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Introduction, Mission Statement, Educational Philosophy, and Institutional Goals

Introduction

Allied Business Schools, Inc. (Allied) would like to welcome you as one of our distance education students.

The primary goal of Allied is the success of our students. Our mission is to thoroughly prepare you with the education and practical knowledge you will need to succeed in the career of your choice.

To help you in your course, Allied has put together this student handbook. It answers most questions about the school and its policies.

We will do our best to make your educational experience a pleasant and rewarding one.

Mission Statement

Allied Business Schools, Inc., an online education institution, is committed to providing affordable, high-quality vocational coursework, instructional materials, and student services that are easily accessible to students. Allied Business Schools, Inc.’s objective is to prepare students for new careers in the areas of real estate and allied health by enabling them to meet the educational criteria and to pass state licensure or certification exams. In addition, for those students who only seek personal enrichment, courses provide practical real-world knowledge. These goals are achieved by ensuring that all courses provide comprehensive course materials, accessible student support, clear learning outcomes, and relevant assessments that lead to course mastery and student success.

Allied Business Schools, Inc. opened its doors in 1992 with a vision to provide students with a convenient, flexible way to complete training for in-demand careers. Allied Business Schools, Inc. is dedicated to providing the type of education that students need to succeed in today’s competitive environment.

Educational Philosophy

Our society is comprised of individuals with different attributes, needs, and values. Each of us makes decisions based on what we perceive to be most beneficial to us. Most of us recognize that self-directed continuing education is high on the list of beneficial activities we all need.

At Allied Business Schools, Inc. educational courses are developed and administered in an environment where individuals, employers, and other community-related groups participate to produce a continually upgraded learning process that benefits the individual and our society.

Institutional Goals

The relationship between the institutional mission and the needs of the public are served by offering comprehensive courses that are taught in a convenient, thorough, and affordable manner, with the ultimate goal being new employment or career advancement for the student. It is our aim to provide competency skills for students who are actively pursuing a career path that meets their interest and aptitude.
General Information

Accreditation, Licensing, and Approvals

Allied Business Schools is accredited by the Distance Education Accrediting Commission (DEAC), 1101 17th Street NW, Suite 808, Washington D.C. 20036, Telephone: (202) 234-5100.

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).

California State Approval

Allied Business Schools, Inc. is a private institution approved to operate as an exempt institution by the Bureau for Private Postsecondary Education (BPPE).

Any questions a student has regarding the student handbook that have not been satisfactorily answered by Allied Business Schools, Inc. may be directed to:

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
Website: www.bppe.ca.gov
Phone: (888) 370-7589
Fax: (916) 263-1897

For a complete list of approvals and memberships, please consult Allied Business Schools’ Course Catalog at www.alliedschools.com/download-catalog.shtml.

Instructional Support

It is not only the materials that make Allied Business Schools’ courses more effective than other schools, it is the Instructional Support services, which are second to none. Support services are available by telephone, fax, and Internet, should a question or problem arise during a student's studies. The Instructional Support staff is trained to answer any question and solve any problem. Instructional Support not only assists the student during the course, but also works with the student on follow-up educational and re-licensing requirements. Allied takes students from point of interest and beyond, so that they will have the skills necessary to succeed in their chosen field of study.

Financial Aid

Allied Business Schools is not eligible to participate in the Title IV Federal Student Aid program.

Holidays Observed


Hours of Operation

Allied Business Schools is open Monday through Friday from 7:00 a.m. to 6:00 p.m. PST.

Student Loans

If a student obtains a loan to pay for an educational course, the student will have the responsibility to
repay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, then the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

At the student’s option, Allied Business Schools may accept payment in full for tuition and fees, including any funds received through institutional loans, after the student has been accepted and enrolled and the date of the first class session was not provided.

**Student Privacy**

Per the Student Records & Family Educational Rights and Privacy Act (FERPA), schools must have written permission from eligible students prior to releasing any information from their education records. However, FERPA allows Allied to disclose those records, without consent, to the following parties or under the following conditions (34 CRF§ 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- Appropriate officials to comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific state law

**Student Services**

The Student Services department can be reached at (888) 925-4282.

