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## School Catalog

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January 2014 – December 2014

### **Advanced Vocational Institute**

1925 S. Winchester Blvd., Suite 205  
Campbell, CA 95008  
408-504-5958

**BPPE School Code: 65686922**

# Advanced Vocational Institute

## Catalog

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Advanced Vocational Institute

1925 S. Winchester Blvd., Suite 205  
Campbell, CA 95008

Tel: 408-504-5958

Fax: 408-649-5226

Website: [www.avionline.net](http://www.avionline.net)

E-mail: [info@avionline.net](mailto:info@avionline.net)

AVi is required to provide this catalog to all prospective students, and it is always available for download as a PDF from [www.avionline.net](http://www.avionline.net). As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. The School Performance Fact Sheet is also available as a PDF from [www.avionline.net](http://www.avionline.net).

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, website: [www.bppe.ca.gov](http://www.bppe.ca.gov), phone(s): (916) 431-6959, 1-888-370-7589, fax: (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the Bureau's Internet Web Site [www.bppe.ca.gov](http://www.bppe.ca.gov).

Advanced Vocational Institute is a private institution and is approved by the California Bureau for Private Post-Secondary Education (BPPE). Our BPPE School Code is 65686922. Approval to operate means compliance with minimum standards and does not imply any endorsement or recommendation by the State or the Bureau. Any questions regarding the application or approval process may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, website: [www.bppe.ca.gov](http://www.bppe.ca.gov), phone(s): (916) 431-6959, 1-888-370-7589, fax: (916) 263-1897.

Advanced Vocational Institute does not discriminate on the basis of race, color, national origin, sex or handicap in educational programs.

This catalog is revised annually and on an as-needed basis.

*Revised January 2014*

# LETTER FROM THE OWNERS

*Welcome to Advanced Vocational Institute!*

Advanced Vocational Institute prides itself as an institution that performs an exceptional job of training students to attain their employment objectives. **AVi** continuously updates its curriculum and programs to match the labor market and its current demands.

In order to assist students in the vocational retraining process, **AVi** provides a variety of support services to accommodate all learning styles. Our programs provide students with the skills necessary to move up the career ladder in a globally competitive workforce environment.

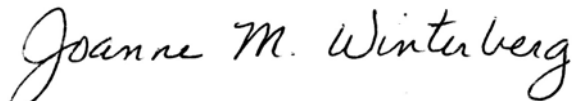
Our state-of-the-art Learning Management System (LMS) demonstrates our commitment to innovation and computer technology. Now that you have joined us, you are part of a legacy of students who have experienced the special quality in education that Advanced Vocational Institute offers.

Welcome!

Sincerely,



Rashad M. Said  
Executive Director  
Advanced Vocational Institute



Joanne M. Winterberg  
Director  
Advanced Vocational Institute

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## **MISSION STATEMENT**

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Advanced Vocational Institute's mission is to provide access to the highest quality education and training, tailored to individual needs, and delivered cost-effectively anywhere and anytime, for individuals who seek to develop new skills and self-confidence in order to reach their true potential in the current labor market.

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## **AVi Administrative Leadership**

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**Name**

**Educational Background**

**Rashad M. Said**

Executive Director

M.A. Degree, Counseling Psychology

B.A. Degree, Political Science

Santa Clara University, Santa Clara, CA

**Joanne M. Winterberg**

Director

B.A. Degree, Music/Math

San Jose State University, San Jose, CA

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## **AVi Staff**

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**Name**

**Educational Background**

**Rashad M. Said**

Admissions

M.A. Degree, Counseling Psychology

B.A. Degree, Political Science

Santa Clara University

**Joanne Winterberg**

Curriculum Developer/Instructor

B.A. Degree, Music/Mathematics

San Jose State University

**Dallas Jones**

Contractor

B.A. Degree, Journalism and Mass Communications

University of Georgia

HET Institute President and Instructor

BPI Approved Field Examiner/Proctor

**David Siddiqui**

Contractor

B.S. Degree, Environmental Sciences

University of California Berkeley

**Jonathan Garcia**

Contractor

B.S. Degree, Environmental Sciences

San Jose State University



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## CURRENT SCHEDULE OF STUDENT CHARGES

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<u>Course No.</u>	<u>Course Title</u>	<u>No. Weeks</u>	<u>Tuition*</u>	<u>STRF**</u>
AVIGRN015	BPI - Building Analyst	12	\$10,000	\$5.00
AVIGRN018	BPI - Building Envelope Specialist	6	\$ 6,000	\$3.00
AVIGRN010	RESNET Home Energy Survey Professional	6	\$ 3,000	\$1.50
AVIGRN011	NEASI Home Energy Auditor	3	\$ 3,000	\$1.50
AVIGRN009	Solar Design and Installation	12	\$10,000	\$5.00
AVIGRN014	Solar Sales and Marketing	12	\$ 6,000	\$3.00
AVIMB010	Medical Billing and Coding	12	\$ 9,000	\$4.50
AVIMFO010	Medical Front Office	12	\$ 9,000	\$4.50
AVIWPGO010	General Office	12	\$ 9,000	\$4.50
AVIHFO010	Hospitality Front Office	12	\$ 9,000	\$4.50
AVICAB010	Computerized Accounting / Bookkeeping	12	\$ 9,000	\$4.50
AVICSRC010	Customer Service	12	\$ 9,000	\$4.50

*\*Students qualifying for third-party funding are automatically awarded a gap grant to cover the difference in tuition price (i.e., students will NOT be required to pay any additional tuition cost over and above what their referring agency pays). Books and materials for the enrolled course(s) are included at no additional cost to the student.*

*\*\*STRF fees are non-refundable. See the Cancellation and Refund Policy in this catalog for details regarding the regulatory requirements as specified in Title 5 of the California Code of Regulations §76215. STRF Fees are not included in the tuition price. They are additional charges per 5 CCR §76120.*

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# CANCELLATION AND REFUND POLICY

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## STUDENT'S RIGHT TO CANCEL

You have the right to cancel an enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. Cancellation occurs when you give written notice of cancellation to the school administrators. You can do this electronically or physically by mail, fax or in person. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. This notice need not take any particular form; it needs only to state you wish to cancel the agreement. If you cancel this agreement, AVi will refund any money that you paid within 30 days after your written notice is received.

## STUDENT'S RIGHT TO WITHDRAW

A student must withdraw from a course of instruction before 60% of the course duration is completed to be eligible for a refund. If a student wishes to withdraw from a course of instruction, he or she must do so in writing and meet with the Institute Director of AVi prior to withdrawal.

