

# Postgraduate Diploma

Complex Chronic and  
Palliative Patients in  
Home Hospitalization



## Postgraduate Diploma Complex Chronic and Palliative Patients in Home Hospitalization

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/in/physiotherapy/postgraduate-diploma/postgraduate-diploma-complex-chronic-palliative-patients-home-hospitalization](http://www.techtute.com/in/physiotherapy/postgraduate-diploma/postgraduate-diploma-complex-chronic-palliative-patients-home-hospitalization)

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# 01

# Introduction

In this program, physical therapists will learn how to manage cases in which terminally ill patients are hospitalized at home. All of this is based on the increase in aging and chronic diseases, and brings new challenges for physiotherapy, since professionals need to reorganize the way they treat patients, especially when they are hospitalized at home. A technique that has been favored by the implementation of technological advances. This program is designed to enable professionals to update their knowledge in the treatment of chronic and palliative patients in their residence.





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*Don't miss this great opportunity and update your knowledge as an expert in complex chronic patients in home hospitalization. All of this will make you a much more competent physical therapist”*



Demographic change requires an extreme rethinking of physiotherapeutic care to focus more on patient care. The fact is that the increase in aging also brings with it an increase in chronic diseases. In fact, it is estimated that around 70% of elderly Spaniards suffer from at least one chronic disease. Although palliative care is mainly provided for diseases that can no longer be cured, such as advanced cancers, in the case of the elderly, this type of care is also important without the need to be an oncology patient, since certain types of chronic diseases can lead to the need for this type of care.

In these cases, home hospitalization is of the utmost importance, since patients will have less difficulty being treated at home than if they have to travel to hospitals, making home hospitalization the engine of change in modern health care, a care focused on people and their health, as well as social needs.

This program is focused on deepening the understanding of all aspects which make home hospitalization unique and different from other medical specialties. It also demonstrates the weaknesses and future opportunities we have ahead of us, making the most of new educative technology available.

With this Postgraduate Diploma, physiotherapists will learn how to manage infections at home, palliative care in oncology patients, pain treatment and the most innovative therapeutic and diagnostic techniques on the market, offering physiotherapists the most up-to-date program to provide the best care to their patients.

The **Postgraduate Diploma in Complex Chronic and Palliative Patients in Home Hospitalization** contains the most complete and up-to-date scientific program on the market. The most important features include:

- More than 100 practical cases presented by experts in home hospitalization, complex chronic patient management and palliative care
- The graphic, schematic, and practical contents with which they are created provide scientific and practical information on the disciplines that are essential for professional practice
- Latest advances on the role of physiotherapists in home hospitalization
- Practical exercises where the self-evaluation process can be carried out to improve learning
- Algorithm-based interactive learning system for decision-making in the situations that are presented to the student
- With special emphasis on evidence-based physiotherapy and research methodologies in home hospitalization
- Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- Content that is accessible from any fixed or portable device with an internet connection



*Take advantage of the opportunity to study with us and don't stop learning throughout your working life"*

“

*Do not miss the opportunity to educate yourself with this Postgraduate Diploma, which includes more than one hundred case studies"*

The teaching staff is made up of prestigious and renowned Spanish professionals, with long careers in health care, teaching and research, who have worked in different hospitals throughout the country, garnering professional and teaching experience that is delivered in an extraordinary way in this Postgraduate Diploma.

The methodological design of this Postgraduate Diploma by a multidisciplinary team of *e-learning* experts, integrates the latest advances in educational technology for the creation of numerous multimedia educational tools that allow professionals, based primarily on the scientific method, to face the solution of real problems in their daily clinical practice, which will allow them to progress in the acquisition of knowledge and the development of skills that will impact their future professional work.

It should be noted that each of the contents generated in this Postgraduate Diploma, as well as the videos, self-exams, clinical cases and modular exams have been thoroughly reviewed, updated and integrated by the professors and the team of experts that make up the working group, in order to facilitate the learning process in a step-by-step and didactic manner to achieve the objectives of the teaching program.

