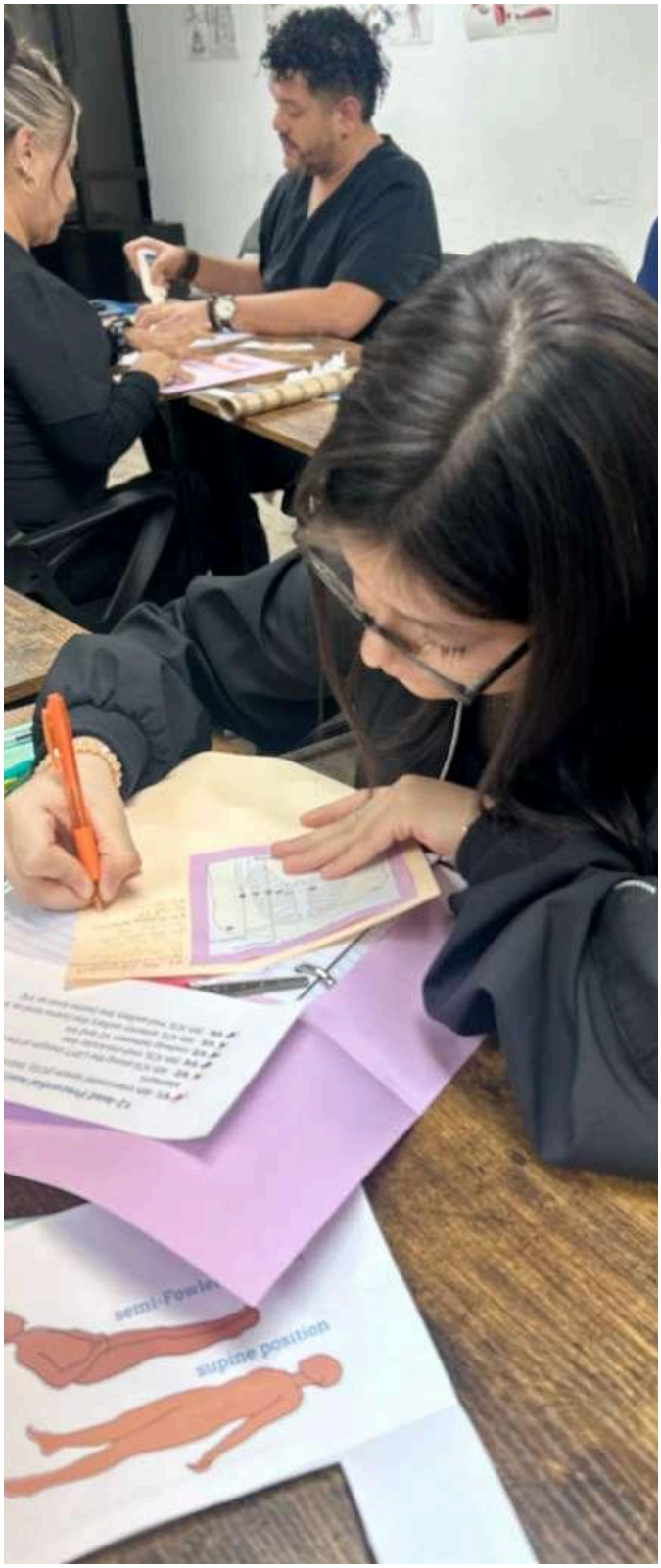
ACCELERATED PATHWAYS CAREER COLLEGE

STUDENT HANDBOOK & CATALOG

5060 N 19TH AVE, STE 111-112
PHOENIX, AZ 85015
(480) 717-5027

TABLE OF CONTENTS



Welcome to Accelerated Pathways Career College!

Today is the day to start accomplishing your personal and professional goals. Making the decision to continue your education can feel overwhelming, but it is one of the most impactful decisions you can make in your life.

You are starting a program that will give you new opportunities. We will guide you in all the steps you will take to get there. We have qualified instructors and our friendly staff is ready to take this journey with you.

We aim to provide comprehensive and up to date training to equip you with the knowledge and skills required to excel. Our programs are designed to cover both theoretical concepts and practical applications, ensuring that you are well prepared for the challenges faced in real world healthcare settings.

Accelerated Pathways Career College serves our community, empowering students to succeed through innovative pathways and quality education. We cultivate relentless curiosity in our students and each other to unlock new opportunities and break barriers.

Engage fearlessly. We bring passion and energy to our work by dreaming big, being bold, having fun, and fostering a caring environment. Celebrating each other and our results with enthusiasm makes our work meaningful and exciting.

Our individual differences and backgrounds strengthen our teams, where we seek input and ensure every voice is heard. We amplify our impact when we empower each other to take ownership and work together toward common vision.

Facilities

The school is located at **5060 N 19th Ave, Ste 111-112, Phoenix, AZ 85015**. Our classrooms are furnished with modern equipment. Computer programs, charts, diagrams and videos to enhance classroom activities. The Resource Center, developmental study and career assistance are available.

Additional locations include:

APCC Chandler
604 W Warner Rd, Fl 2, Ste 201
Chandler, AZ 85225

APCC Casa Grande
1653 E McMurray Blvd, Casa Grande, AZ 85122

APCC Yavapai
412 Whipple St., Prescott, AZ 86301

APCC Laveen (MIT Collaboration)
3900 South 55th Ave
Phoenix, AZ 85043

Administration

Dr. Alex Kim — *CEO*
Maria Vega — *Global Director*
Luis Hernandez — *Assistant Director of Education*
Ana Romero — *Medical / Assistant Director of Education*
Victoria Elizalde — *Administrator*
Ania Nieves — *Administrator*
Tania Santiago — *Administrator*

Educational Services

APCC provides both classroom and online instruction for our programs. As we teach, we are constantly creating and improving our internal library of online materials to help students learn in different ways and be able to review materials they may have learned in a classroom setting. We also recognize that for students with busy schedules, a hybrid mix of in person and online is ideal. On site, we have a variety of equipment and materials to allow instructors to teach hands-on when nothing less will do. We also believe in the value of teamwork and collaboration so our teaching commonly gives students an opportunity to interact with others.

Our programs vary from fully online to fully in person with hybrid options most commonly available. For several programs, additional training is needed. We offer collaboration with local providers for externships along with in class hands-on training dependent on the program.

Admission Requirements

This school does not discriminate based on race, sex, religion, ethnic origin, or disability. Prospective Students must have:

1. Must be 18 years of age or have a parent's written consent.
2. Documentation verifying identity.
3. Complete and return the Enrollment Agreement.
4. Demonstrate proficiency in the English language.
5. Pay all appropriate registration fees, pay full tuition or be approved for a payment plan or Membership for their program.
6. If the students wish to opt in for national certification exams in Healthcare-related courses, they must have a high school diploma, GED, or an equivalent credential, or be scheduled to obtain one within 12 months after taking the exam.
7. For our Paralegal course, if students wish to opt in to take the NALA certification exam, they are required to have a high school diploma, GED or equivalent upon completion of the program.
8. If the students wish to opt in for national certification in any trades-related courses, to qualify they must have a high school diploma, GED or equivalent by the time they start the process of application for their pertinent national examination for certification.
9. Prerequisites for our Medical Scribe program include successful completion of a Medical Assistant, Registered Nurse (RN), Licensed Practical Nurse (LPN), or other health science certificate or degree.
10. As part of our admission requirements, please note that certain externship or job placement sites may mandate background checks and fingerprint clearances. Students will need to acquire these clearances if they choose to undertake their externship at a site that necessitates such checks.

Graduation Requirements

1. Must complete financial obligations
2. Complete all courses with at least 76%
3. Must pass all final exams with at least 76%
4. Complete all externship hours

Recommendations before Admission

As part of their academic and practical training, students at APCC may be required to engage in hands-on training activities involving the handling of human bodily fluids. To promote a safe and healthy learning environment for all individuals involved, including students, staff, and any external parties, the school provides the following medical prevention recommendations for students, especially those enrolling to in-person courses in the medical field:

1. **Hepatitis B**: This vaccination protects against the Hepatitis B virus.
2. **Measles, Mumps, and Rubella (MMR)**: This vaccine offers protection against measles, mumps, and rubella.
3. **Varicella (Chickenpox)**: This vaccine guards against the varicella-zoster virus.
4. **Tetanus, Diphtheria, Pertussis (Tdap)**: This booster vaccine protects against tetanus, diphtheria, and pertussis (whooping cough).
5. **Influenza (Flu)**: Annual flu shots may be required due to the contagious nature of the virus.
6. **Tuberculosis (TB) screening**: Depending on the institution, a TB skin test or TB blood test may be required.

Enrollment

Prospective students may enroll anytime. However late enrollments will be accepted only one week into the course, depending on the length of the course. If you don't make that date you will have to wait until the next class starts.

Outstanding Debts

Any debt or returned check may revoke a student's current enrollment and the student's right to register in a subsequent program at Accelerated Pathways Career College. Delinquent debts may require penalties, late charges, collection costs, and/or legal fees to be paid before good standing is restored to the student.

Cancellations

Refunds

Students (or if Student is a minor, the Student's Parents/Guardians) may cancel at any time by providing written notice of cancellation to Accelerated Pathways Career College.

Three-Day Cancellation Policy

An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

If Student cancels after the first three business days but before the Class Start Date set forth in this contract, Accelerated Pathways Career College shall return the Tuition already paid less the $50 Registration fee.

If this contract is canceled after the Class Start Date, Accelerated Pathways Career College will return the Tuition already paid on a pro-rated basis to the respective paying party. The last date of attendance will be used for this calculation. If a student has not withdrawn but not attended class for 30 consecutive days, the student will be assumed to have withdrawn based on the date of last attendance.

Pro-rated basis is calculated upon the following:

1. Before beginning classes in a time period, a refund of 100 percent of the tuition charges for the time period;
2. If 10 percent or less of the time period used has expired, a refund of at least 90 percent of the tuition charges for the time period;
3. If more than 10 percent but less than or equal to 20 percent of clock hours has been attempted, a refund of at least 80 percent of the tuition charges for the time period;
4. If more than 20 percent but less than or equal to 30 clock hours has been attempted, a refund of at least 70 percent of the tuition charges for the time period;
5. If more than 30 percent but less than or equal to 40 percent of clock hours has been attempted, a refund of at least 60 percent of the tuition charges for the time period;
6. If more than 40 percent but less than or equal to 50 percent of clock hours has been attempted, a refund of at least 50 percent of the tuition charges for the time period;
7. If more than 50 percent of "clock hours has been attempted, no refund or a refund in an amount determined by the licensee.

No refund shall be issued for registration, books, supplies, or fees. Late payment shall not be considered notice, either constructive or otherwise, of cancellation.

Student Services

Disability Services

There will be seating and accessibility to class equipment and restrooms available for handicapped students or faculty.

Security

Security will be on site before, during, and after class hours. Security cameras are also installed at the location.

Tutoring

Tutoring will be available to those that need additional assistance in completing courses. For students who were unable to complete their high school requirements or attain a GED, we may be able to offer free tutoring up to 40 hours depending on their course selection. Medical Assistant and Medical Billing and Coding certificate courses are currently eligible for this service.

Placement Assistance

Accelerated Pathways Career College helps students get ready for their new careers.

1. We offer employment assistance to graduates, consisting of job lead referrals and job skills development.
2. We have multiple medical offices for students to get clinical training while doing an externship, learning job skills needed for employment.

While assisting in your job search, we make no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement.

Attendance Requirements

Attendance and Participation

Attendance, punctuality, and professionalism are key elements of any professional role. Unexcused absences or habitual tardiness, at lecture, laboratory, clinical/externship/practicum experiences, and other similar experiences, will not be tolerated and could result in dismissal from training and failure of the course.

Students are expected to arrive on time for class with the proper materials needed for each of their courses through regular attendance at lecture, laboratory, clinical/externship/practicum training, and other similar experiences. Students are expected to meet the requirements of the course work assigned, including completing assignments as scheduled.

In all circumstances, it remains the student's responsibility to promptly initiate discussion about absence and arrangements for making up any missed work with each instructor. Students are encouraged to work directly with their instructor for any needed flexibility. Absences from class are handled between students and instructors.

The instructor may request documentation to substantiate the reason for the absence and consider said documentation at their discretion, while maintaining the students right to privacy. Students are expected to provide requested documentation in a timely manner.

An overall attendance of at least 85% is required. Instructors may request your withdrawal from a course or program if absences or tardiness exceeds 70%.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

1. Whether the postponement is for the convenience of the school or the student.
2. A deadline for the new start date, beyond which the start date will not be postponed.
3. If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and the fees within the 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy.

Satisfactory Academic Progress

Students must maintain a 76% grade point average.

Those who do not will be placed on probation for thirty (30) days. During the probation period students must raise their grade average to passing or higher. The student may be terminated if the grades are not satisfactory at the end of the probationary period. Termination shall be at the school Director's discretion. The Director has final authority and shall notify the student of the final decision.

Grading System

4.0	96-100 = **A**	***Excellent***
3.0	86-95 = **B**	***Above Average***
2.0	76-85 = **C**	***Average***
1.0	66-75 = **D**	***Below Average***
0	Under 66 = **F**	***Failing***

Every six weeks, progress reports with grades will be issued to students throughout the program. Students enrolled in short term courses will be issued grades at course end.

Academic Standing, Warning, and Probation

The purpose for the academic standing, warning and probation policies is to establish a formal process through which the faculty, staff, and administration at Accelerated Pathways Career College may identify and provide support to students who experience academic difficulty and fall below a cumulative grade point average (GPA) of 2.0. It is not intended to discourage or penalize students. Rather, this process reflects the commitment of the college's faculty, staff, and administration to provide students with assistance and support to ensure success in achieving their educational goals.

Academic Warning

Students who do not achieve a minimum cumulative GPA of 2.0 after completion of their first term of study are placed on academic warning. If a student does not achieve the minimum cumulative GPA of 2.0 after one semester on academic warning, the student will be placed on probation for at least one additional term. Students will receive academic warnings through written notice.

Academic Probation

If a student's minimum cumulative GPA falls below 2.0 in a term that is not the student's first term, the student will be placed on probation.

Conduct Policy

Student Code of Conduct

APCC recognizes that all students, as members of the College community, enjoy the freedom of speech and assembly, freedom of association, freedom of the press, right of petition and the right of due process. These rights do not come without responsibilities and respect for others in the College community. Attendance at APCC is a privilege and not a right, and enrollment at APCC carries with it obligations in regard to conduct, both in and out of the classroom.

Students are responsible for abiding by state and federal laws and laws governing the College and are expected to observe standards of conduct set by the College. APCC takes campus safety very seriously. Students who display behaviors of concern are promptly addressed through the Student Code of Conduct process.

Academic Misconduct

Includes any conduct associated with the classroom, laboratory, or clinical learning process that is inconsistent with the published course competencies/objectives and/or academic standards for the course, program, department, or institution.

Examples of academic misconduct include, but are not limited to:

1. cheating and plagiarism (including any assistance or collusion in such activities, or requests or offers to do so);
2. excessive absences;
3. use of abusive or profane language;
4. disruptive, threatening or violent behavior; and
5. illegal activities

Institutional Policy on Weapons

APCC prohibits the possession, carrying, use, display, or threatened use of firearms and other weapons on all APCC-owned, leased, rented, or otherwise controlled premises, including buildings, classrooms, labs, offices, and any areas under APCC control. This prohibition also applies to all APCC-sponsored or APCC-organized activities and events, whether held on or off campus (including training, externships, graduations, health fairs, and any school-related activity where APCC is the sponsor/organizer). This policy applies to all students, employees, contractors, visitors, and guests. Limited exceptions exist only for on-duty law enforcement acting in an official capacity, APCC-authorized security acting within their scope of duty, or other situations expressly required by law.

This policy does not prohibit a person from lawfully transporting or storing a firearm in a locked, privately owned motor vehicle, not visible from outside, as protected under Arizona law; however, firearms may not be carried from the vehicle onto APCC premises or into APCC-sponsored activities, and handling/display of a firearm on APCC property is prohibited. Any violation may result in removal from premises or events, student discipline up to and including dismissal/administrative withdrawal, employee discipline up to termination, and/or referral to law enforcement. Refusal to comply with instructions to leave or remove the weapon may result in law enforcement involvement and potential charges.

Use of Substances

The Institution hereby prohibits the possession, use, distribution, or influence of alcohol, cannabis, or other controlled substances on the Institution's property, any related activities (on or off campus), and during any academic activities, including Skills Labs and externship placements.

A zero-tolerance standard applies in all safety-sensitive settings: students must be fit for duty and free from impairment when performing medical procedures or handling needles, sharps, or biohazardous materials. Students may not possess or use alcohol, cannabis or unprescribed controlled substances in connection with any Institution activity, on or off campus. Additionally, drug paraphernalia is strictly prohibited.

To prevent and protect students, staff, faculty, partners and third parties, the Institution may require drug or alcohol testing in the following circumstances:

1. When there is reasonable suspicion of impairment.
2. After an accident, injury, or other safety-related event.
3. As a pre-placement or ongoing requirement for externship sites.
4. On a random basis

Testing may include urine, saliva, or other conventional methods. Refusal to test, tampering, or failure to report may be assumed by the Institution as a positive result of substance use. Students may request a re-analysis of the specimen within three business days, at their expense. Test results will be considered student institutional records and will remain filed with strict confidentiality and disclosed only as permitted by law.

Violations may result in removal from labs/clinical practices and settings, probation, grade penalties, suspension, or dismissal. The Institution also reserves the right to refer these matters to law enforcement when required. In compliance with FERPA, the Institution may notify parents or legal guardians of students who are under 21 years of age.

In addition, externship partners may impose stricter rules. Non-compliance with externship site requirements can delay or terminate placement, which may affect students' progression in academic programs.

Cheating

1. Is any form of dishonesty in an academic exercise. It includes, but is not limited to: use of any unauthorized assistance in taking quizzes, tests, examinations, or any other form of assessment whether or not the items are graded;
2. dependence upon the aid of sources beyond those authorized by the faculty member in writing papers, preparing reports, solving problems, or carrying out other assignments;
3. the acquisition, without permission, of tests or other academic material belonging to or administered by the college or a member of the college faculty or staff; and
4. fabrication of data, facts, or information.

Plagiarism

Is a form of cheating in which a student falsely represents another person's work as his or her own it includes, but is not limited to:

1. the use of paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgment;
2. unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials; and
3. information gathered from the internet and not properly identified.

Academic Consequences

Any student found by a faculty member to have committed academic misconduct may be subject to the following academic consequences, based on the faculty member's judgment of the student's academic performance.

Grade Adjustment

Lowering of a grade on a test, assignment, or course.

Discretionary assignments

Additional academic assignments determined by the faculty member.

Course Failure

Failure of a student from a course where academic misconduct occurs.

Disciplinary Sanctions

1. A faculty or staff member may conduct searches of students' personal items brought into institution premises to ensure safety for all members of the school, including students, faculty and staff.
2. A faculty member may remove a student from one (1) class meeting for disciplinary reasons. If the misconduct is sufficiently serious to warrant course failure, and if either the failure results in a student being removed from an instructional program or
3. If the student refuses to accept responsibility for the misconduct and its academic consequences, the faculty member will, in addition to awarding the course grade,
4. Consult the department chair and the vice president of academic affairs as to whether institutional sanctions set forth below should be sought after.
5. Regardless of whether the student has accepted responsibility for academic consequences, in all cases of academic misconduct the faculty member may make recommendations for sanctions and may file a written complaint of misconduct.
6. College probation, suspension, or expulsion will be imposed only by the Program Director, and only after the student has received the procedural rights.

Disciplinary Probation

Disciplinary probation is for a designated period of time and includes the probability of more severe sanctions if the student commits additional acts of academic misconduct.

College Suspension

Suspension of the student from the college for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.

College Expulsion

Permanent separation of the student from the college.

Appeal of Sanctions and Consequences Academic Misconduct

Students can appeal academic consequences by following the instructional grievance process. Students may appeal disciplinary sanctions. If the student appeals through both processes, the instructional grievance process will be suspended until a final decision is reached in the student discipline procedure.

Dismissal

Any student may be dismissed for violations of rules and regulations of the school, as set forth in school publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The Program Director, after consultation with all parties involved, makes the final decision.

The Program Director may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. After appropriate counseling, students who demonstrate a genuine desire to learn and conform to school standards of conduct, may be allowed to resume attendance. The director will review each case and decide upon re-admittance.

Previous Credits

Credits from another institution will be evaluated on a case-by-case basis. Accelerated Pathways Career College does not guarantee transferability of our credits to another institution unless there is a written agreement with another institution.

Students with prior medical education or experience may be eligible for an option to request a reduction in the number of required internship hours. To request a waiver, you should submit evidence of your experience, including a comprehensive letter from a current or former employer and a detailed resume. This documentation will support

your request to waive the clinical requirements of the program.

Student Records

All Student records are kept in perpetuity, and upon a school closure, will be submitted to the State Board of Private Postsecondary Education.

Records Request

Official verification of educational records is issued through the school administration. Please contact our Director of Education or email info@apc.college.

Definitions

For the purposes of this policy, the Accelerated Pathways Career College has used the following definition of terms.

1. "College" includes all college classes, educational centers, and skill centers.
2. "Educational Records" are any record (in handwriting, print, tapes, film, or other media) maintained by the college or an agent of the college which is directly related to a student, except:
3. A personal record kept by a staff member, if it is kept in the personal possession of the individual who made the record, and information contained in the record has never been revealed or made available to any other person except the maker's temporary substitute An employment record of an individual whose employment is not contingent on the fact that he or she is a student, provided the record is used only in relation to the individual's employment
4. Records maintained by the college's security unit, if the record is maintained solely for law enforcement purposes, is revealed only to law enforcement agencies of the same jurisdiction and the security unit does not have access to education records maintained by the community college.
5. Records made or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional, if the records are used only for treatment of a student or made available only to those persons providing treatment.
6. Alumni records which contain information about a student after he or she is no longer an attendant of the community college and the records do not relate to the person as a student.

Record Access Fees

If a copy (or copies) of a portion, or all, of the records in a student's file is requested, the custodian of the records may charge a fee for copies made. However, the willingness or ability to pay the fee will not effectively prevent students from

exercising their right to inspect and review (under supervision of a college employee) their records. A fee will not be charged to search for or to retrieve records. Standard fees for printing and duplication services will apply.

Rights of Access to Educational Records

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. FERPA defines an "eligible student" as a student who has reached 18 years of age or is attending a postsecondary institution at any age. These rights include:

1. The right to inspect and review the student's education records within 45 days after the day the college receives a request for access.
    a. Students should submit to the Student Services Manager written requests that identify the record(s) they wish to inspect. The college official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the college official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
    b. There may be occasions when a record may not be copied, especially if doing so may compromise another student or faculty member's privacy. The college may deny access to the following records:
        i. Parents' financial statements;
        ii. Letters of recommendation, if the student has waived his or her right of access;
        iii. Records filed before January 1, 1975; or records not included in the FERPA definition of educational records.
    c. Accelerated Pathways Career College reserves the right to deny copies of records, including transcripts, in any of the following situations:
        i. The student has an unpaid financial obligation to the college
        ii. There is an unresolved disciplinary action against the student
        iii. The educational record requested is an exam or set of standardized test questions.
2. The right to request the amendment of the student's education records that the student beliefs may be inaccurate, or misleading.
    a. Students may ask the college to amend a record that they believe is inaccurate or misleading. They should write the college official responsible for the record, clearly identify the part of the record they want changed, and specify why it it inaccurate or misleading. A proper request to correct a student education record must:
        i. Be written to the College Registrar;
        ii. Clearly identify the part of the record they want to be changed;and
        iii. Specify why the record is inaccurate or misleading.