## REFUND INFORMATION

The student has a right to a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later, if he/she cancels this agreement. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

## REFUND EXAMPLE

Assumptions:

1. Student enrolled in a 12-week course (420 Clock Hours) and paid a tuition of \$9,000.
2. Student withdraws after completing 42 hours of instruction.

Refund Calculation:

<b>Part I</b>		<b>Part II</b>		<b>Part III</b>	
Tuition Paid	\$ 9,000.00	Cost per Hour	\$ 21.43	Tuition Paid	\$ 9,000.00
<u>Total Hours</u>	<u>÷ 420</u>	<u>Hours Attended</u>	<u>× 42</u>	<u>Tuition Used</u>	<u>- \$ 900.06</u>
Costs per Hour	\$ 21.43	Tuition Used	\$ 900.06	Refund	\$ 8,099.94

## **STUDENT LOANS AND FINANCIAL AID**

If a student is referred by an agency that provides a grant for education, the student is not required to repay the grant per the agency's guidelines. This includes local WIA, Insurance Companies and Department of Labor grants and other payments for education.

If a student obtains a loan or receives financial aid to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

## **TITLE IV STATEMENT**

Advanced Vocational Institute does not participate in federal and state financial aid programs.

### **STUDENT TUITION RECOVERY FUND (STRF)**

Per Title 5 of the California Code of Regulations § 76215:

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. 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 either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or

are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

For further information or instructions regarding STRF, you may contact the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, website: [www.bppe.ca.gov](http://www.bppe.ca.gov), phone(s): (916) 431-6959, 1-888-370-7589, fax: (916) 263-1897.

### **COLLECTION OF TUITION**

All Tuition and Fees, for programs completed in four months or less, may be paid in full on the first day of instruction. For programs longer than four months, only up to four months advanced payment is required until 50% of the course has been completed, whereupon complete payment may be required. At the student's option, payment in full may be made after the student has been accepted and enrolled and the date of the first class session is disclosed on the enrollment agreement. The limitations on payment do not apply to funds received through any federal or state programs.

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## **ADMISSION POLICIES**

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In order to take full advantage of the programs at **AVi**, the minimum level of education requirements is the ability to read, write, and follow directions. Since these skills can be learned without graduating from high school or obtaining a GED certificate, those candidates who do not necessarily hold a diploma or certificate will still be eligible for enrollment into **AVi**'s program upon obtaining a passing score on an independently administered "ability-to-benefit" examination pursuant to section 484(d) of the Higher Education Act of 1965. **AVi** may refuse admission if the "ability-to-benefit" examination and/or personal interview reveal that the student does not possess the necessary aptitude or motivation to complete the training program selected. As a vocational studies school, the standard general education requirements for English composition, history, science, government, arts, etc. do not apply as a prerequisite for entry into Advanced Vocational Institute.

### **ADMISSION PROCEDURES**

- a. Complete an application questionnaire.
- b. Have a personal interview with an advisor.
- c. Possess one of the following:
  - o High School Diploma or recognized equivalent
  - o GED or recognized equivalent
  - o Obtain a passing score on an independently administered "ability-to-benefit" examination.
- d. Complete the Enrollment Package.

### **"ABILITY-TO-BENEFIT" ASSESSMENT TESTING**

Under section 484(d) of the Higher Education Act of 1965, a student who does not have a high school diploma or its recognized equivalent is referred to as an "ability-to-benefit" student. An "ability-to-benefit" student may not enroll unless the student takes an independently administered examination from the list of examinations prescribed by the United States Department of Education pursuant to Section 484(d) of the federal Higher Education Act of 1965 (20 U.S.C. Sec. 1070a et seq.) and achieves a score, as specified by the United States Department of Education, demonstrating that the student may benefit from the education and training being offered.

### **TRANSFER OF CREDITS FROM OTHER INSTITUTIONS**

Advanced Vocational Institute has not entered into an articulation or transfer agreement with any other college or university.

## **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Advanced Vocational Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in BPI – Building Analyst or BPI – Building Envelope Specialist or Computerized Accounting/Bookkeeping or Computerized Machine Embroidery or Customer Service or Electric Vehicles or General Office or Hospitality Front Office or Medical Billing and Coding or Medical Front Office or NEASI – Home Energy Auditor (HEA) or RESNET – Home Energy Survey Professional (HESP) or Solar Design and Installation or Solar Hot Water/Thermal Heating or Solar Sales and Marketing or Vocational English as a Second Language or Wind Energy is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Advanced Vocational Institute to determine if your certificate will transfer.

### **EXPERIENTIAL CREDIT**

Advanced Vocational Institute does not provide completion credits toward any of its programs based on past experience or knowledge.

### **FACILITIES AND EQUIPMENT**

All of AVi's training programs transmit educational information through a computer-based software program/e-learning system, a USB flash drive containing additional teaching materials exercises and quizzes, and/or SkillSoft Learning Management System. A laptop is provided on-site that is capable of running the programs. If a student is not able to attend on-site, i.e., qualifies as a distance learner, then the students may use the computer lab at their referring agency, the library or their personal computer. If a student uses a computer off-site, i.e., their own personal computer, the e-learning system and USB flash drive are self-contained and the student is not required to install any software to be able to successfully complete the course requirements.

### **DISTANCE EDUCATIONAL PROGRAMS**

(a) An institution offering a distance educational program where the instruction is not offered in real time shall transmit the first lesson and any materials to any student within seven days after the institution accepts the student for admission.

(b) The student shall have the right to cancel the agreement and receive a full refund pursuant to section 71750 before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent. The institution shall make the refund pursuant to section 71750. If the institution sent the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials.

(c)(1) An institution shall transmit all of the lessons and other materials to the student if the student:

(A) has fully paid for the educational program; and

(B) after having received the first lesson and initial materials, requests in writing that all of the material be sent.

(2) If an institution transmits the balance of the material as the student requests, the institution shall remain obligated to provide the other educational services it agreed to provide, such as responses to student inquiries, student and faculty interaction, and evaluation and comment on lessons submitted by the student, but shall not be obligated to pay any refund after all of the lessons and material are transmitted.

(d) The enrollment agreement shall disclose the institution's and student's rights and duties under this section.

(e) AVi has seven days between the institution's receipt of student lessons, projects, or dissertations and the institution's mailing of its response or evaluation for distance education programs.

### **AVi's COMMITMENT TO THE ENVIRONMENT (BE GREEN)**

All instruction, resources, catalogs, course outlines (syllabi), signed Enrollment Agreements and any and all materials required to complete the selected course are presented in electronic format.