*This Postgraduate Diploma integrates the latest advances in educational technology.*

*Acquire the skills to practice physiotherapy in home hospitalization with greater guarantees of success.*



# 02 Objectives

The main objective of this program is to improve physiotherapy professionals' care practice, through the acquisition of the most up to date and innovative scientific knowledge in the field of home hospitalization, complex chronic patient care and the care and treatment of patients with illnesses needing palliative care. This will allow them to develop the skills that will turn their Clinical daily practice into a benchmark for the standards of the best available scientific evidence, with a critical, innovative, multidisciplinary and integrative approach.







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*Get this specialized training adapted to your profession to improve patient treatment on a daily basis”*



## General Objective

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- Bring physiotherapists' knowledge up to date using the best scientific evidence for the management of illnesses and patients in the field of home hospitalization, as an efficient and effective alternative to conventional hospitalization



*Take the opportunity to learn about the latest advances in this field in order to apply it to your daily practice"*





## Specific Objectives

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### **Module 1. Management of Infections at Home Criteria for Admission and Exclusion, Management, Discharge Criteria**

- ♦ Highlight the importance of morbidity and mortality due to multi-resistant infections in complex patients with special needs
- ♦ Study the current pathophysiological elements between non-transmissible chronic diseases and infections

### **Module 2. Palliative Care in Oncological Patients**

- ♦ Explain the most common pathogenic mechanisms and neoplasms associated with the advanced palliative needs
- ♦ To highlight the need to consider vaccination in patients with special needs in order to reduce the burden of disease
- ♦ Highlight palliative needs as one of the fields which has progressed the most in home hospitalization

### **Module 3. Pain Management in Home Hospitalization**

- ♦ Gain an in-depth understanding of the most innovative clinical, diagnostic and therapeutic elements of diseases in the home
- ♦ Be able to apply the latest techniques for pain management of hospitalized patients at home

### **Module 4. Therapeutic Techniques**

- ♦ Highlight palliative needs as one of the fields which has progressed the most in home hospitalization
- ♦ Develop the concept of dignified death, nursing care and accompaniment during the last moments of life
- ♦ Integrate knowledge of the latest therapeutic techniques in the field of home nursing

### **Module 5. Diagnostic Techniques**

- ♦ Provide training and practical theoretical improvement that will enable a reliable clinical diagnosis supported by the efficient use of diagnostic methods to indicate an effective integral treatment
- ♦ Provide theoretical content on the latest techniques in hospital home treatment

03

# Course Management

The teaching program includes the participation of prestigious and renowned physiotherapists and medical specialists, masters and university experts, with numerous publications, teaching experience and professional experience in numerous hospitals, where many of the diseases studied have a high morbimortality. The teaching staff is made up of a multidisciplinary team from various medical specialties, like internal medicine, family medicine, palliative medicine, preventive medicine, nursing, among others.



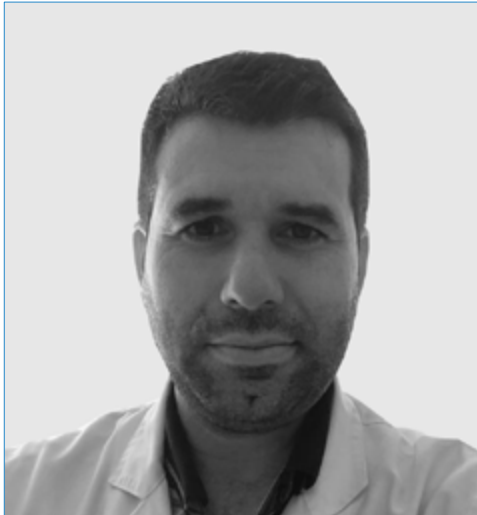


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*Its teaching staff includes renowned physiotherapy specialists from prestigious universities"*



