



Blackstone
CAREER INSTITUTE™

Career Training Since 1890

Program Catalog

Education... Anytime, Anywhere!



President's Message:

First of all, congratulations on taking the next step into looking at our Blackstone Career Institute programs. Now that you're here, I'd like to take a couple minutes to tell you why I think Blackstone has the finest at-home study programs for aspiring professionals.

Why Blackstone? Well, we've been providing career training since 1890, making us the first and oldest distance education training school. We're at the forefront of career training and we've got a curriculum of study that takes a backseat to no one. We prepare our students to go out into the world with the confidence to start their careers. They enter the job market knowing what they need to know, what to do, and when to do it. In short, we teach you how to get things done.

You can complete your studies at a pace that suits you. Got a busy week? You can pick up your studies when things are less hectic. Going away on a trip? We'll be here when you get back. You set your hours and the amount of time you put into your studies.

Do we offer the best at-home career programs available? We've worked hard to be able to say "yes!" But we're also constantly working to upgrade and update our studies so that Blackstone Career Institute stays at the top of its field.

If you've read this far, thanks for staying with my message. It's so hard to condense my pride in our school into a couple of paragraphs. Check us out. Whether you take a course to pursue a new career, advance your education, or simply achieve a personal fulfillment, your success is our goal.

Kevin J. McCloskey,

A handwritten signature in black ink that reads "Kevin J. McCloskey". The signature is fluid and cursive, with a long, sweeping underline.

President, Blackstone Career Institute

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www.blackstone.edu

1-800-826-9228

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Institute,

ABOUT BLACKSTONE

Our History

If you search back issues of the World Book Encyclopedia you will find Blackstone listed as one of the oldest correspondence schools in the nation, founded in 1890 as the Blackstone School of Law in Chicago. In the early 1900s, the Modern American Law Series was developed for the program and was enthusiastically received by the legal community and laymen alike as a simple yet authoritative commentary on the law. In the late 1970s, Blackstone became a legal assistant/paralegal school and moved to Dallas. Additional study units on legal research, ethics, and employment skills were added so that graduating students could sit for the Certified Legal Assistant (CLA) exam.

In 2001, Direct Learning Systems Inc., an online publishing company, purchased the Blackstone legal assistant/paralegal school from the retiring owner and relocated to Pennsylvania. Shortly after, the name was changed to Blackstone Career Institute (BCI) currently offering distance education programs in a variety of career fields in addition to continuing legal education courses.

Mission Statement

“A pioneer in distance education, Blackstone Career Institute has been meeting the needs of adult learners since 1890. The school’s mission is to change people’s lives through education, teaching them new skills and preparing them for entry-level careers in today’s high demand fields. Blackstone offers adult learners convenient and affordable training that accommodates their busy schedules while helping them successfully meet their educational goals. As a nationally and regionally accredited school, we fulfill our mission by providing high-quality, effective, technology-driven distance education programs and services.”

Goals

The Goals of Blackstone Career Institute are:

1. to provide quality distance education to students seeking to prepare themselves for a career in their chosen field as a paralegal, pharmacy technician aide, veterinary assistant, allied health professional, or entry level business professional
2. to provide instruction from subject matter experts to guarantee that lesson materials are both applicable and up-to-date with regard to today’s industry standards
3. to assist students in realizing their career goals throughout their educational training by encouraging ongoing professional development and lifelong learning

Objectives

The mission and goals of Blackstone Career Institute are accomplished by successfully achieving the following objectives:

- to provide high-quality distance education and training to individuals seeking entry-level training, para-professionals seeking continuing education, and adults seeking to enrich their lives
- to foster a positive, supportive learning environment that motivates students to learn and accomplish educational goals through providing exceptional student support services
- to prepare graduates for an entry level position in their chosen field through a technology-driven curriculum that incorporates practical application of learned skills
- to supply a curriculum that prepares students to sit for a certification exam when applicable to the program of study;
- to continually revise, update, and/or add new courses of study when appropriate, offering the most current information and meeting industry standards
- to evaluate its mission and measure its institutional effectiveness through the continual monitoring of students' academic progress, satisfaction, and graduate outcomes.

Blackstone Career Institute is nationally recognized as a leader in accredited distance learning programs. Blackstone is open to all individuals who demonstrate maturity and determination to enroll in a training program without regard to their age, gender, color, race, creed, religion, disability, or veteran status.

Licensure and Accreditation

Blackstone Career Institute (BCI) is licensed by the Pennsylvania State Board of Private Licensed Schools, ensuring the highest quality curriculum and standards of business operations available. BCI is also nationally accredited by the Accrediting Commission of the Distance Education and Training Council, 1601 18th Street, NW, Suite 2, Washington, DC 20009, Phone: 202-234-5100, and regionally accredited by the Middle States Commission on Secondary Schools, Philadelphia, PA.

Why Choose Blackstone?

Meeting the needs of adult learners for more than a century, Blackstone, a pioneer of the distance education concept, is a forerunner of the study-from-home model. Today, Blackstone remains committed to our students with our mission of providing high-quality, effective, technology-driven distance education programs and services.

Blackstone offers you:

Quality Curriculum

Quality curriculum is the foundation for all of our career programs. The Blackstone faculty and staff continuously review, update, and edit our educational programs for accuracy, and maintain our electronic databases. Our state of the art training prepares you to obtain the job you deserve!

Impeccable Reputation

Blackstone provides career training with the distinction of being one of the first distance education training schools in the country. Our continued success is a result of our students' eagerness to learn, our quality programs, and the dedicated faculty and staff who support our mission.

Student Services

Blackstone's staff, instructors, development and support members work under the guidance of a skilled administration that has student satisfaction and course quality as its primary goals.

Educational Value

Tuition rates for all Blackstone programs are reasonably priced and include everything needed to complete your program. Our accredited online programs prepare you for an entry-level position in one of today's high demand career fields.

Extras

Your tuition includes a myriad of supplemental study and practice materials designed to enrich your curriculum and learning experience. Our online Student Center allows you to download lessons, take exams online, receive instant grade results, chat with other students, and participate in discussion boards and more!

STUDENT SERVICES

Once enrolled, students receive the following information to begin their studies with Blackstone Career Institute:

- Student Identification Number
- Student Handbook
- Guidelines for the Online Student Center
- Program Outline
- First Lesson Materials

All lessons, and study guides included in your online program are accessed online. If textbooks are included in your program they will be sent to you at the time outlined in your program.

How to Contact Us

Your success is important to us. If you have a question about your account or need help with your studies, our friendly staff is here to help you. We take pride in delivering outstanding service and our staff can be counted on to assist you in your program.

There are two ways to contact us:

1. You may reach us by e-mail at instructor@blackstone.edu. Tell us what lesson you are studying, the page number, exam/question number, and how we can help. Please include your Student ID number. You will receive a response within one business day.
2. You may call the school Monday through Friday during the hours of 8:30 A.M.–4:30 P.M. (EST). If you call after hours, please leave a message with your name, Student ID number, the lesson name, and the page number where you are having trouble or the exam and question number. Also, let us know the best time to call you back. Our phone number is **(800) 826-9228**.

Holidays and Closures

Blackstone provides a calendar of scheduled closures for the year on our website, in the “Contact Us” page (<http://www.blackstone.edu/contact-us/>).

Payments

Student ID numbers must be included on all payments. Payments can be made online, by phone or by mail. If mailing a payment please send it to:

Blackstone Career Institute
P. O. Box 3717
1011 Brookside Rd, Suite 300
Allentown, PA 18106

Academic Records

Blackstone Career Institute complies with the Family Education and Privacy Act of 1974, as amended. This act is designed to protect the privacy of educational records, to establish the rights of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings.

A student who believes that an error has been made in assignment of a grade must initiate contact with the school within 30 days from the date the grade was posted. Failure to act within 30 days disqualifies the student from further consideration of the matter.

Students are responsible for reporting any other type of error on their academic record. Blackstone Career Institute is not liable for unreported errors on student records.

The Blackstone Online Community

As a distance education student, you may be wondering how you can communicate with fellow students and keep in touch with your school. Blackstone has several ways for you to become engaged in our community, including:

- Discussion boards and live chat rooms in our Online Student Center.
- A growing Facebook group that you can use to network with current students and alumni.
- An quarterly e-newsletter that offers useful information and tips for career success, as well as school news.

We welcome you to the BCI Student Community and encourage you to take an active role by participating in all of our online opportunities!

Blackstone Career Center

BCI's online career center provides valuable information for job seekers, with information specially geared to assist graduates of the career training programs. Look for the link to the career center at www.blackstone.edu under the heading "Student Resources." The career center is organized into three areas:

Job Search Strategies: Learn how to coordinate your job search, find resume writing and interviewing tips, become skilled in networking, and make yourself marketable to employers.

Job Search Databank: Search employment networks to find local or national job listings or companies in your field. You can search general job databases or sites dedicated solely to your career choice. Find career fairs, internships, or a career counselor in your area.

Career Resources: Search sites dedicated to your career, such as organizations, research tools, books, journals, job forums and job postings. Find valuable information on certifications that may be available and read articles on the latest updates in your field.

Questions?

E-mail: info@blackstone.edu, 24 hours

Fax: 610-871-0034, 24 hours

Call toll-free: 1-800-826-9228, Monday–Friday 8:30 a.m.–4:30 p.m.

ADMISSIONS

Admissions

Blackstone Career Institute enrolls all students without regard to their age, gender, color, race, creed, religion, disability, or veteran status. All Blackstone students enrolled in an online program must have access to a Microsoft Windows compatible PC with Internet access. To qualify for admission, an applicant must do the following:

Diploma and Certificate Courses

1. Complete our Enrollment Agreement for admission. The agreement outlines the obligations of Blackstone and the student. The required down payment must be submitted at time of enrollment.
2. Submit information on high school completion. All students are required to have a High School Diploma or GED Equivalency Certificate to enroll in a Blackstone program.
3. Once Blackstone has received and reviewed the agreement, the accepted applicant will receive a welcome letter with instructions on how to begin their course.
4. New students must complete an Assessment as a first step in their career program. Once the assessment is satisfactorily completed, the student can begin their program lessons.
5. As lessons are completed, additional lessons will become available in our online student center.

Student Orientation

Students are required to read an instruction document which is located in the Online Student Center before starting their program. In addition, all students enrolled in Blackstone career courses must complete a skills for success lesson at the beginning of their program. “Blackstone’s Skills for Success lesson was developed to introduce new students to the Blackstone learning format. It contains an extended introductory section outlining the policies already stated in our student handbook and welcome packet documents. We developed this lesson in order to help students identify what kind of learner (visual, auditory, etc) they are, and how to tailor their study habits accordingly. Skills for Success also teaches students effective study practices like diagram creation and memory tricks.

Due to the online nature of our courses we include a section that reviews the typing skills of the student. When a student finishes the Skills for Success lesson, they are equipped with tools they need to confidently complete a Blackstone career program.

Tuition and Fees

Blackstone Career Institute offers interest-free monthly payment plans. However, the school does not participate in federal financial aid. See our website www.blackstone.edu for tuition pricing on all our courses.