### **JOB PLACEMENT**

Advanced Vocational Institute does not guarantee job placement for any of the programs offered. The availability of a job in any given field is at the mercy of the economic, technological, political-legal, social-cultural environment for the location where employment is sought. AVi does not provide placement services. The referring agencies, such as Employment Development Department, work2future, NOVA, Department of Labor, to name a few, provide job placement services for our graduates.

### **LIBRARY AND STUDENT SERVICES**

Advanced Vocational Institute does not have a library or extra-curricular student services. All materials and learning resources required by the curriculum are provided to students at the time they receive instruction via the LMS or e-Learning system. Independent research is not essential to successfully complete the training programs at Advanced Vocational Institute.

### **STUDENT HOUSING**

Advanced Vocational Institute does not have dormitory facilities under its control. Local housing can be located using a variety of rental websites. An internet search reflected the current price range for apartments within a ten mile radius was \$1,000 - \$3,500 per month. Advanced Vocational Institute has no responsibility to find or assist a student in finding housing.

### **FOREIGN STUDENT VISAS**

Foreign Nationals attending Advanced Vocational Institute are required to locate a sponsor for their student visa on their own. AVi does not provide visa services and the institution will not be able to vouch for student status or any associated charges. Instruction at AVi is not conducted in any language other than English.

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## **ATTENDANCE EXPECTATIONS**

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### **ATTENDANCE**

Regular and successive attendance is expected of all students enrolled in **AVi**'s courses. **AVi** staff will counsel with any student whenever absences are affecting the student's learning and retention of the course materials. A student may be dropped from a course if the number of days absent or not logged in (five consecutive days without prior approval) interferes with the student's ability to achieve an acceptable level of competence during the remaining course period.

### **TARDINESS**

Arrival to class on time is expected of all students enrolled in **AVi**'s courses. **AVi** staff will counsel with any student whenever tardiness is affecting the student's learning and retention of the course materials.

### **LEAVE OF ABSENCE**

Upon enrollment, each student should maintain a consistent record of attendance in his or her assigned training schedule. However, in some specific situations, it may be necessary to take a leave of absence from the training schedule.

Due to the anytime, anywhere accessibility of the LMS, it is the policy of **AVi** to grant a leave of absence only in extreme situations where the student is unable to focus on the assigned training (i.e. illness, family death, etc.). In order to be granted a leave of absence, the student must make a written request to the school. A leave of absence should not exceed one month. Only one leave of absence may be granted during the enrollment period.

### **DROP-OUT**

It is **AVi**'s wish that all students enrolled in a course will complete that course and benefit from the information and experience they acquired. Students are encouraged to find solutions to obstacles that he or she may be facing and ensure continued attendance in the course until complete. **AVi** will contact, by telephone, any student who has dropped out of the program in order to assess the circumstances behind this decision.

### **LMS and e-LEARNING**

Students are expected to progress through their course on a regular schedule. Each student will be granted access to the LMS or e-Learning system on the start date as specified on the signed enrollment agreement.



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# **SCHOLASTIC REGULATIONS**

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## **GRADING POLICY AND GRADUATION REQUIREMENTS**

To remain in good academic standing and to graduate, students must maintain a minimum of an overall grade of “C” (2.0) average and complete the requirements within their required course length. A student may repeat a course only once. The higher grade is used in computing the GPA. Both the original and repeated courses count as credits. Students are allowed no more than one restart during the calendar year. The quality of achievement in a course is measured as follows:

- 4.0 --- A --- indicates outstanding achievement
- 3.0 --- B --- indicates superior achievement
- 2.0 --- C --- indicates satisfactory achievement
- 1.0 --- D --- indicates unsatisfactory achievement
- 0.0 --- F --- indicates failure

I --- indicates incomplete. This will convert to an F if not made up within the specified time period. (See: Special Grading Circumstances on next page)

If a student withdraws from the course within the first week, he or she will receive a "W" (withdrawal). A grade of withdrawal shows no earned credit.

## **STANDARDS TO MEASURE ACADEMIC PROGRESS**

- a) Any student who is past due on any assigned training may be given a warning notice to bring his or her assignments current in his or her course.
- b) A student who is two or more weeks past due in a course may be given a probation notice. This probation period is for a 30-day period to allow the student time to complete the unfinished projects in his or her course.
- c) A student will be put on probation if, at the time of evaluation, he or she does not have a grade point average of 2.0, then probation will last until the next evaluation period. During this time the student must bring up his or her grade point average and maintain a 2.0 grade point average in all units attempted.

## **THE ACADEMIC YEAR**

AVi's academic year is equal to 50 weeks. Thirty hours per week is considered full time and 20 hours per week is considered part time. The expected completion time to finish the student's assigned training is the enrollment period as specified on the enrollment agreement.

## **SPECIAL GRADING CIRCUMSTANCES**

Incomplete: Students have 30 days to make up an incomplete. If not, their grade will revert to an "F" (failed) and will become part of their GPA.

### **COMPLETION**

All training programs are to be completed within the required course length listed in the curriculum section of the catalog. Time taken off due to leave of absence or any other authorized leave is not considered as part of this time frame.

### **MAKE-UP WORK**

Make-up work is not provided to students. The LMS or e-Learning system contains the only coursework provided to students.

### **STUDENT RECORDS**

All records are stored electronically with an offsite backup to protect the data from loss should anything occur to the primary data repository. Academic and financial records are stored separately. Student records are retained for no less than five years after the graduation date. Student Transcripts are retained indefinitely.

### **PROBATION AND DISMISSAL**

Any student with a grade point average of less than "C" (2.0) will be put on probation. The student shall be advised of probation status promptly. A student shall be removed from academic probation when the cumulative grade point average is 2.0 or higher. Any student on probation who does not demonstrate the desire or ability to improve will be dismissed from Advanced Vocational Institute.

### **LEARNING OUTCOME EVALUATION**

Subject matter experts, in their respective fields, created all course instruction and assessments. Successful completion of these materials and satisfactory scoring on the assessments ensures students' achieve learning objectives during the course of instruction. Assessments provide the qualified evaluation of the student.

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## **RULES OF OPERATION**

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### **CLASSROOM LOCATION AND HOURS**

1925 S. Winchester Blvd., Ste 205, Campbell, CA 95008  
Monday – Friday (except holidays)  
9:00 a.m. – 3:00 p.m.

If a student requests an adjusted classroom schedule, he/she must meet with the school director to discuss his/her needs. A Virtual Classroom is available for students with special scheduling or travel needs.