**Tuition and Fees**

For a complete list of tuition and fees, please see Allied Business Schools’ Course Catalog at [www.alliedschools.com/download-catalog.shtml](http://www.alliedschools.com/download-catalog.shtml).
Policies & Procedures

Academic Integrity Policy

Allied Business Schools strives to encourage a spirit of honesty and integrity. This policy was created to foster a climate that promotes the most stringent academic standards. Violations of this policy will be dealt with using fair and consistent methods. Committing one or more of the following actions is considered unacceptable and constitutes a violation of this policy:

- Intentionally using or attempting to use unauthorized materials in any academic exercise;
- Intentionally aiding or attempting to aid another student to commit any act of academic dishonesty;
- Bribing or attempting to bribe, or making threats against, any individual with the intent of affecting a grade or an evaluation of academic performance;
- Falsifying any documents;
- Accessing the institution’s computer systems or files without proper authorization; and/or
- Allied prohibits students from sharing their iBoard username and password combination for the purpose of, or which leads to, academic dishonesty.

Admissions Policy

All instruction at Allied Business Schools is conducted in English. Students must be at least 18 years of age and have a high school diploma, or GED, or equivalent.

Allied conducts open enrollment (students may enroll at any time).

Since Allied’s courses are conducted in English, the policy is to enroll students who are able to read, write, and speak the English language. Any student who successfully completes the enrollment process will be deemed to have the required proficiency in the English language.

At this time, Allied Business Schools, Inc. does not enroll anyone who does not meet the admission requirements. Therefore, there is no “ability to benefit” policy.

For transferability of credits and clock hours, please see Allied Business Schools’ Course Catalog at www.alliedschools.com/download-catalog.shtml.

Attendance

Allied Business Schools presents self-paced, independent study courses to its students. As such, Allied does not take attendance unless specifically required by a course (please refer to the course syllabus for details).

Code of Conduct

As a student of Allied, you agree to abide by the following Code of Conduct during the time of your enrollment. Not abiding by one or more of the items below may be grounds for reprimand or even dismissal.

- You agree that you will do your own work. While it is acceptable to study with another student, all coursework must reflect your own effort and understanding. In addition, you are not to provide responses to other Allied students in a manner that would cause them to be in violation of the Academic Integrity Policy (see Course Catalog).
- You agree that you will safeguard your personal information. You will not knowingly reveal your username and password to anyone other than a member of Allied’s Student Services or Instructional Support department. In addition, you will take care in ensuring that your username
and password are not readily accessible to anyone else. You accept responsibility for your actions and your education.

- You must be respectful when communicating with Allied employees and contractors, as you would in a traditional classroom. Uses of profanity, obscenities, or threats are cause for dismissal.
- You agree that you will not knowingly distribute computer viruses of any kind. You will never intend to use malware to inflict harm and loss to Allied and/or to other students. You will not attempt to hack into any Allied systems and/or those of other students at any time. In addition, you must take care in ensuring that your computer has the latest version of virus protection installed.
- You will attend to all of your scholastic responsibilities with a positive attitude. You are enrolled at Allied to learn and to improve your life. To achieve your goals, it is necessary to maintain a positive and optimistic attitude throughout your enrollment.

Complaint Procedure

From time to time, differences in interpretation of school policies will arise among students, staff, and/or the administration. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems directly to the individual(s) involved. If the problem cannot be resolved in this manner, contact:

Brandi Dougherty
Compliance Director
Allied Business Schools, Inc.
22952 Alcalde Drive
Laguna Hills, CA 92653-1311
bdoughtery@alliedschools.com

A student or any member of the public may file a complaint about this institution by contacting the institution’s accrediting body, the Distance Education Accrediting Commission, by calling (202) 234-5100 or by completing a complaint form, which can be obtained on the DEAC’s (formerly DETC) website: www.deac.org.

Additionally, students or members of the public may file a complaint about this institution with their specific agency. A comprehensive list of state contact information can be found at: https://www.alliedschools.com/documents/ABS_Complaint_Procedure.pdf.

Compliance with Americans with Disabilities Act

Allied Business Schools is in compliance with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and state and local requirements regarding students with disabilities. Allied does not discriminate against students with disabilities in admission, student programs, activities, and services. Reasonable accommodations are provided for qualified students with disabilities in an effort to enhance the learning process and enable individuals to reach their maximum potential.

After a student makes a request for accommodations or services, that request will be considered using the following criteria:

- The need should be documented and individual in nature.
- The need should not compromise the essential requirements of a course.
- The need should not impose a financial or administrative burden upon Allied beyond that which is deemed reasonable and customary.
- The need should be within the scope of the organization’s control.
- The student should be able, with or without reasonable accommodations, to perform the essential functions of course requirements. The essential requirements of an academic course need not be modified to accommodate an individual with a disability.
Allied will provide reasonable accommodations or services to qualified students with disabilities. The decision regarding the most appropriate accommodations will be made on a case-by-case basis by designated Allied personnel. Allied will take all information into consideration, including medical or professional documentation, when determining whether and what type of an accommodation will be made. The student will be consulted as part of the decision process.