## Management



### Dr. Lafuente Sanchis, Manuel Pablo

- ◆ Degree in Medicine and Surgery from the University of Valencia. Spain
- ◆ Head of the Home Hospitalization and Palliative Care Service. Ribera University Hospital
- ◆ Specialist in Family and Community Medicine. Virgen de los Lirios Hospital in Alcoy, Spain
- ◆ Specialist Degree in Palliative Care. International University of La Rioja
- ◆ Specialist Degree in University teaching. Catholic University of Valencia
- ◆ Clinical Simulation Instructor. Murcia Catholic University
- ◆ Member of the Spanish Society of Home Hospitalization
- ◆ Member of the Spanish Society of Clinical Simulation
- ◆ Professor of the Nursing Degree. Urgent and Emergency Care. Catholic University of Valencia
- ◆ Professor on the Master's Degree in Palliative Care. TECH University
- ◆ Professor on the Master's Degree in Urgent and Emergency Care. Nursing. European University of Valencia

## Professors

### Dr. Martín Marco, Antonio

- ◆ Degree in Medicine and Surgery from the University of Zaragoza, Spain
- ◆ Specialist in Internal Medicine. Arnau de Vilanova Hospital, Lleida Spain
- ◆ Attending Physician in the Home Hospitalization and Palliative Care Unit
- ◆ Head of Teaching and Research at the Palliative Care Unit
- ◆ Master's Degree in Urgent Medical Attention
- ◆ Member of the Spanish Society of Medical Oncology

### Dr. Tarraso Gómez, María Luisa

- ◆ Degree in Medicine and Surgery from the University of Valencia. Spain
- ◆ Specialist in Family and Community Medicine
- ◆ Master's Degree in Palliative Care Valladolid
- ◆ Attending Physician of the Home Hospitalization and Palliative Care Unit Ribera University Hospital
- ◆ Attending Physician in Pain Unit Ribera University Hospital
- ◆ Professor on the Professional Master's Degree in Urgent and Emergency Care European University of Valencia

**Dr. Jara Calabuig, Irina**

- ♦ Degree in Medicine and Surgery from the University of Reus Spain
- ♦ Specialist in Family and Community Medicine. Virgen de los Lirios Hospital Alcoy
- ♦ Master's Degree in Palliative Care Valladolid
- ♦ Attending Physician in the Home Hospitalization and Palliative Care Unit

**Dr. Duart Clemente, Cristina**

- ♦ Degree in Medicine and Surgery from the University of Valencia. Spain
- ♦ Specialist in Family and Community Medicine. Ribera University Hospital. Alcoy
- ♦ Master's Degree in Palliative Care Valladolid
- ♦ Attending Physician of the Home Hospitalization and Palliative Care Unit

**Dr. Ciancotti Oliver, Lucía**

- ♦ Degree in Medicine and Surgery from the University of Valencia. Spain
- ♦ Specialist in Family and Community Medicine. Lluís Alcanyis Hospital Xàtiva
- ♦ Specialist in Preventive Medicine, Public Health and Hygiene. Dr Peset Hospital Valencia
- ♦ Attending Physician in the Preventative Medicine Unit at Ribera University Hospital
- ♦ Member of the Spanish Society of Preventive Medicine, Public Health and Hygiene
- ♦ Master's Degree in Public Health and Healthcare Management. University of Valencia

**Dr. Bou Monterde, Ricardo**

- ♦ Degree in Medicine and Surgery from the University of Valencia. Spain
- ♦ Specialist in Preventive Medicine and Public Health
- ♦ PhD in Medicine and Surgery Department of Public Health University of Barcelona
- ♦ Head of Preventative Medicine and Public Health Service Ribera University Hospital. Valencia

**Dr. Torrijos Pastor, Antonio**

- ♦ Degree in Medicine and Surgery from the University of Cadiz Spain
- ♦ Specialist in Family and Community Medicine. Marina Baixa Hospital Villajoyosa
- ♦ Master's Degree in Palliative Care Valladolid
- ♦ Attending Physician of Home Hospitalization and Palliative Care Unit