    Any written request which does not include the required information will not be considered.

The requestor will be notified in writing that their request was not properly submitted and they will receive directions on how to resubmit it. If the college decides not to amend the record as requested by the student, the college will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

The right to provide written consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent, with the exception of directory information and the various FERPA authorized disclosures without consent, Accelerated Pathways Career College must receive written consent from students before disclosing any personally identifiable information from educational records.

Leave of absence

Prior to submitting a request for any withdrawal or leave of absence, students are encouraged to meet with a college advisor about the potential impact related to the student's academic progress.

Accelerated Pathways Career College assists and encourages students to return and graduate after an absence due to military deployment, service on an official church mission, or with a foreign aid service of the federal government. If your absence is due to this or any other reason, you may be eligible to return to Accelerated Pathways Career College through a quick reentry process, which permits students to enroll without submitting a new application.

Re-Enrollment

1. Students that take a leave of absence or a voluntary withdrawal may re-enroll by the established deadlines (6 months) after leave of absence.
2. Must have maintained a grade of 76% or above upon leave of absence.
3. Students must sign a re enrollment agreement to return to class.

If a student is dismissed from the program for disciplinary reasons they will not be re-enrolled.

Types Of Withdrawals

The Office of Admissions and Records/Office of Student Enrollment Services provides information about the withdrawal process. To withdraw from a course or courses from

the college, students must follow approved procedures as outlined below. The official date of withdrawal is the date the withdrawal is received in the Admissions and Records Office/Office of Student Enrollment Services. Withdrawal from a course (or courses) does not automatically qualify for a refund of tuition and fees. Tuition and fee refunds will be calculated based on refund policy or reviewed under the refund appeal process. Never attending is not an allowable refund exception or an excuse of the debt incurred through registration.

Student Withdrawal

Is a change in the student's course schedule where one or more courses are withdrawn before the end of the term.

Compassionate Withdrawal

Is considered when a sudden emergency or severe change in personal circumstances, result in an inability to continue/complete courses. The student provides a written statement of their situation and any documentation to support this request if applicable (e.g. death certificate, accident report, etc.).

Medical Withdrawal

Is considered when there is an unexpected serious illness or injury that prevents the student from continuing with their course or courses. The medical withdrawal policy covers physical health and mental health difficulties.

All applications for compassionate and medical withdrawal that are submitted by the student, or on their behalf, require thorough and credible documentation.

An approved medical/compassionate withdrawal request will result in a special note line indicating the nature of the withdrawal on the student's unofficial transcript. Medical and compassionate withdrawal applications and supporting documents are retained for at least five years and filed securely. If a request for refund has also been made, further assessment is done to determine eligibility.

Complete Withdrawal from College

Students electing to withdraw from the college must contact the Program Director no later than two weeks before the end of the last class meeting and may be required to file a written request.

Faculty Withdrawal Procedures

A faculty member has the option of withdrawing a student who has accumulated unofficial absences in excess of the number of times indicated in that faculty member's attendance policy. A grade of W (withdrawn passing - not computed in GPA) or a grade of Y (withdrawn failing - 0 grade points per credit hour) may be assigned in accordance with the course syllabus.

Faculty members electing to withdraw students must record the withdrawal through the online system, including last date of attendance and withdrawal code. Students withdrawn for excessive absences may be reinstated only with the approval of the faculty member. Any impact on attendance that is protected by the exercise of students' rights under ADA/504, Title IX, Title VI, or other recognized law or policy do not count as unexcused absences for the purposes of instructor-initiated withdrawals for lack of attendance/participation. Requests for withdrawals should be referred directly to the college of enrollment.

Academic Renewal ("Academic Forgiveness")

Accelerated Pathways Career College recognizes that a student's academic record may contain grades that are not reflective of more recently demonstrated academic success. Academic renewal (or academic forgiveness) is defined as the process by which a student's previously recorded substandard credit coursework is excluded from the student's cumulative grade point average. Through this regulation, a student may request that grades and credits for all courses in which they earned a grade of D, F are disregarded from the cumulative GPA. Courses earned with a grade of A, B, and C will not be excluded and will be calculated into the GPA and total credits completed. The academic renewal policy may be used only once and cannot be revoked once approved.

To apply for academic renewal the student must

1. Complete the academic renewal request form, attaching unofficial transcripts.
2. Meet with an academic advisor to discuss the petition, previous coursework, and educational plan.
3. Submit the completed form to the Student Service Manager.

Upon approval, courses with a grade of D, F will be annotated on the student's official transcript as excluded from the calculation of their cumulative GPA by academic renewal. All courses will remain on the student's permanent record to reflect an accurate academic history.

Acceptance of the adjusted GPA (post academic renewal) is at the discretion of the receiving institution.

Discrimination Complaint Procedures for Students

This procedure provides for the prompt and equitable resolution of discrimination and harassment complaints brought by students against a member of the college community.

1. Complaints may be brought under this procedure for discrimination based on membership in a protected group: race, color, religion, national origin, citizenship status (including document abuse), sex (including pregnancy and sexual harassment), (not including those cases under the Title IX Policy Jurisdiction), sexual orientation, gender identity, age, veteran status, physical or mental disability, or genetic information.
2. All members of the college community should act promptly upon receipt of an allegation of conduct that might constitute harassment and/or discrimination. Any member of the college community should refer a person who might be a victim of such conduct to the college's "Program Director" who is responsible for resolving complaints of unlawful harassment/discrimination.
3. Students who believe they are experiencing sexual harassment in violation of Title IX should submit a written complaint to the college's "Program Director".
4. Students who wish to file a complaint related to disability accommodations should make a written statement with the complaint to the "Program Director".
5. Students who feel they have been treated unfairly or unjustly by a faculty member regarding instruction or a grade not involving discrimination based on membership in a protected group (as outlined above) should submit a written complaint to the college's "Faculty Service Manager".
6. If any grounds for appeal are met, the appeal officer will review the results of the investigation and written findings and respond to the request within ten (10) business days from receipt of the request. The ten-day review and response period may be extended for extenuating circumstances, with notice to all parties. The appeal officer may accept, reject, or modify the investigatory outcome. If the appeal officer determines that it is necessary to remedy a substantial deficiency caused by one of the appeal grounds above, the case file will be reopened and assigned for further investigation. If necessary, other investigator(s) may be assigned. If the appeal officer determines that the investigation was thorough and complete and that the decision is supported by the evidence, the appeal officer will affirm the investigation outcome. At this point, the student has exhausted the Discrimination Complaint Procedure for Students.

College officials should take all necessary steps to ensure the prompt and equitable resolution of any complaint of harassment/discrimination. The typical time period to resolve allegations under this policy is five (10) business days. Accelerated Pathways

Career College will make a good faith effort to complete the resolution process within this period. Any extenuating circumstances that extend this time period will be communicated to the complainant and respondent and noted in the investigative file.

Informal Resolution of Discrimination Complaints

Informal Complaint Resolution Process

1. Before filing a formal complaint under this procedure, the student may attempt to resolve the problem through informal discussions with the respondent. Students are not required to use the informal resolution process before filing a formal complaint.
2. The student should work with the Program Director to schedule and facilitate the informal resolution meeting.
3. The informal resolution process consists of:
   a. The discussion between parties regarding the allegations.
   b. The response to the allegations, and a written resolution agreement between the parties as to the disposition of the allegations. The Program Director shall be involved with the drafting of the written resolution agreement.
4. Both parties must sign the written resolution agreement in order to deem the matter closed.
5. There is no appeal to the informal resolution process. The Program Director is charged with ensuring the disposition (and any actions stated therein) is completed.
6. At any time before the signing of the resolution agreement, the student can end the informal process and initiate the formal process.
7. If the complaint cannot be informally resolved to the satisfaction of the student, the student has the right to file a formal complaint and to proceed under the formal resolution procedures.

Formal Complaint Resolution Process

1. If the informal resolution does not result in a satisfactory outcome, or if the grievant believes it is not appropriate to pursue informal resolution, they may file a formal written grievance.
2. The student should work with the Program Director to schedule and facilitate formal resolution meeting
3. The grievance must be submitted in writing to the Program Director.
4. The written grievance should include a clear and concise description of the issue with supporting documentation if available.
5. The formal resolution process consists of
   a. the discussion between parties regarding the allegations, the response to the allegations, and a written resolution agreement between the parties as to the

disposition of the allegations. The Program Director shall be involved with the drafting of the written resolution agreement.

General Grievance Process and Procedure for Accelerated Pathways Career College

Objective

The objective of this Grievance Procedure is to provide a fair and prompt resolution to any grievances that students, faculty, or staff may have within the college. This procedure aims to ensure that all parties involved are treated with respect, fairness, and confidentiality. A student who feels that he or she has been treated unfairly or unjustly by a faculty member with regard to an academic process such as grading, testing, or assignments, has the right to appeal according to the approved procedures.

The appeal process for grades must be initiated no later than (15) calendar days from the date the grade was issued.

Informal Grievance Resolution Process

1. In the initial stage, individuals are encouraged to resolve their grievances informally by discussing the issue with the person(s) involved.
2. This step involves open communication and a willingness to address the concern in good faith.
3. If the grievance is uncomfortable or unable to approach the person(s) directly, they may seek assistance from a neutral third party, such as a supervisor, an advisor, or a designated grievance officer within the college.

Formal Grievance Submission

1. If the informal resolution does not result in a satisfactory outcome, or if the grievant believes it is not appropriate to pursue informal resolution, they may file a formal written grievance.
2. The grievance must be submitted in writing to the designated grievance officer within the college.
3. The written grievance should include a clear and concise description of the issue, with supporting documentation if available.

Investigation and Review

1. Upon receipt of the formal written grievance, the designated grievance officer will

initiate an investigation within a 30 day timeframe.
2. The investigation may involve interviewing relevant parties, reviewing documents, seeking additional information, and analyzing any evidence presented.
3. The grievance officer should ensure impartiality and fairness throughout the process.

Resolution

1. After completion of the investigation, the designated grievance officer will provide a written response to the grievance no longer than 10 days after the investigation ends.
2. The response will include the findings of the investigation, the rationale for the decision, and any actions to be taken to resolve the grievance.
3. If necessary, the response may outline any disciplinary measures to be taken against any party found to be at fault.
4. The response should be provided to the grievant within a 30 day timeframe.

Appeal Process

1. If the grievant is not satisfied with the resolution provided in step 4, they may appeal the decision.
2. The appeal must be made in writing, clearly stating the grounds for appeal and any additional information or evidence to be considered.
3. The appeal should be submitted to a designated appeal officer or committee, independent of the original investigation.
4. The appeal officer or committee will review the grievance, investigation, and response to determine if a fair and just resolution has been reached.

Final Decision

1. The appeal officer or committee will deliver the final decision in writing, along with the rationale for the decision.
2. The final decision represents the ultimate resolution of the grievance within the college and must be respected by all parties involved.
3. The decision should be communicated to the grievant within a 30 day timeframe, marking the conclusion of the grievance procedure.

Should the administrator or designee fail to or unacceptably address the grievance, The Student may file a complaint with the Arizona State Board for Postsecondary Education. The exception to this process is disputes or complaints regarding grades. Grade issue appeals can be submitted to the Director of Education who has final authority to support or modify the decision.

If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with The State Board for Private Postsecondary Education. The student must contact the State Board for further details:

Arizona State Board for Postsecondary Education
1740 W. Adams Street, Suite 3008
Phoenix, Arizona 85007
602-542-5709
www.ppse.az.gov

*It is essential for the college to maintain confidentiality throughout all stages of the grievance procedure, ensuring the privacy of individuals involved, unless there is a legal requirement to disclose information.

Supportive Measures

For any allegation of unlawful discrimination, Accelerated Pathways Career College may provide supportive measures to assist or protect the parties during the pendency

of the investigation. Such measures may include academic adjustments, arranging for changes in class schedules, or other appropriate temporary measures.

Right to Appeal

1. A complainant or respondent who is not satisfied with the outcome has five (5) business days to submit an appeal of the decision, in writing, to the College President. If a conflict of interest prevents the College President from serving as the appeal officer, then the Program Director shall serve as the appeal officer. For respondents who are office employees, the Program Director shall serve as the appeal officer. If the Program Director has a conflict of interest, a College President may serve as the appeal officer. Conflicts of interest requiring a change of appeal officer shall be communicated to the requesting party.

Grounds for Appeal

1. Appeals are limited under the following grounds:
   a. Procedural irregularity that affected the outcome of the matter; OR,
   b. New evidence that was not reasonably available at the time the determination regarding responsibility or dismissal was made that could affect the outcome of the matter.
2. The appeal request must state the grounds for appeal and why the complainant or the respondent believes the outcome was improper.
3. Denials based on lack of grounds shall be communicated to the requesting party

within five (5) business days of the request for appeal being received by the appeal officer.

Sanctions and Corrective Action

1. The Program Director will implement student sanctions. If the respondent is an employee, the Dean will report the findings of fact and policy conclusions to the Dean who will issue appropriate disciplinary sanctions or corrective action.

2. Accelerated Pathways Career College has clear policy goals to prevent and correct discrimination or harassment, therefore, possible sanctions include, but are not limited to: written warning, counseling, suspension, transfer, mandatory training, or dismissal of the respondent. As appropriate to remedy the effects of policy violations, action on behalf of complainants, such as employee assistance, professional counseling, voluntary transfer, etc., may also be offered. The institution will take appropriate steps to prevent further occurrence.

Safety Training and Student Responsibility

At APCC, we are committed to providing comprehensive safety training and resources to ensure a safe learning environment for all students. Students participating in courses involving needle usage are required to complete thorough training on needle safety, handling, and disposal before engaging in practical exercises. In addition, students must wear personal protective equipment (PPE), such as gloves, during all needle-related activities and follow all established safety protocols and faculty instructions.

While APCC provides the necessary resources and training to prevent incidents, students are ultimately responsible for exercising care and caution during activities involving needles. If a student's failure to follow safety protocols or misuse of needles results in injury, they may be held responsible for the consequences of their actions, including any medical expenses incurred. This is in line with general principles of negligence, where individuals are held accountable for harm caused by their own failure to exercise reasonable care.

Intentional misuse of needles that leads to harm, whether to oneself or others, is considered a serious violation of APCC's Student Code of Conduct. Such actions may result in disciplinary measures, including probation, suspension, or expulsion, depending on the severity of the incident.

Programs Offered

Medical Assistant Program
(525 hours)

The Completion in Medical Assistant is designed to provide education and training for employment in various health care settings. There are 6 Courses of study within the Medical Assistant Program. This consists of 315 classroom hours and 50 lab hours. Toward the end of the program students will perform an Externship of 160 hours at one of our medical offices, where they will start putting into practice what they have learned in the classroom. Our graduates will have the opportunity to work at many different facilities, including but not limited to private practice medical offices, hospitals, and nursing homes.

Medical Assistants are healthcare professionals who are key members of the administrative medical office team. They foster a friendly and positive patient experience while performing numerous administrative duties. Upon successful completion of the program, students are eligible to take the Medical Assistant Exam to become certified. We will provide the certificate testing at APCC after you complete your externship.

It is not required to have a medical assistant certificate in Arizona. However, obtaining a certificate can provide additional job opportunities and demonstrate competence and knowledge in the field. Many employers prefer or require a certificate for medical assistant positions.

Program Notes

Formal application and acceptance into the program is required. Students must pass all the psychomotor and affective skills contained within each course in order to successfully complete the program. Students cannot repeat a program more than once. Successful completion of each successive MAS is required to progress in the Medical Assisting program. Students must earn a grade of 76% or better for all courses required within the program.

Equipment and Technology Requirements

Syringes, needles, simulated arm for venipuncture, centrifuge, electrocardiograph machine, platform scale, autoclave, human organ models and posters, sphygmomanometers, thermometers, stethoscopes, microscope, wound dressing kits, gowns, gurney, exam table, computers, printers, and desks.

Required Classes

MAS101 - MAS104	The Administrative Medical Assistant
MAS105 - MAS108	The Clinical Medical Assistant
MAS109 - MAS112	Phlebotomy & Career Strategies Externship
Externship	160 Hours

Practical externship experience

During the externship, students will have the chance to put their classroom learning into practice in a real healthcare setting, such as a hospital, clinic, or physician's office. The program may require students to maintain current fingerprint clearance throughout the practicum(s). The externship consists of 160 hours, which can be scheduled based on the student's availability and the needs of the medical facility. Full coordination of the externship will be arranged towards the end of the student's program completion.

MAS101 - MAS104 The Administrative Medical Assistant
(105 clock hours)

The Administrative Medical Assistant modules will provide an Introduction to professional skills required in the field of medical assisting. Development of professional behaviors and expectations; in addition to but not limited to communication and mathematical calculations used. The course explores fundamental administrative procedures in ambulatory healthcare settings, such as appointment scheduling, telephone etiquette, and patient rights. This course includes instruction on written communications. Providing guidelines for basic punctuation, spelling and grammar.

Emphasis on a basic understanding of medical law and ethics and Health Insurance Portability and Accountability Act (HIPAA) regulations. Provides a basic overview of insurance, coding, billing, and electronic health records (EHR) as they relate to medical assisting.

Prerequisites: To advance to the next classes, a minimum grade of C is required in each class or higher

MAS105 - MAS108 The Clinical Medical Assistant
(105 clock hours)

This module provides an overview of medical terminology and the word parts used in building and analyzing terms used in healthcare, including abbreviations and symbols. A body-systems approach is used for terms relating to anatomy, physiology, and pathophysiology. Students will learn infection control, patient assessments,

measurements and vital signs, assisting with physical examinations, basics of pharmacology, and clinical duties related to specialties. The course will also introduce the student to the laboratory and familiarity with lab equipment and procedures.

Prerequisites: To advance to the next classes, a minimum grade of C is required in each class or higher.

MAS109 - MAS112 Phlebotomy & Career Strategies
(105 clock hours)

Review of human anatomy and physiology. Learn the circulatory system, organs, vessels, functions, and disorders. Learn the duties and responsibilities of the phlebotomist, the order of the draw, and how to collect and process specimens. Upon successful completion of the program, students are eligible to take the phlebotomy certificate exam to become certified. Students will also be equipped to transition from student to job. Information on externships will be provided. Learn how to write a resume, a cover letter, and sharpen interview skills. We will also provide the certificate testing at APCC after you complete your externship.

Prerequisites: To advance to the next classes, a minimum grade of C is required in each class or higher.

Medical Billing & Coding
(460 hours)

The Certificate of Completion in Medical Billing & Coding is designed to provide education and training for employment in various administrative health care settings. There are 5 courses of study within the Medical Billing & Coding. This consists of 300 classroom hours. Toward the end of the program Students will participate in a 160-hour externship at a designated healthcare facility, providing them with the opportunity to apply their classroom knowledge in a real-world setting.Our graduates will have the opportunity to work at many different facilities, including but not limited to private practice medical offices, hospitals, and nursing homes.

Medical Billing & Coding is a healthcare professional responsible for translating medical procedures, diagnoses, and treatments into alphanumeric codes used for billing and reimbursement purposes. They play a crucial role in the administrative side of healthcare by ensuring accurate and efficient coding and billing processes. Upon successful completion of the program, students are eligible to take the Medical Billing & Coding Exam to become certified. We will provide the certificate testing at APCC after you complete your externship.

It is not required to have a Medical Billing & Coding certificate in Arizona. However, obtaining a certificate can provide additional job opportunities and demonstrate competence and knowledge in the field. Many employers prefer or require a certificate for Medical Billing & Coding positions.

Program Notes

Formal application and acceptance into the program is required. Students must pass all the psychomotor and affective skills contained within each course in order to successfully complete the program. Students cannot repeat a course more than once. Successful completion of each successive MBC is required to progress in the Medical Billing & Coding. Students must earn a grade of 76% or better for all courses required within the program.

Equipment and Technology Requirements

Computers, printers, desks, chairs, and computer software.

Practical externship experience

During the externship, students will have the chance to put their classroom learning into practice in a real healthcare setting, such as a hospital, clinic, or physician's office. The program may require students to maintain current fingerprint clearance throughout the practicum(s). The externship consists of 160 hours, which can be scheduled based on the student's availability and the needs of the medical facility. Full coordination of the externship will be arranged towards the end of the student's program completion.

Required Classes

MBC101	Introduction to ICD-10-CM/PCS CPT Coding
MBC102	The ICD-10-CM Coding Theory & Practice
MBC103	ICD-10-PCS Coding Theory & Practice
MBC104 - 105	Medical Billing Administration Responsibilities / Exam Preparation
Externship	160 Hours

MBC101 - Introduction to ICD-10-CM/PCS
(60 clock hours)

ICD-10-CM/PCS coding is a system used by healthcare providers to classify and record diagnoses and procedures. This coding system is important for accurate and consistent documentation of medical information, as well as for reimbursement purposes. ICD-10-CM focuses on diagnoses and includes codes for various conditions, diseases, and injuries. On the other hand, ICD-10-PCS focuses on procedures and includes codes for surgeries and other medical interventions. This introduction provides insight into the history, structure, and purpose of ICD-10-CM/PCS coding, highlighting its significance in the healthcare industry.

MBC102 - The ICD-10-CM Coding Theory & Practice
(60 clock hours)

ICD-10-CM Coding Theory is a standardized method used globally in medical coding to assign codes to diseases, injuries, symptoms, and procedures. Healthcare professionals rely on this theory to ensure accurate documentation and billing by following guidelines and principles to select appropriate codes based on patients' diagnoses or reasons for seeking medical care. These alphanumeric codes contain detailed information, enabling consistency in medical coding and facilitating data analysis and research in healthcare.

Prerequisites: A grade of C or better in MS101.

ICD-10-CM Coding Practice is a method used by medical coders to assign standardized codes to medical diagnoses and procedures. This involves reviewing medical records, identifying relevant diagnoses and procedures, and selecting

appropriate codes from the ICD-10-CM codebook. Coders must have a good understanding of medical terminology and stay updated with coding guidelines. Accurately assigning these codes is crucial for billing, reimbursement, statistical analysis, public health surveillance, and research purposes in the healthcare industry.

MBC103 - ICD-10-PCS Coding Theory & Practice
(60 clock hours)

ICD-10-PCS Coding Theory is a framework that uses principles and guidelines to assign alphanumeric codes to medical procedures in healthcare settings. It follows a seven-character code structure and includes details like the root operation, body part, approach, device, and qualifier. This system helps standardize and classify procedures for billing, reimbursement, research, and analysis purposes. It ensures accurate representation of procedure complexity, leading to better monitoring of healthcare outcomes and improved patient care.

ICD-10-PCS Coding Practice is a standardized system used by healthcare professionals to classify and code medical procedures. It allows for efficient and accurate communication between healthcare providers, insurance companies, and regulatory agencies. The practice involves assigning alphanumeric codes to specific procedures, which are used in medical records, billing, and reporting. Proper training and attention to detail are important for accuracy and compliance, ensuring proper payment and data integrity. Overall, ICD-10-PCS Coding Practice contributes to improved patient care and outcomes through enhanced communication and accurate documentation.

Prerequisites: A grade of C or better in MS102.

MBC104 - MBC105 Medical Billing Administration Responsibilities/Exam Preparation
(120 clock hours)

ICD-10 quality assurance and auditing are crucial in healthcare organizations to ensure accurate medical coding, minimize errors, and comply with regulations. Quality assurance involves identifying and rectifying coding mistakes through audits, reviews, and providing feedback to coders. Auditing involves external reviews to assess coding accuracy, compliance, and identify potential fraud or errors. The goal is to accurately reflect services, improve data quality, and identify areas for improvement. Implementing these practices helps minimize errors, improve data quality, and enhance patient care.

