pharmacy Technician) has 19 years experience as a Pharmacy Technician and has been teaching since 2015. Huda has experience with NYU/Lagone, St. Barnabas Hospital, and Brox Veterans Administration Hospital.

## Subject Matter Experts

**Dr. Callie Harris** is an emergency veterinarian in the metro-Atlanta area. Her interests include critical care, soft tissue surgery and ultrasound. Dr. Harris has experience with both large and small animal medicine and even dabbles in exotics and wildlife care. Specialty in Veterinary Assisting.

**Judy Meltzer** has over 25 years of experience in providing AutoCAD training and production in a variety of disciplines: Cellular Site, Structural, Mechanical, Electrical, Plumbing, Civil/Site and Architectural Disciplines. She is also proficient in Revit, AutoCAD, Architectural Desktop, GTX Raster CAD and Sketchup applications with a specialty in AutoCAD.

**Cindy Nekos** has been a practicing pharmacist for the past 19 years. Cindy is not your traditional pharmacist, having worked in various settings, she has experience in specialties such as, compounding, medical equipment rentals, bracing, advanced wound care, and is certified to handle burn garments. In the past, Cindy has worked or a compounding pharmacy, big box chains, and is now currently working at a supermarket chain.

**Katrina Simpson** is certified in Sterile Processing through the Certification Board for Sterile Processing and Distribution (CBSPD). She began as a nursing assistant. In 2004 she worked as a Certified Surgical Technician in the operating room. In addition to being an Ashworth instructor, Katrina is also a Program Coordinator for Sterile Processing as well as a Lab and Clinical instructor for Surgical Technology at a community college. Specialty in Sterile Processing.

**Dr. Margi Sirois** received her Ed.D in instructional technology and distance education from Nova Southeastern University. She also holds an AAS degree in veterinary technology, and a BS and MS in Biology. She is certified as both a veterinary technician and laboratory animal technician and has over 25 years of experience as a veterinary technician educator in both traditional and distance education programs. Dr. Sirois is a past-president of the Association of Veterinary Technician Educators and is the Veterinary Technology Program Chair at Ashworth College.

**Jacqueline Wilson** is an established freelance healthcare writer and editor since 2002. She is an experienced content editor, marketing copywriter, wordpress expert, viral content creator and SEO optimizer. Not only is she a subject matter expert (SME), she is also skilled in HTML, LMS, ADDIE, ILT, VILT.

## List of Courses

Course Names
Administrative Assistant
AutoCAD
Bookkeeping
Medical Billing and Coding
Medical Office Assistnat
Paralegal
Payroll Administrator
Pharmacy Technician
Property Management
Sterile Processing: Career Certification Exam Preparation
Tax Preperation
Veterinary Assistant

## Certificate Courses

Certificate courses provide students with an instructional course of study designed to impart the requisite knowledge required to obtain entry-level employment in a specific career or allow graduates to provide professional services to clients as proprietor of a small business. The courses can be completed in as few as four months.

*SPECIAL NOTE: Students should be aware that courses are developed to provide foundational knowledge and/or skills. Because state regulations vary, students should contact their state agencies to determine if their course is appropriate for their career goals. Prices listed here may vary. Please check the website <https://www.nyicd.edu/specials> for current pricing.*

## Administrative Assistant

### Course Description

The Administrative Assistant course is designed in such a way that students will be able to learn the necessary skills and business knowledge to succeed in the industry. Students will learn to develop professional skills such as time management, public speaking, telecommunication skills, Microsoft Word and Excel. Additionally, students will learn administrative skills including processing mail, records management, scheduling appointments, hosting visitors, banking and accounting procedures.

### Course Objectives

- Understand the role of organizational structures that include the supervisor's role and any subordinate roles.
- Demonstrate the ability to work in teams and collaborate using personal and interpersonal skills to develop effective, professional working relationships.
- Perform a variety of common administrative tasks such as telecommunication, scheduling appointments, a variety of financial tasks, making travel arrangements, and much more.
- Plan and host meetings and learn the skills to confidently give oral presentations in front of a group of colleagues.
- Employ the use of Microsoft Office Suite, including Word and Excel to improve quality of documents and workflow.
- Present themselves as ideal candidates for employment as administrative assistants and learn the tools to get hired.

### Course Outline

#### Orientation

- **Course Overview:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.

#### Unit 1: The Office Setting, Professional Skills, and Employment

- **Lesson 1.1 Concepts in Small Business and Self Employment:** Learn how to evaluate your business and your competitors and understand a variety of business terminology and concepts including investment & donation funding, crowdfunding and angel investors.
- **Lesson 1.2 Understanding the Changing and Challenging Office:** Understand the purpose of a company missions statement and code of ethics while learning the core office support functions and how to maintain a good working relationship with your manager.
- **Lesson 1.3 Developing Professional Skills:** Describe the four hard skills that make office professionals successful, a variety of qualities, interpersonal skills and learn ways of coping with stress that will help you succeed in an office environment.
- **Lesson 1.4 Preparing for your Employment:** Prepare yourself to seek employment by learning how to prepare a resume and cover letter while understanding how to interview. Additionally, you'll learn how to send appropriate follow up messages that will help to set you apart as a thoughtful and responsible candidate.
- **Lesson 1.5 Time Management:** Learn time management skills by understanding the difference between working efficiently and effectively by learning a variety tools to establish excellent work habits.
- **Lesson 1.6 Telecommunications:** Become an excellent telecommunicator by learning how to present yourself professionally while speaking on the phone.

## **Unit 2: Communication Skills, Accounting Basics, and Scheduling Appointments**

- **Lesson 2.1 Building Communication Skills:** Identify various communication methods and how to overcome barriers to the communication process and refine your written communication skills.
- **Lesson 2.2 Processing Mail:** Understand the best practices of email communication in a professional setting, learn how to correctly handle incoming mail and how to use a variety of different office equipment.
- **Lesson 2.3 Records Management:** Explain how records management works as a system, how to categorize records, distinguish between filing systems and recognize the guidelines for records retention and transfer.
- **Lesson 2.4 Banking and Accounting Procedures:** Learn ethical banking and accounting procedures including the use of cashier's checks, bank drafts, money orders, how to reconcile a bank statement and the budgeting process.
- **Lesson 2.5 Scheduling Appointments and Receiving Visitors:** Understand how to schedule and confirm appointments for managers, learn appropriate use of scheduling tools, and learn how to properly welcome and host visitors.

- **Lesson 2.6 Essential Workplace Technologies:** Become familiar with the parts of a computer, how to efficiently use Windows Operating System and learn essential softwares for successfully working in a professional office environment.

### **Unit 3: Travel Arrangements, Planning Meetings, and Challenges in the Office**

- **Lesson 3.1 Making Travel Arrangements:** Learn to use a variety of services and resources to make domestic and international travel arrangements, including hotel reservations, finalizing an itinerary, and ethically reporting travel expenses.
- **Lesson 3.2 Planning Meetings and Conferences:** Understand the steps to prepare for successful business meetings including producing an agenda and learn how to host common forms of online meetings using industry standard software.
- **Lesson 3.3 Developing Effective Oral Presentations:** Become a more confident public speaker by being able to clearly communicate the importance and purpose of your presentation, learning to conquer any fears related to public speaking, and how to present to a diverse audience.
- **Lesson 3.4 Preparing to Meet the Challenges:** Identify strategies for personal advancement within your organization by highlighting your leadership qualities, identifying associations and certifications that can help set you apart for promotion.
- **Lesson 3.5 Working in a Medical Office:** Be able to describe the types of medical offices and a variety of medical specialties, as well as understand the specific tasks that you may perform while working in a medical office environment.
- **Lesson 3.6 Working in a Legal Office:** You will learn how to succeed in a legal office setting by identifying the positions that may be available, relevant certifications, and you will understand the basics of legal document preparation.

## AutoCAD \*

### Course Description

Whether you're an experienced designer looking to add AutoCAD to your skill set or you're new to the field and want an introduction to computer-aided design technology, this online AutoCAD course is for you. You will learn everything you need to know about the AutoCAD software platform, with access to a student version of the course so you can practice as you go. We'll show you how to locate and apply the many features of AutoCAD that automate the drafting process and facilitate the creation of more accurate drawings in less time.

This online [AutoCAD certification](#) course is approved by Autodesk, which means that graduates qualify to take their AutoCAD Certified User Certification exam, the industry's premier designation. By the time you complete the course you will have the skills and knowledge necessary to succeed in this exciting field.

### Course Objectives

After completing the AutoCAD course, students will be able to:

- Use the functions and commands of AutoCAD software to create, save, and print drawings that make use of multiple lines, geometric shapes, and curves.
- Locate and apply the many features of AutoCAD that automate the drafting process and facilitate the creation of more accurate drawings in less time than traditional drafting methods.
- Locate and apply the features of AutoCAD that provide for the accurate addition of dimensions, tolerances, and drawing notes and labels using symbols and placements recognized by multiple standards organizations.
- Use the functions and commands of AutoCAD software to create isometric and three-dimensional drawings and models.

### Course Outline

#### Orientation

- **Course Information:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get

the most out of your online education. From here, you are fully prepared to dive into your course.

### **Unit 1: Drawing Software and Constructing Basic Shapes**

- **Lesson 1.1 Lines and Essential Tools:** We will help you create a new drawing in the AutoCAD tool. We'll walk you through the drawing window layout as you become more familiar navigating the system while learning basic tasks such as draw, undo, erase and save.
- **Lesson 1.2 Circles and Drawing Aids:** We will help familiarize you with ways to control how the AutoCAD workspace looks and functions. You'll learn to draw circles and rectangles and become familiar with methods to draw with accuracy. You'll also learn how to select an element you have already drawn so that you can change it or erase it completely.
- **Lesson 1.3 Layers, Colors and Linetypes:** We'll delve into features of AutoCAD that provide you with more control over the elements in a drawing. This lesson introduces methods to separate information into logical divisions or disciplines. The ZOOM and PAN commands are introduced, to make navigating the drawing area more efficient.