**Dr. Santander López, Jorge**

- ♦ Degree in Medicine and Surgery from the University of Mendoza Argentina
- ♦ Specialist in Family and Community Medicine. La Fe University Hospital Valencia Spain
- ♦ Attending Physician in the Home Hospitalization and Palliative Care Unit

**Dr. Flor Bustos, Loida**

- ♦ Degree in Medicine and Surgery from the University of Valencia. Spain
- ♦ Specialist in Family and Community Medicine. Clinical University Hospital of Valencia
- ♦ Clinical University Hospital of Valencia. Attending Physician in the Home Hospitalization and Palliative Care Units in Ribera University Hospital. Valencia

# 04

# Structure and Content

The teaching program has been created by a group of professors and professionals with backgrounds. They have extensive clinical, research and teaching experience, and are interested in integrating the latest and most current scientific knowledge of home hospitalization to guarantee professional training and improvement. This will allow them to improve the daily clinical practice of the professionals who care for patients or populations in the community.







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*This program will provide you with a sense of confidence in your physiotherapist practice, which will help you grow both personally and professionally”*

## Module 1. Management of Infections at Home Criteria for Admission and Exclusion, Management, Discharge Criteria

- 1.1. Pneumonia
  - 1.1.1. Diagnosis
  - 1.1.2. Home-Based Management
  - 1.1.3. Bronchoaspirations Prevention and Management
- 1.2. Infections of the Urinary Tract
  - 1.2.1. Pyelonephritis
  - 1.2.2. Urinary Tract Infections
  - 1.2.3. Prostatitis
- 1.3. Intra-Abdominal Infections
  - 1.3.1. Liver Abscesses
  - 1.3.2. Post-Surgery Abscesses
  - 1.3.3. Cholecystitis and Cholangitis
  - 1.3.4. Diverticulitis
  - 1.3.5. Infectious Pancreatitis
- 1.4. Abscesses
  - 1.4.1. General Aspects
  - 1.4.2. Treatment
  - 1.4.3. Types of Cure
- 1.5. Soft Tissue Infections
  - 1.5.1. Concept
  - 1.5.2. Classification
- 1.6. Infection of Surgical Wounds
  - 1.6.1. Concept
  - 1.6.2. Classification
- 1.7. Osteomyelitis
  - 1.7.1. Concept
  - 1.7.2. Classification

- 1.8. Endocarditis
  - 1.8.1. Concept
  - 1.8.2. Classification
- 1.9. Prosthesis and Intra-Vascular Device Infections
  - 1.9.1. Concept
  - 1.9.2. Classification
- 1.10. Febrile Neutropenia
  - 1.10.1. Diagnosis
  - 1.10.2. Treatment

## Module 2. Palliative Care in Oncological Patients

- 2.1. Comprehensive Assessment in Palliative Care
  - 2.1.1. Medical History Model in Palliative Care
  - 2.1.2. Anamnesis in Palliative Care
  - 2.1.3. The Importance of Family and Social Circumstances in a Comprehensive Assessment
- 2.2. Assessment Scales in Palliative Care
  - 2.2.1. ECOG
  - 2.2.2. Barthel
  - 2.2.3. Karnofsky
  - 2.2.4. VAS
  - 2.2.5. Edmonton Symptom Assessment Scale
  - 2.2.6. Gijón Scale
  - 2.2.7. Family Apgar
  - 2.2.8. Pfeiffer
  - 2.2.9. Nutritional Assessment
- 2.3. Continuous Care Models in Palliative Oncology Patients
  - 2.3.1. Palliative Patients
  - 2.3.2. Models