ICD-10 reimbursement and compliance involves using the ICD-10 coding system to accurately classify medical diagnoses and procedures. Reimbursement is the payment healthcare providers receive from insurance companies or government programs, while compliance refers to following coding rules. Proper coding is important for accurate billing and to prevent fraud, and non -compliance can lead to denied claims

and penalties. Healthcare organizations invest in training and technology to ensure accurate coding. Adhering to coding guidelines and documenting encounters correctly helps providers receive proper reimbursement and maintain financial sustainability.

The student will also see emerging trends in coding include the rise of low-code and no-code development platforms, the adoption of agile and DevOps methodologies, integration of AI and ML, utilization of cloud computing, opportunities in IoT development, exploration of blockchain technology, and increased focus on cybersecurity. These trends are reshaping the IT industry, improving development practices, and driving innovation. Developers who stay updated and adapt to these trends will gain a competitive advantage in the evolving IT landscape.
Prerequisites: A grade of C or better in all previous classes.

Medical Scribe
(190 hours)

The Certificate of Completion in Medical Scribe is designed to provide education and training for employment in various health care settings. There are 4 courses of study within the Medical Scribe Program. This consists of 90 classroom hours. Toward the end of the program students will perform an externship of 100 hours at one of our medical offices, where they will start putting into practice what they have learned in the classroom. Our graduates will have the opportunity to work at many different facilities, including but not limited to private practice medical offices, hospitals, and nursing homes.

A Medical Scribe is a healthcare professional responsible for working alongside physicians to accurately document patient encounters in real time to help doctors with efficacy. Upon successful completion of the program, students are eligible to take the Medical Scribe Exam to become certified. We will provide the certificate testing at APCC after you complete your externship.

It is not required to have a Medical Scribe certificate in Arizona. However, obtaining a certificate can provide additional job opportunities and demonstrate competence and knowledge in the field. Many employers prefer or require a certificate for Medical Scribe positions.

Program Notes

Formal application and acceptance into the program is required. Students must pass all the psychomotor and affective skills contained within each course in order to successfully complete the program. Students cannot repeat a course more than once. Successful completion of each successive MS is required to progress in the Medical Scribe. Students must earn a grade of 76% or better for all courses required within the program.

Prerequisites: Must have completed your Medical Assistant, RN, LPN or other health science certificate or degree.

Equipment and Technology Requirements

Computers, printers, desks, chairs, and computer software.

Required Classes

MS101	The Medical Scribe in Healthcare
MS102	Health Record Documentation
MS103	Body Systems for the Medical Scribe
MS104	Practical Application
Externship	100 Hours

MS101 - The Medical Scribe in Healthcare
(22.5 clock hours)

Students will learn titles and descriptions of different types of Primary and Specialty Providers. They will learn their roles and responsibilities and the limitations of what they are allowed to do. This portion of the course will also cover privacy, security, and consent. The future scribe will also learn personal safety and infection control.

An understanding of healthcare regulations and ethics: You become familiar with legal and ethical standards for patient privacy, confidentiality, and the appropriate handling of sensitive information. This knowledge ensures compliance with healthcare regulations and maintains patient trust.

MS102 - Health Record Documentation
(22.5 clock hours)

During healthcare documentation, one learns various important aspects of accurately documenting patient information and medical records. This includes understanding the purpose and importance of documentation, learning different methods and formats for recording information, acquiring knowledge about the legal and ethical considerations surrounding healthcare documentation, gaining proficiency in using electronic health record (EHR) systems, and becoming acquainted with various medical terminologies and abbreviations.

Additionally, healthcare documentation teaches individuals to maintain confidentiality and privacy of patient information, to follow documentation guidelines and standards, to be thorough and objective in documenting assessments, treatments, and outcomes, and to effectively communicate information with other healthcare professionals.

MS103 - Body Systems for the Medical Scribe
(22.5 clock hours)

This module gives the student a streamlined tour of human anatomy and physiology tied directly to clinical documentation. From cellular basics to each major organ system, students will learn the proper medical terminology, the functions, and warning signs providers expect to see recorded during patient encounters.

During this module's coursework recognize key details during an encounter and capture them accurately in the electronic health record. The student will finish this module with the ability to recognize key physiological details in real time and convert them into clear, compliant notes, forming the scientific backbone of the Medical Scribe course.

MS104 - Practical Application
(22.5 clock hours)

During practical application for the medical scribe role, you learn several key things: Patient interaction and communication skills: You learn how to effectively communicate with patients, healthcare professionals, and support staff. This involves developing good listening skills, asking appropriate questions, and maintaining professionalism while interacting with diverse individuals.

Time management and multitasking: Practical application hones your ability to manage time efficiently, handle multiple tasks simultaneously, and prioritize critical information. This is crucial in the fast-paced healthcare environment.

Overall, practical application for the medical scribe role equips you with the necessary skills and knowledge to provide accurate and comprehensive documentation of patient encounters in a healthcare setting.

Paralegal Certificate Program
(380 hours)

The comprehensive Online Paralegal Course offered by Accelerated Pathways Career College is designed to equip students with the substantive legal knowledge, professional skills, and ethical grounding required for a successful career as a paralegal and to prepare them for the NALA Certified Paralegal (CP) examination if they wish to take it. Over the span of 17 modules totaling 312 clock hours of didactic education, students will gain a thorough understanding of core areas of law, legal research and writing, litigation support, and law office practice.

The program integrates doctrinal instruction across major areas of U.S. law with intensive training in communication, analytical reasoning, and practical skills. Through didactic education, Skill Labs totaling 20 clock hours, and a supervised externship of a minimum of 48 hours, students will develop the competencies necessary to support attorneys effectively, manage case files, draft legal documents, and navigate the ethical and procedural demands of modern legal practice.

Program Notes

Formal application and acceptance into the program is required. Students must pass all required cognitive, psychomotor, and affective components within each course in order to successfully complete the program. Students cannot repeat the program more than once. Successful completion of each successive course is required to progress in the Paralegal Course. Students must earn a grade of 76% or better for all modules and required components within the program.

Equipment and Technology Requirements

The classroom and learning environment will be equipped with computers, printers, desks, chairs, and specialized software as needed. Additionally, students will have access to the online paralegal course platform, legal research tools (or simulated platforms), and other materials required for legal skill development, including word processing, document management, and case management tools.

Required Classes

PC 01	Fundamentals of Law and the Paralegal Profession
PC 02	Legal Ethics and Professional Responsibility
PC 03	Legal Communication, Research and Technology
PC 04	Civil Litigation and Torts
PC 05	Criminal Law and Procedure
PC 06	Administrative and Regulatory Law
PC 07	Contracts
PC 08	Business Organizations
PC 09	Real Estate and Property
PC 10	Family Law
PC 11	Probate and Estate Planning
PC 12	Bankruptcy
PC 13	Advanced Legal Research, Writing and Analytical Skills
PC 14	Interviewing, Investigation and Law Office Management
PC 15	Human Rights and Public Law (Enrichment)
PC 16	Immigration Law
PC 17	NALA Review and Practice Readiness
Skill Labs	20 hours
Externship	48 hours

Module 1: Fundamentals of Law and the Paralegal Profession
(18 clock hours)

This module introduces students to the structure and function of the American legal system and the professional role of the paralegal within that system. Students will examine sources of law, court hierarchies, and jurisdiction, and will learn how paralegals support attorneys across different practice areas. The module also includes a brief orientation to career paths, job search strategies, and professional development for legal support staff.

During this module, you will study the following topics:

1. Overview of the American legal system: common law, statutory law, and constitutional principles
2. Sources of law: constitutions, statutes, regulations, and case law
3. Court structures, specialized courts and jurisdiction
4. The paralegal role: education, training, and certification pathways
5. Distinguishing attorneys from paralegals
6. Brief recent history of the paralegal profession
7. Typical practice settings: law firms, government, corporate counsel, legal aid
8. Introduction to legal practice areas (litigation, family, real estate, corporate, etc.)

9. Basics of professional development, employability skills, and career planning for paralegals

Module 2: Professional Responsibility and Legal Ethics
(18 clock hours)

This module provides an in-depth examination of ethical standards governing attorneys and paralegals, with emphasis on the NALA Model Standards and ABA Model Rules of Professional Conduct. Students will analyze ethical dilemmas, learn to recognize the unauthorized practice of law, and understand their responsibilities regarding confidentiality, conflicts of interest, and professional integrity.

During this module, you will study the following topics:

1. Overview of NALA Model Standards and ABA Model Rules of Professional Conduct
2. The paralegal's duty to the court, the client, and the supervising attorney
3. Unauthorized practice of law (UPL): boundaries and risk management
4. Attorney-client privilege and confidentiality obligations
5. Conflicts of interest: identifying, disclosing, and avoiding conflicts
6. Ethical issues in communication, advertising, and solicitation
7. Ethical use of technology and social media in legal practice
8. Reporting misconduct and navigating ethically complex scenarios
9. Applying ethical rules to case-based hypotheticals

Module 3: Legal Communication, Research and Technology
(22 clock hours)

This foundational skills module develops students' abilities in professional legal communication, basic legal research, and the effective use of technology in law practice. Emphasis is placed on clear written and oral communication, basic document formats, and introductory research using both print and electronic sources.

During this module, you will study the following topics:

1. Professional communication (with attorneys, staff, clients, and third parties)
2. Legal terminology
3. Oral and written communication
4. Legal documents: structure and format (letters, emails, simple memos, etc.)
5. Basic legal writing: tone, organization, and plain vs. legal language
6. Introduction to Legal Research (primary vs. secondary authority)

7. Locating legal sources: finding statutes, regulations, and case law in print and online
8. Legal research platforms (and general databases)
9. Introduction to Case Management: client contact, document handling, case tasks, etc.
10. Document management: file naming conventions, version control, and secure document storage
11. Responsible Use of Digital Tools: internet and AI in legal research and drafting

Module 4: Civil Litigation and Torts
(26 clock hours)

This module surveys the civil litigation process and introduces core concepts of tort law. Students will study the life cycle of a lawsuit from initial client contact through appeal, with an emphasis on pleadings, discovery, motion practice, and remedies. Tort liability, defenses, and damages are presented in the context of real-world civil disputes.

During this module, you will study the following topics:

1. The civil litigation process: pre-lit, filing, discovery, trial, and appeal
2. Pre-litigation: client intake, fact investigation, legal research, demand letters, early settlement efforts
3. Jurisdiction: authority, venue and statute of limitations in civil matters
4. Pleadings: complaints, answers, counterclaims, and affirmative defenses
5. Discovery: interrogatories, requests for production, requests for admission, depositions
6. Evidence basics: relevance, admissibility, and privileges
7. Fundamentals of tort law: definition of torts, negligence and its elements
8. Intentional torts (e.g., assault, battery, false imprisonment, defamation)
9. Negligent tort
10. Strict liability
11. Remedies in tort: compensatory, punitive damages, and equitable relief
12. Alternative dispute resolution (ADR): negotiation, mediation, arbitration
13. Paralegal responsibilities in civil litigation: case management, docketing, and drafting

Module 5: Criminal Law and Procedure
(20 clock hours)

This module provides an overview of substantive criminal law and the procedures that govern criminal prosecutions. Students will explore elements of common offenses, available defenses, and constitutional protections afforded to criminal defendants. The module also covers the paralegal's role in both prosecution and defense settings.

During this module, you will study the following topics:

1. Purposes and sources of criminal law
2. Elements of crimes: actus reus, mens rea, causation, concurrence
3. Classification of offenses: felonies, misdemeanors, infractions
4. Common crimes: homicide, theft, assault, drug offences, inchoate crimes
5. Defenses: self-defense, insanity, duress, entrapment, necessity
6. Constitutional protections: 4th, 5th, 6th, 8th Amendments
7. Criminal procedure: investigation, arrest, charging, arraignment, bail
8. Plea bargaining, trial, sentencing, and appeals
9. Post-conviction remedies and habeas corpus
10. Paralegal responsibilities in criminal practice: file management, discovery organization, client communication

Module 6: Administrative and Regulatory Law
(24 clock hours)

This module introduces administrative law and the role of government agencies in creating and enforcing regulations. Students will learn how administrative agencies operate, how regulations are made and challenged, and how paralegals assist in navigating agency processes.

During this module, you will study the following topics:

1. Nature and sources of administrative law
2. Structure and functions of federal and state governments
3. US Federalism: Powers of the Federal government, powers of the State governments, and concurrent powers
4. Structure of the US court system
5. Rulemaking processes and publication of regulations
6. Adjudication in administrative agencies: hearings, ALJs, and due process
7. Judicial review of agency decisions and standards of review
8. Agency enforcement actions and compliance

9. Government accountability, transparency, and public records
10. Freedom of Information Act (FOIA) and state public records laws
11. Paralegal tasks in administrative matters: forms, filings, deadlines, and appeals
12. Common practice areas (e.g., employment, benefits, licensing, etc.)

Module 7: Contracts
(20 clock hours)

This module provides a structured introduction to contract law, focusing on formation, enforceability, performance, breach, and remedies. Students will learn how to identify key contract elements and assist with drafting and organizing contract-related documents.

During this module, you will study the following topics:

1. Nature and purposes of contract law
2. Formation: offer, acceptance, consideration, mutual assent
3. Capacity and legality; public policy limitations
4. Formalities and the Statute of Frauds
5. Interpretation, conditions, and parol evidence
6. Performance, breach, and substantial performance
7. Defenses to enforcement: mistake, misrepresentation, duress, unconscionability
8. Remedies: expectation, reliance, restitution, specific performance, liquidated damages
9. Overview of UCC concepts relevant to paralegal work
10. Paralegal tasks in contract practice: organizing files, tracking key terms and dates, assisting with drafting basic agreements or clauses

Module 8: Business Organizations
(18 clock hours)

This module surveys the major forms of business organizations and the legal issues associated with their formation, governance, and operation. Students will learn how entities are created, who controls them, and how liability is allocated.

During this module, you will study the following topics:

1. Overview of business entities: sole proprietorships, partnerships, LLCs, corporations, non-profits
2. Comparison of entity types: control, taxation, and liability
3. Formation documents: articles of incorporation, articles of organization, partnership agreements

4. Corporate governance: shareholders, directors, officers, and their roles
5. Fiduciary duties and basic corporate formalities
6. Limited liability and veil piercing
7. Entity dissolution and winding up
8. Paralegal tasks in business practice: filing formation documents, maintaining minute books, drafting simple resolutions and consents
9. Maintaining good standing and annual reports

Module 9: Real Estate and Property
(18 clock hours)

This module introduces basic principles of property and real estate law, emphasizing the documents and processes paralegals routinely encounter in real estate practice.

During this module, you will study the following topics:

1. Types of property: real vs. personal; tangible vs. intangible
2. Estates in land and future interests
3. Concurrent ownership: joint tenancy, tenancy in common, community property (overview)
4. Deeds: types, essential elements, and execution
5. Mortgages, liens, and security interests
6. Landlord-tenant relationships and basic tenant rights and obligations
7. Real estate transactions: purchase agreements, title searches, and closings
8. Role of title insurance and escrow
9. Paralegal responsibilities in real estate practice: checklists, document preparation, closing support

Module 10: Family Law
(18 clock hours)

This module covers foundational family law concepts and procedures. Students will explore legal issues related to marriage, divorce, child custody, support, and protective orders, as well as the paralegal's role in supporting clients through highly sensitive matters.

During this module, you will study the following topics:

1. Marriage, civil unions, and domestic partnerships
2. Divorce, separation, and annulment
3. Property division basics

4. Child custody, visitation, and the “best interests of the child” standard
5. Child and spousal support: factors and modification
6. Paternity actions and parental rights
7. Domestic violence and protective orders
8. Procedural overview of typical family law cases
9. Paralegal tasks in family practice: client intake, form completion, drafting simple pleadings (under supervision), coordinating with courts and agencies

Module 11: Probate and Estate Planning
(16 clock hours)

This module introduces the law of wills, intestacy, and basic estate planning, along with the probate process for administering decedents’ estates. Students will learn how paralegals support attorneys in drafting documents and managing probate matters.

During this module, you will study the following topics:

1. Purposes and principles of estate planning
2. Testate vs. intestate succession
3. Basic will concepts: capacity, formalities, revocation
4. Overview of trusts (revocable vs. irrevocable)
5. Non-probate transfers: beneficiary designations, joint ownership, pay-on-death arrangements
6. The probate process: opening an estate, appointment of personal representative, inventories, accountings, and closing the estate
7. Creditor claims and priority of payment
8. Paralegal roles in probate and estate planning: information gathering, form preparation, and tracking deadlines

Module 12: Bankruptcy
(18 clock hours)

This module provides a survey of U.S. bankruptcy law, focusing on core concepts and procedures relevant to paralegal work. Students will learn about debtor and creditor rights, the automatic stay, and fundamental differences among common bankruptcy chapters.

During this module, you will study the following topics:

1. Policies: debtor-creditor law and bankruptcy law
2. Secured vs. unsecured debt

3. The automatic stay and its effects
4. Overview of Chapter 7 liquidation
5. Overview of Chapter 11 reorganization and Chapter 13 wage-earner plans (survey)
6. Exemptions and property of the estate
7. Discharge and nondischargeable debts
8. Priority of claims
9. Paralegal responsibilities in bankruptcy practice: petitions, schedules, creditor matrices, and communication with trustees

Module 13: Advanced Legal Research, Writing and Analytical Skills
(16 clock hours)

Building on foundational skills, this module refines students' abilities to conduct comprehensive legal research, draft sophisticated legal documents, and analyze complex fact patterns similar to those on the NALA CP exam.

During this module, you will study the following topics:

1. Advanced research strategies across multiple jurisdictions and sources
2. Integrating statutes, regulations, and case law into cohesive analysis
3. IRAC/CRAC structures for legal memoranda and short briefs
4. Drafting legal arguments for motions and briefs
5. Citations and authorities (survey, using a standard citation guide)
6. Organizing complex factual records and timelines
7. Responding to and constructing NALA-style fact pattern and multiple-choice questions
8. Revising and editing legal writing for clarity, precision, and persuasiveness

Module 14: Interviewing, Investigation and Law Office Management
(20 clock hours)

This module combines training in client and witness interviewing, fact investigation, and core law office management procedures. Students learn how to gather, organize, and manage information while supporting efficient, ethical office operations.

During this module, you will study the following topics:

1. Principles of client-centered interviewing
2. Building rapport and managing sensitive or emotionally charged conversations
3. Planning and conducting witness interviews

4. Fact investigation techniques: records, databases, public records, and online research
5. Documenting interviews and preserving work product
6. Docketing, calendaring, and deadline management
7. File organization systems and indexing
8. Timekeeping, billing, and basic trust account principles
9. Conflict checks and matter intake procedures
10. Paralegal responsibilities in maintaining office efficiency and compliance

Module 15: Human Rights and Public Law
(16 clock hours)

This module introduces key concepts in human rights and public law, situating paralegal work within broader frameworks of civil rights, constitutional protections, and international norms. It is designed to deepen students' understanding of rights-based advocacy in U.S. and global contexts.

During this module, you will study the following topics:

1. Definitions and historical development of human rights
2. Core international human rights instruments
3. Constitutional rights and civil liberties in the U.S. legal system
4. Major federal and state civil rights statutes
5. Agencies and mechanisms involved in rights enforcement
6. Intersection of human rights issues with immigration, criminal, and civil practice
7. Practical considerations for paralegals working with vulnerable populations
8. Confidentiality, trauma-informed interviewing, and referral to appropriate resources

Module 16: Immigration Law
(16 clock hours)

This module introduces the fundamental principles of U.S. immigration law and procedure, focusing on the legal framework governing the entry, presence, and rights of noncitizens. It is designed to provide paralegal students with a practical understanding of immigration processes, including visa categories, removal proceedings, and pathways to lawful status and citizenship. Emphasis is placed on the role of federal agencies, procedural requirements, and the ethical responsibilities involved in immigration practice.

During this module, you will study the following topics:

1. Sources of immigration law
2. Types of visas (immigrant vs. nonimmigrant)
3. Lawful permanent residence (green cards)
4. Deportation and removal proceedings
5. Asylum and refugee law
6. Citizenship and naturalization
7. Immigration courts and agencies
8. Rights of noncitizens
9. Paralegal role in immigration practice

Module 17: NALA Review and Practice Readiness
(8 clock hours)

This capstone module focuses on structured review and exam preparation for the NALA Certified Paralegal (CP) exam while consolidating practice readiness skills. Students will revisit core substantive law areas and competency domains through targeted review, practice questions, and integrative assignments.

During this module, you will review the following topics:

1. Communications, Judgment, Analytical Ability, and Legal Research
2. General Law, Ethics, Litigation, Criminal Law and Administrative Law
3. Contracts, Bankruptcy, Real Estate, Family Law, Probate, Estate Planning, and Business Organizations
4. Mock Examinations

Skill Labs
(20 hours)

The Skill Labs segment provides structured, practice-based learning experiences that allow students to integrate doctrinal knowledge and practical skills in simulated case scenarios. Working with one or more comprehensive case files, students apply research, writing, ethics, and procedural knowledge in a supervised, hands-on environment.

During this course segment, students will:

1. Review fact patterns and supporting documents for:
    a. A civil matter (e.g., tort or contract dispute)
    b. A family or probate scenario
    c. A business or real estate scenario
2. Identify legal issues, relevant law, and procedural posture

3. Conduct targeted legal research using appropriate sources
4. Draft core documents such as:
    a. Internal legal memoranda
    b. Basic pleadings or motions (under supervision)
    c. Correspondence and client communication drafts
5. Use case management and document management tools to organize files
6. Apply ethical rules to confidentiality, conflicts, and communication in the simulations
7. Receive feedback on accuracy, organization, professionalism, and written work product

Skill Labs are designed to bridge the gap between classroom learning and real-world application, reinforcing exam readiness and workplace competence.

Externship

(48 hours)

During the externship, paralegal students will have the opportunity to apply their classroom knowledge in a real-world legal environment, such as a law firm, government agency, corporate legal department, or legal aid organization. The program may require students to maintain updated background clearance throughout the externship. The externship consists of 48 hours, which can be scheduled based on the student's availability and the needs of the host organization.

Full coordination of the externship will take place as students approach the completion of their didactic program. Site selection will prioritize environments where students can observe and support typical paralegal tasks, including document preparation, case file management, client interaction (as appropriate), and basic research.

Upon completion of the externship, students are required to submit a supervisor-signed certificate of completion, accompanied by all requisite forms and any required documentation of activities (e.g., logs, evaluations, or reflective summaries). This documentation serves to formally attest to the student's successful fulfillment of the externship requirements, ensuring that their practical experience is recorded and verified for inclusion in their academic and professional record.

Medical Assistant Online Program
(454 hours)

Medical Assistants are essential healthcare professionals who play a pivotal role in both the clinical and administrative functions of a medical office. They contribute significantly to creating a positive and welcoming patient experience while handling a wide array of clinical and administrative tasks. Our Comprehensive Medical Assistant Course, with its didactic section delivered 100% online, and spanning a total of 454 clock hours, is a program meticulously designed to provide in-depth training in medical administration and clinical skills. This program integrates both theoretical knowledge and practical skills, covering a broad spectrum of crucial topics including telephone etiquette, oral and written communication skills, office management, computer proficiency, appointment scheduling, record-keeping, patient education, legal considerations, and biomedical ethics.

