



MedCerts

A Stride Company

Academic Catalog

January-December 2023
January 2023 Edition

Contact Information

MedCerts
14143 Farmington Road
Livonia, MI 48154
Medcerts.com
info@medcerts.com
800.734.1175

Copyright © 2022 by MedCerts, LLC, a Michigan limited liability company.

About MedCerts

MedCerts is a training provider for Healthcare, Information Technology (IT), and administrative professional development certification programs. As the healthcare field continues to grow, so does the need to administer and manage healthcare information. If you are entering the healthcare or IT fields or are already part of them and are seeking to broaden your career opportunities, consider MedCerts as the training partner of choice to help you achieve your certification goals.

MedCerts was founded in 2009 and for the first two years of operation partnered with schools and universities to deliver certification and career training in allied health and IT fields. Gaining licensed proprietary school status in the State of Michigan in 2011 represented our transition into a full-service, online school – delivering high quality, and primarily video-based lectures as the backbone of our instructional content. Since 2011, we have actively expanded our partnerships with Workforce offices across the US, while expanding our service offering, and training over 35,000 students for entry into a new career.

MedCerts utilizes a mentored learning format. MedCerts delivers comprehensive online programs leading to certification in fields that are both high-growth and in-demand. Utilizing subject matter expert instructors, proactive support from Student Success Advisors, and professionally developed courseware, workbooks, and student guides, our programs are designed to prepare students for certification success. Each program is flexible and self-paced. Many of MedCerts programs are fundable through sources such as the Workforce Innovation and Opportunity Act (WIOA) and the Military Spouse Career Advancement Account (MyCAA) program.

State Licenses and Approvals

MedCerts is a private institution based in Michigan. It is approved to operate by the Michigan Department of Labor and Economic Opportunity – Employment & Training Division. This oversight ensures that MedCerts maintains compliance with standards of operation, faculty requirements, and programmatic and curriculum integrity. All new programs undergo a review process prior to being approved for release. MedCerts has a certificate of approval from the state of Kansas Board of Regents, 1000 SW Jackson, Suite 500, Topeka, KS 66612-1368, 785-430-4240. MedCerts is also licensed as a Proprietary School in Alabama, Colorado, Indiana, Iowa, Kentucky, Louisiana, Oregon, Texas, and Washington D.C. MedCerts is authorized to operate in the State of Georgia. As an education provider, MedCerts is a WIOA Eligible Training Provider in nearly 30 US States, as governed by each State's respective Workforce Development Board.

Instructional Model – The MedCerts Learning Experience

MedCerts provides engaging, comprehensive, and high-quality curricula in a flexible and convenient online learning environment. MedCerts supports the educational goals of its students with subject matter experts, a network of Student Success Advisors, and a Career Services department, who use a team approach to support student success.

MedCerts programs are considered open enrollment and students can start at any time. Each program has an assigned expected duration, and each student receives a custom Learning Plan which defines the timeline for expected program Start/End Dates. MedCerts' programs are built using the 12 Elements of eLearning, based on M. David Merrill's principles of Instructional Design, and delivered asynchronously. Asynchronous learning is a student-centered teaching method that utilizes a combination of online learning resources that is free from the constraints of a scheduled classroom event in terms of time and place. Learning can take place anywhere, anytime!

MedCerts students have the freedom to access courses and instructional materials at any time they choose, and from any location in the world, as long as they have access to an Internet connection. The MedCerts Learning Portal is accessible on mobile devices such as tablets and most modern smart phones. Upon enrollment, students have access to their training through the MedCerts Learning Portal (<http://train.medcerts.com>) 24 hours a day, 7 days a week, and for a period of twelve (12) months from their official program Start Date.

Courses are delivered through recorded video lecture as the primary means of instruction, combined with a variety of secondary methods including courseware (text/workbooks), software demos, live and offline labs, quizzes, and tests, flash cards, games and activities, simulation activities, external resources, and much more.