- 2.4. Pain Management in Palliative Care
  - 2.4.1. Analgesic Ladder
  - 2.4.2. First Step
  - 2.4.3. Second Step
  - 2.4.4. Third Step
  - 2.4.5. Coadjuvants
- 2.5. Control of Dyspnea
  - 2.5.1. Diagnosis
  - 2.5.2. Etiology
  - 2.5.3. Home-Based Management
- 2.6. Delirium Control
  - 2.6.1. Diagnosis
  - 2.6.2. Etiology
  - 2.6.3. Home-Based Management
- 2.7. Nausea and Vomiting Control
  - 2.7.1. Diagnosis
  - 2.7.2. Etiology
  - 2.7.3. Home-Based Management
- 2.8. Alterations in Intestinal Rhythm Diarrhea and Constipation
  - 2.8.1. Diagnosis
  - 2.8.2. Etiology
  - 2.8.3. Home-Based Management
- 2.9. Anorexia-Cachexia
  - 2.9.1. Diagnosis
  - 2.9.2. Etiology
  - 2.9.3. Home-Based Management
- 2.10. Anxiety-Insomnia
  - 2.10.1. Diagnosis
  - 2.10.2. Etiology
  - 2.10.3. Home-Based Management
- 2.11. Situation in a Patient's Last Days and Palliative Sedation
  - 2.11.1. Terminal Criteria
  - 2.11.2. Palliative Sedation vs. Passive Euthanasia vs. Active Euthanasia
  - 2.11.3. Home-Based Management
- 2.12. Grief and Family Care
  - 2.12.1. Grief
  - 2.12.2. Family Circle
- 2.13. Spanish and European Legality on Palliative Care
  - 2.13.1. Legal Aspects of Palliative Care in Europe
  - 2.13.2. Legal Aspects of Palliative Care in Spain
- 2.14. Anticipated Wishes
  - 2.14.1. Definition
  - 2.14.2. Most Important Aspects to Take Into Account

### Module 3. Pain Management in Home Hospitalization

- 3.1. Pain Management
  - 3.1.1. General Aspects
  - 3.1.2. Considerations in the Home
- 3.2. Scales and Assessment of Patient in Pain
  - 3.2.1. Classification
  - 3.2.2. Patient Assessment
- 3.3. First-Line Analgesic Treatment
  - 3.3.1. Treatment
  - 3.3.2. Procedures in the Home
- 3.4. 2nd Line Analgesic Treatment
  - 3.4.1. Treatment
  - 3.4.2. Procedures in the Home
- 3.5. Third Step Treatment Opioids
  - 3.5.1. Treatment
  - 3.5.2. Procedures in the Home

- 3.6. Coadjuvants
  - 3.6.1. Classification
  - 3.6.2. Procedures
- 3.7. Interventional Pain Management
  - 3.7.1. Interconsultation
  - 3.7.2. Procedures in the Home
- 3.8. Current Legality in the Management of Opioid Analgesics
  - 3.8.1. Current Spanish Legal Framework

#### Module 4. Therapeutic Techniques

- 4.1. Paracentesis
  - 4.1.1. Procedure
  - 4.1.2. Home Paracentesis
- 4.2. Thoracentesis
  - 4.2.1. Procedure
  - 4.2.2. Home Thoracentesis
- 4.3. Arthrocentesis
  - 4.3.1. Procedure
  - 4.3.2. Home Arthrocentesis
- 4.4. Oxygen Therapy
  - 4.4.1. Procedure
  - 4.4.2. Home Oxygen Therapy
- 4.5. Aerosol Therapy
  - 4.5.1. Procedure
  - 4.5.2. Home Aerosol Therapy
- 4.6. Mechanical Ventilation
  - 4.6.1. Procedure
  - 4.6.2. Home Mechanical Ventilation



**Module 5. Diagnostic Techniques**

- 5.1. ECG
  - 5.1.1. Procedure
  - 5.1.2. ECG at Home
- 5.2. Ultrasound
  - 5.2.1. Procedure
  - 5.2.2. Ultrasound at Home
- 5.3. Puspoximetry
  - 5.3.1. Procedure
  - 5.3.2. Puspoximetry at Home
- 5.4. Analysis
  - 5.4.1. Procedure
  - 5.4.2. Blood Analysis at Home
- 5.5. Cultures
  - 5.5.1. Procedure
  - 5.5.2. Blood Analysis at Home
- 5.6. Scales (Functional, Cognitive, Nutritional Assessment, etc.)
  - 5.6.1. Procedure
  - 5.6.2. Classification

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*Have a unique experience  
in your professional career  
by taking a program  
backed by the experience  
of a great teaching staff"*

# 05

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.