Student Tuition Protection Policy

Blackstone Career Institute is confident that the course you have selected will be everything we advertise. To assure you of this, we provide this cancellation and refund policy. A student may cancel the program by notifying the school in any manner; a written request is recommended. If you cancel within 5 days from the signature date on your Enrollment Agreement, all monies will be refunded. If you cancel after 5 days from the signature date of your Enrollment Agreement, but prior to receipt by the school of your first exam, you are obligated to a registration fee of 15% of the tuition or \$150, whichever is less, and if applicable, the non-refundable administrative fee. If you cancel after submitting the first exam, you are obligated to pay the school the registration fee, the non-refundable administrative fee, plus a percentage of tuition as follows:

1. Up to and including 10% of the exams, 10% of the tuition.
2. After submitting more than 10% up to and including 25% of the exams, 25% of the tuition.
3. After submitting more than 25% up to and including 50% of the exams, 50% of the tuition.
4. After submitting more than 50% of the exams, you owe the school the full tuition.

Students who wish to cancel their enrollment with Blackstone and have a balance due, will have their terms payment processed through their existing credit card or e-check account. A reinstatement fee of \$35.00 will be required for the reactivation of any enrollment if requested within 180 days from initial cancellation. Refunds are processed within 30 days to the payee of record. All e-materials, e-books, passwords are non-refundable. No refunds will be issued after 12 months from the enrollment date.

Technology Requirements

- Reliable internet connection
- An active e-mail account
- Speakers/working sound system
- Printer
- Most recent version of a web browser (Microsoft Internet Explorer, Mozilla Firefox, etc)

Acceptance of Credits

Tuition reduction will be considered for equivalent college coursework earning a B or better completed within two years preceding entrance into Blackstone Career Institute. Determination of credit will be made by Blackstone's Education Department upon receipt and evaluation of an official school transcript and course description prior to enrollment. Once the amount of financial credit is determined it will be applied to the student's account. Students are still required to complete all academic exams and assignments, regardless of approved credits.

Transfer of Credits

Blackstone career diploma programs prepare our graduates for an entry-level position. Credit transferability is at the discretion of the receiving university or college.

POLICIES AND PROCEDURES

Program Schedules

The time limit for the completion of lesson assignments depends upon the program or course in which you are enrolled and will either be six months or one year from your official start date. If additional time is needed an extension may be granted if requested in writing, by phone, or by e-mail.

- **The Legal Assistant/Paralegal Program** has 31 lessons and exams. You will need to complete a lesson and submit an exam every week to two weeks in order to complete your studies within 12 months.
- **Career Training Programs** range from 16 to 18 Study Units. You should complete a lesson and exam approximately every two to three weeks in order to complete your studies within 12 months.
- **Certificate Courses** range from 4 to 9 Study Units. You should complete a lesson approximately every month to complete your studies within 12 months.
- **Advanced Paralegal Courses** have six lessons and six exams. We recommend that you complete a study unit once a month to finish within six months.

Setting a Study Schedule

Here is an easy way to make a study schedule:

1. How many lessons in your course? _____
 2. Number of weeks to complete a lesson? _____
 - If you can study 1 hour a day - 2 weeks.
 - If you can study 2 hours a day - 1 week.
1. _____ x 2. _____ = _____
(number of lessons) (number of weeks to complete a lesson) (completion time)

Exams and Grading

Upon conclusion of each lesson or study unit, using a unique username and password, students complete and submit exams through the schools Online Student Center. Grade Reports provide instant feedback and can be viewed in the Online Student Center. If students have any questions or concerns with their exam results, they should call or contact Blackstone immediately.

The individual examinations are scored on a straight numerical basis. Once a student has completed all of the examinations in a course, the final grade is determined by aver-

aging all the lesson grades together. The equivalent letter grade is determined by the following scale:

| Letter Grade | | Numerical Equivalent |
|--------------|--------------|----------------------|
| A | Excellent | 94-100 |
| B | Good | 86-93 |
| C | Satisfactory | 78-85 |
| D | Passing | 70-77 |
| F | Failing | Below 70 |
| W | Withdrawal | |

Homework assignments, if included in your program, are graded on a satisfactory vs. unsatisfactory basis. Students are required to resubmit an unsatisfactory assignment. Homework grades are not calculated into your average; however, satisfactory completion of all assignments is required for graduation.

Retesting

Students who receive 69% or lower on any exam will be eligible for a retest. Blackstone's policy is that any student who passes a retest may not score higher than 70%, no matter what grade they received on the retest. Students who fail to achieve a minimum passing grade (70%) on a retest will receive the higher grade of the two failed exams and the score will be calculated into the final average. No further retesting is available.

Course Interruption

If you need a temporary leave of absence from the program, a request should be made in writing to Blackstone. One three-month leave of absence regarding your study will be granted for good cause. A leave of absence does **not** extend the required time for completion.

Online Student Center Discussion Board Acceptable Use Policy

Students can post comments on a variety of topics pertaining to their program, but they are prohibited from sharing exam answers or discussing specific exam material. We also ask students to respect each others' opinions and to refrain from inappropriate language. We reserve the right to delete any comments that we feel are inappropriate for the student community. If we feel that you are not staying within our guidelines, we will remove your posting privileges for 30 days. They can be reinstated after that time period.

Student Grievance Procedure

If a student has a question or problem, please contact the Blackstone Student Services staff. If your problem is not resolved, you may direct your complaint

in writing to the General Manager/Director of Operations and he will respond within 10 business days. Concerns that have not been satisfactorily resolved by the Blackstone staff may be directed to 1) the State Board of Private Licensed Schools, Commonwealth of Pennsylvania, Department of Education, 333 Market Street, Harrisburg, PA 17126-0333, Phone: 717-783-8228, or 2) the Accrediting Commission, Distance Education and Training Council, 1601 18th Street, NW, Suite 2, Washington, DC 20009, Phone: 202-234-5100.

Change of Name or Address

In order to receive information essential to your studies, you must promptly report all changes in name, mailing address, or e-mail address to Blackstone by telephone, e-mail or mail. A change in name will require proof, such as a marriage license. Blackstone is not responsible for reshipment or replacement costs of course materials if an address change has not been received by the school.

Honors Program

The Honors Program is for recognition of Blackstone Career Institute's highest achieving students in the career training programs. Any student who attains a final average of 94–100% at the end of their career training program will qualify as graduating “with Distinction.” The certificate issued upon graduation will note this honor.

LexisNexis©

For students in the Legal Assistant/Paralegal Program, Blackstone includes four months of access to the LexisNexis® Total Research System. The student membership includes an online tutorial, a 24-hour help line and a step-by-step LexisNexis® learning guide. LexisNexis provides online access to state and federal case law; codes and statutes; extensive case summaries, court documents; over 3.5 billion public records; business, legal, and regional news; expert commentary on the law; Shepard's® Citations Service; and more. You will also complete the Paralegal Certificate of Mastery Program at lexis.com® to receive additional training and a Paralegal Certificate of Mastery.

Graduation and Completion Documents

Upon successful completion of their program the student is awarded a transcript and a certificate. In order to earn a certificate, a student must achieve a minimum average of 70% in the course.

A certificate and an official transcript of record are furnished to the student at the conclusion of their course without charge. For additional copies, a

nominal fee is charged. Students may print an unofficial transcript from the Online Student Center at any time.

Student Identity Verification

All new students are provided with a student identification number which is used to create their unique username and password. This student number should only be used by the enrolled student in order to gain entry into the online learning management system and access study materials. Students need to enter their student number and a unique password. A student's user name and password restricts anyone else from accessing their student account.

Academic Integrity

Student Code of Conduct

Blackstone Career Institute maintains a Student Code of Conduct to protect the rights of students, faculty, staff, and Blackstone itself. Blackstone Career Institute students are required to adhere to the following policies in their academic and personal conduct.

Students must:

1. Be respectful and courteous to fellow students, faculty, and staff.
2. Accept responsibility for their own actions.
3. Adhere to all policies that appear in Blackstone catalogs, student handbooks, study materials, website and enrollment agreements.
4. Never misrepresent the school or its staff in any online social communities.
5. Follow all rules on submitting work and taking examinations.
6. Not use others work, or present another individual's ideas as their own. Not seek, receive, or give unauthorized help on assignments, quizzes, or examinations.

Academic Dishonesty

There are many different forms of academic dishonesty. The following kinds of honesty violations and their definitions are intended to serve as examples of unacceptable academic conduct.

Cheating: Any inappropriate activity in which the work submitted to the school does not represent the work of the enrolled student. This would

include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student.

Plagiarism: Using another person's ideas or finished work as your own without giving credit to the source. It includes copying or paraphrasing something and using it as if you had done the work yourself.

Fabrication: Falsifying or inventing information and presenting it as legitimate; misrepresenting oneself or one's status, potentially damaging Blackstone's reputation or any of the members of its academic community.

Facilitating Academic Dishonesty: Assisting another student in an act that violates the standards of academic honesty; providing information, material, or assistance to another person knowing that it may be used in violation of academic honesty policies; providing false information in connection in any academic honesty inquiry.

Online Etiquette (Netiquette)

The current laws to protect the rights and dignity of citizens apply online. Follow the same responsible and respectful behaviors online that you follow in real life. In simple terms this means that the values society has in place against such things as hate speech, copyright violations and other forms of theft, remain intact. As do the values courtesy, kindness, honesty, and treating others with the same respect you wish to receive.

Student Code of Conduct Violation

The Student Code of Conduct applies to all Blackstone Career Institute students. Failure to comply will automatically be referred to the Education Director for review and recommendations. If any student is found to have engaged in academic dishonesty in any form - including but not limited to cheating, plagiarizing and fabricating - that student will be dismissed from Blackstone Career Institute. There will be no exceptions.

Intellectual Property

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Except as may be otherwise indicated elsewhere on the course content,

you may view, print, copy, and distribute text and information to which you have authorized access, subject to the following terms and conditions: (i) The text may be used solely for your own informational, personal, non-commercial purposes, and shall not be copied or posted on any network computer or website or broadcast in any media. Demo videos on this website may not be copied or used for formal or informal training purposes; (ii) Any text must include Blackstone's copyright notice, as set forth above, and all other proprietary notices in the same form and manner as on the original; (iii) The text may not be modified or altered in any way; (iv) You do not imply or infer any affiliation or association with Blackstone (including by framing); and (v) Blackstone reserves the right to revoke its consent at any time, and any such use shall be discontinued immediately upon notice from Blackstone. The text, documents and information permitted to be copied as specified above do not include the layout or design of the Blackstone.edu web site. The elements of this site are protected by trade dress and other laws and may not be imitated or reproduced in whole or in part. Also, no logos, graphics, sounds or images on this web site may be reproduced or distributed without Blackstone's express written consent.

Requests for permission to make copies of any part of the work should be mailed to Copyright Permissions, Blackstone Career Institute, P.O. Box 3717, Allentown, Pennsylvania 18106-0717.

Use of Information

The collection of information is used primarily for the improvement of services to our students. Information gathered through our online request forms will be used to process those requests. E-mail inquiries will utilize the e-mail address provided for any appropriate correspondence.

Security

Blackstone currently utilizes DigiCert, Inc. and similar technology to provide a secure transmission of all enrollment agreement activities including online payment information. We also use established industry-standard security measures to protect all information services. While we strive to provide 100% security for all transmissions, we cannot guarantee that all general information submissions will be completely secure. Unauthorized modification or misuse of information stored within our website or operating systems will be investigated and may result in criminal prosecution.