### **Unit 2: Templates and Essential Commands**

- **Lesson 2.1 Templates, Copies and Arrays:** We'll help you develop a more efficient workflow to use when working in AutoCAD. You will learn to save time and effort by setting up a template drawing file. You'll also learn to set up layers, units, grid, snap and its scale in the startup drawing so that the information is there each time you start a new drawing.
- **Lesson 2.2 Arcs and Polar Arrays:** You will learn to combine commands and utilize AutoCAD's features to effectively accomplish tasks. The ARC command is introduced, along with all of its modifiers, so that the user can create any arc structure that may be required by a design.
- **Lesson 2.3 Object Snap:** You will learn how to use the tools within AutoCAD to draw accurately. We will introduce methods that can be used to get the correct, desired results from the commands that you're already familiar with while PAPERSPACE and MODELSPACE concepts, which are used in most production settings, are introduced as well.

### **Unit 3: Text and Dimensioning, Curved Shapes and Blocks**



- **Lesson 3.1 Text:** You will learn to use the text entry methods provided by AutoCAD. The commands TEXT and MTEXT, in combination with the control features like SNAP and ORTHO, are used to place notes in drawings. Spell checking and editing features for these commands are detailed. The essential components of templates, borders, and title blocks are explained.
- **Lesson 3.2 Dimensions:** We will explain how to add the vital component of dimensioning to your drawings in an effort to give clear instructions for the construction of any design while you effectively manage in paper space and model space.
- **Lesson 3.3 Polylines:** We introduce a flexible and useful drawing element to your workflow. We will go on to describe the multiple drawing, editing and control features that make the polyline an integral part of most drawings. Polygons are also introduced for the purpose of showing how a difficult and complex design is made easy with AutoCAD.
- **Lesson 3.4 Blocks, Attributes and External References:** We will talk about the crucial importance of your ability to reuse standard drawing elements across multiple projects you'll complete within AutoCAD. We'll show you the most effective way to create typical elements and assign values to them.

#### Unit 4 Isometric and 3D Drawings

- **Lesson 4.1 Isometric Drawing:** We are going to introduce you to the command set used to create isometric drawings and exploded views of complex-part isometrics. By the end of the lesson, you will have become familiar with the methods needed to draw graphics and text in isometric orientations.
- **Lesson 4.2 3D Modeling:** We will work to familiarize you with the three-dimensional modeling commands. By the end of the section, you will have been introduced to a set of commands allowing you to draw, edit, render and analyze three-dimensional models.
- **Lesson 4.3 More Modeling Techniques and Commands:** We will wrap up by expanding your ability to create three-dimensional models. Towards the end, a few additional drawing and editing methods will be introduced and explained, allowing you to create more complex models as you approach more advanced projects within AutoCAD.

The AutoCAD course is 270 hours which is divided into 4 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099  
    \$29 down payment and 18 monthly payments of \$59 and a final  
    payment of \$8  
    to equal \$1009

\* This course is currently not open for enrollment.

## Bookkeeping

### Course Description

This course aims to teach students the basics of bookkeeping and accounting practices that analyze, verify and post details of financial transactions for small companies or as part of an accounting department in larger companies. Course coverage includes instruction on the accounting equation, accounts payable, accounts receivable, payroll, purchasing, inventory, budgets, and the controls and records management required to maintain accurate and compliant company accounts.

NYICD's online Bookkeeping Course prepares you to pass the Uniform's Bookkeeper Certification exam from the National Bookkeepers Association (NBA). The Uniform Bookkeeper Certification Examination is developed and maintained by NBA and administered by the Accounting Training and Testing Center (ATTC).

### Course Objectives

After completing the Bookkeeping course, students will be able to:

- Understand the role and duties of a bookkeeper within the framework of required accounting activities in a business setting.
- Explain and apply the concepts of cash and accrual accounting, double entry bookkeeping, and debits and credits.
- Prepare payroll transactions ranging from paying wages to depositing and reporting taxes.
- Make appropriate and accurate accounting entries for a variety of financial records.
- Define fixed assets, depreciation, and amortization, including different methods of calculating depreciation for book and tax purposes.
- Assist in using basic internal controls to prevent theft, embezzlement, or check and credit card fraud by employees, vendors, or customers.
- Prepare required documents for Budgeting, Internal Controls and Record Retention.

### Course Outline

#### Orientation

- **Course Information:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.

- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.
- **Certification:** NYICD partners with the National Bookkeepers Association (NBA) to provide you with a valuable opportunity for professional certification as a Bookkeeper. You'll learn how to create financial reports, reconcile accounts, pay suppliers, issue invoices, assemble information for audit, and maintain charts and budgets—all in compliance with government regulations.
- **Final Project:** NYICD's online Bookkeeping program includes a final project that will be graded by one of our qualified mentors. This graded project is an opportunity for you to demonstrate your critical thinking skills and comprehension of bookkeeping for a business and related guidelines covered in your coursework.

### **Unit 1: The Basics of General Bookkeeping**

- **Lesson 1.1 Concepts in Small Business and Self-Employment:** Learn how to evaluate your business and your competitors and understand a variety of business terminology and concepts including investment & donation funding, crowdfunding and angel investors.
- **Lesson 1.2 Introduction to Bookkeeping:** A highly condensed overview of basic accounting and bookkeeping concepts. The material in this lesson should serve as a resource as you get into the details of the bookkeeper's vital role in businesses large and small.
- **Lesson 1.3 Charts of Accounts and Ledgers:** Stacked high with lists, lists of typical accounts, and account code lists to get you familiar with different ways to interpret or set up a chart of accounts. We will also introduce making journal entries when recording sales, purchases, payments, and cash receipts.

### **Unit 2: The Activities of Bookkeeping**

- **Lesson 2.1 Payroll Basics:** You will master the concepts and procedures, such as steps in the payroll process how, differentiating wages from salaries, differentiating hourly from piece-rate plans, and all the other topics associated with payroll.
- **Lesson 2.2 Purchasing, Billing Activities, and Cash Management:** We guide you through the procedures for making and

recording purchases. We will also go over new concepts that might include an expense report or use taxes. Additionally, we will guide you on applying appropriate purchasing controls and various accounting procedures.

- **Lesson 2.3 Inventory, Assets and Debt:** We focus on key challenges that include mastering the differences between periodic and perpetual inventory systems, absorption and standard costing, and different approaches to calculating inventory.

### **Unit 3: Statements, Controls, and Records**

- **Lesson 3.1 Financial Statements:** We will help you master the process of ending an accounting period. We will also cover the preparation of financial statements and exploring the purpose of the trial balance in the accounting cycle.
- **Lesson 3.2 Budgeting and Controls:** We focus on budgets and controls. Here, you'll learn how a host of budgets are constructed to reflect different aspects of a company's operations. You will also gain some insight into how budgeting based on historical information can be organized as a plan for future operations as well as a system of controls that help keep company players on the same page. In addition, we will explain the nature and purpose of controls and which control options are for various operations systems.
- **Lesson 3.3 Records Management and Cost Reduction:** We cover specific guidelines for such things as document retention, storage area policies, storing confidential documents, and tax records. We also introduce you to techniques for setting up a cost reduction plan.

The Bookkeeping course is 210 hours which is divided into 3 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099
  - \$29 down payment and 18 monthly payments of \$59 and a final payment of \$8
  - to equal \$1009

## Medical Billing and Coding

### Course Description

Students learn the fundamentals of medical billing and coding and are prepared to take the Certified Billing and Coding Specialist (CBCS) exam from the National Healthcareer Association, the Certified Professional Coder (CPC®) exam from the American Academy of Professional Coders (AAPC), and the Certified Coding Associate (CCA®) exam from the American Health Information Management Association (AHIMA). Program topics include medical terminology; insurance plans; medical ethics; HIPAA; diagnostic and procedural coding; coding compliance and auditing; physician and hospital billing; Medicare, Medicaid, and TRICARE; EOBs, refunds, and appeals; and workers' compensation. Students receive in-depth training on ICD-10-CM/PCS, CPT, and HCPCS code assignment.

### Course Objectives

After completing the Medical Billing and Coding course, students will be able to:

- Outline the typical responsibilities of a medical biller/coder, describe the personal and professional ethics required for success in this profession, and describe the career opportunities available to appropriately trained personnel
- Describe how to build a strong base of medical terminology and use this terminology to accurately identify and describe body planes, anatomical directions, and the major structures, functions, and pathologies of all body systems
- Describe the purpose and impact of the Health Care Portability and Accountability Act (HIPAA) and explain how professionals can learn about changes to the laws and regulations that affect them
- Compare and contrast the major types of government and commercial insurance health plans, including Medicare, Medicaid, Health Maintenance Organization (HMO), Preferred Provider Organization (PPO), and Point-of-Service (POS) plans
- Describe the typical billing guidelines for inpatient medical, inpatient/outpatient global surgery, medical/surgical, and minor surgical procedures
- Summarize the life cycle of a typical insurance claim and explain the processing steps that must be completed before claims and other forms can be submitted to the insurance company
- Explain the purpose of medical coding and accurately code diagnoses and procedures using industry-standard coding systems published by the World Health Organization (WHO) and the American Medical Association (AMA)
- Accurately assign ICD-10-CM/PCS, CPT, and HCPCS codes for diagnoses, procedures, and medical services as part of the insurance reimbursement process

## Course Outline

### Orientation

- **Course Overview:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.
- **Certification:** NYICD partners with the National Healthcareer Association (NHA) to provide you with a valuable opportunity for professional certification as a Medical Billing and Coding Specialist. You'll learn how to accurately code diagnoses and procedures using industry-standard coding systems, process and submit insurance claims, and follow government-mandated privacy and security regulations.
- **Software:** NYICD's online Medical Billing and Coding program includes simulation exercises that allow you to practice entering patient information using online medical practice management software.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.