### **STUDENT CONDUCT**

**AVi** maintains a school where learning and instruction are the number one priority. It is expected that each student have the same goals for themselves as does the school and thus, need to behave in a manner that is conducive to the enrichment of all students who are learning and growing at the school.

Any students who are disruptive to the classroom environment or violate any of the rules of operation and/or policies of **AVi** are subject to disciplinary action up to and including expulsion.

### **DRUG AWARENESS POLICY**

**AVi** has a strong commitment to provide a safe, productive and healthy learning environment. In keeping with this commitment, **AVi** has a strict policy regarding the inappropriate use and possession of drugs and alcohol. **AVi** students will not attend school, be present on **AVi** premises or engage in school activities while under the influence of alcohol, illegal drugs and/or legal prescription drugs that are used improperly.

**AVi** also maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts or alcoholics. There will be no discrimination against those who are perceived as having a dependency or having a medical history reflecting treatment for such conditions.

### **SMOKING POLICY**

**AVi** is committed to a philosophy of good health and a safe learning environment. In keeping with this philosophy, smoking is therefore prohibited inside the building. Students who smoke must limit their smoking to established breaks and must smoke outside the building.

### **EMERGENCY RESPONSE**

Should a student fall ill or become injured while on the school premises and, at the sole discretion of any **AVi** staff member, is unable to determine their own level of care needs, **AVi** staff will contact the appropriate authorities by calling 911.

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## STUDENT COMPLAINT PROCEDURE

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Students enrolled in AVi's skill training program have certain grievance rights that may be exercised at any time. Following is AVi's procedures regarding complaints. These instructions are provided to give the student a comfortable and simple method to make AVi aware of a complaint before it becomes unbearable for the student to attend classes:

- a) A student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor.
- b) The recipient of the complaint shall notify the person authorized to resolve complaints as soon as possible.
- c) If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student again complains about the same matter, AVi will advise the student that a complaint must be submitted in writing and shall provide the student with a written summary of the complaint procedure.
- d) Within 10 days of receiving a complaint in writing, AVi will provide the student with a written response, including the summary of the investigation and disposition of it. If the complaint or relief requested by the student is rejected, the reasons for the rejection will be included in the summary.
- e) If the complaint is valid, and involves a violation of the law, it will be resolved within 30 days after the student first made the complaint. If the issue is not resolved to the student's satisfaction, the student may notify his or her counselor, or any other parties he or she deems appropriate in this matter.
- f) The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.

**Any questions or problems concerning this school, which have not been satisfactorily answered or resolved by the school, should be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, website: [www.bppe.ca.gov](http://www.bppe.ca.gov), phone(s): (916) 431-6959, 1-888-370-7589, fax: (916) 263-1897.**

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## ENGLISH LANGUAGE STATEMENT

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English is the only language used for educational purposes at Advanced Vocational Institute.

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## BANKRUPTCY STATEMENT

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Pursuant to the California Education Code Section 94909(a)(12), every institution is required to include in the school catalog a statement specifying whether the institution has a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

AVi is proud to inform every prospective student that due to the diligence of the owners and strict adherence to sound business and financial practices, AVi has ***no*** pending petition in bankruptcy, is ***not*** operating as a debtor in possession, has ***never*** filed a petition within the preceding five years, or has ***never*** had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

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## **HOLIDAY SCHEDULE**

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*AVi will post these holidays prior to the time they are to be observed.*

<b><u>Date(s)</u></b>	<b><u>Holiday</u></b>
December 23, 2013 – January 5, 2014	Winter Break 2013
January 1	New Year's Day
January 20	Martin Luther King, Jr.'s Birthday
February 17	President's Day
May 30	Memorial Day
June 30 - July 4	Independence Day/Summer Break
September 1	Labor Day
October 13	Columbus Day
November 20 - 21	Thanksgiving Holiday
December 22, 2014 – January 2, 2015	Winter Break 2014
January 1, 2015	New Year's Day

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## OVERVIEW OF COURSES OFFERED

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*Comprehensive course outlines begin on Page 21*

### **BPI – Building Analyst**

#### **12 Weeks (480 Clock Hours)**

Students will learn step-by-step diagnostic audit procedures including how to determine a building's air exchange rate using a blower door, make and interpret zonal pressure measurements, calculate duct leakage utilizing a duct blaster, perform combustion appliance zone (CAZ) safety testing and prepare a retrofit scope of work. This course will also qualify you to perform a walk-through assessment of the general energy performance problems and make basic recommendations for improvements or further analysis.

### **BPI – Building Envelope Specialist**

#### **6 Weeks (240 Clock Hours)**

This course provides a better understanding of why the diagnostic process is so important, why problems related to the building shell such as moisture, ice dams, mildew and drafts were a problem in the first place, and more importantly how to mitigate them.

### **RESNET – Home Energy Survey Professional**

#### **6 Weeks (240 Clock Hours)**

Energy costs are rising and homeowners are looking for ways to improve their home's energy efficiency. This course teaches you to identify money-saving, home energy solutions and contribute to the reduction of carbon footprints and harmful greenhouse gases.

### **NEASI – Home Energy Auditor**

#### **3 Weeks (120 Clock Hours)**

This course teaches you how to quickly assess energy savings opportunities in the lived-in home by means of conducting inspections of lighting, consumer electronics and home appliances to help homeowners identify potential wastes and take control of their electrical usage. This course will teach you, as a Home Energy Auditor, how to properly evaluate and educate the homeowner on a variety of subjects, including lighting, heating/cooling systems, electronics, appliances and water heaters.

### **Solar Design and Installation**

#### **12 Weeks (480 Clock Hours)**

This highly interactive virtual reality based e-learning program covers everything you need to know about Solar Photovoltaic (PV) installation. The program is intended to facilitate learning and enhance the understanding of the otherwise complex solar photovoltaic concepts as well as instill good working practices for system design, installation, commissioning and handover. The course content is aligned to the QCF Framework so can be used for study towards certification.

## **Solar Sales and Marketing**

### **12 Weeks (480 Clock Hours)**

This course introduces you to Solar Photovoltaic systems and teaches you the ins and outs of the Sales Process. This course provides information specifically useful for Sales Professionals: customer relationship management, lead generation and closing, and using the consultative sales approach for solar.

## **Medical Billing and Coding**

### **12 Weeks (420 Clock Hours)**

The Medical Billing course prepares the student for a position in medical billing offices, hospitals or clinics. This course introduces the basic concepts, procedures and applications necessary to perform tasks involved in health insurance coding and billing. The student will learn how to select and code various levels of service based on key components from the medical record. After completion of the program, the employment opportunities available are in medical clinics, hospitals, doctors' offices and other health care facilities such as dental clinics, chiropractic clinics, nursing home facilities, and insurance companies.