FACULTY & STAFF

1011 Brookside Rd., Suite 300, Allentown, PA 18016.

Our faculty includes instructors with years of practice in teaching and developing distance education programs. Their educational and professional backgrounds, as well as memberships in professional organizations, give them access to the most up-to-date training and changes in the field.

| Name | Title |
|--------------------------|--------------------------------------|
| Kevin McCloskey | President |
| Paul Grumbein | General Manager |
| Darlene Boyle | Finance/Human Resource Coordinator |
| Valerie Behrle McCloskey | Director of Education |
| Stacy Feifel | Educational Development Coordinator |
| Jacque Irizzary | Student Services |
| Tammy Kromer | Student Services |
| Julie Rushe | Student Services |
| Korey McNulty | Student Services |
| Alexandra Boyle | Child Care Provider Instructor |
| Tami Coppler | Pharmacy Technician Instructor |
| Donna Lepkoski | Dental Office Assistant Instructor |
| Jeffrey Hauck | Legal Assistant/Paralegal Instructor |
| Mary Powers | Veterinary Assistant Instructor |
| Catie Grumbein | Physical Therapy Aide Instructor |
| Joan Harp | Medical Transcription Instructor |
| Kara Silvers | Medical Billing & Coding Instructor |
| Heidi Kober | Medical Office Assistant Instructor |

PROGRAM CATALOG

Legal Assistant/Paralegal Program Overview

The Blackstone Legal Assistant/Paralegal Studies independent study program is based on the historic Modern American Law series developed by legal scholars and designed to provide a simple, yet authoritative, commentary on the law (Volumes I - X). Starting out with an overview of the origins of the legal system in the United States, the program moves on to cover contracts, torts, criminal law, real property, pleadings and practice in civil law and criminal procedure, wills and trusts, partnerships and corporations, and constitutional law. These volumes are supplemented with study materials and textbooks that provide the student with the additional skills they need to enter the paralegal field, including research and writing skills and a background in professional ethics.

The program will provide graduates with a strong foundation in the fundamentals of the law in preparation for a career in the paralegal field. For those who would like to delve further into any of the topics presented, students can pursue their interests through research and additional reading, by working in the profession, or by taking an advanced paralegal studies course with Blackstone.

Program Objectives

- Define law and identify basic legal terms.
- Explain legal concepts related to contracts.
- Identify aspects of torts.
- Identify legal cause, negligence, and deceit.
- Demonstrate an understanding of civil and criminal defamation.
- Give the legal definition of property and describe damages.
- Distinguish a crime from a tort and list the three classes of crime.
- Describe larceny and identify the three degrees of larceny.
- Identify legal terms related to real property.
- Identify actions to recover damages in civil suits.
- Identify legal terms related to civil actions.
- Identify legal terms related to criminal procedure.
- Explain the process of criminal procedure.
- Identify and explain legal concepts related to wills.
- Identify and explain legal concepts related to trusts and trustees.
- Explain how partnerships and corporations are formed.
- Discuss the elements of constitutional law.
- Describe how legal research should be conducted.
- Identify effective job-search techniques for legal assistants/paralegals.
- Describe common ethics related to the paralegal profession.

Legal Assistant/Paralegal Program Outline

Volume I: Law - Its Origin, Nature and Development, & Contracts

- Lesson 1: Introduction to Law
- Lesson 2: Contracts: An Introduction
- Lesson 3: Contractual Law
- Lesson 4: Types of Contracts

Volume II: Torts

- Lesson 5: Torts: An Introduction
- Lesson 6: Negligence
- Lesson 7: Defamation and Damages
- Lesson 8: Right of Privacy and Relationships

Volume III: Criminal Law

- Lesson 9: Crimes, Intents, and Criminal Capacity
- Lesson 10: Burglary, Arson, and Offenses Against Property

Volume IV: Real Property - Part I

- Lesson 11: Real and Personal Property: Introduction and History
- Lesson 12: Conversion, Remainders, and Perpetuities

Volume V: Real Property - Part II

- Lesson 13: Dower
- Lesson 14: Licenses, Titles, Covenants, and Powers

Volume VI: Pleadings and Practice in Civil Actions, Criminal Procedure

- Lesson 15: Pleadings in Civil Actions
- Lesson 16: Pleadings in Civil Actions
- Lesson 17: Practice in Civil Actions
- Lesson 18: Criminal Procedure

Volume VII: Wills and Trusts

- Lesson 19: An Introduction to Wills
- Lesson 20: How Wills May Be Revoked
- Lesson 21: An Introduction to Trusts

Volume VIII: Partnerships and Corporations

- Lesson 22: Private Corporations, Part I
- Lesson 23: Private Corporations, Part II
- Lesson 24: Partnerships

Volume IX: Constitutional Law Part I

- Lesson 25: Definitions and General Principles
- Lesson 26: Organization and Power of the United States Government

Volume X: Constitutional Law Part II

- Lesson 27: Constitutional Guaranties of Fundamental Rights

Volume XI: Legal Research and Writing – Part I

- Lesson 28: Legal Research and Writing – Part I

Volume XII: Legal Research and Writing – Part II

- Lesson 29: Legal Research and Writing – Part II

Volume XIII: How to Find a Job as a Paralegal

- Lesson 30: Employability Skills

Volume XIV: Ethics for Paralegals Study Guide

- Lesson 31: Ethics for Paralegals

Veterinary Assistant Program Overview

The Veterinary Assistant Program discusses the fundamentals of the veterinary assistant as a member of the veterinary care team. The program covers veterinary anatomy and medical terminology, veterinary office administrative office skills, animal care and handling, office technology, English usage and written communication, time and stress management, critical thinking skills, interpersonal communications, and job hunting in the animal care field. Students are prepared for entry-level employment as a veterinary assistant in a variety of animal care settings.

Program Objectives

- To identify common learning strategies
- To demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- To identify the parts of a computer and explain how technology is used in the office
- To improve basic keyboarding speed and accuracy
- To identify and define common veterinary medical prefixes, suffixes, and roots as well as terms describing body location and direction
- To explore the anatomy and physiology of animals and their body systems, including the lymphatic, musculoskeletal, cardiovascular, respiratory, neurologic, alimentary, urinary, reproductive, and endocrine systems; blood, the skin, the eyes, and the ears; and pharmacology
- To develop effective oral communication skills
- To develop critical thinking skills
- To explore the business aspects of running a veterinary practice, including receptionist duties, marketing, management, and human resources
- To gain an understanding of client communications, including interaction with a grieving pet owner
- To learn how to effectively handle front office duties, including inventory management, billing, budgeting, security, and pet insurance
- To receive an overview of clinical veterinary assisting, including animal restraint and care
- To improve time mastery and productivity skills
- To explain principles of effective management
- To describe the process for writing effective resumes and cover-letters
- To describe how to proactively search for work as a veterinary assistant

Veterinary Assistant Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit XI: Veterinary Office Assisting 2

- Chapter 7: Practice Design
- Chapter 8: Technology in the Office
- Chapter 9: Outside Diagnostic Laboratory Services

Unit II: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit III: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit IV: Veterinary Anatomy & Medical Terminology 1

- Chapter 1: Introduction to Veterinary Medical Terminology
- Chapter 2: The Cell
- Chapter 3: Body Structure and Organization
- Chapter 4: The Hematopoietic System
- Chapter 5: The Lymphatic System

Unit V: Veterinary Anatomy & Medical Terminology 2

- Chapter 6: The Musculoskeletal System
- Chapter 7: The Cardiovascular System
- Chapter 8: The Respiratory System
- Chapter 9: The Neurologic System

Unit VI: Veterinary Anatomy & Medical Terminology 3

- Chapter 10: The Eye
- Chapter 11: The Ear
- Chapter 12: The Alimentary System
- Chapter 13: The Urinary System

Unit VII: Veterinary Anatomy & Medical Terminology 4

- Chapter 14: The Reproductive System
- Chapter 15: The Endocrine System
- Chapter 16: The Integumentary System
- Chapter 17: Pharmacology

Unit VIII: Interpersonal Communications

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit IX: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit X: Veterinary Office Assisting 1

- Chapter 1: Veterinary Health Care Team Members
- Chapter 2: The Receptionist Team
- Chapter 3: Team Management
- Chapter 4: Veterinary Ethics and Legal Issues
- Chapter 5: Human Resources
- Chapter 6: Stress and Burnout

Unit XI: Veterinary Office Assisting 2

- Chapter 7: Practice Design
- Chapter 8: Technology in the Office
- Chapter 9: Outside Diagnostic Laboratory Services
- Chapter 10: Marketing
- Chapter 11: Client Communications
- Chapter 12: Interacting with a Grieving Client

Unit XII: Veterinary Office Assisting 3

- Chapter 13: Appointment Management Systems
- Chapter 14: Medical Records Management
- Chapter 15: Inventory Management
- Chapter 16: Controlled Substances
- Chapter 17: Logs
- Chapter 18: Accounts Receivable
- Chapter 19: Pet Health Insurance

Unit XIII: Veterinary Office Assisting 4

- Chapter 20: Preparing and Maintaining a Budget
- Chapter 21: Occupational Hazards and Safety Issues
- Chapter 22: Security
- Chapter 23: Clinical Assisting
- Chapter 24: Calculations and Conversions
- Chapter 25: Professional Development

Unit XIV: Animal Restraint for the Veterinary Assistant

- Chapter 1: Restraint of the Cat
- Chapter 2: Restraint of the Dog

Unit XV: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit XVI: Management Practices & Principles

- Chapter 1: The Supervisor: Manager and Leader
- Chapter 2: Effective Communication
- Chapter 3: Creating a Positive Work Climate
- Chapter 4: Building Teams and Managing Conflict
- Chapter 5: Delegation
- Chapter 6: Developing Job Expectations
- Chapter 7: Recruiting Employees
- Chapter 8: Selecting Employees
- Chapter 9: Orienting and Training Employees
- Chapter 10: Performance Evaluation
- Chapter 11: Disciplining Employees

Unit XVII: How to Find a Job as a Veterinary Assistant

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Physical Therapy Aide Program Overview

The Physical Therapy Aide Program discusses the responsibilities of the physical therapy aide as a member of the physical rehabilitation team. The program also covers anatomy and medical terminology, administrative office skills, office technology, English usage and written communication, time and stress management, critical thinking skills, interpersonal communications, and medical ethics and HIPAA. Students are prepared for entry-level employment as a physical therapy aide in a variety of healthcare facilities.