### Unit 1: Medical and Body Systems Terminology

- **Allied Health Careers:** Introduction to the basic operations of allied health careers and the legal and ethical issues you may encounter while working in the many different venues available for these fields.
- **Lesson 1.1 Medical Terminology:** Introduction to basic medical terminology and word formation; identification of the four major word parts of medical terms; building, defining, and analyzing medical terms.
- **Lesson 1.2 Body Systems 1:** Discussion of the anatomy and physiology of the integumentary, musculoskeletal, digestive, cardiovascular, lymphatic, respiratory, endocrine, and nervous systems; identification of associated terms, conditions, and abbreviations.
- **Lesson 1.3 Body Systems 2:** Discussion of the anatomy and physiology of the urinary and reproductive systems, the specialties of gynecology, obstetrics, and neonatology, and the anatomy of the eyes and ears; identification of associated terms, conditions, and abbreviations.

- **Lesson 1.4 Disease Processes and Surgical Procedures:** An overview of the terminology related to major chronic and infectious diseases as well as surgical treatments for those diseases.

## Unit 2: Understanding Managed Care

- **Lesson 2.1 Introduction to Professional Billing and Coding Careers:** An introduction to the different types of facilities that employ allied health personnel; job descriptions pertaining to billing and coding careers; options available for certification.
- **Lesson 2.2 Insurance Plans:** The history and impact of managed care; the organization of managed care and its effect on the provider, employee, and policyholder; patient financial responsibility; types of managed care plans and insurance coverage.
- **Lesson 2.3 Medical Contracts, Ethics, and HIPAA:** Key elements of managed care contracts; covered services for patients, including preventive medical services and office visits; protected health information; patient information disclosure; HIPAA security standards and regulations compliance; HITECH and EHRs.

## Unit 3: Medical Coding

- **Lesson 3.1 ICD-9-CM Coding:** History of coding; purpose of ICD-9-CM; abbreviations, symbols, typefaces, punctuation, and formatting conventions; correct code assignment; nine steps of accurate coding.
- **Lesson 3.2 ICD-10-CM Coding:** Similarities and differences between ICD-9 and ICD-10 codes; differences between a crosswalk and mapping; general ICD-10 coding guidelines; new features in ICD-10-PCS.
- **Lesson 3.3 ICD-10-PCS Coding:** Guidelines for procedural coding within the hospital setting; comparison to ICD-9-CM Volume 3; an explanation of the analysis, assignment, and sequencing of ICD-10-PCS codes.
- **Lesson 3.4 CPT and Place-of-Service Coding; Coding Procedures and Services:** History of CPT; evaluation and management (E/M) services and code assignment; CPT categories; modifiers and add-ons; using the CPT index; code ranges and conventions.
- **Lesson 3.5 HCPCS, Coding Compliance, and Auditing:** Two levels of HCPCS coding; modifiers; interpreting and identifying correct code linkages; reviewing codes for accuracy; federal laws, regulations, and penalties pertaining to coding compliance; the National Correct Coding Initiative; medical ethics for coders; implementing a coding audit; reviewing and analyzing medical records; content and documentation requirements.

## Unit 4: Medical Billing

- **Lesson 4.1 Physician Medical Billing:** Completing medical claim forms accurately, both manually and electronically; defining claim form parts, sections, and required



information; the CMS-1500 claim form; reasons why claim forms are delayed or rejected; filing a secondary claim.

- **Lesson 4.2 Hospital Medical Billing:** The hospital inpatient billing process; submitting accurate and timely hospital claims and practicing good follow-up and collection techniques; differentiating between inpatient and outpatient services; the UB-04 (CMS-1450) hospital billing claim form.
- **Lesson 4.3 Medicare:** Government billing guidelines; determining the amount due from a patient for a participating provider; Medicare fee schedules; completing accurate Medicare forms; identifying types of Medicare fraud and abuse.
- **Lesson 4.4 Medicaid and TRICARE:** Requirements for qualifying to receive Medicaid benefits; determining the schedule of benefits a Medicaid recipient will receive; verifying Medicaid benefits; submitting a Medicaid claim and deciphering claim status; determining TRICARE eligibility; types of benefits available to veterans and their families; submitting claims to TRICARE using the CMS-1500 and UB-04 forms.

#### **Unit 5: Accounts Receivable, Injury Claims, and Electronic Claims Processing**

- **Lesson 5.1 Explanation of Benefits, Payment Adjudication, Refunds, and Appeals:** Steps necessary for filing a medical claim; the importance of the Explanation of Benefits and Electronic Remittance Advice forms; calculating accurate payment by a carrier or third-party payer; making adjustments to patient accounts; reviewing reason codes; common problems and solutions for denied or delayed payments; formatting medical records with proper documentation; registering a formal appeal; ERISA rules and regulations; refund guidelines; rebilling insurance claims; three levels of Medicare appeals; calculating and issuing refunds.
- **Lesson 5.2 Workers' Compensation:** The history of workers' compensation; federal workers' compensation versus state workers' compensation; classifications of work-related injuries; injured workers' responsibilities and rights; responsibilities of the treating doctor/physician; the role of an ombudsman; four types of workers' compensation benefits; different types of disability; completing a CMS-1500 form for a workers' compensation claim; determining the workers' compensation fee schedule based on the Medicare Fee Schedule.
- **Lesson 5.3 Electronic Claims Processing:** Entering patient demographic information and posting charges, payments, and adjustments using medical practice management software; printing a walkout receipt for each patient who has charges posted to his or her account; balancing the batch at the end of the day; printing insurance claim forms for patients who are covered by insurance.

#### **Unit 6: ICD-10-CM Coding Practice**

- **Lesson 6.1 ICD-10-CM Coding Practice, Part 1:** Introduction to ICD-10-CM; guidelines and conventions; neoplasms; symptoms, signs, and abnormal clinical and

laboratory findings; factors influencing health status and contact with health services; external causes of morbidity.

- **Lesson 6.2 ICD-10-CM Coding Practice, Part 2:** Diseases of the digestive system; endocrine, nutritional, and metabolic diseases; diseases of the skin and subcutaneous tissues; diseases of the musculoskeletal system and connective tissue; injury, poisoning, and certain other consequences of external causes.
- **Lesson 6.3 ICD-10-CM Coding Practice, Part 3:** Diseases of the circulatory system; diseases of the blood and blood-forming organs; diseases of the respiratory system; diseases of the nervous system and sense organs; mental, behavioral, and neurodevelopmental disorders; diseases of the eye and adnexa; diseases of the ear and mastoid process.
- **Lesson 6.4 ICD-10-CM Coding Practice, Part 4:** Infectious and parasitic diseases; diseases of the genitourinary system; pregnancy, childbirth, and the puerperium; conditions originating in the perinatal period; congenital malformations, deformations, and chromosomal abnormalities.

#### **Unit 7: CPT/HCPCS and ICD-10-PCS Coding Practice**

- **Lesson 7.1 CPT/HCPCS Coding Practice, Part 1:** Introduction to CPT and HCPCS coding; CPT modifiers; evaluation and management services; medicine procedures.
- **Lesson 7.2 CPT/HCPCS Coding Practice, Part 2:** Surgery coding; anesthesia procedures; digestive, endocrine, integumentary, musculoskeletal, and cardiovascular system procedures.
- **Lesson 7.3 CPT/HCPCS Coding Practice, Part 3:** Hemic and lymphatic system procedures; mediastinum and diaphragm procedures; respiratory and nervous system procedures; eye and ocular adnexa procedures; auditory system procedures; operating microscope procedures; urinary, male genital system, reproductive, and intersex surgery procedures; female genital system and maternity care and delivery procedures; radiology services; pathology and laboratory services.
- **Lesson 7.4 ICD-10-PCS Coding Practice, Part 1:** Purpose of ICD-10-PCS; coding manual organization and code structure; coding guidelines and steps; medical and surgical basics; coding for medical and surgical procedures.
- **Lesson 7.5 ICD-10-PCS Coding Practice, Part 2:**
  - Coding for procedures that remove a body part; that put in place or move a body part; that alter the diameter/route of a tubular body part; that remove solids, fluids, or gases; and that involve devices.
- **Lesson 7.6 ICD-10-PCS Coding Practice, Part 3:** Coding overview, abstracting, character assignment, and code arrangement for medical and surgical-related procedures and ancillary procedures.

The Medical Billing and Coding course is 540 hours which is divided into 7 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099  
    \$29 down payment and 18 monthly payments of \$59 and a final payment of \$8  
    to equal \$1009

## Medical Office Assistant

### Course Description

Our Medical Office Assistant course will teach you all the administrative and clinical skills necessary to effectively maintain a medical office environment – from scheduling appointments and maintaining patient records. You will be ready to take the Certified Medical Administrative Assistant Exam administered by the National HealthCareer Association.