While MedCerts' curricula have been designed to align with specific Certification Exam objectives or knowledge domains, our training equips students with the expanded skills and expertise they will need to be successful in their new career.

MedCerts Mission

MedCerts' aim is to empower students with specialized Healthcare and IT education designed for their professional development. Every effort of our organization is to provide innovative learning opportunities which will serve students by ensuring their certification and ultimately, their career readiness. We continue to foster positive educational experiences for the lifelong success of everyone associated with our organization.

MedCerts Pillars

Our Foundation for Success

- Our Purpose is to Ensure Our Student's Success
- Our Team Members are Our Greatest Assets
- Every Member of the Team has a Contribution
- Innovation is Essential for Long-term Growth
- Every Communication is an Opportunity to Build a Relationship

Institutional Goals

The goals of MedCerts are:

1. To provide quality distance learning education to students seeking certification or career development, in order to gain entry into a new career or to advance within their current career.
2. To develop engaging and current instruction that is affordable and allows students the best chance of successfully obtaining certification in their chosen field or career path.
3. To provide the highest degree of student support and allowing for the highest likelihood of a successful outcome - program completion, earning certification, and ultimate employment.

Instructional Objectives

MedCerts achieves its goals through the fulfillment of the following objectives:

1. To offer courses in healthcare and information technology that exceed standards for certification.
2. To continually develop and enhance educational courses that combine an assortment of learning approaches to accomplish our goal of engaging the learner.
3. To continually seek to innovate, and adapt our delivery and instructional methods, leveraging technology as a tool for improvement.
4. To continually seek to develop new learning opportunities based on in-demand certifications and targeting high job-growth paths.
5. To provide easy access to educational and student support services that contribute to the student's success.
6. To prepare students for certification within the industry for which they are trained.
7. To measure its institutional effectiveness through continual monitoring of student academic performance and progress, satisfaction, and completion and employment outcomes.

Ensuring Institutional and Programmatic Effectiveness

MedCerts strives to improve the quality and effectiveness of our curricula, including how we deliver and support our training. We collect and monitor data analytics on program completion rates, assessment, and mock exam scores, certification exam pass rates, graduate employment, student and graduate feedback, student satisfaction surveys, and a variety of other important metrics that help to guide quality improvement for each program that we offer.

Institutional Ownership

MedCerts, LLC is a wholly owned subsidiary of Stride, Inc. The powers, duties, and responsibilities of MedCerts' day-to-day operation is the responsibility of Chief Executive Officer, Craig Sprinkle.

Staff and Faculty

Administrative Leadership

Craig Sprinkle
CEO, CFO
BS Finance

Dana Janssen
CPO
BS Education, MBA

Tiffany Toth
Financial Controller
BS Finance

Rafael Castaneda
Vice President of Workforce Development

Mark Adamo
Vice President of Enrollment

Julie Campos
Senior Director of Operations and Student Success

Amanda Roszkowski
Senior Director of Marketing

Suzanne Robinson
Technical Program Manager

Ali Aljahmi
Salesforce Operations Manager

Hattie Hogue
Registrar

Sharon Balke
Director of Career Services

Primary Faculty and Staff

Tina Bennett
Subject Matter Expert
Degree(s): BS Biological Sciences

Michael Boggs
IT Program Director
Degree(s): Bachelor of Science in Information Systems Security
Certification(s): AWS Certified Cloud Practitioner and Certified Solutions Architect-Associate; Cisco Certified CyberOps Associate; CompTIA IT Operations Specialist, Network Infrastructure Professional, Secure Infrastructure Specialist, Security Analytics Professional; Google IT Support

Ed Carlson
Adjunct Instructor, Veterinary Assistant
Certification(s): Veterinary Technician Specialist (Nutrition), Certified Veterinary Technician

Lisa Cochran
Subject Matter Expert and Product Developer
Degree(s): Associate in Arts, Bachelor of Business Administration
Certification(s): Microsoft Certified Trainer, Microsoft Office Specialist (MOS)