## **Medical Front Office**

### **12 Weeks (420 Clock Hours)**

The Medical Front Office course prepares the student for an entry-level position in medical offices, hospitals or clinics or for a general office position in a regular office. In this program the student will get practical experience through hands-on exercises and computer-based medical software. After completion of the program, the employment opportunities available are in medical clinics, hospitals, doctors' offices and other health care facilities such as dental clinics, chiropractic clinics, nursing home facilities, and insurance companies, or just a regular office.

## **General Office**

### **12 Weeks (420 Clock Hours)**

The General Office course prepares the student for a position in an office as a Receptionist or General Office Clerk. This course provides the student with practical knowledge for the office environment of today. After completion, the student will have the basic understanding and knowledge in Windows, Word, PowerPoint, Excel and Business Communications skills necessary to perform effectively in an office environment.

## **Hospitality Front Office**

### **12 Weeks (420 Clock Hours)**

Hospitality Front Office Specialists help build public relations by providing efficient, courteous and personalized service to the public. Duties include assisting customers; providing information; dealing with clients and customers both in person and on the telephone. This course can lead to careers in nearly any industry from working in the fast-paced hotel industry to the quiet environment of a small office greeting customers.



## **Computerized Accounting / Bookkeeping**

### **12 Weeks (420 Clock Hours)**

The Computerized Accounting/Bookkeeping course prepares the student for a demanding position in the accounting department of companies of varying size. Students will learn the essentials expected of employees in the accounting and bookkeeping fields including a primer for the International Financial Reporting Standards, which enhances and expands on the General Accounting Practices in a growing global market.

## **Customer Service**

### **12 Weeks (420 Clock Hours)**

The Customer Service course prepares the student for a number of different and varied entry-level customer service positions. This course provides the student with practical knowledge include assisting customers; providing information; dealing with clients and customers both in person and on the telephone. After completion, the student will have the basic understanding, knowledge and skills necessary to perform effectively in a customer service environment. Included with this course is an intensive overview of several industries to guide the student into the field they find most interesting.

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## COMPREHENSIVE COURSE OUTLINES

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### **BPI – BUILDING ANALYST**

Length of Course: 12 Weeks    Hours: 480 Clock Hours    Sessions: Online

#### **Course Goals:**

Students will learn step-by-step diagnostic audit procedures including how to determine a building's air exchange rate using a blower door, make and interpret zonal pressure measurements, calculate duct leakage utilizing a duct blaster, perform combustion appliance zone (CAZ) safety testing and prepare a retrofit scope of work. This course will also qualify you to perform a walk-through assessment of the general energy performance problems and make basic recommendations for improvements or further analysis.

#### **Prerequisites:**

HS Diploma/GED/Entrance Assessment Evaluation

#### **Course Outline:**

<u>Description</u>	<u>Hours</u>
Power of the Future	4
Residential Energy Efficiency Auditor Training	24
Building Analyst Curriculum	440
Building Analyst Field Training Video	2
Field Training	6
Proctored Written and Field Exam	4

#### **Course Format:**

Individualized program delivered via e-Learning system and hands-on.

#### **Textbooks:**

*Residential Energy*, by John Krigger and Chris Dorsi (Saturn Resource Management, Inc., Helena, MT)

Additional course materials contained within e-Learning environment.

## **BPI – BUILDING ENVELOPE SPECIALIST**

Length of Course: 6 Weeks    Hours: 240 Clock Hours    Sessions: Online

### **Course Goals:**

This course teaches you the diagnostic process that identifies problems related to the building shell such as moisture, ice dams, mildew and drafts were a problem in the first place, and more importantly how to mitigate them.

### **Prerequisites:**

HS Diploma/GED/Entrance Assessment Evaluation

### **Course Outline:**

<u>Description</u>	<u>Hours</u>
Power of the Future	4
Residential Energy Efficiency Auditor Training	24
Building Envelope Curriculum	202
Field Training	6
Proctored Written and Field Exam	4

### **Course Format:**

Individualized program delivered via e-Learning system and hands-on.

### **Textbooks:**

*Residential Energy*, by John Krigger and Chris Dorsi (Saturn Resource Management, Inc., Helena, MT)

Additional course materials contained within e-Learning environment.

## **RESNET – HOME ENERGY SURVEY PROFESSIONAL (HESP)**

Length of Course: 6 Weeks    Hours: 240 Clock Hours    Sessions: Online

### **Course Goals:**

Energy costs are rising and homeowners are looking for ways to improve their home's energy efficiency. This course teaches you to identify money-saving, home energy solutions and contribute to the reduction of carbon footprints and harmful greenhouse gases.

### **Prerequisites:**

HS Diploma/GED/Entrance Assessment Evaluation

### **Course Outline:**

<u>Description</u>	<u>Hours</u>
Power of the Future	4
Residential Energy Efficiency Auditor Training	40
Home Energy Curriculum	97
The House as a System	97
Proctored Written Exam	2

### **Course Format:**

Individualized program delivered via e-Learning system and hands-on.

### **Textbooks:**

*Residential Energy*, by John Krigger and Chris Dorsi (Saturn Resource Management, Inc., Helena, MT)

Additional course materials contained within e-Learning environment.

## **NEASI – HOME ENERGY AUDITOR (HEA)**

Length of Course: 3 Weeks    Hours: 120 Clock Hours    Sessions: Online

### **Course Goals:**

This course teaches you how to quickly assess energy savings opportunities in the lived-in home by means of conducting inspections of consumer electronics and home appliances to help homeowners identify potential wastes and take control of their electrical usage. This course will teach you, as a Home Energy Auditor, how to properly evaluate and educate the homeowner on a variety of subjects, including lighting, heating/cooling systems, electronics, appliances and water heaters.

### **Prerequisites:**

HS Diploma/GED/Entrance Assessment Evaluation

### **Course Outline:**

	<u><b>Description</b></u>	<u><b>Hours</b></u>
	About Energy	14
	Lights	14
	Heating and Cooling Systems	14
	Electronics, Appliances and Water Heaters	14
	Insulation, Doors and Windows	14
	Water	14
	Additional Tools	6
	Virtual Home Audits	30

### **Course Format:**

Individualized program delivered via e-Learning system.

### **Textbooks:**

Course materials contained within e-Learning environment.