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*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*



## At TECH we use the Case Method

What should a professional do in a given situation? Throughout the program, students will face multiple simulated clinical cases, based on real patients, in which they will have to do research, establish hypotheses, and ultimately resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Physiotherapists/kinesiologists learn better, faster, and more sustainably over time.

*With TECH you will experience a way of learning that is shaking the foundations of traditional universities around the world.*



According to Dr. Gervas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, trying to recreate the real conditions of professional physiotherapy practice.

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*Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”*

The effectiveness of the method is justified by four fundamental achievements:

1. Physiotherapists/kinesiologists who follow this method not only grasp concepts, but also develop their mental capacity, by evaluating real situations and applying their knowledge.
2. The learning process has a clear focus on practical skills that allow the physiotherapist/kinesiologist to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



## Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

This university is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, a real revolution with respect to the mere study and analysis of cases.



*The physiotherapist/kinesiologist will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.*



At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology we trained more than 65,000 physiotherapists/kinesiologists with unprecedented success in all clinical specialties, regardless of the workload. Our pedagogical methodology is developed in a highly competitive environment, with a university student body with a strong socioeconomic profile and an average age of 43.5 years old.

*Relearning will allow you to learn with less effort and better performance, involving you more in your training, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation for success.*

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by our learning system is 8.01, according to the highest international standards.





This program offers the best educational material, prepared with professionals in mind:



#### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is really specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



#### Physiotherapy Techniques and Procedures on Video

TECH brings students closer to the latest techniques, the latest educational advances and to the forefront of current Physiotherapy techniques and procedures. All of this in direct contact with students and explained in detail so as to aid their assimilation and understanding. And best of all, you can watch them as many times as you want.



#### Interactive Summaries

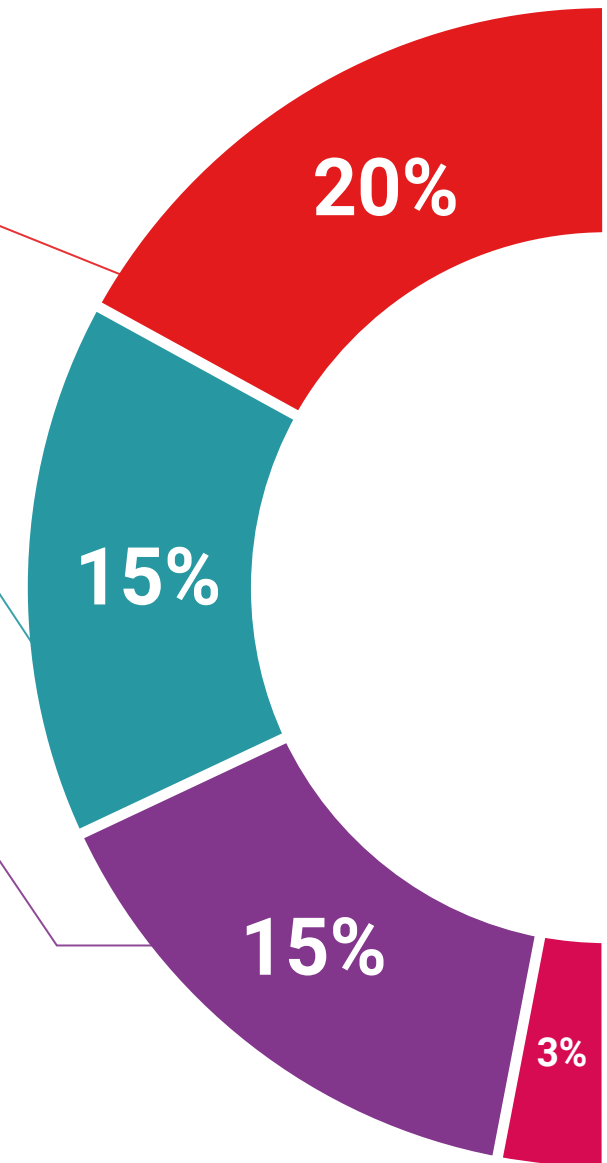
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