Program Objectives

- Identify common learning strategies
- Demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- Identify the parts of a computer and explain how technology is used in the office
- Improve basic keyboarding speed and accuracy
- Identify common word elements in medical terms
- Identify common medical terms related to the organization of the body and the various body systems
- Analyze medical terms to determine their meaning
- Develop effective oral communication skills
- Develop critical thinking skills
- Learn about the role of the physical therapy aide as a member of the rehabilitation team
- Understand the administrative responsibilities of the physical therapy aide
- Become knowledgeable about the use of physical therapy to treat common medical disorders
- Understand the importance of safety in preparing the therapy environment and in treating patients
- Learn how to assist the physical therapist or physical therapy assistant in the administration of patient care
- Define and explain the importance of medical ethics and the Health Insurance Portability and Accountability Act
- Improve time mastery and productivity skills
- Describe the process for writing effective resumes and cover-letters
- Describe how to proactively search for work as a physical therapy aide

Physical Therapy Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit III: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit IV: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit V: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit VI: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and Immune Systems
- Chapter 16: The Reproductive System

Unit VIII: Interpersonal Communications

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit IX: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories
- Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit X: Physical Therapy Aide 1

- Chapter 1: The Profession of Physical Therapy
- Chapter 2: Career Opportunities for the Physical Therapy Aide
- Chapter 3: Ethical and Legal Issues Affecting the Physical Therapy Aide

Unit XI: Physical Therapy Aide 2

- Chapter 4: Communicating Effectively
- Chapter 5: Medical Terminology and the Medical Record
- Chapter 6: Administrative Role of the Physical Therapy Aide

Unit XII: Physical Therapy Aide 3

- Chapter 7: Basic Structure and Function of the Human Body
- Chapter 8: Applied Anatomy and Physiology of the Musculoskeletal System
- Chapter 9: Using Physical Therapy to Treat Common Medical Disorders

Unit XIII: Physical Therapy Aide 4

- Chapter 10: Safety in the Working Environment
- Chapter 11: Patient Preparation
- Chapter 12: Turning and Positioning the Patient
- Chapter 13: Transferring the Patient

Unit XIV: Physical Therapy Aide 5

- Chapter 14: Assisting with Ambulation and Gait Training
- Chapter 15: Therapeutic Exercises
- Chapter 16: Physical Therapy Agents and Modalities
- Chapter 17: Specialized Clinical Procedures
- Chapter 18: Career Skills and the Physical Therapy Aide

Unit XV: Medical Ethics and HIPAA

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XVI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time

Management

Chapter 10: Stress Management

Unit XVII: How to Find a Job in Healthcare

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Child Care Provider Program Overview

The Child Care Provider Program discusses the fundamentals of early childhood education, the child care profession, and developmentally appropriate practices for dealing with children from birth through school age. The program also provides instruction on office technology, English usage and written communication, time and stress management, management theory, critical thinking skills, and interpersonal communications. The program prepares the student for entry-level employment as a Child Care Provider worker and provides guidance for starting a home-based day care.

Program Objectives

- Identify common learning strategies
- Demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- Identify the parts of a computer and explain how technology is used in the office
- Improve basic keyboarding speed and accuracy
- Describe the developmental milestones of infants and children
- Create a safe and healthful environment for infants and children
- Create a variety of learning experiences for children using all of the senses
- Work with parents and other community resources to plan engaging curriculum
- Guide children through daily routines
- Develop effective oral communication skills
- Develop critical thinking skills
- Improve time mastery and productivity skills
- Plan for the start-up and maintenance of a home-based day-care business
- Explain principles of effective management
- Describe the process for writing effective resumes and cover-letters
- Describe how to proactively search for work as a child care worker

Child Care Provider Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit III: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit IV: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit V: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories
- Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit VI: Child Day Care1

- Chapter 1: You: Working with Young Children
- Chapter 2: Types of Early Childhood Programs
- Chapter 3: Observing Children: A Tool for Assessment
- Chapter 4: Child Development Principles and Theories
- Chapter 5: Understanding Children from Birth to Age Two
- Chapter 6: Understanding Two- and Three-Year-Olds
- Chapter 7: Understanding Four- and Five-Year-Olds
- Chapter 8: Middle Childhood

Unit VII: Child Day Care 2

- Chapter 9: Preparing the Environment
- Chapter 10: Selecting Toys, Equipment, and Educational Materials
- Chapter 11: Promoting Children's Safety
- Chapter 12: Planning Nutritious Meals and Snacks
- Chapter 13: Guiding Children's Health

Unit VIII: Child Day Care 3

- Chapter 14: Developing Guidance Skills
- Chapter 15: Guidance Challenges
- Chapter 16: Establishing Classroom Limits
- Chapter 17: Handling Daily Routines

Unit IX: Child Day Care 4

- Chapter 18: The Curriculum
- Chapter 19: Guiding Art, Block building, and Sensory Experiences
- Chapter 20: Guiding Storytelling Experiences
- Chapter 21: Guiding Play and Puppetry Experiences
- Chapter 22: Guiding Manuscript Writing Experiences

Unit X: Child Day Care 5

- Chapter 23: Guiding Math Experiences
- Chapter 24: Guiding Science Experiences
- Chapter 25: Guiding Social Studies Experiences
- Chapter 26: Guiding Food and Nutrition Experiences
- Chapter 27: Guiding Music and Movement Experiences
- Chapter 28: Guiding Field Trip Experiences

Unit XI: Child Day Care 6

- Chapter 29: Programs for Infants and Toddlers
- Chapter 30: Programs for School-Age Children
- Chapter 31: Guiding Children with Special Needs
- Chapter 32: Involving Parents and Families
- Chapter 33: A Career for You in Early Childhood Education

Unit XII: Starting a Home-Based Day-Care Business 1

- Chapter 1: Family Child Care—Is It for Me?
- Chapter 2: Starting Out
- Chapter 3: Policies and Procedures

Unit XIII: Starting a Home-Based Day-Care Business 2

- Chapter 4: Your Daily Schedule
- Chapter 5: Fun Activities for Children
- Chapter 6: Positive Guidance Tools

Unit XIV: Starting a Home-Based Day-Care Business 3

- Chapter 7: Back to Business
- Chapter 8: Solving Common Problems
- Chapter 9: Planning for the Future

Unit XV: Management Practices & Principles

- Chapter 1: The Supervisor: Manager and Leader
- Chapter 2: Effective Communication
- Chapter 3: Creating a Positive Work Climate
- Chapter 4: Building Teams and Managing Conflict
- Chapter 5: Delegation
- Chapter 6: Developing Job Expectations
- Chapter 7: Recruiting Employees
- Chapter 8: Selecting Employees
- Chapter 9: Orienting and Training Employees
- Chapter 10: Performance Evaluation
- Chapter 11: Disciplining Employees

Unit XVI: Interpersonal Communications

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit XVII: How to Find a Job in Child Care

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Medical Transcription Program Overview

The Medical Transcription program prepares the student for entry-level employment as a medical transcriptionist. It discusses the fundamentals of medical transcription, the medical transcription profession, the practice of medical transcription including disease processes, medical terminology, and pharmacology, English usage, and written communication. It provides transcription practice and instruction on how to find employment as a medical transcriptionist.

Program Objectives

- Identify common learning strategies
- Identify and describe common healthcare and medical reports
- Explain the purpose and describe the components of a healthcare record
- Demonstrate knowledge of guidelines for grammar, punctuation, editing, and transcription
- Identify and define common medical prefixes, suffixes, and roots
- Identify common diseases, diagnostic and surgical procedures, laboratory tests, and drugs used to treat disorders and diseases related to dermatology, cardiology, pulmonary medicine, endocrinology, orthopedics, urology, gastroenterology, obstetrics and gynecology, otorhinolaryngology, ophthalmology, neurology, psychiatry, pathology, and radiology
- Demonstrate knowledge of proper business etiquette
- Define and explain the importance of medical ethics
- Explain the difference between a healthcare record and a medical report
- Describe the process for writing effective resumes and cover-letters
- Describe how to proactively search for work as a medical transcriptionist

Medical Transcription Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office
Technology

Unit III: Anatomy and Medical Termi- nology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit VI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling
Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time
Management
- Chapter 10: Stress Management

Unit VII: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VIII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and
Immune Systems
- Chapter 16: The Reproductive System

Unit IX: Introduction to Pharmacology

- Chapter 1: Consumer Safety and Drug
Relations
- Chapter 2: Drug Names and References
- Chapter 3: Sources and Bodily Effects of
Drugs
- Chapter 4: Medication Preparations and
Supplies
- Chapter 5: Abbreviations and Systems of
Measurement

Unit X: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories
- Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit XI: Fundamentals of Medical Transcription

- Chapter 1: Healthcare Documentation Profession
- Chapter 2: The Healthcare Record
- Chapter 3: Healthcare Documentation Technology
- Chapter 4: Medical Transcription Practices
- Chapter 5: Perspectives on Style

Unit XII: Disease Processes and Transcription Practice 1

- Chapter 6: Psychiatry
- Chapter 7: Dermatology
- Chapter 8: Family Medicine
- Chapter 9: Internal Medicine

Unit XIII: Disease Processes and Transcription Practice 2

- Chapter 10: Pulmonary Medicine
- Chapter 11: Ophthalmology
- Chapter 12: Cardiology

Unit XIV: Professional Development and Medicolegal Ethics

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XV: Disease Processes and Transcription Practice 3

- Chapter 13: Urology and Nephrology
- Chapter 14: Obstetrics and Gynecology
- Chapter 15: Gastroenterology
- Chapter 16: Orthopedics

Unit XVI: Disease Processes and Transcription Practice 4

- Chapter 17: Neurology
- Chapter 18: Diagnostic Imaging
- Chapter 19: Pathology
- Chapter 20: Professional Issues

Unit XVII: Creating an Effective Workplace Environment

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit XVIII: How to Find a Job in Healthcare

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Medical Office Assistant Program Overview

The Medical Office Assistant program prepares students for entry-level employment as a medical office assistant. It discusses the fundamentals of medical terminology, the duties of the medical office assistant, the role of the medical office assistant in providing patient care, professional development and medical ethics, English usage, and finding a job in healthcare.

Program Objectives

- Define and explain different learning styles and learning strategies.
- Identify the parts of a computer and explain how technology is used in the office.
- Identify common word elements in medical terms.
- Identify common medical terms related to the organization of the body and the various body systems.
- Analyze medical terms to determine their meaning.
- Identify the parts of speech, the parts of sentences, and sentence type.
- Demonstrate correct English usage by choosing the correct part of speech in a sentence.
- Evaluate written communications to identify problems and suggest solutions.
- Describe the duties of a medical office assistant.
- Identify the correct way to schedule appointments, interact with patients over the telephone, interact with patients in the reception area, register patients, file documents and records, and process mail in the medical office.
- Identify common health insurance systems used in the medical office.
- Explain the difference between a healthcare record and a medical report.
- Describe the medical office assistant's role in managing prescriptions and prescription drugs.
- Evaluate resumes and cover letters to identify problems and offer solutions.
- Consider ways to proactively search for work as a healthcare professional.