### Course Objectives

After completing the Medical Office Assistant course, students will be able to:

- Outline the typical responsibilities of a medical office assistant, describe the personal and professional ethics required for success in this profession, and explain how medical office assistants are impacted by HIPAA and other healthcare-related regulations.
- Describe how a medical front office is typically managed, focusing on administrative processes and procedures.
- Explain the procedures to follow to create and maintain accurate medical documentation, especially with regards to patient records, procedural and diagnostic coding, insurance claim forms, and other healthcare documentation.
- Demonstrate knowledge of medical insurance by outlining typical claims processing procedures and explaining the difference between government and commercial health insurance plans.
- Using standard medical terminology, explain the structures and functions of the human body, including the senses and body systems
- Identify and describe the medical office assistant's role in standard patient interactions in the medical office, including in-office diagnostic tests and procedures, specimen sampling, medication administration, and the preparation of patients for examination.
- Describe universal precautions and explain how to maintain a safe environment in the medical office, even during emergency situations.

### Course Outline

#### Orientation

- **Course Overview:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.

- **Certification:** NYICD partners with the National Healthcareer Association (NHA) to provide you with a valuable opportunity for professional certification as a Medical Office Assistant. You'll learn how to handle a range of administrative tasks, and deal with sensitive patient relations issues, but will also need to have the knowledge and skills to assist doctors, nurses and other healthcare professionals with basic patient treatment and procedures.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.

### **Unit 1: Medical and Body Systems Terminology**

- **Allied Health Careers:** Introduction to the basic operations of allied health careers and the legal and ethical issues you may encounter while working in the many different venues available for these fields.
- **Lesson 1.1 Medical Terminology:** Introduction to basic medical terminology and word formation; identification of the four major word parts of medical terms; building, defining, and analyzing medical terms.
- **Lesson 1.2 Body Systems 1:** Discussion of the anatomy and physiology of the integumentary, musculoskeletal, digestive, cardiovascular, lymphatic, respiratory, endocrine, and nervous systems; identification of associated terms, conditions, and abbreviations.
- **Lesson 1.3 Body Systems 2:** Discussion of the anatomy and physiology of the urinary and reproductive systems, the specialties of gynecology, obstetrics, and neonatology, and the anatomy of the eyes and ears; identification of associated terms, conditions, and abbreviations.
- **Lesson 1.4 Disease Processes and Surgical Procedures:** An overview of the terminology related to major chronic and infectious diseases as well as surgical treatments for those diseases.

### **Unit 2: Introduction to Medical Assisting**

- **Lesson 2.1 The Profession of Medical Assisting:** Discuss the history of the medical-assisting profession. We will identify educational opportunities available to medical-assisting professionals, accrediting agencies for medical-assisting programs and career opportunities available for medical assistants. Additionally, we will define the administrative duties of medical assistants and the clinical skills needed by medical assistants.

- **Lesson 2.2 Medical Law and Ethics:** We define terms for medical law and ethics and the role of Hippocratic Oath in medicine today. We will also review the “Four Ds” of negligence and the seven points of the AMA Principles of Medical Ethics.
- **Lesson 2.3 Medical Terminology Review:** We provide definitions of medical terms and explain how to break down medical terms in order to define them. Additionally, we will review the correct pronunciation of medical terms.
- **Lesson 2.4 Navigating and Communicating in the Medical Office:** We will define values, attitudes, and behavior and identify the role they play in self-awareness. We will explain how verbal and nonverbal communication differ. In addition, we will identify safety hazards and OSHA standards and guidelines.

### **Unit 3: Administrative Medical Assisting**

- **Lesson 3.1 Patient Reception and Appointment Scheduling:** We will focus on understanding terms related to patient reception and appointment scheduling and understanding the different equipment used in scheduling. We will also review the receptionist’s responsibilities, office opening and closing procedures, and legal and ethical issues related to being a medical receptionist.
- **Lesson 3.2 Technology and Correspondence in the Medical Office:** We will define terms for technology and correspondence in the medical office, discuss the elements of office flow, and identify three methods to help keep medical records confidential on computer systems.
- **Lesson 3.3 Medical Records:** We will define and understand terms related to medical records, discuss the types of medical records, and identify medical record storage units. Additionally, we will discuss legalities of medical records and how to properly dispose of medical records.
- **Lesson 3.4 Billing, Collections, and Financial Management:** We will focus on understanding the terms used in billing, collections, and financial management in health care. We will explain how fees are determined, and how to handle aging accounts.
- **Lesson 3.5 Medical Insurance and Claims:** We review insurance policies and the terminology associated with medical insurance and

medical insurance claims. In addition, we will explain legal issues with regard to medical claims submissions.

- **Lesson 3.6 Medical Coding:** We will focus on the terminology for medical coding, diagnostic coding, and the ICD-9-CM and ICD-10-CM/PCS coding process. Additionally, we will review the basics of CPT coding.
- **Lesson 3.7 Medical Office Management:** We will define the systems approach to medical office management and the terminology used in medical office management. We will also discuss the importance of monthly planning meetings, time management, and the difference between a personnel policy manual and an office policies and procedures manual

#### **Unit 4: Clinical Medical Assisting**

- **Lesson 4.1 Infection Control and Vital Signs:** We will discuss the importance of understanding vital signs and the information that each one conveys. We will also review standard precautions for infections, how sanitization, disinfection, and sterilization differ, and MRSA.
- **Lesson 4.2 Assisting with Physical Examinations and Medical Specialities:** We will define terms associated with physical examinations and various medical specialties. Additionally, we will discuss equipment used during physical examinations and the proper techniques for physical examinations. We will also explain how to prepare patients for exams, tests, and procedures and how to perform a variety of examinations and diagnostic tests.
- **Lesson 4.3 Assisting with Life Span Specialties:** We will be focusing on pediatrics and geriatrics. We will define and spell terms that are often encountered, and identify childhood growth and development patterns. Additionally, we will discuss how to identify three types of eating disorders and review the aging process and the changes the body goes through.
- **Lesson 4.4 Assisting with Minor Surgery and Medical Emergencies:** We will define and understand terms related to minor surgeries and emergencies and the different types of surgical instruments and explain how to handle them. In addition, we will identify the signs and symptoms of respiratory distress and chest pain and review the difference between insulin shock and diabetic coma.

- **Lesson 4.5 The Clinical Laboratory and Microbiology:** We introduce the role of the clinical laboratory in patient care. We also discuss the medical assistant's role in the clinical laboratory. Additionally, we describe the relationship between microbiology and patient care and how microorganisms are classified.
- **Lesson 4.6 Urinalysis, Phlebotomy, and Hematology:** We discuss the tests that deal with the blood and urine. We define the terms associated with urinalysis, phlebotomy, and hematology and the steps for clean-catch urine specimens. Additionally, we describe the proper procedures and equipment used in blood collection and how to prepare blood specimens.
- **Lesson 4.7 Radiology and Electrocardiography:** We introduce you to common terms used in radiology and electrocardiography and the basic procedures and positions for obtaining an x-ray. We also review different types of imaging and radiation and describe safety precautions to use when obtaining x-rays.
- **Lesson 4.8 Pulmonary Function, Physical Therapy, and Rehabilitation:** We explain FVC, FEV1, and MMEF and the difference between obstructive and restrictive pulmonary disease. Additionally, we explain range of motion, AROM, AAROM, and PROM.
- **Lesson 4.9 Pharmacology and Administering Medications:** We discuss the difference between generic and brand name drugs and precautions to take when administering drugs. In addition, we describe how to correctly administer oral and parenteral medications and OSHA standards with regard to needle sticks.
- **Lesson 4.10 Patient Education, Nutrition, and Mental Health:** We define terms used when discussing patient education, nutrition, and mental health. We also explain the process of a teaching plan and how to adapt education for special needs or different cultures. Additionally, we explain the difference between LDL and HDL with regard to cholesterol and the 13 major diagnostic categories of mental illness.
- **Lesson 4.11 Professionalism and Career Opportunities:** We introduce you to terms associated with professionalism and careers in this industry and the importance of professional skills. We also explain the value of professional skills, and describe employer expectations.



The Medical Office Assistant course is 486 hours which is divided into 4 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099  
\$29 down payment and 18 monthly payments of \$59 and a final payment of \$8  
to equal \$1009

## Paralegal

### Course Description

Start your path to a rewarding career today with the help of our online paralegal course. This comprehensive program will teach you the basic principles necessary to become an effective paralegal. You will learn about the intricacies of the legal system. You will understand the litigation process, torts and product liability, contracts and e-commerce. Your course covers writing, interviewing, investigation skills, and ethics and professionalism - all the skills law firms require of their paralegals.

Hours of HD video prepared by legal professionals will guide you through your course and help you to succeed as a paralegal. Our mentors and student services team are standing by, ready to answer questions, explain concepts and offer career guidance.

### Course Objectives

**After completing the Paralegal course, students will be able to:**

- Outline the career opportunities available to trained paralegals, describe typical job responsibilities, and explain the advantages and disadvantages of different types of work environments
- Describe the personal and professional qualities of competent paralegals, given the ethical considerations, rules, and supervisory requirements currently governing the practice of the profession
- Explain the importance of legal research and writing skills for paralegals, describe how to conduct effective legal research using both traditional and technology-based tools, and explain how to draft a variety of legal documents
- Describe the history and origins of the American legal system, with an emphasis on the sources of American law
- Explain the difference between criminal and civil law and describe various categories of civil law, such as torts, contract law, corporate law, and property and family law
- Outline the structure of the federal and state court systems and identify the processes followed by courts in all phases of criminal and civil litigation
- Identify the types of jurisdiction and explain the requirements for personal jurisdiction and subject matter jurisdiction

### Course Outline

#### **Unit 1: The Paralegal in the Workplace and U.S. Law**

##### **1.1 Introduction to Legal and Criminal Justice Careers**

In Lesson 1.1: Learn the basics of law, including the sources of American law, a variety of crimes, and legal terms. You'll also be able to identify the variety of careers in the criminal justice system.

### **1.2 Paralegal Duties, Ethics, and Professional Responsibility**

In Lesson 1.2: Understand the roles and duties of a paralegal. You'll learn your career options and know professional paralegal organizations. Also, you will learn the ethical standards that paralegals uphold.