**Enrollment Policy**

Allied Business Schools participates in open enrollment (students may enroll at any time). Students must complete within 12 months from the date of enrollment, unless otherwise indicated on their enrollment agreement. Information regarding dropping or withdrawing from the course can be found under the Student's Right to Cancel policy.

**Entrance Requirements**

All instruction at Allied Business Schools is conducted in English. Students must be at least 18 years of age and have a high school diploma, or GED, or equivalent.

**Experiential Credit**

Allied Business Schools' students interested in completing the combined 720-hour Medical Assisting I and II package may obtain 80 clock hours of credit toward the Medical Administrative Assisting course through prior work experience (experiential credit).

In order to obtain an award for experiential credit, students must provide written proof through attestation, as evidence of medical administrative assisting employment-related experience. The student and the employer must attest that the student has been employed in the field of medical administrative assisting for a minimum of five (5) years as required to meet the Medical Administrative Assisting course competency by Allied Business Schools' policy. The student and employer must attest that the student has met a minimum of 80% of the competencies/objectives (listed on page 2 of the attestation document) related to the job duties during the five (5) year period of employment. The student’s job title must be listed as one of the following options for confirmation of appropriate job-related experience:

i. Medical Administrative Assistant  
ii. Medical Office Clerk/Patient Service Representative  
iii. Medical Secretary/Medical Receptionist/HUC-Health Unit Coordinator  
iv. Medical Office Coordinator/Medical Office Administrator

The attestation document must be signed by both the student and employer before a notary public. Prior to enrollment, the original notarized attestation document must be submitted to Allied Business Schools for review and approval. The Director of Student Affairs evaluates the attestation document to determine comparability to the required competencies/objectives for the Medical Administrative Assisting course in the student’s course of study. The evaluation of experiential credit and the attestation document must receive final approval by the Chief Academic Officer.

**Grading Policy**

Assignments will be graded in the order received. Please allow up to 72 hours for your assignment to be graded and for the grade to be posted to your record. Assignments submitted during the weekend or during holidays will be processed the next business day.

In order to earn a certificate of completion, students must complete all assignments and examinations in the prescribed order. Unless otherwise indicated, students must pass all assignments and final exams with a 70% or better. Assignments with scores below 70% must be resubmitted until the score meets or exceeds 70%.
**Grade Dispute Policy**

It is the responsibility of the Instructional Support department to evaluate each student’s work and to assign a grade which is a fair and valid measure of the student’s achievement in the course. In the event of a dispute over an assigned grade, the student will document in writing the reasons for the grade dispute. The student must provide a copy of his or her perception of the dispute, the specific assignment or exam being disputed, the title of the course, and the student's full name (as enrolled) to the Student Affairs Manager where it will be noted in the student’s record.

The individual who graded the assignment and the Student Affairs Manager will meet to attempt a resolution of the disputed grade within seven (7) business days of the receipt of the dispute in writing from the student. The result of the resolution will be communicated back to the student.

If the matter is still unresolved, the student may pursue the matter further by contacting:

Eric Sharkey, M.Ed.
Chief Academic Officer
Allied Business Schools, Inc.
22952 Alcalde Drive
Laguna Hills, CA 92653-1311
esharkey@alliedschools.com

The Chief Academic Officer will make a final decision on the matter. Once this decision is rendered, it will be considered final. No further negotiations will be allowed.
Refund Information

Student’s Right to Cancel

You have the right to cancel the enrollment agreement and obtain a refund. Requests for cancellation and refunds may be made in any manner. Students should return course materials to:

Allied Business Schools, Inc.
Attn: Refund Department
22952 Alcalde Drive
Laguna Hills, CA 92653
(888) 925-4282
Refunds@alliedschools.com

The refund period ends in conjunction with the initial enrollment termination date (see termination date in the enrollment agreement), even when a course extension is granted. Students are responsible for the shipping cost when returning course materials to Allied Business Schools. All refunds for cancellations or withdrawals will be paid within 30 days.