The Medical Assistant Course is specifically designed for aspiring medical professionals who seek to build a strong foundation in the day-to-day operations of medical practice and develop the essential competencies required to excel in a dynamic clinical environment. The course is structured into 12 modules and skill labs, each meticulously crafted to provide students with the fundamental medical techniques and skills needed in both clinical and administrative settings.

The curriculum covers a wide range of topics, including office management, effective communication, and compliance with HIPAA and OSHA regulations, while also equipping students with critical clinical skills such as taking vital signs, assisting in minor surgeries, administering injections and electrocardiograms, and managing inpatient care. Throughout these modules, students will also develop a professional bedside manner and conduct, ensuring they are well-prepared to deliver high-quality patient care. Upon completion, graduates will be ready to work in various healthcare settings, including private practice medical offices, hospitals, and nursing homes, making them versatile and valuable members of any healthcare team.

Program Notes

Formal application and acceptance into the Medical Assistant program are required. Students must pass all classroom modules and psychomotor and affective skills components contained within each course to successfully complete the program. Repeating a course is permitted only once. Successful completion of each successive course is necessary to progress within the program. Additionally, students must complete and have a certificate for 50 hours of skill lab and 160 hours of internship to pass the course. A minimum grade of 76% is required in all courses to meet program requirements.

Internship Requirements

As part of the Medical Assistant Online (MAO) course at Accelerated Pathways Career College, completing an internship is a critical component of your professional development. This phase is designed to bridge the gap between theoretical knowledge and practical application in the medical field. To ensure a successful internship experience and meet the program's standards, students must adhere to the following key requirements:

1. Securing an Internship Placement
2. Students must independently find and secure an internship site that meets the MAO program's standards, offering relevant clinical experience and a professional environment.
   Documenting Internship Hours
3. Students are required to complete the specified practical hours and maintain accurate records of their activities, including hours worked, tasks performed, and knowledge applied.
   certificate of completion
4. Upon finishing the internship, students must provide a signed certificate of internship completion from their supervisor, along with required forms and photographic evidence of their participation.

Equipment and Technology Requirements

The institution requires desktop computers or laptops for instructors and administrative staff to manage and deliver course content effectively. Printers are needed for producing course materials, assignments, and administrative documents. Additionally, audio-visual equipment, including microphones, speakers, and audio recording devices, is essential for delivering lectures and presentations.

The students must have the required textbooks and reference materials for studying medical concepts and principles. They should possess laptops or tablets for accessing online resources, completing assignments, and conducting medical research. Essential stationery items, such as pens, notebooks, and highlighters, are necessary for note-taking and organizing study materials. A reliable internet connection is crucial for online research, communication, and accessing course materials. Finally, students are expected to wear professional attire for video conferencing, meetings, mock interview simulations, and other formal settings.

Required Classes

MAO 01- MAO 04	The Administrative Medical Assistant
MAO 05- MAO 11	The Clinical Medical Assistant
MAO 12	Career Strategies
Skill Labs	50 Hours
Internship	200 Hours

Module 1: Administrative Medical Assistant
(13 clock hours)

In this module, you will explore key aspects of the medical field that are essential for any healthcare professional. The curriculum will begin with an in-depth examination of the role of healthcare professionals, highlighting their responsibilities and contributions within the healthcare system. You will also delve into the critical issues of compliance, fraud, and abuse, gaining an understanding of the legal and ethical standards that govern medical practice. Furthermore, the module will cover fundamental principles of medical law and ethics, ensuring that you are well-versed in the legal frameworks that protect both patients and providers. Safety and infection control will be thoroughly addressed, equipping you with the knowledge needed to maintain a safe healthcare environment. Finally, you will learn how to accurately assess and document vital signs, a core skill in patient care.
During this module, you will study the following topics:

1. The Role of Healthcare Professionals
2. Compliance, Fraud and Abuse in the Medical Field
3. Medical Law and Ethics
4. Safety and Infection Control
5. Vital Signs

Module 2: Administrative Medical Assistant
(10 clock hours)

In this module, you will gain a comprehensive understanding of critical components of medical documentation and communication. You will begin with an exploration of Electronic Health Records (EHRs), focusing on their role in modern healthcare and how they streamline patient information management. Following this, you'll be introduced to provider notes, learning the fundamentals of documenting patient interactions and clinical observations accurately. The module will also cover medical terminology and abbreviations, essential for clear and precise communication within the healthcare environment. Finally, you will study various patient forms, understanding their significance in the healthcare process and how they facilitate effective patient care and administrative efficiency.

During this module, you will study the following topics:

1. Electronic Health Records
2. Introduction to Provider Notes
3. Introduction to Medical Terminology and Medical Abbreviations
4. Patient Forms

Module 3: Administrative Medical Assistant
(5 clock hours)

In this module, you will acquire essential skills for managing patient interactions and office operations. You will start with appointment scheduling, where you'll learn best practices for organizing patient visits efficiently and effectively, ensuring optimal workflow and patient satisfaction. Additionally, the module will cover telephone techniques, focusing on professional communication skills necessary for handling calls, managing inquiries, and providing exceptional customer service in a healthcare setting. This module is designed to enhance your ability to perform administrative tasks with confidence and professionalism.

During this module, you will study the following topics:

1. Appointment Scheduling
2. Telephone Techniques

Module 4: Administrative Medical Assistant
(15 clock hours)

In this module, you will develop a comprehensive set of skills crucial for success in a medical office environment. You will begin with communication skills, focusing on effective strategies for interacting with patients, colleagues, and healthcare professionals. Next, you will explore patient education techniques, learning how to convey important health information clearly and empathetically. The module will also introduce you to electronic applications, equipping you with the knowledge to utilize technology efficiently in managing medical records and appointments. Finally, you will gain insights into managing a medical office, understanding the administrative and operational aspects necessary for maintaining a well-organized and effective healthcare practice.

During this module, you will study the following topics:

1. Communication Skills
2. Patient Education
3. Electronic Application
4. Managing a Medical Office

Module 5: Clinical Medical Assistant
(20 clock hours)

In this module, you will delve into several crucial aspects of healthcare administration and patient care. You will start by examining health insurance reimbursement processes, gaining insights into how to manage claims and ensure proper compensation for medical services. The module will also cover accounting responsibilities, providing you with essential skills for managing financial records and transactions within a healthcare setting. Additionally, you will explore nutrition and wellness, learning how to support patients' overall health through dietary guidance and wellness strategies. Finally, you will study medical asepsis and infection control, focusing on practices and protocols to prevent infections and maintain a safe clinical environment.

During this module, you will study the following topics:

1. Health Insurance Reimbursement
2. Accounting Responsibilities
3. Nutrition and Wellness
4. Medical Asepsis and Infection Control

Module 6: Clinical Medical Assistant
(30 clock hours)

In this module, you will gain hands-on expertise in several critical areas of patient care and clinical support. You will begin with assisting with physical exams, learning how to support healthcare providers during patient evaluations. The module will cover sterilization and the proper handling of surgical instruments, ensuring that you understand the importance of maintaining a sterile environment. You will also explore techniques for assisting with minor surgery, including preoperative and postoperative care. Additionally, you will study pharmacology and the procedures for preparing and administering medication, with a focus on oral medication administration and understanding injection needle sizes. Detailed instructions will be provided on how to fill a syringe for injection and perform various types of injections, including intradermal and subcutaneous injections, equipping you with the practical skills necessary for effective patient care.

During this module, you will study the following topics:

1. Assisting with Physical Exam
2. Sterilization and Surgical Instruments
3. Assisting with Minor Surgery
4. Pharmacology
5. Preparing and Administering Medication
6. Oral Medication Administration

7. Injection Needle Sizes
8. How to fill a syringe for Injection
9. Intradermal Injections
10. Subcutaneous Injections
11. Intramuscular Injections
12. Z-Track Method for Intramuscular Injections

Module 7: Clinical Medical Assistant
(20 clock hours)

In this module, you will explore a diverse range of topics essential for comprehensive patient care and emergency management. You will begin with diagnostic imaging, gaining insight into various imaging techniques used for accurate diagnosis. The module will also cover body positioning, teaching you how to position patients effectively for examinations and procedures. You will be prepared to handle medical office emergencies and develop strategies for disaster preparedness, ensuring readiness for unexpected situations. Additionally, you will study dermatology and the integumentary system, focusing on skin conditions and care.
The module will include an introduction to orthopedics, with an emphasis on understanding bones and muscles, equipping you with a well-rounded knowledge base for addressing musculoskeletal issues in a clinical setting.

During this module, you will study the following topics:

1. Diagnostic Imaging
2. Body Positioning
3. Medical Office Emergencies
4. Disaster Preparedness
5. Dermatology
6. Integumentary System
7. Orthopedics
8. Bones and Muscles

Module 8: Clinical Medical Assistant
(25 clock hours)

In this module, you will delve into a comprehensive range of medical specialties and diagnostic techniques essential for holistic patient care. You will begin with ophthalmology and otolaryngology, focusing on the diagnosis and treatment of eye and ear, nose, and throat conditions. The module will then cover pulmonary medicine, providing insights into respiratory health and disorders. You will explore the cardiovascular system, learning about heart and blood vessel functions, and gain practical skills in performing EKG/ECG to monitor cardiac activity. Additionally, you will study gastroenterology, neurology, and urology, encompassing digestive health, nervous system disorders, and urinary tract conditions, respectively. This module aims

to equip you with the knowledge and skills needed to address a broad spectrum of medical issues effectively.

During this module, you will study the following topics:

1. Ophthalmology and Otolaryngology
2. Pulmonary Medicine
3. The Cardiovascular System
4. How to EKG/ECG
5. Gastroenterology
6. Neurology
7. Urology

Module 9: Clinical Medical Assistant
(25 clock hours)

In this module, you will explore key areas of medical care related to reproductive health, hormonal regulation, and pediatric care. You will begin with a detailed examination of the male reproductive system, understanding its structure, function, and common disorders. The module will also cover obstetrics and gynecology, focusing on women's health, pregnancy, and childbirth, as well as gynecological conditions. Additionally, you will study endocrinology, gaining insights into hormonal imbalances and endocrine disorders. Finally, you will delve into pediatrics, learning about the medical care and developmental needs of infants, children, and adolescents. This module is designed to provide you with a well-rounded foundation in these essential areas of healthcare.

During this module, you will study the following topics:

1. Male Reproductive System
2. Obstetrics and Gynecology
3. Endocrinology
4. Pediatrics
5. Geriatrics
6. Introduction to the Physician Office Laboratory

Module 10: Clinical Medical Assistant
(20 clock hours)

In this module, you will delve into critical aspects of laboratory medicine essential for accurate diagnosis and treatment. You will start with hematology, focusing on the study of blood and blood disorders, understanding how to analyze blood samples and interpret results. The module will then cover clinical chemistry, where you will learn about the chemical processes and tests used to assess various bodily functions and conditions. Additionally, you will explore microbiology and immunology, gaining

insights into the study of microorganisms and the body's immune response to infections This module is designed to equip you with the knowledge and skills needed to perform and understand essential laboratory tests that support effective patient care.

During this module, you will study the following topics:

1. Hematology
2. Clinical Chemistry
3. Microbiology and Immunology

Module 11: Clinical Medical Assistant
(30 clock hours)

In this module, you will gain practical skills and knowledge essential for effective specimen collection and analysis. You will begin with urinalysis, learning how to perform and interpret tests on urine samples to diagnose various conditions. The module will also cover phlebotomy techniques, focusing on the process of drawing blood from patients. You will be trained in two specific methods: using a straight needle and a butterfly needle for blood draws.

Each technique will be explored in detail to ensure you can perform these procedures with precision and care. This module is designed to provide you with the competencies needed for accurate specimen handling and patient interaction.

During this module, you will study the following topics:

1. Urinalysis
2. Phlebotomy
3. Blood Draw (Straight Needle)
4. Blood Draw (Butterfly Needle)

Module 12: Career Strategies
(31 clock hours)

In this module, you will focus on key strategies for transitioning from a student to a professional in the workforce. You will start by exploring how to navigate the shift from academic life to employment, including practical tips for adapting to a professional environment. The module will guide you through building an effective resume, tailored to showcase your skills and experiences.

You will also learn about the importance of professional attire, with guidance on how to dress for success in various workplace settings. To prepare you for job interviews, you will participate in both in-person and virtual mock interviews, allowing you to practice and refine your interview skills in a realistic setting. This module is designed

to equip you with the tools and confidence needed to excel in your career.

During this module, you will study the following topics:

1. Making the transition: Student to Employee
2. Resume Build Up
    1. Dress for success
    2. Mock Interview in person
    3. Mock interview virtual

Skills Labs

(50 hours of online medical skills training)

In this module, you will focus on key strategies for transitioning from a student to a professional in the workforce. You will start by exploring how to navigate the shift from academic life to employment, including practical tips for adapting to a professional environment. The module will guide you through building an effective resume, tailored to showcase your skills and experiences. You will also learn about the importance of professional attire, with guidance on how to dress for success in various workplace settings. To prepare you for job interviews, you will participate in both in-person and virtual mock interviews, allowing you to practice and refine your interview skills in a realistic setting. This module is designed to equip you with the tools and confidence needed to excel in your career.

During this module, you will study the following skills:

1. Vitals
2. EKG
3. Wound Care
4. Urinalysis
5. Injections Intramuscular
6. Injections Intradermal
7. Injections Subcutaneous
8. Blood Draws Butterfly Needle
9. Blood Draws Straight Needle
10. Skills Finals

Internship

(160 clock hours)

To meet the clinical core requirements for graduation from our Medical Assistant program, students must successfully complete an internship consisting of 200 clinical hours dedicated to observation and hands-on training. During this internship, each Medical Assistant skill must be evaluated and verified through a clinical competency

form, which will be provided to the student. It is the student's responsibility to secure an internship in their own area, with suitable options including urgent care centers, doctor's offices, hospitals, and various clinics. We recommend that students begin their internship by the end of their fifth module.

Students with prior medical education or experience may be eligible for an option to request a reduction in the number of required internship hours. To request a waiver, you should submit evidence of your experience, including a comprehensive letter from a current or former employer and a detailed notarized resume. This documentation will support your request to waive the clinical requirements of the program.

Upon completion of the internship, students are required to submit a supervisor-signed certificate of completion, accompanied by all requisite forms and photographic evidence of their participation. This documentation serves to formally attest to the student's successful fulfillment of the internship requirements, ensuring that their practical experience is meticulously recorded and verified. The comprehensive submission of these materials is critical for the official certificate of their training and professional development.

Class Schedule

The Medical Assistant Online Course gives priority to the needs of our students by offering fully self-paced hybrid courses. Modules are available 24 hours a day, 7 days a week for student access at any time. Instructors are available for one-on-one tutoring that can be scheduled Monday through Friday from 8am to 4pm (MST), with the exception of US Federal holidays.

Phlebotomy Technician Program
(360 hours)

Phlebotomy Technicians are essential healthcare professionals, playing a critical role in both the clinical and administrative functions within a medical office. Their role is vital in ensuring a positive and welcoming experience for patients, as they manage a wide range of tasks in both areas. The comprehensive Phlebotomy Technician course, offered hybrid and spanning hours, is designed to provide extensive training in medical administration and clinical skills.

This course covers fundamental aspects of the profession, emphasizing the importance of professionalism, ethics, and essential qualities such as integrity, compassion, and interpersonal skills. Phlebotomy Technicians have the opportunity to work in various healthcare settings, including physician office laboratories, urgent care centers, and nursing homes. In addition to collecting blood samples, they must be knowledgeable about patient rights, privacy protection under HIPAA regulations, and effectively handling situations where a patient refuses treatment. This course equips students to perform their role effectively and ethically, ensuring they are well-prepared to be integral members of the healthcare team.

The Phlebotomy Technician course is meticulously structured into 6 modules, each designed to cultivate highly skilled professionals in blood collection and related procedures. Each module has a specific objective, providing a comprehensive and detailed understanding of the healthcare setting. Topics covered include an overview of the human body, blood collection procedures, and special techniques. The modules are focused on preparing students to excel in various healthcare environments, ensuring a thorough mastery of both practical skills and theoretical knowledge required to excel in the field of phlebotomy.

Program Notes

Formal application and acceptance into the Phlebotomy Technician program are mandatory. You must pass all classroom modules which encompass a total of 140 clock hours, as well as the psychomotor and affective skills components within each course, to successfully complete the program. Repeating a course is allowed only once, and successful completion of each successive course is necessary for progression within the program. Additionally, you are required to complete 60 hours of skill lab training and 160 hours of externship. A minimum grade of 76% is required in all courses to meet program standards.

Equipment and Technology Requirements

To effectively support the delivery of the Phlebotomy Technician program, the institution requires various essential equipment. This includes desktop computers or laptops for instructors and administrative staff to manage course materials and tasks, as well as printers for producing course documents, assignments, and other administrative paperwork. Audio-visual equipment, such as microphones, speakers, and audio recording devices, is necessary to facilitate lectures and presentations.

Additionally, the program needs a range of phlebotomy-specific tools, including needles and syringes of various sizes for different types of blood draws, blood collection tubes with appropriate additives, and vacutainer systems for safe blood collection. Other important items include tourniquets for venipuncture practice, alcohol swabs for disinfecting the skin before blood collection, gauze and bandages for post-venipuncture care, and sharps containers for the safe disposal of needles and other sharp instruments. Disposable gloves and personal protective equipment (PPE) such as masks and gowns are also crucial for infection control and safety. Furthermore, specimen containers for non-blood specimens and urine collection, infection control supplies like disinfectants and hand sanitizers, and educational materials such as textbooks and online resources on phlebotomy techniques are essential. Finally, laboratory equipment like centrifuges for processing blood specimens and record-keeping materials, including forms and software for documentation and tracking, will provide a solid foundation for the phlebotomy course. This comprehensive equipment list is vital for ensuring the efficient operation of the program and the seamless delivery of high-quality educational content.

Equipment and Materials Required for Students

You must have the required textbooks and reference materials to study medical concepts and principles. You should possess a laptop or tablet for accessing online resources, completing assignments, and conducting medical research. Essential stationery items, such as pens, notebooks, and highlighters, are necessary for note-taking and organizing your study materials. A reliable internet connection is crucial for online research, communication, and accessing course materials. Additionally, you are expected to wear scrubs during practical training and professional attire for video conferencing, meetings, mock interview simulations, and other formal settings.

Required Classes

PBT 01The Healthcare Setting
PBT 02 Overview of the Human Body
PBT 03 Standard Phlebotomy Procedures
PBT 04 Special Phlebotomy Procedures
PBT 05 Processing
PBT 06 Career Strategies
Externship

Module 1: The Healthcare Setting
(23 clock hours)

In this module, we will delve into the key elements of phlebotomy and its vital role in modern healthcare. We'll begin by exploring the responsibilities and contributions of the phlebotomist, highlighting how they support patient care and ensure clinical accuracy. The historical development of phlebotomy will also be examined, providing context for current practices across a range of healthcare settings. A strong emphasis will be placed on quality assurance, along with the legal and ethical standards that govern professional practice. We will also cover essential topics such as infection control, safety procedures, first aid, and personal wellness, each critical to maintaining a safe and effective healthcare environment. Lastly, the module will explore key aspects of communication, including the communication cycle, communication styles, verbal and non-verbal methods, therapeutic communication techniques, common challenges, and the importance of customer service in delivering compassionate and effective patient care.

During this module, you will study the following topics:

1. The Role of Phlebotomist
2. Phlebotomy: Past, Present and Healthcare Setting
3. Quality Assurance and Legal Issues in Healthcare
4. Infections, Control, Safety, First Aid, Personal Wellness and Cough Etiquette
5. Communication (Communication cycle, styles, verbal vs non-verbal, therapeutic, challenges and customer service)

Module 2: Overview of the Human Body
(20 clock hours)

In this module, we will delve into foundational topics crucial for understanding phlebotomy and its role in healthcare. We will start with an overview of medical terminology, equipping you with the essential vocabulary needed to communicate effectively in a medical setting. Following this, we will review human anatomy and physiology, focusing on the body's systems and how they interact. This review will set the stage for an in-depth examination of the circulatory system, where we will explore its structure, function, and relevance to blood collection procedures. Together, these

topics will provide a comprehensive understanding of the physiological context in which phlebotomy is performed.

During this module, you will study the following topics:

1. Medical Terminology
2. Human Anatomy and Physiology Review
3. The Circulatory System

Module 3: Blood Collection Procedures
(42 clock hours)

In this module, we will explore the essential components of phlebotomy practice to ensure accurate, safe, and patient-centered blood collection. We will begin by reviewing requisitions, patient identification, and the importance of obtaining informed consent. The module will then cover effective patient interviews, focusing on adherence, communication techniques, and patient education to promote cooperation and understanding. Proper patient preparation will be emphasized to ensure comfort and procedural success. Safety and compliance with healthcare regulations will be addressed to uphold professional and legal standards.

Next, we will examine the entire blood collection process, including equipment selection, the role of additives, and the correct order of draw to maintain sample integrity. Detailed instruction on venipuncture procedures will be provided, along with preanalytical considerations that may influence test outcomes. We will also cover blood specimen processing and how to properly prepare samples for laboratory analysis. Additional focus will be given to capillary puncture equipment and procedures, offering insight into alternative collection methods. Finally, we will address best practices in labeling specimens and providing appropriate postprocedure care, ensuring quality and patient safety throughout the phlebotomy process.

During this module, you will study the following topics:

1. Review of requisition, Identification and Consent
2. Patient Interview (Adherence, Interview, Education)
3. Patient Preparation
4. Safety and Compliance
5. Blood Specimen Processing
6. Blood Collection
7. Preparing Blood for the Lab
8. Blood Collection Equipment, Additives and Order of Draw
9. Venipuncture Procedures
10. Preanalytical Considerations
11. Capillary Puncture Equipment and Procedures
12. Labeling and Postprocedure Care

Module 4: Special Procedures
(18 clock hours)

This course provides an in-depth exploration of advanced phlebotomy practices, equipping students with the skills required for specialized specimen collection and diagnostic testing. Students will be trained in procedures involving immediate bedside testing, the application of technology in specimen handling and processing, and the collection and analysis of non-blood specimens, such as urine or saliva. Additionally, they will gain proficiency in arterial puncture techniques, essential for obtaining samples used in critical diagnostic assessments.

During this module, you will study the following topics:

1. Special Collections and Point of Care Testing
2. Computers and Specimen Handling and Processing
3. Non-Blood Specimens and Tests
4. Arterial Puncture Procedures

Module 5: Processing
(19 Clock Hours)

This module focuses on the essential processes involved in laboratory specimen management and communication. We'll begin with preparing specimens for storage or testing, including special handling, centrifuging, aliquoting, packaging, and use of biohazard bags. Proper specimen handling will also be covered, with an emphasis on maintaining the chain of custody when required. The module will highlight the importance of coordinating communication with non-laboratory personnel to ensure efficient workflow and minimize errors. Students will be introduced to laboratory informatics for managing data, and will learn how to accurately report and distribute results to healthcare providers for timely patient care.

During this module, you will study the following topics:

1. Preparing Laboratory Specimens for Storage or Testing (Special handling, Centrifuging, Aliquoting, Packaging, Placing in biohazard bags)
2. Specimen handling (Chain of custody)
3. Coordinating Communication with Non Laboratory Personnel
4. Laboratory Informatics
5. Reporting and Distributing Laboratory Results (Results to Providers)

Module 6: Career Strategies
(18 clock hours)

During this module, you will engage in comprehensive career development activities designed to enhance your employability. The first topic, Resume Build Up, will guide you through the process of crafting a strong, professional resume tailored to your desired

industry, highlighting your skills, experiences, and qualifications effectively. Following this, you will participate in two types of Mock Interviews: Virtual Mock Interviews, where you will practice navigating the nuances of online interviews, increasingly common in today's job market, and In-Person Mock Interviews, providing you with the opportunity to experience a face-to-face interview setting. Both formats will help you refine your communication, presentation, and confidence in real-world interview scenarios.