### **1.3 The Paralegal Workplace and Technology**

In Lesson 1.3: You will improve your interviewing techniques, and learn how to create a winning resume. You'll understand the ways that your responsibilities as a paralegal may vary. Finally, you will be able to identify the software and technology that law firms rely on.

### **1.4 Fundamentals of U.S. Law**

In Lesson 1.4: Learn the difference between federal and state law, and how they function together. Understand the doctrine of separation of powers, and checks and balances built into the U.S. Constitution. Finally, you'll be able to outline the history, sources, and functions of U.S. law.

## **Unit 2: The Court System and Alternative Dispute Resolution**

### **2.1 The Court System and Alternative Dispute Resolution**

In Lesson 2.1: Discuss the federal and state court systems, including the U.S. Supreme Court. Understand the potential benefits of mediation, arbitration, and other forms of dispute resolution.

### **2.2 Civil Litigation**

In Lesson 2.2: Know your role as a paralegal in the litigation process. Also, you'll understand the litigation process, including discovery and pleadings. Be able to list the steps in a trial, and explain the purposes of pretrial motions and settlement conferences.

### **2.3 Criminal Law and Procedure**

In Lesson 2.3: Identify professional opportunities for paralegals in criminal law. You'll learn the procedures and due process requirements of a criminal trial. Understand the protections afforded by the 4th, 5th, 6th, and 8th Amendments to the Constitution.

## **Unit 3: Paralegal Skills and Legal Subjects**

### **3.1 Paralegal Skills**

In Lesson 3.1: You will be confident in a wide variety of skills required of a paralegal. Including initial contact with clients and witnesses. You'll also understand the importance of expert witnesses and how to use them in trial.

Finally, you'll understand legal issues, material facts, applicable law, and legal conclusions.

### **3.2 Torts and Product Liability**

In Lesson 3.2: Learn the differences between intentional torts against persons and property. You'll also learn the defenses available in tort lawsuits. Finally, you'll be able to describe the types of damages available to plaintiffs in tort and product liability lawsuits.

### **3.3 Contracts and E-Commerce**

In Lesson 3.3: Discuss the elements of a contract and outline reasons why a contract won't be enforceable. Also, understand the ways in which a contract can be breached. Finally, you'll distinguish between monetary and equitable remedies.

## **Unit 4: The Different Types of Law**

### **4.1 Property and Family**

In Lesson 4.1: Distinguish between real and personal property, and be able to describe gift transfers. You'll also show your understanding of possible landlord-tenant relationships. Additionally, you'll understand the standards and responsibilities of paralegals in family law.

### **4.2 Agency, Employment, and Immigration Law**

In Lesson 4.2: You'll be able to explain how worker's compensation benefits work. Additionally, you'll learn the scope of the Civil Rights Act of 1964 and other workers' rights legislation. You'll also be able to discuss immigration law.

### **4.3 Intellectual Property and Digital Law**

In Lesson 4.3: You'll learn federal and international laws that apply to intellectual property. You'll be able to explain the limitations placed on the fair-use doctrine. Finally, you'll discuss the ways in which cybercrimes have influenced intellectual property law.

The Paralegal course is 256 hours which is divided into 4 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099
  - \$29 down payment and 18 monthly payments of \$59 and a final payment of \$8
  - to equal \$1009

## Payroll

### Course Description

Our online payroll administrator course is your ticket to a new career. You will learn all of the essential skills required to succeed in payroll administration. With NYICD, you never have to go it alone. You will have unlimited access to our support team, including feedback and assistance from a professional payroll administrator with years of experience.

In addition, this course will prepare you to take and pass the Payroll Certification exam offered by the National Bookkeepers Association. With your certification in hand, you'll be ready to hit the job market and stand out from the crowd of other applicants.

### Course Objectives

**After completing the Payroll Administrator course, students will be able to:**

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

### Course Outline

#### Unit 1: Introduction to Payroll and Employees

##### 1.1 Concepts in Business and Self-Employment

In Lesson 1.1: You will learn how to become self-employed as a payroll specialist, including competitive differentiation, market testing, investment funding and donation funding. You will also be taught about the qualities of a successful entrepreneur, crowdfunding, and angel investors.

##### 1.2 Introduction to Payroll Management

In Lesson 1.2: Explore the traditional payroll process and learn methods to improve operational efficiency. You will also understand the concepts of electronic payment, employee self-service systems. Finally, you will learn the different types of employees and contractors, and why confidentiality is incredibly important.

**1.3 Basics of Time Tracking and Compensation**

In Lesson 1.3: You will learn software to accurately track the hours worked by your colleagues. You'll master the distinction between wages and salaries, and how to calculate compensation for different kinds of wage plans, as well as supplemental wages, overtimes, commissions, sick and vacation pay.

**1.4 Employee Benefits**

In Lesson 1.4: Understand the wide range of employee benefits, and the wage implications and taxability of these benefits.

**Unit 2: Deductions and Payments****2.1 Deductions and Taxes**

In Lesson 2.1: Learn the intricacies of the deduction process for benefits and special situations such as garnishments. In addition, you will learn to calculate and withhold employee and employer payroll taxes.

**2.2 Tax and Employee Payments**

In Lesson 2.2: Understand how to submit payroll taxes to the appropriate tax agency on time, and the applicable rules and processes associated with different deposit schedules. This lesson also includes common types of manual and electronic methods for disbursing wages to employees.

**Unit 3: Payroll Accounting and Controls****3.1 Payroll Accounting and Reports**

In Lesson 3.1: You'll understand the payroll accounting process including specific journal entries, financial statements, the payroll register, and how to prepare internal and external reports. You'll also learn the proper application of the W-2, W-3, and 1099-MISC forms.

**3.2 Recordkeeping and Controls**

In Lesson 3.2: You'll learn procedures used to create and maintain payroll data and records necessary for company and IRS compliance. Understand how to add new employees to the payroll system and how to generate payment/withholding records using a variety of documents and systems. Finally, you'll gain understanding on how to identify and prevent fraud associated with the payroll process.

**3.3 Measurements and Outsourcing**

In Lesson 3.3: You'll understand the ways to monitor and improve the payroll process using specific calculations and measurements, and how to supply critical data to manage human capital. This lesson will also teach you payroll outsourcing and how to manage outsourced payroll activities.

The Payroll Administrator course is 242 hours which is divided into 3 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099
  - \$29 down payment and 18 monthly payments of \$59 and a final payment of \$8
  - to equal \$1009

## Pharmacy Technician

### Course Description

Students learn the fundamentals of pharmaceutical dispensing and are prepared to take the Certified Pharmacy Technician (CPhT) certification exam delivered by the National Healthcareer Association (NHA), and the Pharmacy Technician Certification Exam (PTCE) administered by the Pharmacy Technician Certification Board (PTCB). Course topics include dosage forms, routes of administration, measurements and calculations, infection control, medication safety, prescription reading, and pharmacology. Students will complete a 160-hour externship in a retail pharmacy setting. The externship provides a similar experience to what you can expect upon employment as a pharmacy technician. In the externship, you may be required to stand/sit for long periods of time, reach with your hands and arms, speak, hear, read small print in writing or on a computer screen, focus for extended periods of time, stoop, kneel, crouch, crawl, lift and/or move up to 25-50 pounds. Any student requiring an accommodation should complete the Disability Verification Form located within the course orientation and email it to [registrar@nyicd.edu](mailto:registrar@nyicd.edu).

### Course Objectives

After completing the Pharmacy Technician course, students will be able to:

- Outline the typical responsibilities of a pharmacy technician and describe the personal and professional ethics required for success in this profession
- Describe the roles and responsibilities of the pharmacy technician and the pharmacist, explain the differences between these two roles, and outline the regulations imposed on both by state and federal law
- Demonstrate the standard techniques and procedures required of pharmacy technicians for pharmacy operations, including aseptic operations, medication transcriptions, metric/ apothecary conversions, drug dispensation, recordkeeping, and patient profiling
- List and explain all major classifications of drugs and understand their indications, therapeutic effects, side effects, dosing recommendations, routes of administration, and mechanisms of action
- Interact with pharmacists, customers, and business associates, displaying professional skills, appearance, and ethics in a work-experience setting

### Graduation Requirements

The term of this course is 24 months, with a minimum study time of 8 weeks. You will have the full term to complete your course. Students who do not complete all of their exams and projects for each unit by the end of the



term may request to re-enroll for a fee. Students who complete all of their exams and project before the 8 week minimum study time will undergo an academic review by the program director. If the program director determines that the student has accurately completed all requirements and has a full grasp of the material that will reasonably lead the student to certification and job placement.

### **Requirements for Industry Certifications:**

#### **Pharmacy Technician Certification Exam**

To achieve PTCB Certification, candidates must satisfy the following eligibility requirements:

- High school diploma or equivalent educational diploma (e.g., a GED or foreign diploma)\*.
- Full disclosure of all criminal and State Board of Pharmacy registration or licensure actions.
- Compliance with all applicable PTCB Certification policies.
- Passing score on the Pharmacy Technician Certification Exam (PTCE).

\* Candidates who are within 60 days of acquiring their high school diploma or equivalent will be eligible to apply for the PTCE.

#### **National Health Career Association: Exam for Certified Pharmacy Technicians**

To be eligible to sit for an ExCPT pharmacy technician certification examination and receive CPhT certification, each candidate must:

- Have successfully completed or be within no more than 60 days\* of successful completion of all requirements needed to obtain a high school diploma or the equivalent, such as the General Education Development (GED) test or other equivalent test recognized by the candidate's state of residency, or diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education.