Medical Office Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit III: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit VI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit VII: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VIII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and Immune Systems
- Chapter 16: The Reproductive System

Unit IX: Administrative Medical Assisting 1

- Chapter 1: Becoming a Successful Student
- Chapter 2: The Healthcare Industry
- Chapter 3: The Medical Assisting Profession
- Chapter 4: Professional Behavior in the Workplace
- Chapter 5: Interpersonal Skills
- Chapter 6: Medicine and Ethics
- Chapter 7: Medicine and Law

Unit X: Administrative Medical Assisting 2

- Chapter 8: Computer Concepts
- Chapter 9: Telephone Techniques
- Chapter 10: Scheduling Appointments
- Chapter 11: Patient Reception and Processing
- Chapter 12: Office Environment and Daily Operations
- Chapter 13: Written Communications and Mail Processing
- Chapter 14: Medical Records Management
- Chapter 15: Health Information Management
- Chapter 16: Privacy in the Physician's Office

Unit XI: Professional Development and Medicolegal Ethics

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XII: Administrative Medical Assisting 3

- Chapter 17: Basics of Diagnostic Coding
- Chapter 18: Basics of Procedural Coding
- Chapter 19: Basics of Health Insurance
- Chapter 20: The Health Insurance Claim Form
- Chapter 21: Professional Fees, Billing, and Collecting

Unit XIII: Administrative Medical Assisting 4

- Chapter 22: Banking Services and Procedures
- Chapter 23: Management of Practice Finances
- Chapter 24: Medical Practice Management and Human Resources
- Chapter 25: Medical Practice Marketing and Customer Service
- Chapter 26: Assisting with Medical Emergencies
- Chapter 27: Career Development and Life Skills

Unit XIII: Medical Office Practice 1

- Chapter 1: Introduction to Health Information Technology and Medical Billing
- Chapter 2: Introduction to Medisoft
- Chapter 3: Scheduling
- Chapter 4: Entering Patient Information
- Chapter 5: Working with Cases

Unit XIV: Medical Office Practice 2

- Chapter 6: Entering Charge Transactions and Patient Payments
- Chapter 7: Creating Claims
- Chapter 8: Posting Payments and Creating Patient Statements
- Chapter 9: Creating Reports
- Chapter 10: Collections in the Medical Office

Unit XV: Medical Office Practice 3

- Chapter 11: Appointments and Registration
- Chapter 12: Cases, Transactions, and Claims
- Chapter 13: Reports and Collections
- Chapter 14: Putting it all Together

Unit XVII: Creating an Effective Workplace Environment

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit XVIII: How to Find a Job in Healthcare

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Dental Office Assistant Program Overview

The Dental Office Assistant Program prepares students for entry-level employment as a “front-office” dental assistant. It discusses the dental team and the fundamentals of assisting in the management of the dental office, including maintaining patient records, scheduling appointments, using office equipment, and managing accounts receivable and payable. It also provides instruction in dental nomenclature and related terminology, charting the oral cavity, English usage, and finding a job in healthcare.

Program Objectives

- Integration and use of technology in the dental business office
- Communication skills that take into consideration the entire dental healthcare team, patient relations, record management, and risk management
- Basic dental anatomy, charting, terminology, and common dental procedures
- Application of HIPAA regulations
- Controlled record management, with examples of paper- based charts and electronic files
- Effective scheduling, insurance processing, recall systems, and inventory control, with suggested steps
- Integration and use of technology in the dental business office
- Communication skills that take into consideration the entire dental healthcare team, patient relations, record management, and risk management
- Basic dental anatomy, charting, terminology, and common dental procedures
- Application of HIPAA regulations
- Controlled record management, with examples of paper- based charts and electronic files
- Effective scheduling, insurance processing, recall systems, and inventory control, with suggested steps

Dental Office Assistant Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study
- Chapter 4: Keyboarding

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Other Types of Office Technology

Unit III: Dental Office Management 1

- Chapter 1: Orientation to the Dental Profession
- Chapter 2: Dental Basics
- Chapter 3: Communication Skills and Telephone Techniques
- Chapter 4: Written Correspondence
- Chapter 5: Patient Relations
- Chapter 6: Dental Healthcare Team Communications

Unit IV: Dental Office Management 2

- Chapter 7: Computerized Dental Practice
- Chapter 8: Patient Clinical Records
- Chapter 9: Information Management
- Chapter 10: Dental Patient Scheduling
- Chapter 11: Recall Systems

Unit V: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit VI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit VII: Dental Office Management 3

- Chapter 12: Inventory Management
- Chapter 13: Office Equipment
- Chapter 14: Financial Arrangement and Collection Procedures
- Chapter 15: Dental Insurance Processing

Unit VIII: Dental Office Management 4

- Chapter 16: Bookkeeping Procedures: Accounts Payable
- Chapter 17: Bookkeeping Procedures: Accounts Receivable
- Chapter 18: Employment Strategies

Unit IX: Professional Development and Medicolegal Ethics

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied Healthcare Worker

Unit X: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting

Chapter 5: Rhetorical Strategies
Chapter 6: Critical Theories
Chapter 7: Deductive Reasoning
Chapter 8: Emotional Intelligence and Critical Thinking

Unit XI: Dental Office Practice 1

Chapter 1: Monday
Chapter 2: Tuesday

Unit XII: Dental Office Practice 2

Chapter 3: Wednesday
Chapter 4: Thursday

Unit XIII: Dental Office Practice 3

Chapter 5: Friday
Chapter 6: Critical Thinking Questions

Unit XIV: Creating an Effective Workplace Environment

Chapter 1: Aspects of a Positive Workplace Environment
Chapter 2: Communication
Chapter 3: Diversity in the Workplace
Chapter 4: Team Building

Unit XV: Management Practices & Principles

Chapter 1: The Supervisor: Manager and Leader
Chapter 2: Effective Communication
Chapter 3: Creating a Positive Work Climate
Chapter 4: Building Teams and Managing Conflict
Chapter 5: Delegation
Chapter 6: Developing Job Expectations Chapter 7: Recruiting Employees
Chapter 8: Selecting Employees
Chapter 9: Orienting and Training Employees
Chapter 10: Performance Evaluation
Chapter 11: Disciplining Employees

Unit XVI: How to Find a Job in Healthcare

Chapter 1: Job Search Correspondence Chapter 2: The Job Search
Chapter 3: Job Interviews

Pharmacy Technician Program Overview

The Pharmacy Technician program prepares students for entry-level employment as a pharmacy technician in either a retail or health-system pharmacy. It discusses the pharmacy team and the fundamentals of assisting the pharmacist, including interacting with customers, medication preparation, inventory control, and counting and labeling of medications. It also provides instruction in medical and pharmaceutical terminology, pharmacy calculations, pharmacology, body systems and disorders, English usage, ethics and professionalism, and finding a job in healthcare.

Program Objective

- Define and explain different learning styles and learning strategies.
- Identify the parts of speech, the parts of sentences, and sentence type.
- Demonstrate knowledge of guidelines for grammar, punctuation, editing.
- Identify and define common medical prefixes, suffixes, and roots.
- Define anatomical and pharmaceutical terminology and identify relevant abbreviations.
- Describe the duties of a pharmacy technician.
- Identify the correct way to interact with customers and patients face-to-face and over the telephone, while protecting patient confidentiality.
- Explain the various laws and ethical standards that affect the pharmacy technician occupation.
- Explain the similarities and differences between retail and health-system pharmacies.
- Identify the forms of technology utilized in the pharmacy setting.
- Describe the process for inventory management and insurance billing.
- Perform relevant pharmacy calculations, including dosage calculations and measurement conversions.
- Explain dosage formulations and administration, as well as the effects of drugs on the body.
- Identify drug classifications.
- Describe the body systems and related diseases, disorders and treatments.
- Identify the different needs of pediatric and geriatric patients.
- Demonstrate knowledge of proper workplace etiquette.
- Define and explain the importance of medical ethics.
- Describe the process for writing effective resumes and cover-letters.
- Describe how to proactively search for work as a pharmacy technician.
-

Pharmacy Technician Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study
- Chapter 4: Keyboarding

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Other Types of Office Technology

Unit III: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit VI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities

- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit VII: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VIII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and Immune Systems
- Chapter 16: The Reproductive System

Unit IX: Fundamentals of Pharmacy Practice

- Chapter 1: History of Pharmacy Practice
- Chapter 2: The Professional Pharmacy Technician
- Chapter 3: Communication and Customer Care
- Chapter 4: Pharmacy Law and Ethics
- Chapter 5: Terminology and Abbreviations

Unit X: Community and Institutional Pharmacy

- Chapter 6: Dosage Formulations and Routes of Administration
- Chapter 7: Referencing and Drug Information Resources
- Chapter 8: Retail Pharmacy
- Chapter 9: Health-System Pharmacy
- Chapter 10: Technology in the Pharmacy
- Chapter 11: Inventory Management

Unit XI: Pharmacy Calculations

- Chapter 12: Insurance and Third-Party Billing
- Chapter 13: Over-the-Counter (OTC) Products
- Chapter 14: Introduction to Compounding
- Chapter 15: Introduction to Sterile Compounding
- Chapter 16: Basic Math Skills
- Chapter 17: Measurement Systems

Unit XII: Pharmacology

- Chapter 18: Dosage Calculations
- Chapter 19: Concentrations and Dilutions
- Chapter 20: Alligations

Unit XIII: Creating an Effective Workplace Environment

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit XIV: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories
- Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit XV: Body Systems, Diseases and Pharmaceutical Treatments

- Chapter 21: Parenteral Calculations
- Chapter 22: Business Math
- Chapter 23: The Body and Drugs
- Chapter 24: The Skin
- Chapter 25: The Eyes and Ears
- Chapter 26: The Gastrointestinal System

- Chapter 27: The Musculoskeletal System
- Chapter 28: Respiratory System
- Chapter 29: The Cardiovascular, Circulatory, and Lymph Systems
- Chapter 30: The Immune System
- Chapter 31: The Renal System

Unit XVI: Special Topics in Pharmacology

- Chapter 32: The Endocrine System
- Chapter 33: The Reproductive System
- Chapter 34: The Nervous System

Unit XVII: Professional Development and Medicolegal Ethics

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XVIII: How to Find a Job as a Pharmacy Technician

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Medical Billing and Coding Program Overview

The Medical Billing and Coding program prepares students for entry-level employment as a medical billing and/or coding clerk. It discusses the fundamentals of medical terminology, pharmacology, insurance billing and coding, medical office practice, professional development, medicolegal ethics, English usage, and finding a job in healthcare.

Program Objectives

- Define and explain different learning styles and learning strategies.
- Identify the parts of a computer and explain how technology is used in the office.
- Identify common word elements in medical terms.
- Identify common medical terms related to the organization of the body and the various body systems.
- Analyze medical terms to determine their meaning.
- Identify the parts of speech, the parts of sentences, and sentence type.
- Demonstrate correct English usage by choosing the correct part of speech in a sentence.
- Evaluate written communications to identify problems and suggest solutions.
- Explain and identify types of health insurance.
- Understand the life cycle of an insurance claim.
- Demonstrate an understanding of ICD-9-CM, ICD-10, HCPCS II, and CPT coding.
- Study medical office procedures.
- Evaluate resumes and cover letters to identify problems and offer solutions.
- Consider ways to proactively search for work as a healthcare professional.