During this module, you will study the following topics:

1. Resume Build Up
2. Mock Interview - Virtual
3. Mock Interviews - In Person

Skills Labs
(60 hours of medical skills training)

In this module, students will participate in skill labs where they will put into practice five key topics. Beginning with The Healthcare Setting, students will explore the practical aspects of working in medical environments, followed by an Overview of the Human Body, where they will gain hands-on experience in understanding human anatomy relevant to healthcare procedures. The labs will also focus on Blood Collection Procedures, allowing students to apply essential techniques for venipuncture and other methods. Additionally, they will engage in Special Procedures, covering advanced diagnostic and collection techniques. Lastly, the module will address Career Strategies, offering practical exercises to prepare students for professional opportunities in the healthcare field.

You will gain hands-on experience and in-depth knowledge in the following areas:

1. Venipuncture Techniques
2. Capillary Draw
3. Patient Interaction
4. Infection Control
5. Handling Specimens
6. Emergency Procedures
7. Phlebotomy Equipment Handling
8. Record Keeping and Documentation
9. Legal and Ethical Considerations

Externship
(160 clock hours)

To meet the clinical core requirements for graduation from our Phlebotomy Technician program, students must successfully complete an externship consisting of 160 clinical hours dedicated to observation and hands-on training. During this externship, each phlebotomy skill must be evaluated and verified through a clinical competency form, which will be provided to the student. The school's Externship Department will assist students in securing an appropriate externship placement with suitable options including but not limited to urgent care centers, doctor's offices, hospitals, and other course relevant related sites.

Students with prior medical education or experience may be eligible for an exemption from the externship requirement. To request a waiver, you should submit evidence of your experience, including a comprehensive letter from a current or former employer and a detailed notarized resume. This documentation will support your request to waive the clinical requirements of the program.

Electrocardiogram Technician Program
(413 hours)

The Electrocardiogram (EKG) Technician Program is designed to provide comprehensive training for individuals looking to build a career as Electrocardiogram Technicians in the Health Care sector. This program aims to equip you with essential skills and knowledge needed to perform diagnostic procedures that help medical practitioners identify and manage cardiovascular conditions in patients. We emphasize creating a supportive and positive environment for patients during clinical duties, ensuring that you provide care that meets the highest standards in the healthcare industry.

The curriculum covers a wide range of topics, including effective communication skills- Both oral and written- computer proficiency, cardiovascular monitoring techniques, and how to maintain electrocardiogram (EKG) equipment. You'll also learn about managing medical records, educating patients, as well as important legal and ethical considerations in biometrical practice. This diverse educational approach ensures you are well prepared to handle the complexities of patient care and the technical requirements of EKG technologies.

The Program is thoughtfully organized into distinct modules, each focusing on key aspects of electrocardiography and patient care. Each module outlines the specific time commitment required, ensuring that all essential topics are thoroughly covered, upon successfully completing the Program, you will have the skills and expertise needed to effectively work as an Electrocardiogram Technician in various healthcare settings, contributing to better patient health outcomes.

Program Notes

Formal application and acceptance into the Electrocardiogram Technician Certificate Program are required. To successfully complete the program, students must pass all theoretical and practical modules, with a minimum grade of 76%. The course spans 413 hours, including 203 didactic hours, 50 clinical skill labs hours, and 160 externship hours. Key areas covered are EKG technology, safety, communication, patient care, equipment maintenance, EKG acquisition technique, analysis, and electronic medical records. Each module is designed to ensure comprehensive training, preparing graduates to excel as Electrocardiogram Technicians in various healthcare settings.

Equipment and Materials Requirements

To effectively support the delivery of the EKG Technician Comprehensive Course, the institution requires various essential equipment and materials. This includes EKG machines of different configurations, such as 3-lead, 5-lead, and 12-lead machines, for practicing and learning different EKG readings and diagnostic tests. Additionally,

simulated defibrillators are necessary for hands-on practice in cardiac arrest scenarios and understanding shock delivery. Portable heart rate monitors are required for measuring heart rate and rhythm to practice real-time monitoring.
Optional patient simulation mannequins can be used to practice EKG lead placement, patient interaction, and handling arrhythmias. Medical exam tables are needed for positioning patients during EKG tests with ease and comfort. Mobile medical carts and workstations are essential for organizing equipment like electrodes, wires, and tools during practice sessions.

Equipment and Materials Required for Students

Students must have the following materials to effectively participate in the EKG Technician Comprehensive Course: disposable or reusable electrodes for practicing EKG tests on mannequins or peers; lead wires essential for connecting electrodes to EKG machines for accurate testing and readings; conductive gel to enhance electrode adhesion to the skin and improve signal quality during EKG tests; disposable gloves for hygiene during practice, especially when interacting with mannequins or in clinical settings; lab coats or scrubs to maintain professionalism and hygiene; stethoscopes (optional) for auscultating heart sounds and understanding murmurs and anomalies while taking vital signs; notebooks or binders for taking notes on theoretical material, rhythm identification, and recording patient observations; textbooks and workbooks that contain core educational materials with detailed theory and practice exercises for EKG rhythm interpretation; pulse oximeters to measure oxygen saturation and pulse rate for real-time monitoring and health assessment; and oral or infrared thermometers for practicing vital sign collection during patient assessments.

Required Classes

EKG 01: Introduction to EKG Technology
EKG 02: Safety, Compliance, and Legal Considerations
EKG 03: Communication and Patient Interaction
EKG 04: Basic Patient Care and Vital Signs
EKG 05: EKG Equipment and Maintenance
EKG 06: EKG Acquisition Techniques
EKG 07: EKG Analysis and Interpretation
EKG 08: Electronic Medical Records (EMR/EHR)

Module 1: Introduction to EKG Technology
(12 clock hours)

This comprehensive module aims to provide an introduction to the fundamental concepts of electrocardiography (EKG). It offers a detailed overview of the technology, the role of EKG technicians, and key aspects of cardiac anatomy and physiology, presented in an accessible manner. The module will explore the underlying principles of electrocardiography, including the recording and interpretation of the heart's electrical activity. Additionally, it will provide an in-depth explanation of the heart's electrical conduction system, anatomy, blood flow, and cardiac cycle, all of which are essential for accurate EKG readings and diagnoses.

During this module, students will study the following topics:

1. Overview of EKG Technology and Technician Role
2. Basic Anatomy and Physiology of the Heart
3. Principles of Electrocardiography

Module 2: Safety, Compliance, and Legal Considerations
(20 clock hours)

This module provides an in-depth understanding of the critical principles surrounding healthcare regulations, ethical standards, legal considerations, and professional behavior in the healthcare environment. It covers the importance of maintaining patient confidentiality in accordance with HIPAA (Health Insurance Portability and Accountability Act), adherence to OSHA (Occupational Safety and Health Administration) guidelines for infection control, ethical standards that guide healthcare professionals, the scope of practice for healthcare workers, and the legal aspects related to healthcare practice. Furthermore, it emphasizes the role of professionalism in maintaining a safe, effective, and respectful healthcare environment.

During this module, students will study the following topics:

1. HIPAA Regulations, Patient Confidentiality and Consent
2. OSHA Guidelines and Infection Control
3. Ethical Standards and Scope of Practice
4. Legal Considerations and Professionalism

Module 3: Communication and Patient Interaction
(14 clock hours)

This module provides a comprehensive overview of effective communication techniques and methods used in healthcare settings. It emphasizes the importance of understanding cultural and developmental considerations in patient interactions, ensuring that communication is respectful, empathetic, and tailored to the needs of diverse patient populations. Furthermore, the module covers the principles of patient education,

highlighting how to effectively educate patients about their health conditions, treatments, and self-care practices, as well as how to provide clear and understandable instructions for their well-being.

During this module, students will study the following topics:

1. Communication Methods and Techniques
2. Cultural and Developmental Considerations
3. Patient Education and Instructions

Module 4: Basic Patient Care and Vital Signs

(20 clock hours)

This module provides a comprehensive understanding of vital signs and their role in monitoring patient health. It covers the process of acquiring vital signs, understanding what constitutes normal versus abnormal readings, and responding to emergencies in cardiac testing. The module is designed to equip healthcare professionals with the knowledge and skills necessary to accurately assess vital signs, interpret the results, and handle emergency situations effectively, especially in the context of cardiac testing.

During this module, students will study the following topics:

1. Vital Signs Acquisition
2. Normal and Abnormal Vital Signs
3. Emergencies in Cardiac Testing

Module 5: EKG Equipment and Maintenance

(16 clock hours)

This comprehensive module covers a wide range of topics that are essential for understanding Electrocardiogram (EKG) equipment. It aims to provide an in-depth exploration of the various types of EKG machines, their settings, proper calibration, maintenance procedures, cleaning protocols, and how to troubleshoot common issues associated with EKG machines. The content is designed for healthcare professionals and technicians who need to operate and maintain EKG equipment in clinical and hospital settings.

During this module, students will study the following topics:

1. Types of EKG Equipment
2. Machine Settings and Calibration
3. Equipment Maintenance and Cleaning
4. Troubleshooting Common Issues

Module 6: EKG Acquisition Techniques

(39 clock hours)

This comprehensive module is designed to educate healthcare professionals on the essential techniques required to prepare patients and ensure accurate Electrocardiogram (EKG) readings. It covers skin preparation for electrode placement, the correct positioning of leads for various EKG tests, optimal patient positioning, methods for identifying and resolving artifacts, and the importance of verification and documentation to ensure high-quality results. By mastering these key components, healthcare providers can ensure reliable, consistent, and clinically useful EKG recordings.

During this module, students will study the following topics:

1. Skin Preparation for Electrode Placement
2. Lead Placement for Various EKG Tests
3. Patient Positioning for Accurate Readings
4. Artifact Identification and Resolution
5. Monitoring During Stress Testing
6. Verification and Documentation

Module 7: EKG Analysis and Interpretation

(44 clock hours)

This in-depth module is designed to provide healthcare professionals with a comprehensive understanding of how to analyze and interpret Electrocardiogram (EKG) readings. It covers essential aspects of heart rate calculation, rhythm analysis, waveform measurement, arrhythmia identification, recognizing ischemia, injury, and infarction, as well as understanding pacemaker spikes and artifacts. Mastery of these topics enables clinicians to interpret EKGs accurately and make informed decisions in diagnosing cardiac conditions.

During this module, students will study the following topics:

1. Heart rate calculations and Rhythm regularity
2. Intervals, Waveform Measurement and Analysis
3. Arrhythmia Identification
4. Ischemia, Injury, and Infarction recognition
5. Pacemaker spike and artifacts

Module 8: Electronic Medical Records (EMR/EHR)

(12 clock hours)

This module provides a comprehensive overview of Electronic Medical Record (EMR) and Electronic Health Record (EHR) systems, focusing on their importance, the processes involved in inputting and managing patient data, and the critical aspects of security and confidentiality. The goal is to equip healthcare professionals with the necessary knowledge and skills to use EMR/EHR systems effectively and ethically, ensuring accurate documentation, seamless communication, and the protection of patient information.

During this module, students will study the following topics:

1. Introduction to EMR/EHR Systems
2. Inputting and Managing Patient Data
3. Security and Confidentiality in EMR/EHR

Skill Labs

(50 clock hours)

This module provides hands-on experience to reinforce essential clinical skills for effective patient care and accurate diagnostics. It covers key areas such as infection control, EKG procedures, equipment handling, and emergency response protocols, ensuring participants develop practical competencies for real-world healthcare settings.

The training helps students gain technical skills, like performing EKGs and identifying artifacts, while emphasizing safety practices like proper use of PPE and infection control. Through interactive exercises and simulations, participants refine their skills and learn to respond effectively to emergencies, ensuring patient safety and diagnostic accuracy. Each section is tailored for various healthcare environments, equipping students with the expertise and protocols needed to improve patient outcomes and provide high-quality care.

During this module, you will study the following skills:

1. Infection Control and PPE
2. EKG Equipment Maintenance
3. Electrode Application
4. Patient Positioning
5. EKG Acquisition
6. Artifact Identification
7. EKG Analysis Practice
8. Emergency Response
9. Complete a minimum of 10 electrocardiograms on live individuals

Externship

(160 clock hours)

To fulfill the clinical core requirements for graduation from our EKG Technician program, students are required to successfully complete an externship consisting of 160 clinical hours, focused on both observation and hands-on training. Throughout the externship, each EKG Technician skill will be assessed and verified using a clinical competency form, which will be provided to the student. We recommend that students begin their externship by the conclusion of their eighth module.

Students with prior medical education or experience may qualify for an exemption from the externship requirement. To request a waiver, students must submit documentation of their experience, including a comprehensive letter from a current or former employer and a detailed, notarized resume. This supporting documentation will be reviewed to determine eligibility for exemption from the clinical component of the program.

Patient Care Technician/Assistant Program
(427 hours)

Patient Care Technicians are vital members of the healthcare team, providing essential support in direct patient care and basic clinical procedures. Their role is critical in ensuring patients receive compassionate, respectful, and high-quality care across diverse settings. The comprehensive Patient Care Technician course, offered hybrid and spanning 427 hours, delivers in-depth training in core clinical skills and patient support services, including vital signs monitoring, basic EKG and phlebotomy procedures, infection control, and patient safety.

This course covers fundamental aspects of the profession, emphasizing professionalism, ethics, and key personal attributes such as empathy, communication, and integrity. Patient Care Technicians may work in hospitals, long-term care facilities, rehabilitation centers, and clinics. In addition to assisting with activities of daily living and clinical monitoring, they must understand patient rights, privacy protections under HIPAA, and how to respond appropriately when a patient refuses care or is in emotional distress. This course equips students to perform their role effectively and ethically, preparing them to be integral members of the healthcare team.

The Patient Care Technician course is meticulously structured into six instructional modules with assigned clock hours, a Skills Lab for hands-on practice, and a supervised Externship. The curriculum provides a comprehensive, holistic education that integrates patient care, compliance and safety, infection prevention, foundational phlebotomy, and basic electrocardiography. This structure ensures mastery of both practical skills and theoretical knowledge required to excel as an entry-level Patient Care Technician.

Program Notes

Formal application and acceptance into the Patient Care Technician program are mandatory. You must pass all classroom modules which encompass a total of 207 clock hours, as well as the psychomotor and affective skills components within each course, to successfully complete the program. Repeating a course is allowed only once, and successful completion of each successive course is necessary for progression within the program. Additionally, you are required to complete 60 hours of skills lab training and 160 hours of externship. A minimum grade of 76% is required in all courses to meet program standards.

Equipment and Technology Requirements

To effectively support the delivery of the Patient Care Technician program, the institution requires essential instructional infrastructure. This includes desktop computers or laptops for instructors and administrative staff to manage course materials and tasks, as well as printers for producing course documents, assignments, and other administrative paperwork. Audio-visual equipment, such as microphones, speakers, and audio recording devices, is necessary to facilitate lectures and presentations.

Additionally, the program requires PCT-specific training equipment to support simulation and competency practice: adjustable hospital bed with rails; wheelchair and stretcher/gurney; gait belts and, if available, a mechanical lift or transfer sling; ADL and adaptive devices for feeding and dressing; ROM bench or mat with passive/active ROM aids; compression hose and an SCD simulator; pressure-relief mattress or repositioning equipment and draw sheets; oxygen delivery supplies (nasal cannula, simple and non-rebreather masks); portable oral suction and incentive spirometers; vital-signs equipment (manual/digital BP cuffs, stethoscopes, thermometers, pulse oximeters) and a patient monitor simulator; feeding-tube (NG/PEG) and ostomy trainers; phlebotomy practice arm and capillary puncture kit; EKG machine simulator with 3-, 5-, and 12-lead capability, electrodes, gel, leads and cables; hand-hygiene and PPE stations; sharps and biohazard waste containers; EMR simulation software or training tablets; vital-sign records, I&O charts, and specimen labels; linens and transfer boards; walkers, canes, and crutches; plus consumables such as gloves, sterile dressings, gauze, tape, and disinfectants. These items ensure safe, standards-aligned practice of core PCT skills.

Equipment and Materials Required for Students

You must have the required textbooks and reference materials to study medical concepts and principles. You should possess a laptop or tablet for accessing online resources, completing assignments, and conducting medical research. Essential stationery items, such as pens, notebooks, and highlighters, are necessary for note-taking and organizing your study materials. A reliable internet connection is crucial for online research, communication, and accessing course materials. Additionally, you are expected to wear scrubs during practical training and professional attire for video conferencing, meetings, mock interview simulations, and other formal settings.

Required Classes

PCT/A 01	Patient Care
PCT/A 02	Compliance, Safety, and Professional Responsibility
PCT/A 03	Infection Control
PCT/A 04	Phlebotomy
PCT/A 05	Electrocardiography (EKG/ECG)
PCT/A 06	Career Strategies
Skills Labs	60 clock hours
Externship	160 clock hours

Module 1: Patient Care
(85 clock hours)

This module introduces essential patient care concepts and skills. Students review the integumentary, skeletal, muscular, cardiovascular, lymphatic, respiratory, digestive, urinary, and reproductive systems and learn how disease processes affect care. Training includes assisting with bathing, oral care, bed making, dressing, grooming, toileting, feeding, and weighing patients, along with providing emotional support through therapeutic communication. Students practice the use and maintenance of oxygen and suction equipment, monitors, feeding tubes, and beds, as well as supporting patients with functional limitations. Instruction covers range-of-motion exercises, adaptive devices for ADLs, rounding, and assisting with IV removal, sterile dressings, ostomy care, ambulation, and transfers. Learners provide skin and compression care, including SCDs and antiembolism stockings, perform respiratory care, basic first aid and CPR, and accurately report changes, vital signs, pain, and infection. The module concludes with delegation principles, prioritizing care, and hospice and postmortem care.

During this module, you will study the following topics:

1. Body Systems and Disease Processes
2. Basic Patient Care
3. Emotional Support
4. Equipment
5. Range of Motion and ADL Devices
6. Procedures and Patient Movement
7. Skin Care and Compression Devices
8. Respiratory Care and Emergency Skills
9. Reporting and Documentation
10. Hospice and Postmortem Care

Module 2: Compliance, Safety, and Professional Responsibility
(20 clock hours)

Students learn to maintain professionalism, ethics, and safety in the healthcare environment. Topics include the role and responsibilities of the Patient Care Technician, workplace safety, and injury prevention under OSHA, NIOSH, and CDC guidelines. Students practice reporting injuries, following operational standards, and maintaining patient safety and equipment use protocols. The course covers abuse and neglect recognition, responding to emergencies, protecting patient rights, HIPAA confidentiality, and proper patient identification. Learners practice professional communication, medical terminology, abbreviation use, and electronic medical record documentation. This module builds awareness of ethical behavior, legal responsibilities, and safe, compliant patient care.

During this module, you will study the following topics:

1. Role of Patient Care Technicians/Assistants
2. Workplace safety
3. Preventing workplace injuries
4. Reporting work injuries
5. Patient Safety
6. Operational Standards
7. Patient Safety Guidelines
8. Safe Equipment Use
9. Abuse and Neglect
10. Responding to Emergencies
11. Protecting Patients' Rights
12. Patients' Rights
13. Privacy and Confidentiality (HIPAA)
14. Patient Identification
15. Electronic Medical Records and Documentation
16. Medical Terminology and Abbreviations

Module 3: Infection Control
(20 clock hours)

This module focuses on infection prevention and aseptic techniques. Students learn medical and surgical asepsis, hand hygiene, and cough etiquette to break the chain of infection. Instruction includes stages and types of infection, PPE use (gloves, gowns,

masks, eye, shoe, and head covers), and precaution types (standard, droplet, airborne, and contact). The course reviews the OSHA Bloodborne Pathogens Standard, equipment sanitization, disinfection, and sterilization, and post-exposure steps after needlesticks or fluid contact. Students also learn proper biohazard disposal and exposure control planning to maintain safety for patients and staff.

During this module, you will study the following topics:

1. Medical and Surgical Asepsis (Medical Asepsis, Surgical Asepsis, Cough Etiquette)
2. Disease Transmission
3. Types of Infection
4. Personal Protective Equipment (PPE)
5. Types of Precautions
6. Bloodborne Pathogens Standard (OSHA)
7. Equipment Sanitization, Disinfection, and Sterilization
8. Exposure Control Plan
9. Biohazard Material Disposal

Module 4: Phlebotomy
(30 clock hours)

Students gain foundational knowledge and skills in blood and specimen collection. The course covers phlebotomy basics, infection prevention, patient identification, and consent verification. Learners study phlebotomy equipment, order of draw, and proper labeling. Students perform dermal punctures (fingerstick, heel stick) and venipunctures using the evacuated tube, syringe, and butterfly methods. They learn site selection, antiseptic application, needle insertion, and aftercare. Non-blood specimen collection includes urine, saliva, sputum, stool, semen, and throat/buccal swabs. Topics also include blood cultures, adverse reactions, specimen handling, temperature/time control, CLIA-waived testing, glucometer use, quality control, preanalytical errors, and chain of custody procedures for forensic and drug testing.

During this module, you will study the following topics:

1. Phlebotomy basics
2. Preventing infections
3. Identifying patients
4. Confirming consent
5. Phlebotomy equipment
6. Specimen labels
7. Dermal punctures (Finger and Heel Stick)

8. Venipuncture
9. Venipuncture Methods
10. Nonblood specimens
11. Blood culture collection
12. Adverse reactions to blood collection
13. Specimen handling and transport
14. Quality control and CLIA-waived procedures
15. Glucometers
16. Preanalytical errors
17. Order of draw
18. Chain of custody guidelines

Module 5: Electrocardiography (EKG/ECG)
(40 clock hours)

This module teaches students to perform and interpret basic electrocardiography. Students study heart anatomy and conduction, EKG grid calibration, and lead placement for 3-, 5-, and 12-lead EKGs and telemetry. Learners practice patient identification, preparation, and electrode application, including positioning and draping. Instruction includes artifact identification and correction (wandering baseline, tremor, AC interference, interrupted baseline). Students analyze heart rhythms, intervals, and waveforms, identifying SA, atrial, junctional, ventricular, and life-threatening dysrhythmias as well as ischemia, injury, and infarction. The course concludes with EKG equipment cleaning, documentation, and patient care during cardiopulmonary compromise.

During this module, you will study the following topics:

1. Basic anatomy and physiology of the heart
2. EKG Acquisition (Standard grid, speed, amplitude, calibration, lead placement)
3. EKG Equipment
4. Patient preparation (Identifying the patient, Interviewing the patient, Disrobing, gowning, and draping, Gathering supplies, Positioning, Electrode application and lead attachment, Telemetry)
5. Specific Considerations
6. Identification and Resolution of Artifacts
7. Heart Rhythm, Intervals, and Waveforms

Module 6: Career Strategies
(12 clock hours)

During this module, you will engage in comprehensive career development activities designed to enhance your employability. The first topic, Resume Build Up, will guide you through the process of crafting a strong, professional resume tailored to your desired industry, highlighting your skills, experiences, and qualifications effectively. Following this, you will participate in two types of Mock Interviews: Virtual Mock Interviews, where you will practice navigating the nuances of online interviews, increasingly common in today's job market. This will help you refine your communication, presentation, and confidence in real-world interview scenarios.