### **Course Outline**

#### **Orientation**

- **Course Information:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies. Students will

be required to pass an English and Math proficiency exam which is administered in the orientation of the course.

- **Allied Health Careers:** Introduction to the basic operations of allied health careers and the legal and ethical issues you may encounter while working in the many different venues available for these fields.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.

### **Unit 1: Introduction to Pharmacy**

- **Lesson 1.1 History of Pharmacy:** Study the origins of pharmacy and the development of the pharmacy profession. You will look at the roles and duties of pharmacists and pharmacy technicians, and explore the history of legislation that affects the pharmacy practice.
- **Lesson 1.2 Medical and Pharmaceutical Terminology:** Knowing medical and pharmaceutical terminology clearly identifies you as a member of the pharmaceutical profession. Learn all you can about the medical and pharmaceutical language related to your career, and gain the ability to relate to your professional peers, the confidence of understanding terms used on your job, and the power to advance to your fullest potential.
- **Lesson 1.3 Professional Standards:** When working in a pharmacy, you will be working as part of a team. Understand the importance of teamwork, interpersonal skills, relationship building in the workplace. Investigate the different types of pharmacy teams, methods of communication, and conflict resolution tools that will allow you to handle yourself professionally in a pharmacy environment.
- **Lesson 1.4 Systems of Measurement:** Understand the systems of measurement used to manufacture and dispense medications. Begin to understand the process of calculating and converting household and metric systems. Then, look at other standard methods of measurement in the pharmacy, including temperature, time, and the different numerical systems.
- **Lesson 1.5 Lab Simulation, Part 1:** Use pharmacy lab simulation software to perform the everyday tasks encountered by the pharmacy technician, including collecting, organizing, and record demographic

and clinical information for the patient care process, and recording third-party insurance information for the billing process.

## **Unit 2: Pharmacy Basics**

- **Lesson 2.1 Pharmacy Calculations:** Learn how to calculate values and perform conversions from fractions, decimals, and percentages. Take a look at ratios and proportions as they apply to the pharmacy technician, and complete real-world pharmacy calculations, such as household to metric measurement conversions for prescriptions.
- **Lesson 2.2 Trade Names and Generic Names:** Discover the technical names, proprietary names, nonproprietary names, official names, and unofficial names used to identify drug substances. Examine the differences between trade and generic drug names, and learn the drug name creation process.
- **Lesson 2.3 Dosage Forms and Routes of Administration:** Study the different types of dosage forms, such as liquids, tablets, ointments, suppositories, and inhalers. Then, review the different ways that drugs are administered to the patient, and why different drugs, disease states, and patient states require different routes of administration.
- **Lesson 2.4 Lab Simulation, Part 2:** Practice the technician's primary role in the pharmacy, which includes accepting and assessing prescriptions, adding and processing prescriptions through the pharmacy software, providing the medicines to the patient, and receiving payment for those orders.

## **Unit 3: Understanding Pharmacology**

- **Lesson 3.1 Pharmacologic Classes:** It is vitally important that you familiarize yourself with drug classification systems to succeed as a pharmacy technician. Explore the methods used to identify and categorize medications that have been developed to improve the efficiency of the medical practice.
- **Lesson 3.2 Antibiotics, Antifungals, and Antivirals:** Some of the most commonly prescribed medications are antibiotics, antifungals, and antiviral drugs. Familiarize yourself with these drug types, develop methods for recognizing the names of the drugs in various classes and categories, and understand the approach and mechanism of actions of these agents.

- **Lesson 3.3 Anesthetics, Narcotic Pain Relievers, Muscle Relaxants, and Nonnarcotic Analgesics:** Focus on the central nervous system and survey the anesthetics, narcotic pain relievers muscle relaxants, nonnarcotic analgesics, and psychiatric drugs used to treat the disease states that affect this region, and learn when and why to use drugs to treat various disorders.
- **Lesson 3.4 Respiratory and Gastrointestinal Drugs:** Respiratory drugs are used to treat or prevent a variety of diseases such as bronchoconstriction, inflammation, and loss of lung elasticity. Gastrointestinal (GI) drugs are used to treat ulcers, GI mobility, and GI disease. Study the variety of conditions associated with the respiratory system and the gastrointestinal (GI) tract and the drugs used to treat disorders related to these body systems.
- **Lesson 3.5 Cardiovascular, Renal, and Urinary Drugs:** As with the other body systems, cardiovascular, renal, and urinary systems can also suffer disease, and particular drugs are designed to treat both the symptoms and the underlying causes. Examine the difference between the various drugs used for cardiovascular, renal, and urinary diseases.
- **Lesson 3.6 Hormones and Topicals:** Many classes of drugs are used for hormonal therapy. Topical medication is applied to the surface of the skin, and comes in the form of creams, ointments, gels, and lotions. Discuss the classes of medication that may be used to treat a range of conditions, but have one of these common attributes.
- **Lesson 3.7 Chemotherapeutic Drugs:** Cancer treatment is a complex disease. Explore the many pharmaceutical interventions for this cancer, the drugs in each class, why they are used, and the advantages and risk involved in using chemotherapeutic agents.
- **Lesson 3.8 Psychiatric Drugs and Drugs for CNS Disorders:** Familiarize yourself with psychiatric drugs and drugs for the central nervous system, including the leading medications used to treat various forms of mental illness, activate the central nervous system, and treat disorders such as dementia, epilepsy, and attention deficit disorder (ADD).

#### **Unit 4: Pharmacy Applications and Processes**

- **Lesson 4.1 Community Pharmacy Operations:** Study the types of community pharmacies, the roles of the pharmacist, pharmacy technician, and pharmacy clerk, the differences between retail and institutional practice settings, the types of automated dispensing

systems used in community pharmacies today, and the differences between community and closed-door pharmacies.

- **Lesson 4.2 Interpreting and Processing Prescriptions:** Outline the requirements that the pharmacy technician must follow when interpreting, typing, and filling a prescription, including the steps required for examination of an order for a controlled substance to confirm it's legality.
- **Lesson 4.3 Third-Party Payments:** Review several different types of health insurance plans, including private insurance plans, group insurance plans, and government-sponsored healthcare plans. Explore the impact of insurance in the pharmacy as it relates to billing for prescription medications.
- **Lesson 4.4 Merchandise Handling and Inventory:** Learn how to return drug products to the manufacturer in the case of a drug recall, how to handle expired drugs and nearly expired, and how to order and manage stocks of controlled substances. Then, apply these accepted procedures in inventory control of medications, equipment, and devices.
- **Lesson 4.5 Hospital Pharmacy Practice:** Examine institutional pharmacies, which in addition to hospitals, may also serve long-term care facilities, skilled nursing facilities, and hospice care facilities, including the role of the hospital pharmacist and the pharmacy technician with regards to medication reconciliation and pharmacy informatics.

## **Unit 5: Analyzing and Evaluating the Pharmacy Practice**

- **Lesson 5.1 Infection Control:** Observe universal precautions that are critical in preventing the spread of transmissible diseases, recognize common pathogens encountered in the pharmacy, and investigate proper handwashing techniques and other procedure to avoid the spread of infectious diseases.
- **Lesson 5.2 Extemporaneous Compounding:** Investigate the preparation of admixtures and compounds to support patient care, study the requirements for protecting patients and healthcare workers from infection during this process, examine the techniques used in preparing non-sterile extemporaneous products and supplies, and break down of the procedures used in preparing sterile IV products.

- **Lesson 5.3 Regulatory Law:** Take an in-depth look into the actions and events that have led to the current state of the pharmacy profession, including the laws, professional organizations, and government agencies that regulate pharmacy practices and professional standards.
- **Lesson 5.4 Employment Preparation:** Look beyond your education and towards your career in the pharmaceutical industry. Identify different continuing education options as they apply to the pharmacy technician. Then, explore some of the resources you will need in your pursuit of employment.
- **Lesson 5.5 Lab Simulation, Part 3:** Use a custom pharmacy lab kit supplied by the school to perform everyday pharmacy technician tasks, including using a manual pill counter for oral medication. Adhere to proper lab techniques and safety procedures while using pharmacy equipment and tools. Create liquid concentrations and alligations. Perform compounding for creams, liquids, suspensions, emulsions, elixirs, and ointments using geometric dilution, and use standard packaging and labeling techniques for medication.

The Pharmacy Technician course is 602 hours which is divided into 5 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099  
\$29 down payment and 18 monthly payments of \$59 and a final payment of \$8 to equal \$1009

### **Pharmacy Technician Course Criminal Background Check and Drug Screening policy:**

Purpose: To ensure that qualified students are entering externships, practicums, and clinical assignments as required.

Process: New York Institute of Career Development is committed to the students' success by providing the cost of a background check and drug screening through Castle Branch. All background checks and drug screens are completed when a student is ready to begin their clinical portion of their academic program.

#### **Criminal Background Check:**

New York Institute of Career Development (NYICD) requires that all students who are applying for externship placement pass a criminal background check prior to placement. The student will be informed that if he/she is denied placement he/she has the right to appeal the decision by sending a letter to the Program Director explaining why he/she should be placed on externship

despite the results of the criminal background check. Convictions, guilty pleas or nolo contendere pleas for any of the following crimes will automatically disqualify a prospective student from being placed on externship.:

Drug sale/Distribution/Manufacturing/Felony Possession	Assault/Battery/Domestic Violence (Felony)
Credit Card Fraud	Child Abuse/Molestation
Embezzlement	Child Neglect/Child Endangerment (Felony)
Fraud/Deceptive Practices	Hate Crimes
Worthless Check/Uttering (Felony)	Murder
Rape/Criminal Sexual Conduct	Manslaughter
Sexual Assault/Sexual Contact w/ Minor	Weapons Possession/Unlicensed/No permit (Felony)
Robbery	Stalking (Felony)
Burglary (Felony)	Elder Abuse
Theft/Shoplifting/Larceny/Possession of Stolen Property/Credit (Felony)	Kidnapping
	Arson
	Medicare/Medicaid Related Fraud/Disciplinary Action

#### Drug Screening:

(NYICD) requires that all students who are applying for externship placement pass a drug screen test prior to placement.