## **SOLAR DESIGN AND INSTALLATION**

Length of Course: 12 Weeks    Hours: 480 Clock Hours    Sessions: Online

### **Course Goals:**

This highly interactive virtual reality based e-learning program covers everything you need to know about Solar Photovoltaic (PV) installation. The program is intended to facilitate learning and enhance the understanding of the otherwise complex solar photovoltaic concepts as well as instill good working practices for system design, installation, commissioning and handover. The course content is aligned to the QCF Framework so can be used for study towards certification.

### **Prerequisites:**

HS Diploma/GED/Entrance Assessment Evaluation

### **Course Outline:**

<u>Description</u>	<u>Hours</u>
Solar PV Basics	47
Solar PV System Components	60
Solar PV System Design	55
Solar PV Pre-Installation	55
Solar PV Installation	55
Solar PV Protection	55
Residential Energy Efficiency Auditor Training	47
Solar Power Systems Installation	47
Interviewing and Job-Searching Skills	59

### **Course Format:**

Individualized program delivered via learning management system (LMS) and USB flash drive.

### **Textbooks:**

Some course materials contained within LMS.

Solar Power Systems Installation, compiled and edited by Joanne Winterberg, Campbell, CA  
*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by  
Joanne Winterberg, Campbell, CA

## **SOLAR SALES AND MARKETING**

Length of Course: 12 Weeks    Hours: 480 Clock Hours    Sessions: Online

### **Course Goals:**

This course introduces you to Solar Photovoltaic systems and teaches you the ins and outs of the Sales Process. This course provides information specifically useful for Sales Professionals: customer relationship management, lead generation and closing, and using the consultative sales approach for solar.

### **Prerequisites:**

HS Diploma/GED/Entrance Assessment Evaluation

### **Course Outline:**

<u>Description</u>	<u>Hours</u>
Residential Energy Efficiency Auditor Training	90
Solar Design and Installation	60
Solar Sales and Marketing	30
Sales and Customer Facing Skills	40
Sales Foundations	30
Inside Sales Skills	50
Strategic Account Sales Skills	60
Sales Management	60
Essential Selling Skills	30
Interviewing and Job-Searching Skills	30

### **Course Format:**

Individualized program delivered via learning management system (LMS) and USB flash drive.

### **Textbooks:**

Some course materials contained within LMS.

*Solar Sales and Marketing*, compiled and edited by Joanne Winterberg, Campbell, CA

*Sell Solar Now!* by Ray “Spike” Andrews, United States

*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by Joanne Winterberg, Campbell, CA

## MEDICAL BILLING AND CODING

Length of Course: 12 Weeks    Hours: 420 Clock Hours    Sessions: Online

### Course Goals:

The Medical Billing course prepares the student for a position in medical billing offices, hospitals or clinics. This course introduces the basic concepts, procedures and applications necessary to perform tasks involved in health insurance coding and billing. The student will learn how to select and code various levels of service based on key components from the medical record. After completion of the program, the employment opportunities available are in medical clinics, hospitals, doctors' offices and other health care facilities such as dental clinics, chiropractic clinics, nursing home facilities, and insurance companies.

### Prerequisites:

HS Diploma/GED/Entrance Assessment Evaluation, Some medical background

### Course Outline:

<u>Description</u>	<u>Hours</u>
Medical Terminology	30
Introduction to Medical Coding	60
Coding Guidelines	60
Medical Coding	60
Medical Coding ICD-10 Prep	60
ICD-9 Coding Practice	70
CPT Coding Practice	50
Medisoft (Optional)	n/a
Interviewing and Job-Searching Skills	30

### Course Format:

Individualized program delivered via learning management system (LMS) and USB flash drive.

### Textbooks:

Some course materials contained within LMS.

*Medical Terminology and Anatomy*, compiled and edited by Joanne Winterberg, Campbell, CA

*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by Joanne Winterberg, Campbell, CA



## MEDICAL FRONT OFFICE

Length of Course: 12 Weeks    Hours: 420 Clock Hours    Sessions: Online

### Course Goals:

The Medical Front Office course prepares the student for an entry-level position in medical offices, hospitals or clinics or for a general office position in a regular office. In this program the student will get practical experience through hands-on exercises and computer-based medical software. After completion of the program, the employment opportunities available are in medical clinics, hospitals, doctors' offices and other health care facilities such as dental clinics, chiropractic clinics, nursing home facilities, and insurance companies, or just a regular office.

### Prerequisites:

HS Diploma/GED/Entrance Assessment Evaluation, Some medical background

### Course Outline:

<u>Description</u>	<u>Hours</u>
Microsoft Windows	60
Microsoft Office – Beginning Word	90
Medical Terminology	50
Medisoft	75
Medical Front Office Skills	115
Interviewing and Job-Searching Skills	30

### Course Format:

Individualized program delivered via learning management system (LMS) and USB flash drive.

### Textbooks:

Some course materials contained within LMS.

*Medical Terminology and Anatomy*, compiled and edited by Joanne Winterberg, Campbell, CA

*Medisoft Workbook*, compiled and edited by Joanne Winterberg, (Advanced Vocational Institute, Campbell, CA)

*Front Office Skills for the Medical Assistant*, by De A. Eggers and Anne M. Conway (Mosby, Inc., St. Louis, MO)

*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by Joanne Winterberg, Campbell, CA

## GENERAL OFFICE

Length of Course: 12 Weeks    Hours: 420 Clock Hours    Sessions: Online

### Course Goals:

The General Office course prepares the student for a position in an office as a Receptionist or General Office Clerk. This course provides the student with practical knowledge for the office environment of today. After completion, the student will have the basic understanding and knowledge in Windows, Word, PowerPoint, Excel and Business Communications skills necessary to perform effectively in an office environment.

### Prerequisites:

HS Diploma/GED/Entrance Assessment Evaluation

### Course Outline:

<u>Description</u>	<u>Hours</u>
Microsoft Windows	60
Microsoft Office - Beginning/Advanced Word	100
Microsoft Office – Beginning/Advanced Excel	100
Microsoft Office - Beginning/Advanced PowerPoint	70
Communication Skills	60
Interviewing and Job-Searching Skills	30

### Course Format:

Individualized program delivered via learning management system (LMS) and USB flash drive.

### Textbooks:

Majority of course materials contained within LMS.  
*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by  
Joanne Winterberg, Campbell, CA

## HOSPITALITY FRONT OFFICE

Length of Course: 12 Weeks    Hours: 420 Clock Hours    Sessions: Daily (Mon-Fri)

### Course Goals:

The Hospitality Front Office course prepares the student for a number of different and varied entry-level front desk clerk positions. This course provides the student with practical experience through hands-on exercises and one-on-one or group modules, some of which include assisting customers; providing information; dealing with clients and customers both in person and on the telephone. After completion, the student will have the basic understanding, knowledge and skills necessary to perform effectively in a hospitality front office or customer service environment.