During this module, you will study the following topics:

1. Resume Build Up
2. Mock Interview - Virtual

Skills Labs
(60 clock hours)

The Skills Laboratory provides supervised, hands-on practice of essential patient care, phlebotomy, EKG, and infection control skills in a simulated clinical setting. Students apply classroom knowledge while mastering procedures such as bathing, grooming, dressing, feeding, vital signs, mobility, and transfers. Training also includes skin and wound care, sterile dressing changes, ostomy care, compression device use, specimen collection, and EKG lead placement.
Learners practice infection prevention, PPE use, biohazard handling, CPR, and emergency procedures, while developing accuracy in reporting and electronic documentation. Each session emphasizes safety, professionalism, and communication. Competency check-offs ensure students demonstrate readiness for the clinical externship and real-world patient care.

During this module, you will study the following skills:

1. Patient Care
2. Mobility and Transfers
3. Skin and Wound Care
4. Infection Control
5. Phlebotomy
6. EKG
7. Emergency and Reporting

Externship

(160 clock Hours)

To meet the clinical core requirements for graduation from our Patient Care Technician/Assistant program, students must successfully complete an externship consisting of 160 clinical hours dedicated to observation and hands-on training. During this externship, each skill must be evaluated and verified through a clinical competency form, which will be provided to the student. The school's Externship Department will assist students in securing an appropriate externship placement with suitable options including, but not limited to, urgent care centers, doctor's offices, hospitals, and other course relevant related sites.

Students with prior medical education or experience may be eligible for an exemption from the externship requirement. To request a waiver, you should submit evidence of your experience, including a comprehensive letter from a current or former employer and a detailed notarized resume. This documentation will support your request to waive the clinical requirements of the program.

HVACR Technician Course Program
(482 hours)

HVACR Technicians are essential skilled trades professionals, playing a critical role in installation, service, and maintenance of heating, ventilation, air conditioning, and refrigeration systems. Their work is vital to building comfort, safety, and efficiency across residential, commercial, and light-industrial settings. The comprehensive HVACR Technician course, offered in a hybrid format and spanning 482 hours, is designed to provide extensive training in trade theory, tools and materials, code-aware workmanship, and safe work practices through structured classroom, skills lab, and externship experiences.

This course covers foundational aspects of the trade, emphasizing professionalism, safety, and essential qualities such as integrity, reliability, and effective communication on the jobsite. HVACR Technicians must understand worker rights and responsibilities, apply OSHA-informed practices, handle refrigerants responsibly, and read wiring and piping diagrams to support safe, compliant installations and service. This program equips students to perform their role effectively and ethically, preparing them to be integral members of the HVACR workforce.

The HVACR Technician course is meticulously structured into didactic modules, a Skills Lab, and a supervised Externship. The didactic portion contains 11 modules totaling 152 clock hours, the Skills Lab provides 90 clock hours of guided practice, and the Externship comprises 240 clock hours, allowing students to apply classroom and lab learning under supervision in approved HVACR environments. Topics include applied math, electrical systems, cooling and heating principles, ductwork and air distribution, copper/plastic/steel piping, heat-joining methods, preventive maintenance, fasteners and hardware, and basic controls. This structure ensures mastery of both practical skills and theoretical knowledge required to excel as an entry-level HVACR Technician.

Program Notes

Formal application and acceptance into the HVACR Technician program are mandatory. You must pass all classroom modules which encompass a total of 152 clock hours, as well as the psychomotor and affective skills components within each course, to successfully complete the program. Repeating a course is allowed only once, and successful completion of each successive course is necessary for progression within the program.

Additionally, you are required to complete 90 hours of skills lab training and 240 hours of externship. A minimum grade of 76% is required in all courses to meet program standards.

Equipment and Technology Requirements

To effectively support the delivery of the HVACR Technician program, the institution requires essential instructional infrastructure. This includes desktop computers or laptops for instructors and administrative staff to manage course materials and tasks, printers for producing course documents, assignments, and other administrative paperwork, and audio-visual equipment such as microphones, speakers, and audio recording devices to facilitate lectures and presentations.

Additionally, the program requires HVACR-specific training equipment to support simulation, practice, and competency validation. To this end, the institution will make use of partnerships with third party facilities that have needed equipment such as HVACR system trainers (split and/or window-type), a mini-split trainer, refrigeration and charging station with recovery/vacuum equipment and manifold gauge sets, an optional heat pump trainer, a refrigeration cycle demonstrator, an air-handling unit section, control systems board (thermostats, relays, transformers, contactors, switches), an electrical training panel, a conduit bending and wiring area, a sheet-metal fabrication table, a ventilation and airflow trainer, piping and brazing stations, a pipe threading and assembly station, digital refrigeration analyzers, air-measurement instruments (anemometers, manometers, psychrometers), a tool bench and storage system, a preventive-maintenance trainer, and a PPE and safety station with first-aid, fire extinguisher, eye-wash, LOTO kits, spill kit, and OSHA-compliant signage.

Equipment and Materials Required for Students

You must have the required textbooks and reference materials to study HVACR concepts and principles. You should possess a laptop or tablet for accessing online resources, completing assignments, and conducting technical research. Essential stationery items, such as pens, notebooks, and highlighters, are necessary for notetaking and organizing study materials. A reliable internet connection is crucial for online research, communication, and accessing course materials. Appropriate work attire and PPE are expected during practical training.

Trade-specific student materials include a manifold gauge set; thermometers and micron gauges; copper tubing and fittings; plastic/PVC piping; steel pipe and fittings; electrical wire, conduit, and connectors; duct board, sheet metal, and fasteners; small quantities of

refrigerant and lubricant for demonstration; and consumables such as solder, flux, brazing rods, electrical tape, zip ties, wire nuts, foil tape, duct sealant, screws, and insulation tape. Students will also use the current HVACR Level 1 text/workbook and maintain notebooks and binders for system readings and lab documentation.

Required Classes

HVC 01	Overview of the HVACR Field
HVC 02	Applied Math for HVACR
HVC 03	Fundamentals of Electrical Systems
HVC 04	Cooling Systems
HVC 05	Heating Systems
HVC 06	Air Distribution and Ductwork
HVC 07	Working with Copper and Plastic Piping
HVC 08	Heat Joining Pipe
HVC 09	Steel Piping Basics
HVC 10	Preventive Maintenance Essentials
HVC 11	Fasteners, Hardware, and Terminations
Skills Labs	
Externship	

Module 1: Overview of the HVACR Field
(5 clock hours)

This introductory module provides students with a foundational understanding of the HVACR (Heating, Ventilation, Air Conditioning, and Refrigeration) trade. It explores the industry's vital role in modern living, including how HVACR systems support comfort, safety, and efficiency in residential, commercial, and industrial settings. Students will gain insight into various career paths available in the field, from installation and maintenance to system design and environmental compliance. The module also emphasizes essential safety practices, basic heat transfer principles, and key environmental and EPA regulations that guide professional standards in the trade. Licensing and certification requirements are introduced to help students understand professional expectations and advancement opportunities.

During this module, students will study the following topics:

1. The HVACR Trade and Its Role
2. Career Paths in HVACR
3. Safe Work Habits
4. Environmental and EPA Rules
5. Heat Transfer Fundamentals
6. Licensing and Certification Basics

Module 2: Applied Math for HVACR
(10 clock hours)

This module focuses on the essential mathematical concepts and calculations used in the HVACR trade. Students will strengthen their skills in measurement, conversions, and the application of basic math principles to real-world scenarios in heating, cooling, and refrigeration systems. The lessons emphasize practical problem-solving involving area, volume, weight, pressure, and geometric relationships encountered during installation and maintenance work. Students will also explore how algebra, roots, and scientific notation are applied to trade formulas and technical specifications, ensuring accuracy and confidence in field calculations.

During this module, students will study the following topics:

1. Units of Measure and Conversions
2. Length, Area, and Volume Math
3. Calculating Weight and Pressure
4. Using Angles and Geometry
5. Algebra in Trade Applications
6. Roots and Scientific Notation

Module 3: Fundamentals of Electrical Systems
(15 clock hours)

This module introduces the core electrical concepts and safety principles essential to HVACR work. Students will learn how electrical power is generated, distributed, and applied in heating, ventilation, air conditioning, and refrigeration systems. The lessons cover both direct and alternating current systems, including their key components and functions. Emphasis is placed on interpreting wiring diagrams and using electrical test instruments accurately to diagnose and maintain equipment. Through this module, students will build the foundational electrical knowledge needed to perform safe and effective service in the HVACR field.

During this module, students will study the following topics:

1. Electrical Safety Rules
2. How Power Is Supplied
3. Direct Current and Components
4. Alternating Current and Components
5. Understanding Wiring Diagrams
6. Test Instruments for Electricity

Module 4: Cooling Systems
(30 clock hours)

This module provides an in-depth study of cooling systems and their operation within the

HVACR industry. Students will explore the refrigeration cycle, learning how heat transfer principles and pressure–temperature relationships drive system performance. Emphasis is placed on the identification and function of major cooling system components, including compressors, condensers, expansion devices, and evaporators. Students will also gain practical understanding of system control devices and the importance of proper refrigerant handling in compliance with safety and environmental standards. By the end of this module, learners will have the foundational knowledge needed to support installation, maintenance, and troubleshooting of cooling systems.

During this module, students will study the following topics:

1. Refrigeration Cycle Basics
2. Safe Handling of Refrigerants
3. Heat Transfer Concepts
4. Pressure and Temperature Relation
5. Major Cooling System Parts
6. System Control Devices

Module 5: Heating Systems
(15 clock hours)

This module introduces the fundamental principles and operation of heating systems used in residential and commercial HVACR applications. Students will learn how heat is produced, transferred, and measured, along with the key components that make up common heating systems. The lessons cover combustion basics, types of gas furnaces, and the function of major system parts. Emphasis is placed on proper installation practices, safety precautions, and efficiency considerations when working with heating equipment. By the end of this module, students will understand how to identify, install, and maintain basic heating systems in accordance with industry standards.

During this module, students will study the following topics:

1. Principles of Heating Systems
2. Basics of Combustion
3. Types of Gas Furnaces
4. Parts of Heating Systems
5. Installing Heating Equipment
6. Measuring Heat and Temperature

Module 6: Air Distribution and Ductwork
(15 clock hours)

This module focuses on the principles and practices involved in air distribution systems used in HVACR installations. Students will study how air moves through ducts and how proper airflow and circulation contribute to system efficiency and comfort. The module covers common duct materials, design basics, and the step-by-step process of duct installation. Students will also learn how to measure air movement accurately using

appropriate tools and techniques. By understanding duct system design and performance, learners will be prepared to assist in planning, installing, and maintaining effective air distribution systems.

During this module, students will study the following topics:

1. Airflow and Circulation Concepts
2. Common Duct Materials
3. Steps in Duct Installation
4. Measuring Air Movement
5. Basics of Duct System Design

Module 7: Working with Copper and Plastic Piping
(12 clock hours)

This module provides students with hands-on knowledge of copper and plastic piping systems commonly used in HVACR installations. It covers the characteristics and applications of various copper tubing types and fittings, along with proper methods for cutting, joining, and securing piping connections. Students will also learn about modern mechanical joining techniques, including push-fit connectors, and how to work safely with different plastic piping systems. The module emphasizes accuracy, leak prevention, and system integrity through proper pipe pressure testing procedures. By the end of this module, students will be equipped with the essential piping skills required for professional HVACR service and installation work.

During this module, students will study the following topics:

1. Copper Tubing Types
2. Copper Fittings
3. Mechanical Pipe Joining
4. Push-Fit Connectors
5. Plastic Piping Systems
6. Testing Pipe Pressure

Module 8: Heat Joining Pipe
(10 clock hours)

This module teaches students the techniques and safety procedures for heat joining copper and related materials used in HVACR piping systems. Students will become familiar with the tools, materials, and personal protective equipment (PPE) required for soldering and brazing tasks. Step-by-step procedures for preparing tubing, performing soldered joints, and executing brazed connections are demonstrated and practiced. The module also covers brazing techniques for joining different types of materials commonly used in HVACR applications. Emphasis is placed on precision, safety, and creating durable, leak-free joints that meet industry standards.

During this module, students will study the following topics:

1. Tools and Materials for Joining
2. PPE for Soldering/Brazing
3. Preparing Tubing
4. Soldering Step-by-Step
5. Brazing Step-by-Step
6. Brazing Different Materials

Module 9: Steel Piping Basics
(10 clock hours)

This module introduces students to the fundamental concepts and techniques used when working with steel piping in HVACR systems. It covers the different types of steel pipe and their applications, along with commonly used fittings and connection methods. Students will learn proper threading techniques, the use of grooved connections, and best practices for assembling and installing steel piping safely and accurately. Emphasis is placed on ensuring secure, leak-free joints and understanding how steel piping integrates into larger HVACR installations.

During this module, students will study the following topics:

1. Types of Steel Pipe
2. Common Fittings
3. Threading Methods
4. Grooved Connections
5. Pipe Installation and Assembly

Module 10: Preventive Maintenance Essentials
(20 clock hours)

This module focuses on the key principles and procedures of preventive maintenance in HVACR systems. Students will learn how regular inspection and maintenance routines help ensure system reliability, energy efficiency, and safety. The lessons cover common maintenance tasks such as checking components, adjusting belts and drives, and replacing gaskets and seals. Emphasis is placed on following manufacturer guidelines, using proper service procedures, and documenting maintenance activities accurately. By completing this module, students will understand how preventive maintenance supports long-term system performance and client satisfaction.

During this module, students will study the following topics:

1. Inspecting HVACR Systems
2. Scheduled Maintenance Tasks
3. Adjusting Belts and Drives
4. Using Gaskets and Seals
5. Service Procedures for Equipment

Module 11: Fasteners, Hardware, and Terminations
(10 clock hours)

This module introduces the essential fasteners, hardware, and termination methods used in HVACR installation and repair. Students will learn to identify various types of fasteners and hardware commonly used in the trade, along with their specific functions and applications. The module also covers techniques for making safe and secure wire terminations, ensuring reliable electrical and mechanical connections. Emphasis is placed on using proper tools, following correct installation procedures, and maintaining quality and safety standards in all fastening and termination tasks.

During this module, students will study the following topics:

1. Types of Fasteners
2. Common HVACR Hardware
3. Making Wire Terminations
4. Proper Installation Techniques

Skills Labs
(90 clock hours)

This module provides students with hands-on experience in essential HVACR (Heating, Ventilation, Air Conditioning, and Refrigeration) skills required for real-world installation, service, and maintenance. Through guided practice and applied exercises in partnership with third-party facilities, students will strengthen their understanding of HVACR systems while developing the technical accuracy, safety awareness, and professionalism expected in the field.

Training emphasizes correct tool use, measurement techniques, system assembly, and diagnostic skills. Students will work with various types of piping, ductwork, and electrical components while learning to identify, install, and troubleshoot key HVACR elements. Practical sessions also highlight preventive maintenance, control systems, and airflow management for both residential and light commercial applications.

During this module, students will study the following topics:

1. Introduction to HVACR
2. Safety Practices
3. Tools for HVACR
4. Basic Math & Physics
5. Piping Systems
6. Sheet Metal Ducts
7. Basic Electricity
8. Cooling Systems
9. Air Distribution
10. Control Systems
11. Copper & Plastic Piping

Externship
(240 clock hours)

To fulfill the practical training requirements for graduation from the HVACR Technician Program, students must successfully complete an externship consisting of 240 hours of supervised, hands-on experience. During this externship, students will apply the knowledge and skills learned in class and lab to real-world service, installation, and maintenance settings.

Students will gain exposure to day-to-day HVACR operations, including system diagnostics, equipment installation, preventive maintenance, and customer service. Each student's technical performance, professionalism, and safety practices will be assessed and verified using a field competency checklist provided by the program.

We recommend that students begin their externship following the completion of all core HVACR modules and skills lab training to ensure readiness for workplace application.

Veterinary Assistant Program
(410 hours)

Veterinary assistants are essential members of the animal-healthcare team, supporting safe, efficient delivery of clinical and client services. They contribute directly to animal comfort and treatment quality through restraint and handling, intake and physical-exam support, laboratory and diagnostic assistance, surgical preparation, radiology support, pharmacy and prescription tasks, sanitation, and clear communication with clients and providers. The comprehensive Veterinary Assistant course, delivered in a hybrid format and spanning 410 hours, develops core competencies across animal anatomy and physiology, behavior and low-stress handling, clinical and laboratory procedures, pharmacology, client relations, surgical and anesthesia assisting, radiology, nutrition and husbandry, emergency care, and dentistry.

The Veterinary Assistant program is meticulously structured into fifteen instructional modules with assigned clock hours, a Skills Lab for guided hands-on practice, and a supervised Externship. Didactic instruction (150 hours) builds the knowledge base in terminology, anatomy and physiology, behavior and handling, clinical and laboratory procedures, pharmacology, office and client relations, surgical and anesthesia assisting, radiology and imaging, nutrition and husbandry, large/exotic animal care, emergency and critical care, dentistry, and AVA exam readiness. The Skills Lab (100 hours) converts theory into repeatable technique through animal restraint, vital-signs practice, medication administration concepts, surgical prep, radiographic positioning, and sample collection, as well as front-office procedures and documentation. The Externship (160 hours) immerses students in real practice workflows, consolidating clinical assistance, sanitation and operatory turnover, communication, and professional conduct.

Program Notes

Formal application and acceptance into the Veterinary Assistant program are mandatory. To successfully complete the program, you must pass all classroom modules totaling approximately 150 clock hours and all associated skills and affective check-offs. Progression requires successful completion of each module in sequence. In addition, you must complete 100 hours of Skills Lab training and 160 hours of supervised Externship. Clinical competencies are documented on program checklists during lab and externship.

Equipment and Technology Requirements

To effectively support the delivery of the Veterinary Assistant program, the institution requires essential instructional infrastructure: desktop or laptop computers for faculty and staff, printers for course documents and labels, and audio-visual equipment for lectures, demonstrations, and skills validations.

Additionally, the program requires Veterinary Assistant-specific training equipment to support simulation, practice, and competency validation. To this end, the institution will make use of partnerships with third party facilities that have needed equipment such as exam tables and scale(s); kennel space and sanitation stations; canine and feline restraint tools (leashes, slip leads, cat bags, e-collars, muzzles), low-stress handling aids, and towels/blankets; bandaging and nursing stations; instrument processing with autoclave, cassettes, and packs; microscope, centrifuge, urinalysis and fecal-float supplies, and sample-handling stations; radiology PPE (lead apron/thyroid collar) and positioning aids; surgical prep and monitoring stations (clippers, scrub area, instrument setup, simulators for anesthesia monitoring); pharmacy and labeling area for prescription practice; and dental-care practice items for charting and basic prophylaxis concepts. These resources support safe, standards-aligned practice across restraint, clinical procedures, lab diagnostics, radiology positioning, surgical prep, and documentation.

Equipment and Materials Required for Students

You must have the required textbooks and reference materials, a laptop or tablet for online resources and coursework, and essential stationery for note-taking and organization. A reliable internet connection is necessary for research and course access. Clinical attire (scrubs and closed-toe footwear) is expected for lab and externship; sites may specify additional items aligned to radiographic, sanitation, or surgical-prep activities. Program forms and checklists are used for skills verifications and externship competency records.

Required Classes

CVA 01	Introduction to Veterinary Assisting
CVA 02	Veterinary Medical Terminology
CVA 03	Animal Anatomy and Physiology
CVA 04	Animal Behavior and Handling
CVA 05	Clinical Procedures
CVA 06	Laboratory and Diagnostic Procedures
CVA 07	Pharmacology and Prescription Management
CVA 08	Veterinary Office and Client Relations
CVA 09	Surgical and Anesthesia Assisting
CVA 10	Radiology and Imaging
CVA 11	Nutrition and Animal Husbandry
CVA 12	Large Animal and Exotic Animal Care
CVA 13	Emergency and Critical Care
CVA 14	Dentistry and Oral Health
CVA 15	AVA Exam Review
Skills Lab	100 clock hours
Externship	160 clock hours

Module 1: Introduction to Veterinary Assisting
(6 clock hours)

This foundational module introduces students to the field of veterinary assisting and establishes a strong professional baseline for the rest of the program. It provides a comprehensive overview of the role of the veterinary assistant within the veterinary healthcare team, including their responsibilities, scope of practice, and the support they offer to veterinarians and veterinary technicians. The module also explores the organizational structure of veterinary teams and the importance of communication and collaboration. Students will examine essential workplace expectations such as professionalism, ethical conduct, confidentiality, and compassion in patient and client interactions. In addition, the module covers regulatory guidelines and legal frameworks that govern veterinary practice, including OSHA standards, AVMA policies, and NAVTA recommendations. By the end of this module, students will have a clear understanding of the expectations placed upon them in clinical and animal care settings and the importance of upholding safety and ethical standards.

During this module you will study the following topics:

1. Role of the Veterinary Assistant
2. Veterinary Team Structure
3. Professionalism and Ethics
4. Laws and Regulations Affecting Veterinary Practice (OSHA, AVMA, NAVTA guidelines)

Module 2: Veterinary Medical Terminology
(8 clock hours)

This module is designed to develop students' fluency in the specialized language of veterinary medicine. A strong command of medical terminology is essential for accurate communication, record-keeping, and collaboration in clinical settings. The module begins with the structure and meaning of common prefixes, suffixes, and root words used in veterinary terms. Students then progress to learning common abbreviations and medical shorthand found in veterinary records, prescriptions, and lab reports. Directional terminology, anatomical reference points, and specific physiological terminology are also covered to enhance understanding of exam procedures and diagnostic findings. By the end of this module, students will be able to decode complex medical vocabulary, document clinical notes more effectively, and engage confidently in professional conversations with veterinarians and technicians.

During this module you will study the following topics:

1. Common Prefixes, Suffixes, and Root Words
2. Abbreviations Used in Veterinary Medicine
3. Directional Terminology
4. Anatomy and Physiology Terminology

Module 3: Animal Anatomy and Physiology
(14 clock hours)

This module provides students with a basic understanding of the structure and function of the major organ systems in companion and domestic animals. Topics include the skeletal, muscular, cardiovascular, respiratory, digestive, urinary, reproductive, nervous, and endocrine systems. Students will learn how these systems interact to maintain homeostasis and overall animal health. This foundational knowledge allows students to better comprehend physical exams, disease processes, and veterinary interventions.

During this module you will study the following topics:

1. Skeletal System
2. Muscular System
3. Cardiovascular and Respiratory Systems
4. Digestive, Urinary, and Reproductive Systems
5. Nervous and Endocrine Systems

Module 4: Animal Behavior and Handling
(12 clock hours)

This module focuses on the interpretation of animal behavior and the implementation of safe, low-stress handling techniques. Students will learn how to recognize signs of stress, fear, aggression, and submission in dogs, cats, and exotic animals through observation of body language and vocalizations. Techniques for fear-free and humane restraint are discussed, emphasizing the safety of both the animal and the handler. This module also introduces the principles of animal psychology and the importance of minimizing stress during clinical interactions. Students will learn how to adapt their approach based on species, breed, temperament, and health status. By mastering these techniques, students will be better equipped to support clinical procedures, reduce the risk of injury, and promote positive animal experiences in the veterinary environment.