Substances Tested:

Amphetamines	Methadone
Barbiturate	Methaqualone
Benzodiazepines	Opiates
Cannabinoids	Phencyclidine
Cocaine	Propoxyphene

The student will be informed that if he/she is denied placement he/she has the right to appeal the decision by sending a letter to the Program Director explaining why he/she should be placed on externship despite the results of the drug screen test. Positive results for any of the prohibited drugs will automatically disqualify a prospective student from being placed on externship.

## Property Management

### Course Description

The Property Management course is designed to teach students how to evaluate and select investment properties, establish favorable leasing terms and conditions, and screen and select tenants. Students learn to identify maintenance concerns, hire employees and contractors, manage legal and financial issues, establish healthy tenant relationships, and enforce rent due dates. Special topics include specific housing markets, affordable housing, and continuing education.

### Course Objectives

After completing the Tax Preparation course, students will be able to:

- List the personal and professional characteristics of successful property managers
- Outline the general scope of authority and duties of property managers
- Determine when to retain property management personnel and when to hire skilled tradespeople and contractors
- Define business concepts related to property management, including advertising, marketing, record-keeping systems implementation, profit and loss, operating budget, and return on investment
- Describe how to target and screen for reliable tenants and how to handle tenant-related issues, such as obtaining security deposits, collecting rent, enforcing occupancy rules, and performing evictions
- Explain the importance of risk management and appropriate security for property and outline the steps to follow to assess liability and secure adequate liability insurance

### Course Outline

#### Orientation

- **Course Overview:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.

#### Unit 1: Introduction to Property Management

- **Lesson 1.1 Concepts in Small Business and Self-Employment:** Evaluating your business idea; setting yourself apart from the competition; market testing; investment funding and donation



funding; qualities of an entrepreneur; crowdfunding and angel investors.

- **Lesson 1.2 The Benefits of Property Management:** Understand the benefits of managing properties, explain how to get started as a property manager, determine when to perform property management duties yourself and when to hire someone else, explain how to perform property management on a high level
- **Lesson 1.3 Becoming a Successful Property Manager and Building a Winning Plan:** Understand the skills, aptitude, and attitude of successful property managers, review what it takes to become a successful property manager, explain what to do if you can't be a DIY property manager, understand how to develop a winning plan, review what it takes to become successful, discuss how to build a team

## Unit 2: Operations and Tenants

- **Lesson 2.1 Property Records and Maintenance:** Understand why you need a system for records and other functions, review property maintenance requirements, explain a property manager's role in repairs, explain how you can minimize repairs, discuss what it means to be green and eco-friendly and give examples of how you can apply these principles to your properties
- **Lesson 2.2 Personnel and Outsourcing:** Understand how and when to add personnel to your team, discuss the hiring and training of new team members, understand important elements of retaining good team members, explain when to outsource help, list the elements of good property management companies, review contracts
- **Lesson 2.3 Managing Vacancies, Rent, and Leases:** Understand how to market vacancies, review how to set rents and terms, explain how to structure leases, understand rental rates, list when, how, and why to change rental rates
- **Lesson 2.4 Tenant Screening, Billing, and Relations:** Understand the importance of screening tenants, explain if you should perform background checks, define what it means to act as a reference, demonstrate understanding of security deposits, review when to increase or lower rent, identify good tenants, understand tenant difficulties, describe the eviction process

## Unit 3: Business Aspects of Property Management

- **Lesson 3.1 Legal Issues:** Understand entity formation, explain how to protect your assets, discuss landlord-tenant law, explain discrimination and how it could affect your business
- **Lesson 3.2 Rental Property Financing and Insurance:** Discuss financial controls, review reporting requirements and record keeping, understand taxes and deductions for your properties, list different types of insurances you may need
- **Lesson 3.3 Special Topics in Property Management:** Understand specialized housing markets, review workforce housing, discuss disabled access, explain working with student units, understand affordable housing and Section 8, review discrimination, discuss continuing your property management education

The Property Management course is 180 hours which is divided into 3 units.

- Full Payment Plan—\$999
- Monthly Payment Plan—\$1299  
\$59 down payment and 12 monthly payments of \$99 and a final payment of \$52 to equal \$1299

## Sterile Processing: Career Certification Exam Preparation

### Course Description

The online Sterile Processing Course will prepare you to take the Certified Registered Central Service Technician (CRCST) exam offered by the International Association of Healthcare Central Service Material Management (IAHCSMM). This nationally-recognized industry certification ensures that you have the skills necessary to get hired and to succeed in this growing field.

### Course Objectives

After completing the Sterile Processing Course, 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 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 Outline

Final Project

Allied Health Careers

## Orientation

- **Course Overview:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.
- **Certification:** NYICD partners with the [International Association of Healthcare Central Service Materiel Management](#) (IAHCSMM) to provide you with a valuable opportunity for professional certification as a Sterile Processing Technician. Your training will help you become familiar with aseptic procedures, HIPAA regulations and proper decontamination, sterilization and packaging techniques.
- **Final Project:** NYICD's online Sterile Processing program includes a final project that will be graded by one of our qualified mentors. This graded project is an opportunity for you to demonstrate your critical thinking skills and comprehension of the Central Service Process and related guidelines covered in your coursework.
- **Allied Health Careers:** Introduction to the basic operations of allied health careers and the legal and ethical issues you may encounter while working in the many different venues available for these fields.

## Unit 1: Building Blocks of Sterile Processing

- **Lesson 1.1 Medical Terminology:** Fundamentals and origins of medical terms; analyzing, defining, and creating medical terms; identifying major body structures and directional terms.
- **Lesson 1.2 Principles of Aseptic Technique:** Aseptic technique defined; the reasoning for aseptic technique; clinical settings where aseptic technique is used; essential preoperative, intraoperative, and postoperative aseptic practices and procedures; aseptic nontouch technique; definition of a clean technique; recommended technique for commonly performed procedures.
- **Lesson 1.3 Bloodborne Pathogens and HIPAA Regulations:** Definition of bloodborne pathogens; common bloodborne pathogens; exposure accidents in the healthcare setting; exposure control plan; universal precautions in the healthcare setting; HIPAA privacy and

security rules and their implications in the sterile processing setting; difference between privacy and security; types of protected health information within the medical field.

### **Unit 2: Sterile Processing Technology, Part 1**

- **Lesson 2.1 Introduction to Sterile Processing:** Introduction to the concepts, processes, skills, responsibilities, and standards requirements of sterile processing; review of basic anatomy, physiology, and concepts of microbiology and microorganisms types related to the duties of sterile processing technicians.
- **Lesson 2.2 Regulations and Infection Prevention:** Industry regulations and established practices used for central sterile processing; federal agencies and professional organizations; principles of asepsis; personal hygiene and attire; managing the spread of bacteria; elements of transmission and the chain of infection.
- **Lesson 2.3 Decontamination, Disinfection, and Surgical Instruments:** Decontamination practices for point-of-use preparation and equipment transport; cleaning, decontamination, and disinfection practices for common instrumentation and equipment; equipment and tools used for the decontamination process; identification of standard and complex surgical instruments.

### **Unit 3: Quality Assurance, Inventory Management, and Roles of Central Service and IT**

- **Lesson 3.1 Sterilization Practices:** Assembly and packaging guidelines and procedures; point-of-use processing standards and recommended practices; high-temperature sterilization procedures; types of steam sterilizers used; low-temperature sterilization requirements; sterile storage and transportation guidelines.
- **Lesson 3.2 Quality Assurance, Inventory Management, and Roles of Central Service:** Monitoring and recordkeeping practices; established quality assurance practices for sterile processing operations; importance of inventory management; common inventory replenishment systems; the role of the central service department in supporting ancillary departments; management of patient care equipment; the use of information management systems in central service departments.
- **Lesson 3.3 Safety and Risk Management, Communication, and Personal and Professional Development:** Workplace safety and disaster preparedness; essentials of workplace communication, human

relations, diversity, team collaboration, and customer service skills; importance of personal and professional development.

#### **Unit 4: Workplace Skills and Technology**

- **Lesson 4.1 Essential Workplace Technologies:** Review of common workplace technology related to computing and communication, such as common operating systems, software applications for word processing, and spreadsheets, as well as mobile communication tools.
- **Lesson 4.2 Workplace Writing and Communications:** Professionalism and workplace etiquette; phone skills; writing emails and texts; writing and formatting reports.
- **Lesson 4.3 Basic Math Concepts for Technicians:** Review of standard calculations and solving simple equations encountered in entry-level technical positions. Measurement systems and conversion concepts related to temperature and volume, English and Metric systems, and converting within and between systems.

The Sterile Processing: Career Certification Exam Certification course is 275 hours which is divided into 4 units.

- Full Payment Plan—\$999
- Monthly Payment Plan—\$1299  
\$59 down payment and 15 monthly payments of \$79 and a final payment of \$15  
to equal \$1299

## Tax Preparation

### Course Description

This course will teach you all the skills necessary to file federal tax returns for individuals and businesses. From completing tax forms to managing scheduling, you'll know all applicable tax codes and requirements. Not only that, our course prepares you for the National Bookkeepers Association Tax Certification Exam. Adding this industry-recognized certification will ensure that you stand out from others in the field.