Medical Billing and Coding Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study
- Chapter 4: Keyboarding

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Other Types of Office
Technology

Unit III: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and
Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit VI: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and
Immune Systems
- Chapter 16: The Reproductive System

Unit VIII: Introduction to Pharmacology

- Chapter 1: Consumer Safety and Drug
Relations
- Chapter 2: Drug Names and References
- Chapter 3: Sources and Bodily Effects of
Drugs
- Chapter 4: Medication Preparations and
Supplies
- Chapter 5: Abbreviations and Systems of
Measurement

Unit IX: Professional Development and Medicolegal Ethics

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied
Healthcare Worker

Unit X: Introduction to Insurance and Coding 1

- Chapter 1: Role of an Insurance Billing
Specialist
- Chapter 2: HIPAA Compliance and Privacy
in Insurance Billing
- Chapter 3: Basics of Health Insurance
- Chapter 4: Medical Documentation and
the Electronic Health Record
- Chapter 5: Diagnostic Coding
- Chapter 6: Procedural Coding

Unit XI: Introduction to Insurance and Coding 2

- Chapter 7: The Paper Claim CMS-1500 (08-05)
- Chapter 8: Electronic Data Interchange: Transactions and Security
- Chapter 9: Receiving Payments and Insurance Problem Solving
- Chapter 10: Office and Insurance Collection Strategies
- Chapter 11: The Blue Plans, Private Insurance, and Managed Care Plans
- Chapter 12: Medicare
- Chapter 13: Medicaid and Other State Programs

Unit XII: Introduction to Insurance and Coding 3

- Chapter 14: TRICARE and CHAMPVA
- Chapter 15: Workers' Compensation
- Chapter 16: Disability Income Insurance & Disability Benefit Programs
- Chapter 17: Hospital Billing
- Chapter 18: Seeking a Job and Attaining Professional Advancement

Unit XIII: Medical Office Practice 1

- Chapter 1: Introduction to Health Information Technology and Medical Billing
- Chapter 2: Introduction to Medisoft
- Chapter 3: Scheduling
- Chapter 4: Entering Patient Information
- Chapter 5: Working with Cases

Unit XIV: Medical Office Practice 2

- Chapter 6: Entering Charge Transactions and Patient Payments
- Chapter 7: Creating Claims
- Chapter 8: Posting Payments and Creating Patient Statements
- Chapter 9: Creating Reports
- Chapter 10: Collections in the Medical Office

Unit XV: Medical Office Practice 3

- Chapter 11: Appointments and Registration
- Chapter 12: Cases, Transactions, and Claims
- Chapter 13: Reports and Collections
- Chapter 14: Putting it all Together

Unit XVI: Practical Applications of Coding 1

- Chapter 1: Reimbursement, HIPAA, and Compliance
- Chapter 2: An Overview of ICD-10-CM
- Chapter 3: ICD-10-CM Outpatient Coding and Reporting Guidelines
- Chapter 4: Using ICD-10-CM
- Chapter 5: Chapter-Specific Guidelines (ICD-10-CM Chapters 1-10)
- Chapter 6: Chapter-Specific Guidelines (ICD-10-CM Chapters 11-14)
- Chapter 7: Chapter-Specific Guidelines (ICD-10-CM Chapters 15-21)
- Chapter 8: An Overview of ICD-9-CM
- Chapter 9: ICD-9-CM Outpatient Coding and Reporting Guidelines
- Chapter 10: Using ICD-9-CM
- Chapter 11: Chapter-Specific Guidelines (ICD-9-CM Chapters 1-8)
- Chapter 12: Chapter-Specific Guidelines (ICD-9-CM Chapters 9-17)
- Chapter 13: Introduction to the CPT and Level II National Codes
- Chapter 14: Modifiers
- Chapter 15: Evaluation and Management (E/M) Services

Unit XVII: Practical Applications of Coding 2

- Chapter 16: Anesthesia
- Chapter 17: Surgery Guidelines and General Surgery
- Chapter 18: Integumentary System
- Chapter 19: Musculoskeletal System
- Chapter 20: Respiratory System
- Chapter 21: Cardiovascular System
- Chapter 22: Hemic, Lymphatic,

Mediastinum, and Diaphragm
Chapter 23: Digestive System
Chapter 24: Urinary and Male Genital Systems
Chapter 25: Reproductive, Intersex Surgery, Female Genital System, and Maternity Care and Delivery
Chapter 26: Endocrine and Nervous Systems
Chapter 27: Eye, Ocular Adnexa, Auditory, and Operating Microscope
Chapter 28: Radiology
Chapter 29: Pathology/Laboratory
Chapter 30: Medicine
Chapter 31: Inpatient Coding

Unit XVIII: How to Find a Job in Healthcare

Chapter 1: Job Search Correspondence
Chapter 2: The Job Search
Chapter 3: Job Interviews

Torts, Criminal Law & Procedures Course Overview

The Torts, Criminal Law & Procedures certificate course is designed for legal professionals to learn more about the issues affecting society and their legal ramifications. It discusses the complex subject of torts, and how torts are civil wrongs committed against individuals and against people in general. The various classes of wrongs, such as negligence and defamation, are covered. Students will also discover the difference between such civil injuries and crimes, including homicide, larceny, kidnapping, and extortion. Pleadings and practice in civil actions and criminal procedure are also explored, explaining how cases are presented in court and defended. Finally, this course covers critical thinking skills, which are needed when attempting to integrate the information covered into professional life.

Course Objectives

- Identify aspects of torts.
- Identify legal cause, negligence, and deceit.
- Demonstrate an understanding of civil and criminal defamation.
- Distinguish a crime from a tort and list the three classes of crime.
- Describe larceny and identify the three degrees of larceny.
- Identify actions to recover damages in civil suits.
- Identify legal terms related to civil actions and criminal procedure
- Explain the process of criminal procedure.

Torts, Criminal Law & Procedures Course Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: Torts

Lesson 1: Torts: An Introduction

Lesson 2: Negligence

Lesson 3: Defamation and Damages

Lesson 4: Right of Privacy and Relationships

Unit III: Criminal Law

Lesson 5: Crimes, Intent, and Criminal Capacity

Lesson 6: Burglary, Arson, and Offenses Against

Property

Unit IV: Pleadings and Practice in Civil Actions, Criminal Procedure

Lesson 7: Pleadings in Civil Actions

Lesson 8: Pleadings in Civil Actions

Lesson 9: Practice in Civil Actions

Lesson 10: Criminal Procedure

Unit V: Critical Thinking Skills

Chapter 1: Introduction to Critical Thinking and the PANIC Method

Chapter 2: Inference and Judgment

Chapter 3: Metacognition

Chapter 4: Forming Strong Conclusions through Predicting

Chapter 5: Rhetorical Strategies

Chapter 6: Critical Theories

Chapter 7: Deductive Reasoning

Chapter 8: Emotional Intelligence and Critical Thinking

Foundations of Legal Research Using LexisAdvance® Course Overview

The Foundations of Legal Research Using LexisAdvance® course is designed to help you expand your research capabilities, improve your writing skills, and learn the ins and outs of computer-assisted legal research. Using LexisAdvance®, the leading online legal, news, and business information service for paralegals and lawyers, you will gain a solid foundation in the principles and practice of Legal Research and Writing. Blackstone's accredited online Legal Research using LexisAdvance® is designed to prepare students to assist attorneys as they draft and establish formal documentation for their casework.

Course Objectives

- Understand the role paralegals play in conducting research.
- Explain the difference between a primary and secondary source.
- Name, explain, and describe different types of primary sources.
- Describe legal research, writing, and revising processes.
- Understand writing techniques for various legal documents.
- Gain practical experience using the LexisAdvance® legal research system.

Foundations of Legal Research Using LexisAdvance® Course Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: Legal Research and Writing Part I

- Chapter 1: Introduction to the Law and the U.S. Legal System
- Chapter 2: Primary Sources
- Chapter 3: Secondary Sources
- Chapter 4: Computer-Assisted Legal Research
- Chapter 5: Conducting Legal Research
- Chapter 6: Updating and Verifying Legal Research
- Chapter 7: Legal Analysis

Unit III: Legal Research and Writing Part II

- Chapter 1: Introduction to Legal Writing
- Chapter 2: Writing Legal Letters
- Chapter 3: Legal Research Memorandums
- Chapter 4: Trial Court Legal Memorandums
- Chapter 5: Appellate Briefs

Unit IV: English Usage and Written Communication

Chapter 1: Parts of Speech

Chapter 2: Parts of a Sentence

Chapter 3: Pronouns, Verbs, and Agreement

Chapter 4: Sentence Types and Punctuation

Chapter 5: Written Communications

Unit V: Legal Research Using LexisAdvance®

- Online Tutorial
- One-on-one training with a dedicated Lexis Instructor
- Training Session 1 – Initial Case Analysis
- Training Session 2 – Cite Checking with Shepard's
- Training Session 3 – Drafting Legal Documents
- Training Session 4 – Public Records and News
- Training Session 5 – Company and Financial Information

Anatomy, Medical Terminology & HIPAA Course Overview

The Anatomy, Medical Terminology & HIPAA certificate course covers the terminology encountered in the various medical fields, including body systems and related diseases, procedures and abbreviations. Since professionalism and confidentiality are both required traits of those employed in healthcare, this course examines proper procedures to follow on the job and legal requirements set in place to protect patients. This course features a full year of access to Stedman's Medical Dictionary for the Health Professions and Nursing Online with audio pronunciations, images and videos to enhance learning. A grammar and communications tutorial is also included to help students refine their business correspondence skills.

Course Objectives

- Identify common word elements in medical terms
- Identify common medical terms related to the organization of the body and the various body systems
- Analyze medical terms to determine their meaning
- Application of HIPAA regulations
- Define and explain the importance of medical ethics

Anatomy, Medical Terminology & HIPAA Course Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit III: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit V: Anatomy and Medical Terminology 3

Chapter 9: The Cardiovascular System

Chapter 10: The Urinary System

Chapter 11: The Digestive System

Chapter 12: The Nervous System

Unit VI: Anatomy and Medical Terminology 4

Chapter 13: The Endocrine System

Chapter 14: Eyes and Ears

Chapter 15: Blood, Lymphatic, and Immune Systems

Chapter 16: The Reproductive System

Unit VII: Medical Ethics & HIPAA

Chapter 1: Professional Development

Chapter 2: Medicolegal Ethics

Chapter 3: HIPAA for the Allied Healthcare Worker

Medical Transcription Fundamentals Course Overview

The Medical Transcription Fundamentals course prepares the student to perform medical transcription and gives practical transcription experience. It provides keyboarding skills to build typing speed and accuracy. Students will learn about the systems of the body as well as common diseases and procedures. Anatomy and medical vocabulary is also covered.

Course Objectives

- Explain the purpose and describe the components of a healthcare record
- Demonstrate knowledge of guidelines for grammar, punctuation, editing and transcription
- Identify and define common medical prefixes, suffixes, and roots
- Identify common diseases, diagnostic and surgical procedures, laboratory tests and drugs used to treat disorders and diseases

Medical Transcription Fundamentals Course Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding and Office Technology

Chapter 1: Introduction to Computers

Chapter 2: Keyboarding

Chapter 3: The Internet

Chapter 4: Other Types of Office Technology

Unit III: Fundamentals of Medical Transcription

Chapter 1: Healthcare Documentation Profession

Chapter 2: The Healthcare Record

Chapter 3: Healthcare Documentation Technology

Chapter 4: Medical Transcription Practices

Chapter 5: Perspectives on Style

Unit IV: Disease Processes and Transcription Practice 1

Chapter 6: Psychiatry

Chapter 7: Dermatology

Chapter 8: Family Medicine

Chapter 9: Internal Medicine

Unit V: Disease Processes and Transcription Practice 2

Chapter 10: Pulmonary Medicine

Chapter 11: Ophthalmology

Chapter 12: Cardiology

Unit VI: Disease Processes and Transcription Practice 3

Chapter 13: Urology and Nephrology

Chapter 14: Obstetrics and Gynecology

Chapter 15: Gastroenterology

Chapter 16: Orthopedics

Unit VII: Disease Processes and Transcription Practice 4

Chapter 17: Neurology

Chapter 18: Diagnostic Imaging

Chapter 19: Pathology

Chapter 20: Professional Issues

Medical Office Procedures Course Overview

The Medical Office Procedures course discusses the basics about managing the front office of a medical practice, clinic or other healthcare setting. Legal and ethical issues, professionalism, communications, and common office procedures are covered. It provides keyboarding skills to build typing speed and accuracy and trains students on leading medical office billing and practice management software.