During this module you will study the following topics:

1. Safe Restraint Techniques for Dogs, Cats, and Exotics
2. Fear-Free Animal Handling and Low-Stress Handling Techniques
3. Reading Animal Body Language

Module 5: Clinical Procedures
(14 clock hours)

This module offers an in-depth exploration of the core clinical responsibilities of veterinary assistants. Students will be introduced to the principles of patient intake, including obtaining medical histories, performing preliminary physical assessments, and accurately documenting observations. Topics include the proper administration of medications (oral, topical, injectable), patient care protocols, basic nursing procedures, and the recognition of common diseases and zoonoses. Students will also explore routine preventive care

practices, including vaccination protocols, parasite prevention, wound care, and hygiene-related tasks such as nail trimming, ear cleaning, bathing, and anal gland expression. A special focus is given to infection control and the assistant's role in promoting patient wellness. By the end of this module, students will have the knowledge needed to actively assist veterinarians in clinical procedures and support the health and comfort of patients.

During this module you will study the following topics:

1. Principles of Physical Exams and Patient History
2. Patient Care
3. Overview of Vaccination Protocols
4. Medication Administration (Oral, Topical, Injectable) Concepts
5. Theoretical Aspects of Wound Care and Bandaging Techniques
6. Introduction to Nail Trimming, Ear and Eye Cleaning, Anal Gland Expression, and Bathing Procedures
7. Common Diseases in Veterinary Practice and Zoonotic Diseases and Prevention Strategies

Module 6: Laboratory and Diagnostic Procedures
(12 clock hours)

This module equips students with essential knowledge and hands-on familiarity with veterinary laboratory procedures. Students will learn about common diagnostic tools and equipment, sample collection techniques, and the handling and storage of biological specimens such as blood, urine, and feces. Practical instruction will cover urinalysis, fecal flotation, cytology, and basic parasitology. The module also addresses bacteriology, necropsy sample collection, and protocols for handling suspected rabies cases. Students will gain an understanding of how laboratory diagnostics contribute to the accurate diagnosis and treatment of animal illnesses. Emphasis is placed on lab safety, biohazard protocols, and the role of the assistant in maintaining sample integrity and supporting diagnostic efficiency.

During this module you will study the following topics:

1. Veterinary Laboratory Equipment and Sample Preparation
2. Blood Collection and Handling
3. Urinalysis, Fecal Analysis, and Parasitology
4. Cytology, Bacteriology, Necropsy Sample Collection, and Rabies Suspect Handling

Module 7: Pharmacology and Prescription Management
(10 clock hours)

This module introduces students to veterinary pharmacology, focusing on drug classifications, mechanisms of action, and routes of administration. Students will explore the pharmacological differences between species, and how factors such as age, weight, and condition affect dosage and drug choice. The module also covers prescription

labeling, safe storage and dispensing of medications, and the importance of preventing medication errors. Legal responsibilities related to controlled substances and prescription regulations are highlighted. Students will also learn client education techniques to improve medication compliance and understanding. Upon completion, students will have the ability to support veterinarians in the preparation, distribution, and documentation of medications with accuracy and confidence.

During this module you will study the following topics:

1. Drug Classifications and Uses
2. Prescription Labeling and Dispensing
3. Safe Handling of Controlled Substances
4. Client Education on Medications

Module 8: Veterinary Office and Client Relations
(10 clock hours)

This module covers topics in managing front-desk operations and interacting with clients in a professional and empathetic manner. Topics include appointment scheduling, phone etiquette, medical record management, and billing. Students will also learn how to handle emotionally charged situations, such as grieving pet owners or difficult client interactions. Emphasis is placed on ethical communication, confidentiality, and cultural sensitivity. The module highlights the vital role veterinary assistants play in client education and trust-building. By the end of this module, students will be prepared to contribute to a positive, efficient, and compassionate front-office experience in veterinary clinics.

During this module you will study the following topics:

1. Front Desk Management and Scheduling
2. Effective Communication with Clients
3. Medical Records Management
4. Handling Difficult Clients and Grief Counseling

Module 9: Surgical and Anesthesia Assisting
(10 clock hours)

This module prepares students to assist in veterinary surgical procedures by teaching them about the surgical environment, instrument sterilization, and aseptic techniques. Students will learn how to prepare surgical instruments and packs, maintain sterile fields, and monitor patient vital signs during anesthesia. Post-surgical care topics include patient recovery, pain management, and wound monitoring. The module also introduces the assistant's role in maintaining the surgical suite and ensuring infection control. This module aids students to gain knowledge on how to support veterinarians and technicians before, during, and after surgeries.

During this module you will study the following topics:

1. Preparing Surgical Instruments and Packs

2. Aseptic Techniques
3. Monitoring Vital Signs During Surgery
4. Post-Surgical Patient Care

Module 10: Radiology and Imaging
(8 clock hours)

Students are introduced to the principles of veterinary radiography and diagnostic imaging. The module covers the proper use of radiographic equipment, patient positioning for various views, image development (digital and traditional), and evaluation of produced radiographs. Emphasis is placed on radiation safety protocols, including the use of personal protective equipment (PPE), dosimeter badges, and shielding techniques. Students will gain the skills to assist in capturing high-quality diagnostic images while protecting themselves and others from unnecessary exposure. This module supports and enhances the assistant's role in the imaging process.

During this module you will study the following topics:
1. Principles of Radiographic Imaging
2. Safety Measures and PPE Usage
3. Positioning Techniques for Common Views
4. Image Development and Evaluation

Module 11: Nutrition and Animal Husbandry
(8 clock hours)

This module offers an overview of animal nutrition and husbandry. Students will study the essential nutrients required for animal health, evaluate pet food labels, and differentiate between standard and prescription diets. Feeding strategies for animals in different life stages or with medical conditions are also discussed. In addition, students learn basic husbandry practices such as feeding routines, sanitation, enrichment, and monitoring of health indicators like body condition and hydration. The module emphasizes the veterinary assistant's role in supporting dietary planning and maintaining high standards of animal care.

During this module you will study the following topics:
1. Essential Nutrients for Animal Health
2. Understanding Pet Food Labels
3. Special Diets and Prescription Diets
4. Proper Feeding Techniques

Module 12: Large Animal and Exotic Animal Care
(12 clock hours)

This specialized module introduces students to the handling, care, and medical support of large animals (such as horses and livestock) and exotic species (including birds, reptiles,

and pocket pets). Students will learn appropriate restraint methods, basic nursing techniques, and species-specific wellness and environmental needs. The module also addresses zoonotic disease prevention and biosecurity practices in diverse animal care environments. By the end of this module, students will have the knowledge to assist with the care of a wide range of animal species across various veterinary and husbandry settings.

During this module you will study the following topics:

1. Basics of Equine and Livestock Care
2. Handling and Restraint of Exotics
3. Avian and Reptile Nursing
4. Zoonotic Disease Awareness

Module 13: Emergency and Critical Care
(14 clock hours)

This critical module trains students to recognize and how to respond to animal emergencies. Topics include identifying signs of distress or trauma, performing triage assessments, administering basic first aid, and supporting CPR and life-saving procedures. Students will also learn how to assist in stabilizing patients for transport or advanced treatment. The module prepares students to be calm, reliable team members in urgent care environments.

During this module you will study the following topics:

1. Recognizing Emergencies
2. Triage and First Aid Techniques
3. CPR and Basic Life Support for Animals
4. Stabilization and Transport Procedures

Module 14: Dentistry and Oral Health
(10 clock hours)

This module explores the fundamentals of veterinary dentistry, including oral anatomy, common dental diseases, and the importance of preventive dental care. Students will learn how to assist with dental charting, teeth cleaning, and polishing procedures. Proper instrument handling, sterilization, and post-dental patient care are emphasized. The module also highlights the role of the veterinary assistant in educating pet owners about oral hygiene and long-term dental health strategies. By the end of this module, students will understand how oral health impacts overall animal well-being and how they can support dental care efforts.

During this module you will study the following topics:

1. Basics of Veterinary Dentistry
2. Dental Charting and Periodontal Disease
3. Cleaning and Polishing Procedures

4. Post-Dental Care and Client Education

Module 15: AVA Exam Review
(2 clock hours)

The final module is a comprehensive review designed to prepare students for the Approved Veterinary Assistant (AVA) examination. It reinforces key topics covered throughout the program through guided study sessions, practice tests, and interactive review activities. Students will become familiar with the exam format, question types, and test-taking strategies. This module also provides tips for managing exam anxiety and maximizing performance. By the end of the review, students will feel confident and well-prepared to demonstrate their knowledge and earn their national AVA certification.

During this module you will study the following topics:
1. Review of Core Veterinary Assistant Knowledge
2. AVA Exam Format and Expectations
3. Practice Questions and Case Scenarios
4. Test-Taking Strategies and Study Techniques

Skills Lab
(100 clock hours)

The Skills Lab component of the Veterinary Assistant Certificate Program is designed to bridge theoretical knowledge with real-world, hands-on application. Spanning a total of 100 clock hours, these immersive lab sessions with guided practice and applied exercises in partnership with third-party facilities will provide students with practical training across core areas of veterinary assisting, ensuring they are well-prepared for clinical environments.

Throughout the labs, students gain competency in essential clinical tasks, including animal restraint, vital sign monitoring, medication administration, surgical preparation, radiographic positioning, and sample collection for laboratory diagnostics. Students also develop proficiency in front office procedures, such as appointment scheduling, client communication, medical record management, and maintaining a clean and organized veterinary facility. Realistic simulations and guided activities are used to replicate daily responsibilities in veterinary practice, reinforcing safety, accuracy, and ethical care.

In addition to technical skills, the labs emphasize soft skills such as professionalism, client relations, and effective communication, critical for fostering trust and positive outcomes in animal healthcare. Students also explore sensitive topics like euthanasia and post-mortem care, learning to provide compassionate support during emotionally challenging situations.

Conducted under the supervision of licensed veterinary professionals, the Skills Lab is a critical phase of the program that ensures students are confident, competent, and

job-ready upon entering their externship or future employment in veterinary clinics, shelters, and other animal care settings.

During this module you will study the following topics:

1. Office and Hospital Procedures
2. Communication and Client Relations
3. Pharmacy and Pharmacology
4. Examination Room Procedures
5. Small Animal Nursing
6. Surgical Preparation and Assisting
7. Laboratory Procedures
8. Radiography and Imaging
9. Final Week: Review and Assessment

Externship

(160 clock hours)

The Externship module is a critical capstone experience in the Veterinary Assistant Certificate Program, consisting of approximately 160 hours of supervised, real-world training in professional veterinary settings. This immersive fieldwork allows students to apply the knowledge and skills acquired in both didactic and lab modules to authentic clinical environments, such as veterinary clinics, animal hospitals, shelters, mobile clinics, and specialty care facilities.

During the externship, students actively participate in routine and advanced veterinary assistant tasks, including animal handling and restraint, patient intake, vital sign assessment, laboratory sample collection, surgical preparation, and basic nursing care. Students also observe and assist in a variety of procedures, gaining exposure to different practice areas such as preventive medicine, diagnostics, radiology, dentistry, and emergency care.

The externship emphasizes professional development by integrating students into the daily operations of veterinary teams. This includes fostering teamwork, communication, time management, and adherence to clinical protocols. Under the guidance of a licensed veterinarian and/or technician and an experienced site supervisor, students receive mentorship and constructive feedback while demonstrating their competency through skill checklists and performance evaluations. This school will provide externship sites for externship opportunities within their local area, with acceptable placements. We recommend that students begin their externship by the conclusion of their fifteenth module.

This module also encourages students to reflect on their personal career goals, adapt to diverse workplace dynamics, and build confidence in their abilities. By the end of the externship, students will be prepared to transition into the workforce with firsthand experience, a deeper understanding of the veterinary assistant's role, and the clinical

readiness needed to pursue certification as an Approved Veterinary Assistant (AVA).

Students with prior medical education or experience may qualify for an exemption from the externship requirement. To request a waiver, students must submit documentation of their experience, including a comprehensive letter from a current or former employer and a detailed, notarized resume. This supporting documentation will be reviewed to determine eligibility for exemption from the clinical component of the program.

Dental Assistant Course
(490 hours)

Dental Assistants are essential members of the oral healthcare team, supporting dentists and clinical staff in patient care, chairside procedures, infection prevention, radiographic imaging, documentation, and practice operations. The comprehensive Dental Assistant course, delivered in a hybrid format and spanning 490 hours, builds competency across dental sciences, oral health and disease prevention, infection prevention, patient information and assessment, foundations of clinical dentistry, radiographic imaging, dental materials, and assisting in comprehensive dental care. Instruction emphasizes safety, accuracy, regulatory awareness, professional conduct, and effective communication in general and specialty dental settings.

This program stresses ethics, patient safety, and privacy alongside technical mastery. Graduates are prepared for entry-level roles in dental offices and specialty practices, with training aligned to infection control, PPE use, instrument processing and sterilization, radiation safety, patient records, emergency support, and patient interaction. Learning outcomes include accurate patient information handling, vital signs assessment, chairside assisting support, radiographic procedure support, dental materials handling, and effective participation in preventive and restorative dental workflows.

The Dental Assistant program is meticulously structured into eight instructional modules with assigned clock hours, a Skills Lab for guided hands-on practice, and a supervised Externship. Didactic instruction (275 hours) develops the knowledge base in anatomy and oral structures, disease prevention, infection prevention, patient assessment and records, clinical dentistry foundations, radiographic imaging, dental materials, and comprehensive dental assisting procedures. The Skills Lab (55 hours) translates theory into repeatable technique through dental tissue identification, vital signs assessment, instrument preparation, infection control practice, patient interaction skills, dental assisting skills, dental materials identification, and radiology procedures. The Externship (160 hours) immerses students in real dental workflows under supervision, consolidating clinical assisting, documentation, communication, and safety practices.

Program Notes

Formal application and acceptance into the Dental Assistant program are mandatory. To successfully complete the program, you must pass all classroom modules totaling 275 clock hours and all related skills and affective check-offs. Progression requires successful completion of each module in sequence. In addition, you must complete 55 hours of Skills Lab and 160 hours of supervised Externship. Clinical and technical competencies are documented on program checklists during lab and externship. Prior, verifiable dental assisting experience may be considered for an externship waiver per program policy upon submission of supporting documentation.

Equipment and Technology Requirements

To effectively support delivery of the Dental Assistant program, the institution requires essential instructional infrastructure: desktop or laptop computers for faculty and staff, printers for course documents, and audio-visual tools for lectures, demonstrations, and clinical simulations. The skills lab should include dental-training assets consistent with program competencies, such as anatomical models and diagrams for oral structures and tooth morphology; vital signs equipment; instrument preparation and tray setup materials; infection control and sterilization training supplies; PPE; digital radiography training equipment and related imaging tools; and dental materials/laboratory practice materials used in restorative, prosthodontic, and general assisting procedures. The instructional environment should also support training in patient records/documentation and legal, ethical, HIPAA, and OSHA-related practice expectations.

Equipment and Materials Required for Students

You must have the required textbooks and reference materials, a laptop or tablet for online resources and coursework, and essential stationery for note-taking and organization. A reliable internet connection is necessary for research and course access. Professional attire (as specified by the program or externship site) is expected for lab and externship; sites may require additional items aligned to infection prevention, safety, and privacy practices.

Required Classes

DA 01	Dental Sciences
DA 02	Oral Health and Prevention of Dental Disease
DA 03	Infection Prevention
DA 04	Patient Information and Assessment
DA 05	Foundation of Clinical Dentistry
DA 06	Radiographic Imaging
DA 07	Dental Materials
DA 08	Assisting in Comprehensive Dental Care
Skills Lab	55 clock hours
Externship	160 clock hours

Module 1: Dental Sciences
(43 clock hours)

This module provides a comprehensive foundation in dental sciences, equipping dental assistant students with the essential knowledge needed to succeed in clinical and administrative support roles. Students will study anatomy, physiology, histology, and embryology as they relate to dentistry, with special emphasis on the head, neck, and oral cavity. The module introduces the structural and functional principles that support safe, accurate chairside assisting and effective communication with the dental team. By building strong foundational knowledge of oral structures and tooth-related concepts, this module prepares students for all subsequent learning in clinical dentistry.

In this module, you will explore the following topics:

1. Anatomy
2. Physiology
3. Histology
4. Embriology
5. Head and Neck Anatomy
6. Oral Cavity

Module 2: Oral Health and Prevention of Dental Disease
(17 clock hours)

In this module, students will explore the principles of oral health and disease prevention, focusing on common conditions encountered in dental practice. The course is designed to provide an understanding of dental caries, periodontal disease, oral pathology, and preventive dentistry strategies used to reduce disease risk and support long-term oral health. Through discussions of prevention techniques and the dental assistant's role in patient education, students gain the knowledge needed to support preventive care in a variety of dental settings.

In this module, you will explore the following topics:

1. Caries
2. Periodontal disease
3. Preventive dentistry
4. Oral Pathology

Module 3: Infections Prevention
(27 clock hours)

This module focuses on the infection prevention and control principles that govern safe dental practice. Students will gain a thorough understanding of microbiology, disease transmission, PPE use, disinfection, sterilization, and chemical and waste management in the dental setting. The course emphasizes the significance of compliance with infection prevention standards and the dental assistant's role in maintaining a safe environment for

patients and staff. By the end of this module, students will be prepared to apply infection control procedures and support safety protocols in daily clinical operations.

In this module, you will explore the following topics:

1. Microbiology
2. Disease transmission and infection
3. Properly use personal protective equipment
4. Principles and techniques of disinfection
5. Principles and techniques of instrument processing and sterilization
6. Ergonomics
7. Chemical and Waste Management

Module 4: Patient Information and Assessment
(36 clock hours)

This module centers on the essential responsibilities related to patient information, documentation, and assessment in the dental office. Students will learn how to manage patient dental records, take and record vital signs, assist with oral diagnosis and treatment planning, and support billing and insurance-related processes. The course highlights the importance of accurate documentation, patient communication, and readiness for medical emergencies, as well as the ethical and practical considerations involved in patient care. Through guided learning and practice, students develop the skills needed to support high-quality dental services.

In this module, you will explore the following topics:

1. Patient dental record
2. Vital signs
3. Oral Diagnosis and treatment planning
4. Billing
5. Types of Insurance
6. Eligibility for different types of insurance
7. Special Needs Patient
8. Assisting in medical emergencies

Module 5: Foundation of the Clinical Dentistry
(29 clock hours)

In this module, students will focus on the foundational concepts and procedures of clinical dentistry that support chairside assisting. The course covers dental office workflow, delivery of dental care, instrument identification and use, moisture control, and the basic principles of pharmacology as they apply to dental treatment. Students will also learn about anesthetics and pain control methods used in clinical practice. By the end of this module, students will be equipped with the knowledge necessary to support dentists during common procedures and prepare for hands-on clinical experiences.

In this module, you will explore the following topics:

1. Dental Office
2. Delivering Dental Care
3. Dental Hand Instruments
4. Moisture Control
5. Principles of Pharmacology
6. Anesthetics and pain control

Module 6: Radiographic Imaging
(25 clock hours)

This module emphasizes the principles and procedures of dental radiography as an essential part of diagnosis and treatment planning. Students will explore X-ray fundamentals, equipment operation, radiation safety, and imaging techniques used in intraoral and extraoral radiographic procedures. The course also addresses digital imaging, dental film, and processing concepts. Through theoretical instruction and practical preparation, students develop the knowledge needed to support safe and accurate radiographic imaging in dental settings.

In this module, you will explore the following topics:

1. Foundations of x-rays
2. Equipment and Radiation Safety
3. Digital imaging, dental film and processing Radiographics
4. Intraoral Imaging
5. Extraoral Imaging

Module 7: Dental Materials
(24 clock hours)

In this module, students will learn the properties, uses, and handling techniques of dental materials used in restorative and prosthetic procedures. The course covers restorative and esthetic materials, liners, bases, bonding systems, cements, and impression materials, along with selected laboratory materials and procedures. Emphasis is placed on proper mixing, handling, and preparation to support quality patient care and efficient clinical workflows. By the end of this module, students will be prepared to assist safely and effectively with materials used in everyday dental practice.

In this module, you will explore the following topics:

1. Restorative and Esthetic Dental Materials
2. Dental liners, Bases and Bonding Systems
3. Dental Cements
4. Impression materials and techniques
5. Laboratory materials and procedures (pour trim models)

Module 8: Assisting in Comprehensive Dental Care
(74 clock hours)

This module provides in-depth training in comprehensive dental assisting across a wide range of procedures and specialties. Students will learn how to set up trays, organize instruments, and support dentists during general dentistry, restorative procedures, prosthodontics, implant procedures, endodontics, periodontics, oral surgery, pediatric dentistry, and orthodontics. The course also emphasizes coronal polishing and dental sealants as important preventive and supportive functions. This extensive module strengthens procedural knowledge and prepares students for the varied demands of real-world dental practice.

In this module, you will explore the following topics:

1. General dentistry
2. Matrix system for restorative dentistry
3. Fixed prosthodontics
4. Provisional Coverage
5. Removal Prosthodontics
6. Dental Implants
7. Endodontics
8. Periodontics
9. Oral and Maxillofacial surgery
10. Pediatric Dentistry
11. Coronal Polishing
12. Dental Sealings
13. Orthodontics

Skills Labs
(55 clock hours)

This hands-on module prepares students for real-world dental settings, covering essential skills and scenarios. Throughout the Skills Lab sessions, students build technical competence, confidence, and professionalism by practicing core dental assisting functions that reinforce classroom learning. Students progress from foundational sciences and oral structure identification to preventive care, infection control, patient assessment, chairside assisting, radiography, dental materials handling, and specialty procedure support. The lab experience also introduces legal and ethical expectations, including communication, HIPAA and OSHA awareness, patient rights, and professional conduct.

Key areas include:

1. Basic Dental Sciences and Oral Structure Identification
2. Preventive Care Techniques
3. Infection Control Protocols
4. Patient Information and Vital Signs Practice
5. Chairside Assisting Skills

6. Digital Radiography Practice
7. Dental Materials Handling and Application
8. Specialty Procedure Assisting (restorative, surgical, prosthodontic, endodontic, pediatric, orthodontic)
9. Coronal Polishing and Sealant Applications
10. Legal and Ethical Practice Readiness (communication, HIPAA/OSHA, patient rights, professionalism)

Externship
(160 clock hours)

To meet the core requirements for graduation, students must complete a 160-hour externship dedicated to observation and hands-on training in a dental setting. Skills will be evaluated and verified through a clinical competency form provided by the program. The program will assign externship sites that provide comprehensive exposure to practical dental operations, enabling students to apply their knowledge in real-world environments. If students have prior Dental Assisting experience, they may request a waiver for the externship requirement by submitting relevant documentation, including employer verification and a detailed resume.

Pharmacy Technician Course
(492 hours)

Pharmacy Technicians are essential members of the medication-use system, supporting pharmacists in safe, accurate preparation, compounding, dispensing, inventory control, recordkeeping, and patient service. The comprehensive Pharmacy Technician course, delivered in a hybrid format and spanning 492 hours, builds competency across pharmacology foundations, system-based drug therapy, laws and regulations, the dispensing process, compounding, medication safety and quality assurance, and customer service. Instruction emphasizes accuracy, regulatory compliance, professional conduct, and effective communication in community, hospital, and specialty pharmacy settings.

This program stresses ethics, patient safety, and privacy alongside technical mastery. Graduates are prepared for entry-level roles across retail, hospital, and ambulatory environments, aligned with HIPAA awareness, OSHA-informed safety, controlled-substance handling, and standard pharmacy workflows. Learning outcomes include accurate data entry, product selection and verification support, labeling, inventory management, error-prevention strategies, and compassionate patient interaction.