### Prerequisites:

HS Diploma/GED/Entrance Assessment Evaluation

### Course Outline:

<u>Description</u>	<u>Hours</u>
Microsoft Windows	60
Microsoft Office - Beginning/Advanced Word	75
Microsoft Office – Beginning/Advanced Excel	75
Hospitality Front Office	120
Communication Skills	60
Interviewing and Job-Searching Skills	30

### Course Format:

Individualized program delivered via learning management system (LMS) and USB flash drive.

### Textbooks:

Some course materials contained within LMS.

*Hospitality Industry*, by Tom Powers and Clayton W. Barrows, (John Wiley & Sons, Hoboken, NJ)

*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by Joanne Winterberg, Campbell, CA

## COMPUTERIZED ACCOUNTING / BOOKKEEPING

Length of Course: 12 Weeks    Hours: 420 Clock Hours    Sessions: Online

### Course Goals:

The Computerized Accounting/Bookkeeping course prepares the student for a demanding position in the accounting department of companies of varying size. Students will learn the essentials expected of employees in the accounting and bookkeeping fields including a primer for the International Financial Reporting Standards, which enhances and expands on the General Accounting Practices in a growing global market.

### Prerequisites:

HS Diploma/GED/Entrance Assessment Evaluation

### Course Outline:

<u>Description</u>	<u>Hours</u>
Basics and Terminology	30
Accounting Made Easy	50
Accounting Fundamentals	45
IFRS Primer	45
Budgeting Essentials	40
Auditing Essentials (Optional)	n/a
Capital Budgeting Essentials (Optional)	n/a
Microsoft Office - Beginning/Advanced Word (Optional)	n/a
Microsoft Office – Beginning/Advanced Excel	80
QuickBooks	100
Interviewing and Job-Searching Skills	30

### Course Format:

Individualized program delivered via learning management system.

### Textbooks:

Course materials contained within LMS.

*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by Joanne Winterberg, Campbell, CA

## **CUSTOMER SERVICE**

Length of Course: 12 Weeks    Hours: 420 Clock Hours    Sessions: Online

### **Course Goals:**

The Customer Service course prepares the student for a number of different and varied entry-level customer service positions. This course provides the student with practical knowledge include assisting customers; providing information; dealing with clients and customers both in person and on the telephone. After completion, the student will have the basic understanding, knowledge and skills necessary to perform effectively in a customer service environment. Included with this course is an intensive overview of several industries to guide the student into the field they find most interesting.

### **Prerequisites:**

HS Diploma/GED/Entrance Assessment Evaluation

### **Course Outline:**

<u>Description</u>	<u>Hours</u>
Microsoft Windows	60
Microsoft Office – Beginning Word	40
Microsoft Office – Beginning Excel	40
Customer Service Skills	170
Interviewing and Job-Searching Skills	30

### **Course Format:**

Individualized program delivered via learning management system (LMS) and USB flash drive.

### **Textbooks:**

Majority of course materials contained within LMS.  
*Interviewing Success with Internet Job Searching Workbook*, compiled and edited by  
Joanne Winterberg, Campbell, CA

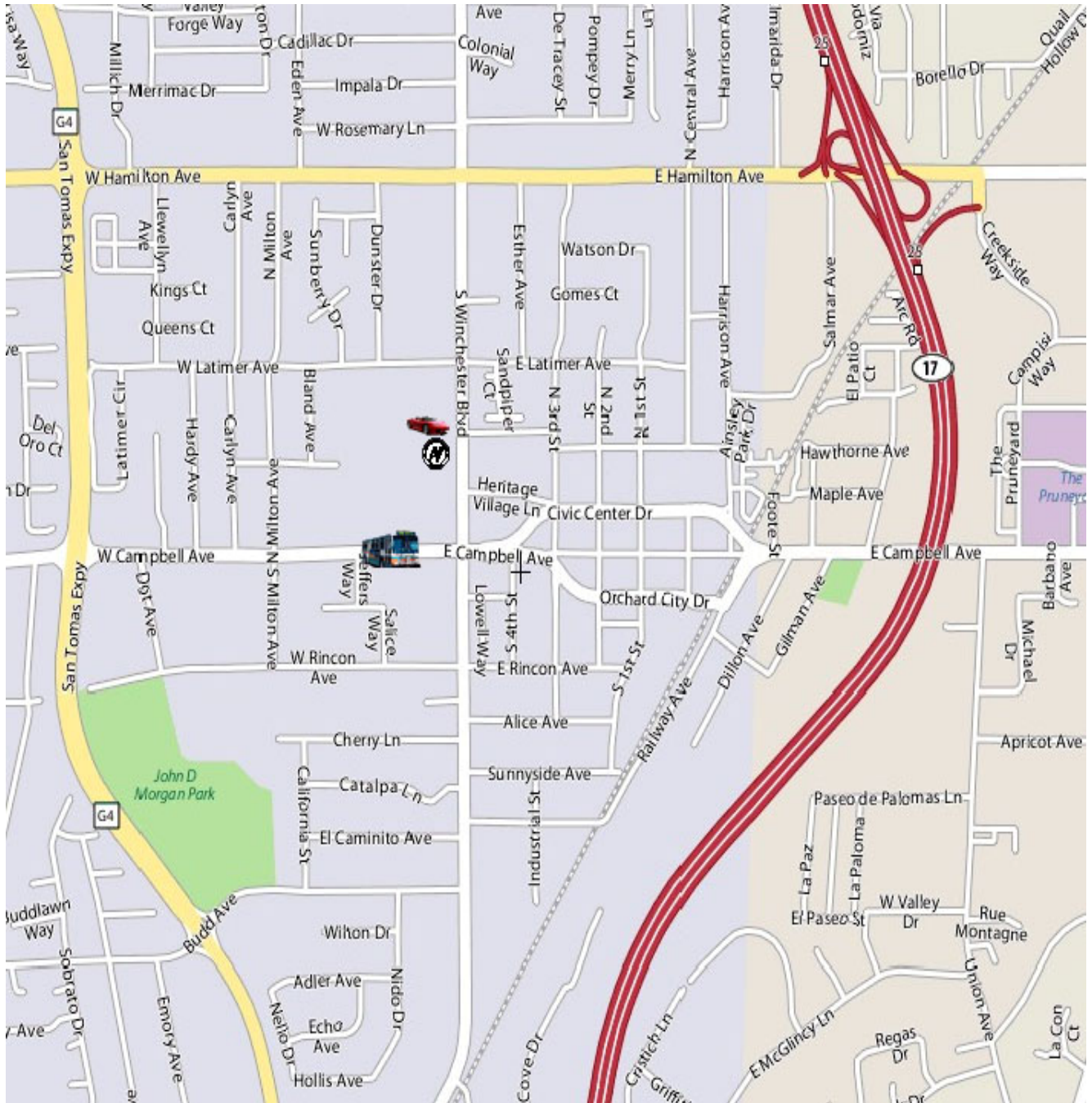
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# Map of Downtown Campbell

## ADVANCED VOCATIONAL INSTITUTE

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1925 S. Winchester Blvd., Suite 205 • Campbell, CA 95008



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## DRIVING DIRECTIONS

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The Campbell City Center area is accessible from Interstate 880 (Hamilton Avenue exit) and Interstate 280 (Winchester Blvd. exit).