NYICD's online Bookkeeping Course prepares you to pass the Uniform's Bookkeeper Certification exam from the National Bookkeepers Association (NBA). The Uniform Bookkeeper Certification Examination is developed and maintained by NBA and administered by the Accounting Training and Testing Center (ATTC).

### Course Objectives

After completing the Tax Preparation course, students will be able to:

- Accurately identify and describe relevant laws and regulations related to taxation for both individuals and small businesses, then to apply said laws appropriately to all prepared tax forms.
- Effectively calculate gross income, then identify those elements of said income that are included and excluded when generating further calculations.
- Identify commonly itemized deductions such as medical expenses, charitable contributions and taxes.
- Accurately identify and calculate tax losses as well as deductible business expenses.
- Effectively apply capital gains and losses to any property transactions.
- Complete a basic Form 1040 Individual Tax Return with typical itemized deductions for a family.

### Course Outline

#### Orientation

- **Course Overview:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.
- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.

**Unit 1: Filing Status and Income Basics**

- **Lesson 1.1 Concepts in Small Business and Self-Employment:** You'll be introduced to the Top 10 Traits of Entrepreneurs, so you can see how many of these qualities you already possess and how many you'll need to develop. You'll be provided with information on a host of resources to further your study, including websites, books, communities, videos, mentors, advisors, technology, software, and live chats with experts.
- **Lesson 1.2 Career and Tax Overview and Filing Status:** We will give you overview and introduce you to the opportunities in tax preparation. We will also introduce you the filing statuses that taxpayers can use and the rules relating to each of them.
- **Lesson 1.3 Income, Part 1:** An introduction to the various types of taxable and nontaxable income including compensation, fringe and educational benefits, interest and dividends, and miscellaneous income.
- **Lesson 1.4 Income, Part 2:** We will introduce you to the different types of retirement instruments and their taxability. We'll review the tax rules relating to contributions, distributions, rollovers, and inheritance transfers. Additionally, we will discuss the rules associated with Social Security and its taxability.

**Unit 2: Property Income and Deductions**

- **Lesson 2.1 Income, Part 3:** We will go over how to properly classify different types of property and how these different classifications are taxed. We will also discuss real estate rentals, royalties, and the rules relating to their taxability. In addition, we will also discuss passive activities and the rules that limit the deduction of losses on these types of activities.
- **Lesson 2.2 Deductions, Part 1:** We discuss AGI deductions, the standard deduction, and some itemized deductions. Additionally, we will cover many of the tax deductions that are itemized deductions.
- **Lesson 2.3 Deductions, Part 2:** We will cover casualty and theft losses and involuntary conversions, examine job and miscellaneous expenses, explore travel and entertainment expenses, and review personal exemptions.

**Unit 3: Small Business Clients and Returns Filing**



- **Lesson 3.1 Returns for Self-Employment and Small Business:** We will cover business income and expenses. We'll discuss self-employment income and expenses and examine retirement and medical plans for the self-employed. In addition, you'll learn how to calculate self-employment tax.
- **Lesson 3.2 Tax Calculation, Payment, and Filing:** We will discuss calculating income tax, claiming tax credits, filing a return, and the IRS audit process. Additionally, we will explain how tax credits can reduce tax liability.

The Tax Preparation course is 210 hours which is divided into 3 units.

- Full Payment Plan—\$999
- Monthly Payment Plan—\$1299
  - \$59 down payment and 12 monthly payments of \$99 and a final payment of \$52
  - to equal \$1299

## Veterinary Assistant

### Course Description

Our Veterinary Assistant course will teach you all the procedures required in today's veterinary office environment. Course topics include office procedures, medication fundamentals, animal behavior comprehension, small-animal nursing, and surgical preparation. From front-office management to animal handling, you'll learn it all. After graduating, you'll be ready to provide care that fully meets industry standards and protocols.

### Course Objectives

After completing the Veterinary Assistant course, students will be able to:

- Describe the interpersonal skills and professional characteristics of an effective veterinary assistant, explain where employment opportunities can be found for those with training in animal care, and outline typical daily responsibilities.
- Use appropriate veterinary terminology to describe basic concepts of anatomy and physiology, pathology and disease, pharmacology, dentistry, and nutrition, as they apply to animals.
- Describe how to determine the difference between emergency medical conditions and less critical medical ailments by identifying symptoms, signs, and clinical signs, and by reading animal body language.
- Explain the fundamental quality control processes used to safely handle and treat both healthy and sick/injured animals, such as when conducting physical examinations, collecting samples, conducting tests, performing procedures, and making observations.
- Identify standard procedures used in the animal care laboratory and surgical center and describe the functions, use, and maintenance of the specialized equipment and instruments found there.
- Interact with veterinarians, veterinary technicians, clients, and animals, displaying professional skills, appearance, and ethics in a work-experience setting.

### Course Outline

#### Orientation

- **Course Overview:** This section covers all that you will need to know about your new NYICD Course. First, we'll show you how to navigate your course, then we'll provide you with the comprehensive course information you need to get started. Additionally, we will go over some of the course, grading, and academic policies.

- **Study Tips:** To help you manage the responsibilities of distance learning, we've created a series of study tips to follow for you to get the most out of your online education. From here, you are fully prepared to dive into your course.
- **Externship:** NYICDs online Veterinary Assistant course will teach you all the fundamental procedures required in today's veterinary office environment. Program topics include office and hospital procedures, client relations, medication dosage and administration, animal behavior and restraint, small and large animal nursing, surgical preparation, laboratory procedures, and diagnostic imaging.

### Unit 1: The Veterinary Office

- **Lesson 1.1 Introduction to Veterinary Practice:** The history of veterinary medicine; types of veterinary practices; the team approach to veterinary medicine; rolls and responsibilities of team members; personal qualifications; professionalism and ethics; laws and agencies related to veterinary practice.
- **Lesson 1.2 The Business of Veterinary Medicine:** Front-office team members and veterinary assistant roles; greeting clients on the phone and in person; telephone triage; scheduling appointments; accounts receivable; pet health insurance; inventory control and reorder points.
- **Lesson 1.3 Office and Hospital Procedures:** General requirements and commonly used formats for medical records; records maintenance; common office forms; procedures for admitting and discharging patients.
- **Lesson 1.4 Communication and Client Relations:** Communication with animals and owners; the effect of body language on client communication; the human-animal bond; pet loss and grief; compassion fatigue.

### Unit 2: Veterinary Anatomy, Physiology, and Pharmacology

- **Lesson 2.1 Veterinary Terminology:** Common terms used to describe animals; anatomical terms of direction; terms for body regions; word roots and combining forms.
- **Lesson 2.2 Veterinary Anatomy and Physiology:** Cells and tissues; skeletal and muscular systems; the integument; circulatory and respiratory systems; nervous system and special senses; endocrine, digestive, urinary, and reproductive systems.
- **Lesson 2.3 Veterinary Pharmacology:** Dosage forms and calculations; prescriptions; storage and handling of medications; drugs for specific body systems; antimicrobials; antiparasitics; anti-inflammatories; disinfectants and antiseptics.

### Unit 3: Small-Animal Nursing

- **Lesson 3.1 Animal Behavior and Restraint:** Dog and cat breeds; ethology; preventing and correcting behavior problems; house training; canine body language; restraint equipment and techniques.

- **Lesson 3.2 Animal Husbandry and Nutrition:** Aspects of preventive care; proper housing and sanitation for dogs and cats; nutritional needs; feeding methods for different life cycle stages; common zoonotic diseases; vaccine requirements.
- **Lesson 3.3 Small-Animal Care and Nursing:** Patient history and physical examination; therapeutic bathing; grooming and skin care; nail trimming; administering medications; fluid therapy; wound care and bandaging.

#### **Unit 4: Clinical Procedures**

- **Lesson 4.1 Surgical Preparation and Assisting:** The role of the veterinary assistant in surgical nursing; using appropriate terminology related to surgical procedures; sterilizing surgical instruments and equipment; suture materials; asepsis in the surgical suite.
- **Lesson 4.2 Laboratory Procedures:** Collecting and preparing samples for diagnostic testing; lab equipment; hematology and clinical chemistry tests; immunology and urinalysis tests; common parasites of dogs and cats.
- **Lesson 4.3 Diagnostic Imaging:** Principles of X-ray generation; commonly obtained radiographic views for dogs and cats; proper patient positioning during radiographs; safety concerns; radiology record-keeping procedures.

The Veterinary Assistant course is 320 hours which is divided into 4 units.

- Full Payment Plan—\$849
- Monthly Payment Plan—\$1099  
    \$29 down payment and 18 monthly payments of \$59 and a final payment of \$8  
    to equal \$1009

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## Appendix A: Intellectual Property Policy

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## Appendix A: Intellectual Property

The following policy is excerpted from NYICD's internal policy manual.

### Intellectual Property Policy

This policy provides guidance regarding the use and creation of intellectual property at NYICD. While the definition of intellectual property, very broadly, means the legal rights, which result from intellectual activity in the industrial, scientific, literary and artistic fields, this policy is focused on products related to course and program development and instructional practices in the online learning environment. It is the responsibility of all faculty, staff, students and anyone using the facilities or resources of NYICD to read, understand and follow this policy.

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*Public Domain:* The status of work that are not protected by copyright.

*Work Made for Hire:* Work prepared by an employee within the scope of employment, or work under contract that specifies the product to be a work for hire.

### Compliance with Copyright and Intellectual Property Law

Anyone who believes that any faculty, staff, or student of NYICD has infringed on their rights, as a copyright owner should contact the School Director with the following information:

- Complete name, mailing address, email address, phone and fax numbers;
- Information about the copyrighted material (URL, book title, etc.);
- The URL of the site which has the infringing material; and
- Any other information supporting the claim.

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