The Pharmacy Technician program is meticulously structured into seven instructional modules with assigned clock hours, a Skills Lab for guided hands-on practice, and a supervised Externship. Didactic instruction (267 hours) develops the knowledge base in pharmacology, system-based therapeutics, law and regulation, dispensing systems, compounding principles, and quality assurance. The Skills Lab (65 hours) translates theory into repeatable technique through prescription processing simulations, inventory and storage practice, labeling/packaging, non-sterile compounding calculations and preparations, universal precautions and PPE, and customer-service role-plays. The Externship (160 hours) immerses students in real pharmacy workflows under supervision, consolidating dispensing support, documentation, communication, and safety practices.

Program Notes

Formal application and acceptance into the Pharmacy Technician program are mandatory. To successfully complete the program, you must pass all classroom modules totaling 267 clock hours and all related skills and affective check-offs. Progression requires successful completion of each module in sequence. In addition, you must complete 65 hours of Skills Lab and 160 hours of supervised Externship. Clinical and technical competencies are documented on program checklists during lab and externship. Prior, verifiable pharmacy experience may be considered for an externship waiver per program policy.

Equipment and Technology Requirements

To effectively support delivery of the Pharmacy Technician program, the institution requires essential instructional infrastructure: desktop or laptop computers for faculty and staff, printers for course documents, and audio-visual tools for lectures, demonstrations, and dispensing simulations.

Additionally, the program requires Pharmacy Technician-specific training equipment to support simulation, practice, and competency validation. To this end, the institution will make use of partnerships with third party facilities that have needed equipment such as counting trays and spatulas; pill counters; calibrated graduates and syringes for measuring liquids; mortar and pestle; ointment slab/pad and spatulas; torsion or electronic balances with weights; labeling and barcoding stations; stock bottles and unit-dose packaging supplies; non-sterile compounding supplies and containers; prescription vials and child-resistant closures; inventory and shelving layouts; PPE and universal-precautions stations; and simulated pharmacy information systems for order entry and profile maintenance.

Equipment and Materials Required for Students

You must have the required textbooks and reference materials, a laptop or tablet for online resources and coursework, and essential stationery for note-taking and organization. A reliable internet connection is necessary for research and course access. Professional attire (as specified by the program or externship site) is expected for lab and externship; sites may require additional items aligned to safety and privacy practices.

Required Classes

PT 01	Introduction to Pharmacology for Technicians
PT 02	Drugs and Pharmacological Therapy
PT 03	Laws and Regulations
PT 04	Dispensing Process
PT 05	Compounding Pharmacy
PT 06	Medication Safety and Quality Assurance
PT 07	Customer Service
Skills Lab	65 clock hours
Externship	160 clock hours

Module 1: Introduction to Pharmacology for Technicians
(34 clock hours)

This module provides a comprehensive foundation in pharmacology, equipping pharmacy technicians with the essential knowledge and skills needed to excel in their role. Students will explore key concepts of pharmacology, including drug administration, terminology, and foundational principles. The emphasis is on the importance of accuracy, safety, and adherence to regulations in pharmacy settings. By understanding the role and responsibilities of pharmacy technicians, students will be prepared to engage effectively with healthcare professionals and contribute to patient care. This module lays the groundwork for all subsequent learning, ensuring that students are well-versed in the essential terminology and principles that govern pharmacology.

In this module, you will explore the following topics:

1. Role and Responsibilities of Pharmacy Technician (12 hours)
2. Medical and Pharmaceutical Terminology (10 hours)
3. Routes of Drug Administration and Dosage Forms (6 hours)
4. Pharmacology: Principles and Definition (6 hours)

Module 2: Drugs and Pharmacological Therapy
(106 clock hours)

In this module, students will delve into the intricacies of drug therapy, exploring how various medications interact with different body systems. The course is designed to provide an in-depth understanding of pharmacology, covering the mechanisms of action, indications, and potential side effects of various drug classes. Through detailed discussions on system-specific pharmacology, students will gain insights into the therapeutic applications of medications, including anti-infective treatments and immunization schedules. This comprehensive approach ensures that students are equipped with the knowledge necessary to assist in medication management and patient education effectively.

In this module, you will explore the following topics:

1. An Introduction to Drug as Medications (12 hours)
2. Pharmacology of various body systems (Nervous, Endocrine, Musculoskeletal, Cardiovascular, Respiratory, Gastrointestinal, Renal, Reproductive, Immune and Hematological, Integumentary) (8 hours each)
3. Pharmacology: Anti-infectives (8 hours)
4. Pharmacology: Vaccines and Immunization Schedules (8 hours)

Module 3: Laws and Regulations
(28 clock hours)

This module focuses on the legal and ethical framework that governs pharmacy practice. Students will gain a thorough understanding of federal laws, regulations, and best

practices related to prescription handling and controlled substances management. The course emphasizes the significance of compliance and security measures within pharmacy settings, ensuring that students recognize the critical role they play in safeguarding patient safety and maintaining ethical standards. By the end of this module, students will be well-prepared to navigate the legal landscape of pharmacy practice and uphold the highest standards of professionalism.

In this module, you will explore the following topics:

1. Federal Laws and Regulations for Pharmacy Practice (7 hours)
2. Information and Prescription Handling (8 hours)
3. Controlled Substances (9 hours)
4. Pharmacy Security and Practice (4 hours)

Module 4: Dispensing Process
(24 clock hours)

This module centers on the essential steps involved in the dispensing process of medications. Students will learn about the prescription filling process, including the importance of product validation, labeling, and the use of technology in pharmacy operations. The course highlights the significance of accuracy and attention to detail in dispensing medications, as well as the ethical considerations that accompany this critical task. Through practical exercises and discussions, students will develop the skills necessary to ensure safe and effective medication dispensing in a variety of pharmacy settings.

In this module, you will explore the following topics:

1. Definition and Steps (10 hours)
2. Pharmacy Information System (8 hours)
3. Automated Dispensing System (6 hours)

Module 5: Compounding Pharmacy
(35 clock hours)

In this module, students will focus on the principles and practices of compounding pharmacy, which is essential for creating personalized medications. The course covers the importance of medication safety, error prevention, and quality assurance in compounding practices. Students will learn about the various techniques and protocols for sterile and non-sterile compounding, as well as the significance of proper labeling and good compounding practices. By the end of this module, students will be equipped with the knowledge and skills to promote patient safety and maintain high-quality standards in pharmacy operations.

In this module, you will explore the following topics:

1. Introduction and Importance of Compounding in Pharmacy (3 hours)
2. Basic Calculations (11 hours)

3. Sterile and Non-Sterile Compounding (10 hours)
4. Labeling and Repacking (6 hours)
5. Good Compounding Practices (5 hours)

Module 6: Medication Safety and Quality Assurance
(20 clock hours)

This module emphasizes the critical importance of medication safety and quality assurance within pharmacy settings. Students will explore strategies for error prevention, focusing on high-alert medications and look-alike/sound-alike (LASA) drugs. Through case studies and practical applications, students will learn about the protocols and procedures necessary to maintain quality during the dispensing process. The course also covers event reporting procedures, enabling students to understand how to respond effectively to medication errors and adverse events, ultimately fostering a culture of safety and accountability in pharmacy practice.

In this module, you will explore the following topics:
1. Drug Safety and Quality Assurance (4 hours)
2. High-alert/Risk Medications and LASA (4 hours)
3. Error Prevention Strategies (5 hours)
4. Dispensing Process Parameters and Quality Assurance (4 hours)
5. Event Reporting Procedures (3 hours)

Module 7: Customer Service
(20 clock hours)

This module is dedicated to developing essential customer service skills for pharmacy technicians. Students will learn effective communication techniques, including active listening and strategies to create a welcoming environment for patients. The course emphasizes the importance of patient privacy and confidentiality, particularly in relation to HIPAA compliance. Additionally, students will explore their role in patient education, including how to provide pharmaceutical counseling. By the end of this module, students will be prepared to engage positively with patients, address their concerns, and enhance their overall experience in the pharmacy setting.

In this module, you will explore the following topics:
1. Effective Communication Skills (5 hours)
2. Patient Privacy and Confidentiality (5 hours)
3. Patient Education (5 hours)
4. Handling Difficult Patients (5 hours)

Skills Labs
(65 clock hours)

Through guided practice and applied exercises in partnership with third-party facilities, this hands-on module prepares students for real-world pharmacy settings, covering essential skills and scenarios.

Key areas include:

1. Workplace Familiarity
2. Drug Classification (OTC and BTC)
3. Inventory Management
4. Role-Playing Scenarios
5. Dispensing Processes Practice
6. Electronic Patient Profiles
7. Labeling and Packaging of Medications
8. Universal Precautions and PPE
9. Compounding Practices
10. Handling Difficult Customers

Externship
(160 clock hours)

To meet the core requirements for graduation, students must complete a 160-hour externship dedicated to observation and hands-on training. Skills will be evaluated through a professional competency form. The program will assign externship sites that provide comprehensive exposure to pharmacy operations, enabling students to apply their knowledge in real-world settings. If students have prior pharmacy experience, they may request a waiver for the externship requirement by submitting relevant documentation.

Electronic Health Records Specialist Program
(360 hours)

Electronic Health Records (EHR) Specialists are essential members of the healthcare documentation and information-management system, supporting clinical care teams by maintaining accurate patient records, coordinating EHR-based workflows, and ensuring confidentiality and data integrity. The comprehensive Electronic Health Records Specialist program, delivered in a hybrid format and spanning 360 hours, builds competency across EHR fundamentals, administrative and clinical operations, revenue cycle integration, regulatory compliance, and reporting/analytics. Instruction emphasizes accuracy, privacy and security, professional conduct, and effective communication across common healthcare settings where EHR systems are used.

This program stresses ethics, patient privacy, and security alongside technical mastery. Graduates are prepared for entry-level roles supporting EHR navigation and chart maintenance, patient intake and encounter documentation, scheduling and patient flow coordination, secure handling of protected health information, and basic revenue-cycle support functions (eligibility verification, coding-related workflow support, and claims process assistance). Learning outcomes include accurate data entry, documentation review and correction, role-based access awareness, audit-log and compliance workflow support, error checking, and clear communication with staff and patients in EHR-supported environments.

The Electronic Health Records Specialist program is meticulously structured into six instructional modules with assigned clock hours, a Skills Lab for guided hands-on practice, and a supervised Externship. Didactic instruction (160 hours) develops the knowledge base in EHR history and structure, non-clinical operations, clinical documentation support, revenue cycle integration, regulatory compliance (HIPAA/HITECH, access controls, breach and downtime procedures), and reporting and analytics. The Skills Lab (40 hours) translates theory into repeatable technique through EHR simulations covering chart setup and navigation, clinical entry and templates, coding and superbill workflow practice, scheduling and patient portal workflows, reporting tools, reconciliation tasks, and HIPAA/audit-log scenarios, culminating in a full encounter-cycle capstone simulation. The Externship (160 hours) immerses students in real-world EHR workflows under supervision, consolidating record management, scheduling support, insurance verification, documentation support, and HIPAA-compliant information handling.

Program Notes

Formal application and acceptance into the Electronic Health Records Specialist program are mandatory. To successfully complete the program, you must pass all classroom modules totaling 160 clock hours and all related skills and checkoffs. Progression requires successful completion of each module in sequence. In addition, you must complete 40

hours of Skills Lab and 160 hours of supervised Externship. Clinical and technical competencies are documented on program checklists during lab and externship.

Equipment and Technology Requirements

To effectively support delivery of the Electronic Health Records Specialist program, the institution requires essential instructional infrastructure: desktop or laptop computers and dedicated workstations for EHR navigation and data entry training; printers and scanners for printing and digitizing simulated patient records and administrative forms; and networking equipment to support internet-based training materials and EHR system operations. The instructional environment should include EHR software and medical simulation software (e.g., SimChart-style workflow simulations) to provide hands-on practice with patient scenarios, charting, scheduling, and billing-related workflows. HIPAA compliance guides and compliance checklists/protocols are required resources to reinforce privacy, security, and confidentiality practices during training and simulation activities.

Equipment and Materials Required for Students

You must have reliable access to a laptop or desktop computer for online resources, EHR simulation activities, and coursework, as well as essential stationery for note-taking and organization. A reliable internet connection is necessary for research and course access. Professional attire (as specified by the program or externship site) is expected for externship participation; sites may require additional items aligned to privacy and security practices. Students will use program-designated compliance reference materials (e.g., HIPAA compliance guides and program compliance checklists/protocols) as part of training and skills validation activities.

Required Classes

EHR 01	Introduction to Electronic Health Records
EHR 02	Non-Clinical Operations
EHR 03	Clinical Operations
EHR 04	Revenue Cycle and Finance
EHR 05	Regulatory Compliance
EHR 06	Reporting and Analytics
Skills Lab	40 clock hours
Externship	160 clock hours

Module 1: Introduction to Electronic Health Records
(15 clock hours)

This module provides students with a foundational understanding of Electronic Health Records (EHR) systems and their critical role in modern healthcare. Students explore the history and evolution of EHRs, their purpose in clinical and administrative settings, and the core structural components of EHR systems. The module also introduces common healthcare environments where EHRs are used and how these systems support continuity of care, improve outcomes, and streamline delivery.

In this module, you will explore the following topics:

1. History & Evolution of EHR
2. Purpose of EHR Systems
3. EHR System Structure
4. Common Healthcare Settings

Module 2: Non-Clinical Operations
(40 clock hours)

This module focuses on practical, day-to-day use of EHR systems to support operational workflows. Students develop skills in managing patient information, documenting encounters, retrieving and importing data, and supporting scheduling and patient flow. Emphasis is placed on basic system maintenance and support functions, including training/coaching, troubleshooting, and patient portal assistance to improve efficiency in healthcare delivery.

In this module, you will explore the following topics:

1. Patient Information Management
2. Encounter Documentation
3. Retrieving/Importing Data
4. Inventory & Hardware
5. Scheduling & Patient Flow
6. EHR Training & Coaching
7. Software Updates and Troubleshooting
8. Patient Portal Support
9. Data Reconciliation

Module 3: Clinical Operations
(40 clock hours)

This module explores advanced EHR functions that support clinical documentation, provider workflows, and patient engagement. Students learn to navigate clinical templates and documentation formats, support secure and timely data entry at the point of care, and assist clinicians with Computerized Provider Order Entry (CPOE). The module also emphasizes documentation review for accuracy and compliance, alert/indicator

awareness, and patient education tools embedded in the EHR.

In this module, you will explore the following topics:

1. Clinical Templates
2. Secure Data Transmission
3. Documentation Review
4. Point-of-Care Support
5. Real-time and Historic Entry
6. CPOE Support
7. Patient Education
8. Navigating the EHR
9. Documentation Formats
10. Alerts & Indicators

Module 4: Revenue Cycle and Finance
(25 clock hours)

This module focuses on how EHR systems integrate with revenue cycle workflows to support accurate billing and timely reimbursement. Students learn how coding systems, superbills/fee slips, and claims processing function within the EHR, including how clinical documentation connects to coding and payment. The module covers eligibility verification, authorizations, patient cost estimation, payment posting, and the claims process from submission through adjudication.

In this module, you will explore the following topics:

1. Coding Systems
2. Superbills & Fee Slips
3. Reimbursement & Code Linkage
4. Eligibility Verification
5. Authorizations
6. Patient Costs
7. Payment Posting
8. Claims Process

Module 5: Regulatory Compliance
(25 clock hours)

This module examines the legal, ethical, and security responsibilities associated with EHR use. Students develop an understanding of HIPAA and HITECH, best practices for protecting patient data, and role-based access controls. The module also addresses legal documentation risks, releasing protected health information (PHI), managing security breaches and downtime, and how EHR tools such as audit logs and reporting features support compliance and meaningful use/incentive participation.

In this module, you will explore the following topics:

1. HIPAA and HITECH Overview
2. Security Best Practices
3. Role-Based Access
4. Legal Documentation Risks
5. Release of PHI
6. Security Breaches
7. Downtime Procedures
8. Incentive Programs
9. Audit Logs and Reporting

Module 6: Reporting and Analytics
(15 clock hours)

This module introduces reporting and analytics capabilities within EHR systems and their role in quality improvement and operational performance. Students learn about report types, error-checking, and data mining methods to identify trends and support decision-making. The module also covers external reporting needs for compliance and public health and the use of productivity metrics to evaluate workflows and staff efficiency.

In this module, you will explore the following topics:

1. Report Types
2. Quality Improvement
3. Data Mining
4. External Reporting
5. Error Checking
6. Productivity Metrics

Skills Labs
(40 clock hours)

This hands-on skills lab provides practical experience using simulated EHR systems to reinforce competencies required in clinical and administrative settings. Through guided exercises and scenario-based practice, students navigate the EHR interface, perform accurate data entry, complete coding and billing tasks, and generate reports. Special focus is placed on workflow, documentation, compliance, and reconciliation, culminating in a capstone activity simulating a complete patient encounter cycle.

Key areas include:

1. IEHR Navigation: Chart setup, Tab navigation, Info retrieval
2. Clinical Entry: Vitals, Allergies, SOAP notes
3. Coding Practice: Select CPT/ICD, Superbill entry
4. Scheduling and Workflow: Registration, Template use, Follow-up
5. Patient Portal: Access, Grant permissions, Simulate education

6. Reporting Tools: Generate QI, Financial, Custom reports
7. Reconciliation Tasks: Cross-check data from different systems
8. HIPAA Scenarios: Security violations, Audit logs
9. Capstone Workflow: Full encounter cycle simulation

Externship

(160 clock hours)

To meet the core requirements for graduation, students must complete a 160-hour externship in a healthcare setting using electronic health record systems. Participants apply classroom learning while developing on-site skills in patient data entry, record management, scheduling, insurance verification, and HIPAA-compliant handling of information, supporting readiness for entry-level roles in electronic health records and health information management.

Tuition and Fees

Medical Assistant (525 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Costs	$9,900.00

Medical Billing & Coding (460 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Costs	$9,900.00

Medical Scribe (190 hours)

Tuition	$2,300.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Costs	$2,350.00

Paralegal Online Course (380 hours)

Tuition	$3,300.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Costs	$3,350.00

Medical Assistant Online (454 hours)

Tuition	$3,300.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$3,350.00

Phlebotomy Technician (360 hours)

Tuition	$5,500.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$5,550.00

EKG Technician (410 hours)

Tuition	$5,500.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$5,550.00

Patient Care Technician (427 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$9,900.00

HVACR Tech Course (482 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$9,900.00

Veterinary Assistant (410 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$9,900.00

Dental Assistant Course (490 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$9,900.00

Pharmacy Tech Course (492 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$9,900.00

Electronic Health Records (360 hours)

Tuition	$9,850.00
Administration/Registration Fee	$50.00
Books & Supplies	Student Purchase
Total Program Tuition and fees	$9,900.00

Tuition Payment Options

For APCC Comprehensive Courses, the payment of a registration fee of $50 is due with the signing of the Enrollment Agreement. All students qualify for the following payment options:

Payment Option 1: *Full Upfront Payment*

Pay full balance of tuition & supplies prior to the start of the program. Payable by cash, check, money order or credit card.

Payment Option 2: *Deferred Automatic Payments Plan*

At Accelerated Pathways Career College (APCC), students have the option to pay via a program to get deferred payments in monthly installments in any of the following amounts:

- ➔ $100.00
- ➔ $200.00
- ➔ $500.00

For this option, it is necessary to authorize automatic payments via debit or credit card information provided at enrollment.

By selecting this option, you agree to have your debit or credit card charged on the dates specified in the payment schedule and commit to maintaining sufficient funds or credit in your account.

It is your responsibility to keep your debit or credit card information accurate and up-to-date. If any changes occur, such as a new expiration date or billing address, you must notify APCC promptly to avoid payment issues or service suspension.

You can modify or stop automatic payments by submitting written notification to the APCC Student Accounts Office at least three (3) business days before the next payment is due. This option provides convenience, consistency, and flexibility to ensure timely payments throughout your enrollment.

Payment Option 3: Career Membership Program

Under this tuition model instructional access costs are covered by a monthly membership payment of $99 USD instead of traditional lump-sum or installment-based tuition.

This tuition offer will be extended to applicants who apply and enroll via the Career Membership Program tuition option. All eligible applicants must meet all standard institutional admissions requirements, submit required documentation, and sign their enrollment agreement. Enrolling with this program does not erase students' financial responsibilities if established in any previous Enrollment Agreements with the Institution.

The Career Membership tuition option provides access to all of APCC's comprehensive and fast-track programs, which include (but are not limited to) programs such as Medical Assistant, Paralegal, Phlebotomy Technician, EKG Technician, Medical Billing and Coding, and Medical Receptionist, among other programs offered by the Institution as long as the student's membership is active. In addition to classes and instructional materials, member students also receive the benefit of access to use:

- ➔ Institutional learning platforms
- ➔ Labs
- ➔ Simulations
- ➔ Facilities and school amenities
- ➔ Externship coordination
- ➔ Preparation for national certification exams

Per the Institution's terms and conditions, other third party or non-instructional costs will remain the student's responsibility. These include, but are not limited to:

- ➔ Textbooks
- ➔ Student supplies and class materials
- ➔ Uniforms
- ➔ Third party/outsourced training
- ➔ Background checks
- ➔ Drug screenings
- ➔ Immunizations
- ➔ Third-party exam fees

Membership payments must remain current, as missed or late payments may result in suspension of instructional access, inability to participate in labs or externships, administrative withdrawal, or removal from the Career Membership tuition option program.

Refunds for Career Membership-enrolled students will follow APCC's standard refund policy and applicable state regulations. Membership fee payments already collected are treated as tuition payments for refund-calculation purposes, and any refundable amount is determined based on the student's withdrawal date, documented instruction received, and the institutional refund schedule published in the catalog. Non-instructional charges (books, supplies, uniforms, background checks, drug screens, third-party fees, etc.) are not refundable once incurred. Refunds are issued only after formal withdrawal or administrative drop and completion of all refund calculations by the Financial Officer.

Upon program completion, students may graduate, complete national certification steps, and receive their certificate of completion. After completion of their desired program(s), students may cancel their membership according to institutional policy, or continue membership if they wish to pursue additional offerings available at that time. Withdrawal, cancellation, or termination of Memberships follows APCC's standard procedures and will affect eligibility if the student later seeks re-enrollment.

APCC reserves the right to discontinue or modify this promotion for future applicants, provided such changes do not alter the terms for students already enrolled under pre-existing Promotional Membership Program conditions.

Scholarship and Tuition Assistance Policy

The Institution is committed to promoting access to education and may offer scholarships and tuition assistance to eligible students, dependent on the availability of funds obtained from external sources. The awarding and allocation of such financial support will remain contingent upon the nature, terms, and conditions of the scholarships or funding received by the Institution.

Scholarships and tuition assistance will be allocated to students who meet the established eligibility criteria, which may include, but are not limited to, demonstrated financial need, low-income status, lack of income, or documented financial hardship. All awards are granted at the discretion of the Institution and are subject to verification of financial circumstances and compliance with applicable institutional policies and external funding requirements.

The Institution reserves the right to modify, suspend, or discontinue scholarship and tuition assistance offerings at any time, based on changes in funding availability or program guidelines.

Class Schedule

Accelerated Pathways Career College gives priority to the needs of our students by offering fully self-paced hybrid courses. Modules are available 24 hours a day, 7 days a week for student access at any time. Instructors are available for one-on-one tutoring that can be scheduled Monday through Friday from 8am to 4pm (MST), with the exception of US Federal holidays.

US Federal Holidays Observed
New Year's Day
Presidents day
Memorial Day
Labor Day
Independence Day
Thanksgiving Day
Christmas Day