Course Objectives

- Describe the duties of a medical office assistant
- Identify the correct way to schedule appointments, interact with patients by phone and in person, register patients, file documents and records, and process office mail.
- Identify common health insurance systems used in the medical office
- Explain the difference between a healthcare record and a medical report
- Describe the medical office assistant's role in managing prescriptions and prescription drugs

Medical Office Procedures Course Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit III: Administrative Medical Assisting 1

- Chapter 1: Becoming a Successful Student
- Chapter 2: The Healthcare Industry
- Chapter 3: The Medical Assisting Profession
- Chapter 4: Professional Behavior in the Workplace
- Chapter 5: Interpersonal Skills
- Chapter 6: Medicine and Ethics
- Chapter 7: Medicine and Law

Unit IV: Administrative Medical Assisting 2

- Chapter 8: Computer Concepts
- Chapter 9: Telephone Techniques
- Chapter 10: Scheduling Appointments
- Chapter 11: Patient Reception and Processing

- Chapter 12: Office Environment and Daily Operations
- Chapter 13: Written Communications and Mail Processing
- Chapter 14: Medical Records Management
- Chapter 15: Health Information Management
- Chapter 16: Privacy in the Physician's Office

Unit V: Administrative Medical Assisting 3

- Chapter 17: Basics of Diagnostic Coding
- Chapter 18: Basics of Procedural Coding
- Chapter 19: Basics of Health Insurance
- Chapter 20: The Health Insurance Claim Form
- Chapter 21: Professional Fees, Billing, and Collecting

Unit VI: Administrative Medical Assisting 4

- Chapter 22: Banking Services and Procedures
- Chapter 23: Management of Practice Finances
- Chapter 24: Medical Practice Management and Human Resources
- Chapter 25: Medical Practice Marketing and Customer Service
- Chapter 26: Assisting with Medical Emergencies
- Chapter 27: Career Development and Life Skills

Unit VII: Medical Office Practice 1

- Chapter 1: Introduction to Health Information Technology and Medical Billing
- Chapter 2: Introduction to Medisoft
- Chapter 3: Scheduling
- Chapter 4: Entering Patient Information
- Chapter 5: Working with Cases

Unit VIII: Medical Office Practice 2

- Chapter 6: Entering Charge Transactions and Patient Payments
- Chapter 7: Creating Claims
- Chapter 8: Posting Payments and Creating Patient Statements
- Chapter 9: Creating Reports
- Chapter 10: Collections in the Medical Office

Unit IX: Medical Office Practice 3

- Chapter 11: Appointments and Registration
- Chapter 12: Cases, Transactions, and Claims
- Chapter 13: Reports and Collections
- Chapter 14: Putting it all Together

Medical Billing Course Overview

The Medical Billing course is designed for allied health employees who wish to expand their knowledge of medical billing. Students will learn the basics of health insurance, and working with insurance to submit claims, collect, process and post payments to patient accounts. This course will provide information on private health insurance as well as Medicare and Medicaid, workers' compensation and disability benefits programs. A unit on computer and keyboarding skills will help build typing speed and accuracy.

Course Objectives

- Describe the duties of a medical biller
- Explain and identify types of health insurance
- Understand the life cycle of an insurance claim
- Describe the process of electronic and paper claims

Medical Billing Course Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit III: Introduction to Insurance Billing and Coding 1

- Chapter 1: Role of an Insurance Billing Specialist
- Chapter 2: HIPAA Compliance and Privacy in Insurance Billing
- Chapter 3: Basics of Health Insurance
- Chapter 4: Medical Documentation and the Electronic Health Record
- Chapter 5: Diagnostic Coding
- Chapter 6: Procedural Codings

Unit IV: Introduction to Insurance Billing and Coding 2

- Chapter 7: The Paper Claim CMS-1500 (08-05)
- Chapter 8: Electronic Data Interchange: Transactions and Security
- Chapter 9: Receiving Payments and Insurance Problem Solving
- Chapter 10: Office and Insurance Collection Strategies
- Chapter 11: The Blue Plans, Private Insurance, and Managed Care Plans
- Chapter 12: Medicare
- Chapter 13: Medicaid and Other State Programs

Unit V: Introduction to Insurance Billing and Coding 3

Chapter 14: TRICARE and CHAMPVA

Chapter 15: Workers' Compensation

Chapter 16: Disability Income Insurance & Disability Benefit Programs

Chapter 17: Hospital Billing

Chapter 18: Seeking a Job and Attaining Professional Advancement

Medical Coding Course Overview

The Medical Coding course is designed for allied health employees who wish to expand their knowledge of medical coding. Students will learn the basics of medical coding with training in ICD-9-CM, ICD-10, HCPCS II and CPT coding. Students will be able to practice their coding skills using online coding software. A unit on computer and keyboarding skills will help build typing speed and accuracy.

Course Objectives

- Describe the duties of a medical coder
- Demonstrate an understanding of ICD-9-CM, ICD-10, HCPCS II, and CPT coding
- Gain practical experience coding using online coding software
- Understand various body systems and code their related procedures

Medical Coding Course Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding and Office Technology

Chapter 1: Introduction to Computers

Chapter 2: Keyboarding

Chapter 3: The Internet

Chapter 4: Other Types of Office Technology

Unit III: Practical Applications of Coding 1

Chapter 1: Reimbursement, HIPAA, and Compliance

Chapter 2: An Overview of ICD-10-CM

Chapter 3: ICD-10-CM Outpatient Coding and Reporting Guidelines

Chapter 4: Using ICD-10-CM

Chapter 5: Chapter-Specific Guidelines (ICD-10-CM Chapters 1-10)

Chapter 6: Chapter-Specific Guidelines (ICD-10-CM Chapters 11-14)

Chapter 7: Chapter-Specific Guidelines (ICD-10-CM Chapters 15-21)

Chapter 8: An Overview of ICD-9-CM

Chapter 9: ICD-9-CM Outpatient Coding and Reporting Guidelines

Chapter 10: Using ICD-9-CM

Chapter 11: Chapter-Specific Guidelines (ICD-9-CM Chapters 1-8)

Chapter 12: Chapter-Specific Guidelines (ICD-9-CM Chapters 9-17)

Chapter 13: Introduction to the CPT and Level II National Codes

Chapter 14: Modifiers

Chapter 15: Evaluation and Management (E/M) Services

Unit IV: Practical Applications of Coding 2

Chapter 16: Anesthesia

Chapter 17: Surgery Guidelines and General Surgery

Chapter 18: Integumentary System

Chapter 19: Musculoskeletal System

Chapter 20: Respiratory System

Chapter 21: Cardiovascular System

Chapter 22: Hemic, Lymphatic, Mediastinum, and Diaphragm

Chapter 23: Digestive System

Chapter 24: Urinary and Male Genital Systems

Chapter 25: Reproductive, Intersex Surgery, Female Genital System, and Maternity Care and Delivery

Chapter 26: Endocrine and Nervous Systems

Chapter 27: Eye, Ocular Adnexa, Auditory, and Operating Microscope

Chapter 28: Radiology

Chapter 29: Pathology/Laboratory

Chapter 30: Medicine

Chapter 31: Inpatient Coding

ICD-10 Coding Course Overview

The ICD-10 Coding course is designed for allied health employees who wish to expand their knowledge of medical coding and learn the updated ICD-10 coding system. Students will learn the basics of ICD-10 medical coding and be able to practice their coding skills using online coding software. A unit on computer and keyboarding skills will help build typing speed and accuracy.

Course Objectives

- Describe the duties of a medical coder
- Demonstrate an understanding of ICD-10 coding
- Gain practical experience coding using online coding software
- Understand various body systems and code their related procedures

ICD-10 Coding Course Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding and Office Technology

Chapter 1: Introduction to Computers

Chapter 2: Keyboarding

Chapter 3: The Internet

Chapter 4: Other Types of Office Technology

Unit III: Practical Applications of Coding 1

Chapter 1: Reimbursement, HIPAA, and Compliance

Chapter 2: An Overview of ICD-10-CM

Chapter 3: ICD-10-CM Outpatient Coding and Reporting Guidelines

Chapter 4: Using ICD-10-CM

Chapter 5: Chapter-Specific Guidelines (ICD-10-CM Chapters 1-10)

Chapter 6: Chapter-Specific Guidelines (ICD-10-CM Chapters 11-14)

Chapter 7: Chapter-Specific Guidelines (ICD-10-CM Chapters 15-21)

Chapter 8: An Overview of ICD-9-CM

Chapter 9: ICD-9-CM Outpatient Coding and Reporting Guidelines

Chapter 10: Using ICD-9-CM

Chapter 11: Chapter-Specific Guidelines (ICD-9-CM Chapters 1-8)

Chapter 12: Chapter-Specific Guidelines (ICD-9-CM Chapters 9-17)

Chapter 13: Introduction to the CPT and Level II National Codes

Chapter 14: Modifiers

Chapter 15: Evaluation and Management (E/M) Services

Unit IV: Practical Applications of Coding 2

Chapter 16: Anesthesia

Chapter 17: Surgery Guidelines and General Surgery

Chapter 18: Integumentary System

Chapter 19: Musculoskeletal System

Chapter 20: Respiratory System

Chapter 21: Cardiovascular System

Chapter 22: Hemic, Lymphatic, Mediastinum, and Diaphragm

Chapter 23: Digestive System

Chapter 24: Urinary and Male Genital Systems

Chapter 25: Reproductive, Intersex Surgery, Female Genital System, and Maternity Care and Delivery

Chapter 26: Endocrine and Nervous Systems

Chapter 27: Eye, Ocular Adnexa, Auditory, and Operating Microscope

Chapter 28: Radiology

Chapter 29: Pathology/Laboratory

Chapter 30: Medicine

Chapter 31: Inpatient Coding

Intro to Computers Course Overview

The Intro to Computers course teaches students about the latest trends in computer technology and keeps their knowledge of computers and their uses relevant. In an information and technology-driven workforce, employees must keep up with changes in order to remain computer literate. This course will provide students with current information on key topics and make technology accessible. A unit on computer and keyboarding skills will help build typing speed and accuracy.