I. Refund Information for Courses:

For students in states other than Nevada

Within the first five (5) business days after enrollment

• If you wish to cancel and you have not submitted any course assignments, you have the right to receive a full refund of all charges. In this case, you are asked to refuse all shipments from Allied Business Schools. If you have already received the course materials, we request you to ship the course materials back to Allied Business Schools promptly.
• If you have completed at least one (1) assignment in any of the enrolled course(s) within the first five (5) business days after enrollment, you will not be eligible to receive a full refund. In this case, your refund for the course(s) with submitted assignment(s) will be calculated in the same way as “after the fifth business day from enrollment” explained below.

After the fifth business day from enrollment, but before the enrollment termination date (see termination date in the enrollment agreement):

• If you wish to cancel after the fifth business day but before any assignments are submitted, you are entitled to a full refund minus (1) shipping and (2) a non-refundable 20% portion of the course cost, total not to exceed $200
• If you have completed at least one (1) assignment in any enrolled course but no more than 50% of the assignments in the course and you wish to withdraw, you are entitled to receive a prorated refund based on the following formula:
  o Refundable Tuition is the remaining amount after the deduction of (1) shipping and (2) a non-refundable 20% portion of the course cost (total not to exceed $200).
  o If you have completed 10% or less of the course, 10% of the Refundable Tuition will be deducted.
  o If you have completed between 10.1% and 25% of the course, 25% of the Refundable Tuition will be deducted.
  o If you have completed between 25.1% and 50% of the course, 50% of the Refundable Tuition will be deducted.
• The remaining amount after such deduction described above will be the amount owed to you for the course. If you have completed more than 50% of the course and wish to withdraw, you would not be entitled to a refund for the course.

Please return the course materials to Allied Business Schools when canceling or withdrawing from the
enrolled course(s). The tax amount paid for the course(s) is only refundable when the course materials are returned.

For students in Nevada

- Within the first five (5) business days after enrollment if students wish to cancel and have not submitted any course assignments, students have the right to receive a full refund of all charges. In this case, students are asked to refuse all shipments from Allied Business Schools (Allied). If they have already received the course materials, students are requested to ship the course materials back to Allied promptly.
- If a student wishes to cancel and has not submitted any course assignments beyond five days, students have the right to receive a full refund of all charges, less 10% of the tuition and any shipping charges; total not to exceed $100. In this case, students are asked to refuse all shipments from Allied. If they have already received the course materials, students are requested to ship the course materials back to Allied promptly.
- If students have completed at least one (1) assignment in any enrolled course but no more than 60% of the assignments in the course and they wish to withdraw, students are entitled to receive a prorated refund. Refundable Tuition is the remaining amount after the deduction of (1) shipping and (2) a non-refundable 10% portion of the course cost (total not to exceed $100).
- If students have completed more than 60% of the course and wish to withdraw, they would not be entitled to a refund for the course.

Please return the course materials to Allied Business Schools when canceling or withdrawing from the enrolled course(s). The tax amount paid for the course(s) is only refundable when the course materials are returned.

Any course refunds will be paid within 15 days from the date that Allied Business Schools receives the request to cancel.

II. Refund Information for Online Preparation Materials

If you have accessed Allied Business Schools’ online preparation materials (i.e., creation of one test and answered one question), you are not eligible for a refund for this portion of your enrollment.

If you wish to cancel before accessing Allied's online preparation materials, you are entitled to a refund based on the following guidelines:

- Within the first five (5) business days after purchase, you are entitled to a full refund for this portion.
- After the fifth business day but within one year from purchase, you are entitled to a full refund minus a non-refundable 20% portion of the online preparation materials cost.

For refund information for Other Materials as well as for sample refund calculations, please see the Course Catalog.

Administrative Withdrawal Policy for Allied Business Schools Payment Plan Students

Any payment(s) shall follow the payment plan outlined in the student’s enrollment agreement. Failure to make a fully scheduled or otherwise agreed upon payment for more than 90 days may cause the student to be withdrawn from his or her course(s). Any balance due to Allied Business Schools must be settled before reenrollment may occur, and the student’s course(s) will be re-started from the first lesson. If applicable, Allied Business Schools’ standard refund policy will be used to calculate any available refund.

Re-enrollment

If coursework is not completed after 12 months from the date of enrollment, a re-enrollment fee is
required. This fee is course-specific and will be provided upon request.

If a student has been dismissed due to unsatisfactory coursework/grades, he or she may request re-enrollment review by written request. All such re-enrollment requests should be submitted to:

Eric Sharkey, M.Ed.
Chief Academic Officer
Allied Business Schools, Inc.
22952 Alcalde Drive
Laguna Hills, CA 92653-1311
esharkey@alliedschools.com