### **From San Francisco:**

Take I-280 South toward San Jose. Take the Winchester Blvd. exit, stay to the right. Turn right on Winchester Blvd. and continue down Winchester to 1925 S. Winchester Boulevard. **AVi** is located in Suite 205 of the building.

### **From the North Bay** (Fremont, Newark, Union City, Hayward):

Take I-880 South. Take Hamilton Avenue exit and turn right onto Hamilton Avenue, turn left onto Winchester Boulevard, and continue down Winchester to Winchester to 1925 S. Winchester Boulevard. **AVi** is located in Suite 205 of the building.

### **From the South** (Gilroy, Morgan Hill, South San Jose):

Take US-101 N towards San Jose. Take 85 N towards Cupertino/Mountain View. Then take CA-17 N and exit on Hamilton Avenue. Stay to the left, turn left onto Hamilton Avenue and get in the middle lane. Turn left onto Winchester Boulevard, and continue down Winchester to 1925 S. Winchester Boulevard. **AVi** is located in Suite 205 of the building.

### **From the East** (North San Jose, Pleasanton, Walnut Creek):

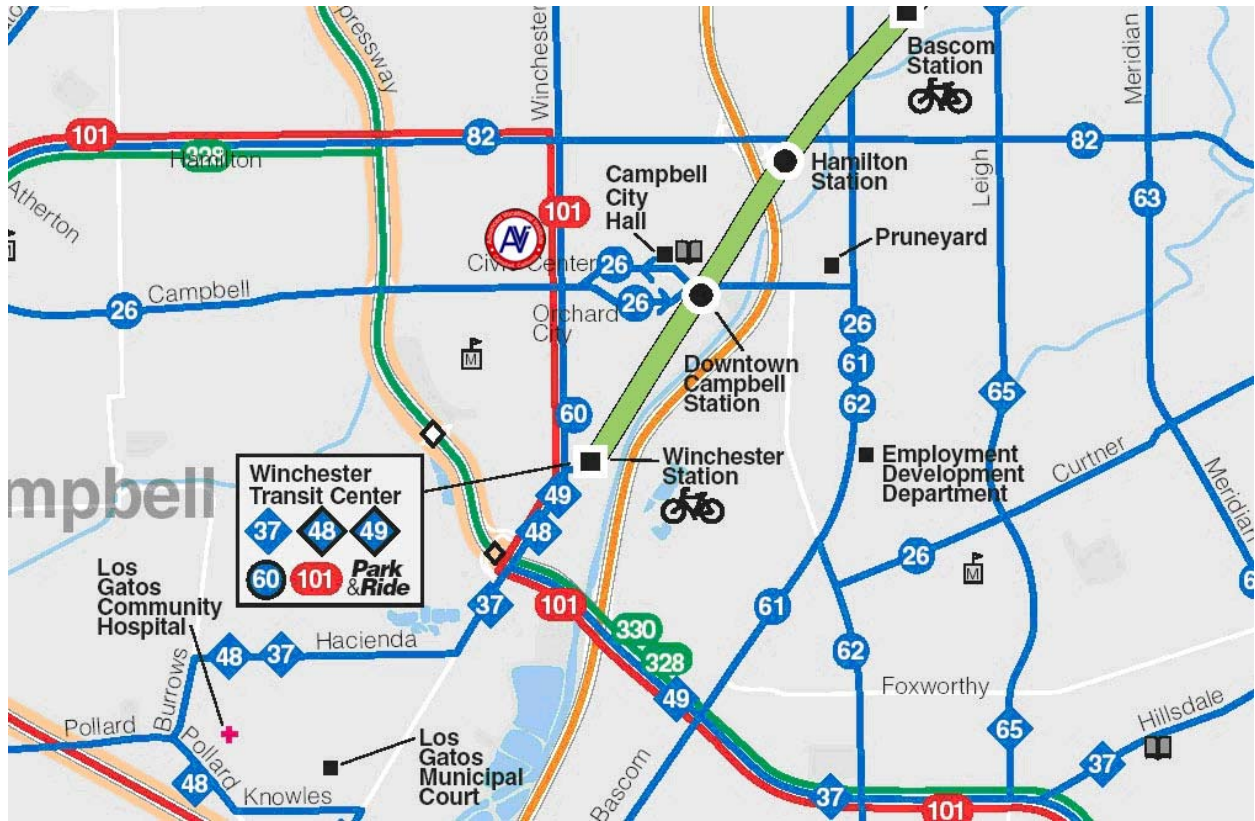
Take I-680 S towards San Jose. Take the Mission Boulevard exit toward Mission Blvd West/Warm Springs District. Take the left ramp onto I-880 S toward San Jose. Take the Hamilton Avenue exit and turn right onto Hamilton Avenue, turn left onto Winchester Boulevard, and continue down Winchester to 1925 S. Winchester Boulevard. **AVi** is located in Suite 205 of the building.

**PARKING:** There is a parking lot surrounding the building.



## ACCESS VIA PUBLIC TRANSPORTATION

Both **Light Rail** and **VTA** serve the Downtown Campbell area along Winchester Boulevard. **AVi** is located at 1925 S. Winchester Blvd., Suite 205, between Campbell Avenue and Latimer.



### Light Rail:

Exit the Downtown Campbell Station.

Bus 60 stops at the Transit Center. Board the bus going north to Great America and get off at the first stop, Campbell Avenue. **AVi** is located across the street and up a little bit from the bus stop.

*(Note: The distance from the Winchester Station to AVi is short enough that on a nice day it can be walked.)*

### VTA (BUS):

The following bus lines serve the Bus Stop at Campbell Avenue and Winchester Boulevard: **26, 60**. Specific bus routes and schedules may be obtained from VTA at 408-321-2300 or online at <http://www.vta.org/schedules>.