Course Objectives

- Explain why computer literacy is vital to success in today's world
- Discuss the uses of the internet
- Identify the part of a computer and differentiate among various computer styles
- Identify and discuss characteristics of programming languages
- Discuss special information requirements of an enterprise
- Describe career opportunities in the computer industry

Intro to Computers Course Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding and Office Technology

Chapter 1: Introduction to Computers

Chapter 2: Keyboarding

Chapter 3: The Internet

Chapter 4: Other Types of Office Technology

Unit III: Intro to Computers 1

Chapter 1: Introduction to Computers

Chapter 2: The Internet and World Wide Web

Chapter 3: Application Software Chapter 4: Using ICD-10-CM

Unit IV: Intro to Computers 2

Chapter 4: The Components of the System Unit

Chapter 5: Input

Chapter 6: Output

Unit V: Intro to Computers 3

Chapter 7: Storage

Chapter 8: Operating Systems and Utility Programs

Chapter 9: Communications and Networks

Unit VI: Intro to Computers 4

Chapter 10: Database Management

Chapter 11: Computer Security and Safety, Ethics, and Privacy

Chapter 12: Information System Development

Unit VII: Intro to Computers 5

Chapter 13: Programming Languages and Program Development

Chapter 14: Enterprise Computing

Chapter 15: Computer Careers and Certification

Leadership Skills Course Overview

The Leadership Skills course teaches the fundamentals of supervising and working with others, leading and motivating a team, and managing human resources. Effective leadership requires an understanding of people and diversity, an ability to adapt to change, critical thinking skills, and knowledge of decision-making and planning processes, all of which are covered in this course. Knowledge of management and human resource principles and practices will give any student or professional insight into important processes such as hiring and conflict management, and provide a good model of behavior for those in leadership positions.

Course Objectives

- Explain the traditional functions of management
- Describe the types of skills that managers need to effectively perform their jobs
- List guidelines for creative positive climate and motivating employees
- Develop a solid understanding of essential communication skills
- Recognize the need for cultural awareness
- Explain the attributes to effective teamwork and learn how to develop a team
- Explain the utilization of critical thoughts and theories in real world applications such as problem solving
- Learn time management strategies

Leadership Skills Course Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: Management Practices & Principles

- Chapter 1: The Supervisor: Manager and Leader
- Chapter 2: Effective Communication
- Chapter 3: Creating a Positive Work Climate
- Chapter 4: Building Teams and Managing Conflict
- Chapter 5: Delegation
- Chapter 6: Developing Job Expectations
- Chapter 7: Recruiting Employees
- Chapter 8: Selecting Employees
- Chapter 9: Orienting and Training Employees
- Chapter 10: Performance Evaluation
- Chapter 11: Disciplining Employees

Unit III: Interpersonal Communications

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit IV: Critical Thinking Skills

Chapter 1: Introduction to Critical Thinking and the PANIC Method

Chapter 2: Inference and Judgment

Chapter 3: Metacognition

Chapter 4: Forming Strong Conclusions through Predicting

Chapter 5: Rhetorical Strategies

Chapter 6: Critical Theories

Chapter 7: Deductive Reasoning

Chapter 8: Emotional Intelligence and Critical Thinking

Unit V: Time & Stress Management

Chapter 1: LifeTime Patterns (Values)

Chapter 2: The Power of LifeTime Habits

Chapter 3: Goals, Objectives, and Outcomes

Chapter 4: Choosing Your Priorities

Chapter 5: Planning and Scheduling Activities

Chapter 6: Interruptions, the #1 TimeThief

Chapter 7: TimeLogs

Chapter 8: TimeTips

Chapter 9: Self-Esteem and Time Management

Chapter 10: Stress Management

Advanced Paralegal Course Objective

Each advanced paralegal course covers a critical topic and arms you with specialized knowledge that can help you advance in your current job! At Blackstone our advanced paralegal courses are written by distance education experts and reviewed by legal industry professionals to help YOU with your continuing education hours.

Civil Litigation (50)

- Describe the basic civil litigation process.
- Identify skills of a litigation paralegal and tasks performed by a litigation paralegal.
- Describe the various courts within the federal and state court systems.
- Define and identify types of jurisdiction.
- Identify the paralegal's role in the case investigation and the gathering of evidence.
- Define and describe the responses to the initial pleading.
- Outline the steps involved in drafting, serving, and amending the complaint.
- Explain the procedures for making and opposing a motion.
- Describe the paralegal's role in the discovery process.
- Compare and contrast the different types of depositions.
- Describe the advantages and disadvantages of interrogatories.
- Describe the duties a litigation paralegal might perform regarding settlement.
- Describe the litigation paralegal's function at trial.
- Explain how to draft the appellate brief.

Business & Corporate Law (51)

- Describe historical and constitutional foundations related to business law.
- Describe the relationship between business ethics and the law.
- Identify the basic elements and classifications of contracts.
- Describe the obligation of the parties involved in sales and lease contracts.
- Explain how the Uniform Computer Information Transactions Act (UCITA) affects e-contracts.
- Identify the requirements that must be met for an instrument to be negotiable.
- Define and explain a security interest.
- Outline and describe some major forms of business organization used by entrepreneurs in the United States.
- Identify and describe the express and implied powers of corporations.
- Describe the duties agents and principles owe to each other.

Real Estate Law (52)

- Define real property and differentiate between types of ownership and estates.
- Describe the different forms of concurrent ownership.
- Discuss encumbrances, easements, and licenses.
- Outline the basic requirements for a legal contract, explain the remedies for a breach of contract, and identify the parties to a contract.
- Explain how to prepare a deed.
- Identify the paralegal's role in certain aspects of real estate finance.
- Discuss title examinations, and explain the paralegal's role in ordering and preparing title examinations.
- Describe the importance of title insurance and discuss how to prepare an insurance commitment and review a title insurance policy.
- Outline the parts of a real estate closing and discuss the closing process.
- Provide samples of real estate documents including affidavits, deeds, closing statements and other documents, and explain how to complete each document.
- Explain and differentiate between the condominium and cooperative form of property ownership.
- Describe different methods of surveying and land description and explain how to prepare a legal description of land.
- Discuss commercial leases and lease provisions, including the remedies for a default of the lease available to both the landlord and the tenant.
- Identify and describe the express and implied powers of corporations.
- Describe the duties agents and principles owe to each other.

Practical Bankruptcy Law (53)

- Provide a history and overview of bankruptcy
- Discuss the Bankruptcy Code and the Bankruptcy Rules
- Explain the role of the paralegal in a bankruptcy practice
- Establish the building blocks of bankruptcy law
- Identify different sources of law, explain how to perform legal research, and give the basics of legal writing
- Discuss bankruptcy litigation and appeals, from establishing jurisdiction and venue to appealing a case
- Discuss how to prepare for and begin a bankruptcy case
- Explain how a Chapter 7 bankruptcy case works from the debtor's perspective
- Describe a Chapter 7 bankruptcy case from a trustee's perspective

- Distinguish between Chapter 12 and Chapter 13 bankruptcy cases and explain how these cases work for family farmers and individual reorganizations
- Discuss Chapter 11 bankruptcy cases and explain how complex reorganizations work
- Describe a bankruptcy case from the perspective of secured creditors, unsecured creditors, and lessors
- Explain how taxes are determined, prioritized, and paid in bankruptcy cases
- Discuss the systems used to file bankruptcy cases and obtain bankruptcy court documents electronically, and describe the future role of paralegals

Personal Injury/Torts (54)

- Define tort law and list its categories and purposes.
- Explain the role of foreseeability in tort law.
- Explain the difference between battery and assault.
- Define and explain strict liability.
- Identify the elements and defenses of negligence.
- Discuss the role of products liability in the media.
- Define and identify torts against and within the family and torts connected to the land.
- Explain defamation and related terms.
- Discuss misrepresentation, tortious interference, and tort defenses.
- Define workers' compensation and identify covered diseases and injuries.

Family Law (55)

- Paralegal's role in a family law firm
- How to help draft a premarital agreement
- How to help draft a cohabitation agreement
- What legal issues come up prior to marriage
- The different types of marriages
- The issue of same-sex marriage
- The grounds for an annulment
- Conflict of law issues related to annulments
- Consequences of an annulment decree
- Co-fault grounds for divorce
- Fault grounds for divorce
- How a judicial separation works
- Jurisdictional issues involved in divorces

- Pre-trial and trial matters in a divorce case
- Alternative dispute resolution
- Enforcement of divorce judgments
- How to help draft a separation agreement
- How alimony is determined
- How property division is determined
- How separation agreements are modified
- How child custody and visitation rights are determined
- What to expect from a parent v. parent custody case
- What to expect from other types of custody cases
- The laws prohibiting child snatching
- How child support is determined
- How child support is enforced
- The tax consequences of separation and divorce
- The legal rights of women, including employment rights and reproductive rights
- Illegitimacy rights
- How to help with a paternity proceeding
- The legal status of children, especially those who have been abused or neglected
- The different kinds of adoption
- How to help with an adoption procedure
- The new science of motherhood, including frozen embryos
- The surrogate controversy
- Intrafamily torts
- Vicarious liability

Wills, Trusts, and Estates (56)

- Describe the benefits of having a will
- Explain the implications of dying without a will
- List the categories of facts needed for estate planning
- Distinguish between real property and personal property
- Describe the different kinds of nonprobate property
- Determine how property is distributed through the law of intestate succession
- Describe the legal requirements for executing, changing, and revoking a will
- Understand typical paragraphs in a will

- Explain laws enacted to protect family members
- List advantages and disadvantages of different kinds of trusts
- Describe some of the uniform laws
- List the titles and duties of a personal representative
- Understand different types of probate proceedings
- Learn about the tax forms a personal representative must file
- Explain the law on advance directives and anatomical gifts

Criminal Law (57)

- Understand criminal law and the criminal legal system of the United States.
- Explain the paralegal's role in the prosecution of crimes and the administration of justice in criminal proceedings.
- Identify the components of and classification of various criminal acts.
- Explain the elements of crimes against property, public order and safety, and justice and administration, as well as inchoate and organized crimes.
- Explain different types of defenses and their elements.
- Identify the paralegal's role in the intake procedure in a prosecutor's office and in drafting a complaint.
- Understand the legal elements of search and seizure, including the legal use of warrants and the preparation of warrants.
- Discuss a defendant's rights concerning confession.
- Explain and understand the paralegal's role in pretrial procedures from initial appearance to pretrial conference.
- Describe the paralegal's duties and tasks during the trial procedure.
- Understand terms and forms of sentencing and punishment

WHAT OUR GRADUATES SAY...

Blackstone is a cut above the other schools I've attended. They seem to have a sincere desire for their students to excel in their studies.

— Shirley Beloit, WI

If you are motivated and stay focused on the course, you will benefit from the studies. It is challenging and rewarding! Thank you.

— Alyson Ringwood, NJ

A great deal and a great opportunity. Blackstone will engage your senses and cover a great variety of subject areas needed for success.

— John Hackensack, NJ

This is a great program for people trying to work a full-time job and improve their job skills.

— Tammy Charlotte, NC

I found every aspect of Blackstone great! The instructors and counselors were helpful and the staff is caring to students. Thanks!

— Miriam Tampa, FL

Blackstone gave me the motivational push I needed and an educational foundation to build on. This course has provided me with more than an education, it gave me direction!

— David, San Diego, CA

The staff is great! The support and confidence boost they provide are beyond what I expected. Thank you for a brighter future.

— Tamara, Point Pleasant, WV

This is the most inexpensive and efficient program I have ever experienced. I would recommend this course to anyone interested in career education.

— Doralena Ft. Worth, TX