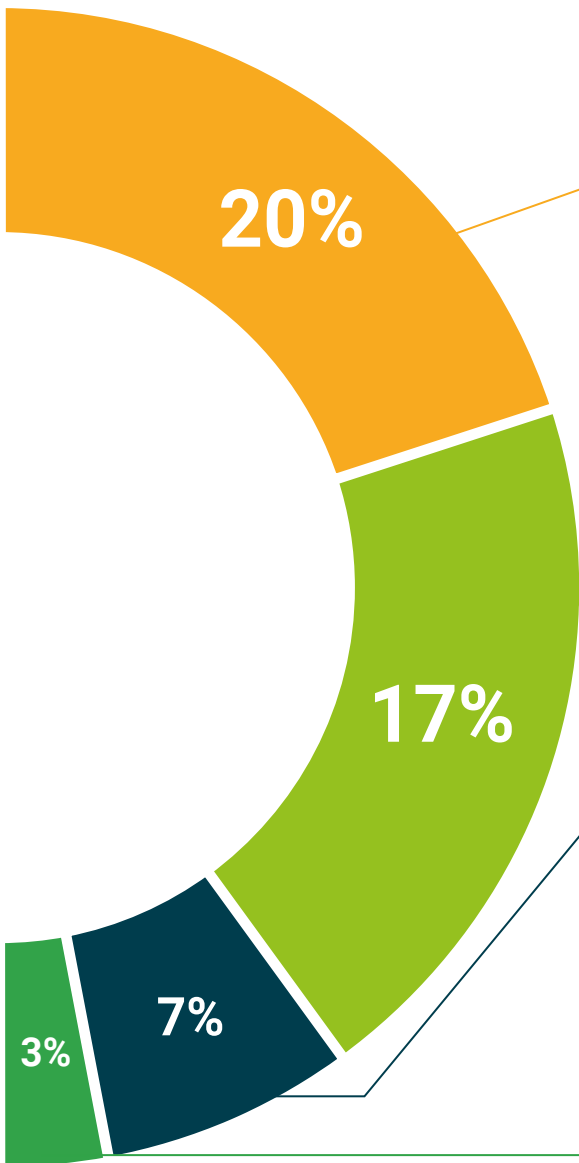
This unique multimedia content presentation training system was awarded by Microsoft as a "European Success Story".



#### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





**Expert-Led Case Studies and Case Analysis**

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



**Testing & Retesting**

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



**Classes**

There is scientific evidence on the usefulness of learning by observing experts. The system known as Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



**Quick Action Guides**

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.



# 06 Certificate

The Postgraduate Diploma in Complex Chronic and Palliative Patients in Home Hospitalization guarantees students, in addition to the most accurate and up-to-date education, access to a Postgraduate Diploma issued by TECH Technological University.





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*Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork”*



The **Postgraduate Diploma in Complex Chronic and Palliative Patients in Home Hospitalization** contains the most complete and up-to-date scientific program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Diploma** issued by **TECH Technological University** via tracked delivery\*.

The certificate issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Diploma, and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: **Postgraduate Diploma in Complex Chronic and Palliative Patients in Home Hospitalization**

Official N° of Hours: **600 h.**



\*Apostille Convention. In the event that the student wishes to have their paper certificate issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.

future  
health confidence people  
education information tutors  
guarantee accreditation teaching  
institutions technology learning  
community commitment  
personalized service innovation  
knowledge present  
development language  
virtual classroom



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