Joseph Fischer
Student Success Advisor
Degree(s): Bachelor of Science in Computer Engineering,
Master of Art in Organizational Leadership
Certification(s): ITF, Healthcare IT, A+, Net+, Server+, INet+, Security+, Linux+, MCP, MCSA, MCSE

David Jagrosse
Adjunct Instructor Sterile Processing

Timika Jefferson
Students Success Advisor
Degree(s): MS Healthcare Administration
Certification(s): CCS

Sherrie Moore
Pharmacy Technician Program Director
Degree(s): Bachelor of Arts in Economics, Doctor of
Pharmacy
Certification(s): Certified Pharmacy Technician
(CPHT)

Ian Montel
NASM Personal Trainer and Nutrition Coach Adjunct
Instructor
Degree(s): BS Sports and Exercise Science, MS
Human Movement with emphasis in Exercise
Physiology

Jason Priest
Clinical and Externship Coordinator / Pharmacy
Externship Coordinator Certification(s): CPhT, RPhT,
EMT-B

Robert Prudhomme
Subject Matter Expert
Degree(s): MA Applied Behavior Analysis, BS
Psychology, Health Promotion
Certification(s): BCBA

Barbara Westrick
Program Director and SME
Degree: Associate Degree – Medical Secretary
Certification(s): CMA, CPC, CPCT/A, CET, CPT, CHUC

Jennifer Zabel
Subject Matter Expert
Degree(s): MS Health Care Administration, Ethics
Concentration, BS Health Care Sciences, AAS Dental
Hygiene
Certification(s): CHEP, DANB CDA

Table of Contents

About MedCerts.....	1
State Licenses and Approvals.....	1
Instructional Model – The MedCerts Learning Experience.....	1
MedCerts Mission.....	2
Institutional Goals.....	2
Instructional Objectives.....	2
Institutional Ownership.....	3
Administrative Leadership.....	4
Primary Faculty and Staff.....	4
Table of Contents.....	6
BT-1000: Behavior Technician and the Medical Office.....	10
BT-1100: Behavior Technician Specialist.....	11
DA-3000: Dental Assistant.....	12
HF-3000: NASM Personal Trainer and Nutrition Coach.....	13
HI-1000: Medical Front Office Assistant and Administration Specialist.....	14
HI-1100: Medical Billing Specialist.....	15
HI-1200: Medical Front Office Administration Specialist.....	16
HI-2000: Medication Care Coordinator.....	17
HI-2100: Pharmacy Technician Specialist.....	18
HI-3000: Medical Front Office and Electronic Health Records.....	19
HI-3100: Electronic Health Records Specialist.....	20
HI-4000: Electronic Health Records and Reimbursement Specialist.....	21
HI-5000: Medical Coding and Billing Professional.....	22
HI-5100: Professional Coder.....	23
HI-6000: Medical Assistant.....	24
HI-6100: Phlebotomy Technician.....	25
HI-6200: EKG Technician.....	26
HI-6300: Cardio-Phlebotomy Technician.....	27
HI-6400: Medical Scribe Professional.....	28
HI-6500: Medical Scribe & Administrative Professional.....	29
HI-6600: Medical Laboratory Assistant.....	30
HI-7000: Patient Care Technician.....	31
HI-8000: Health Unit Coordinator.....	32
HI-9000: Allied Healthcare Professional.....	33

HI-9500: Healthcare Administration Professional	34
HI-9600: Clinical Medical Specialist	35
HI-9700: Clinical Medical Professional	36
HI-9800: Clinical Medical Assistant and Scribe Professional	37
PT-3000: Physical Therapy Aide and Administration Specialist	38
RX-3000: Pharmacy Technician Professional (ASHP/ACPE)	39
SP-3000: Sterile Processing Technician	40
ST-3000: Surgical Technologist	41
ST-9000: Surgical/Sterile Processing Technician	42
VA-3000: VetBloom Veterinary Assistant	43
VA-4000: Veterinary Client Service Representative	44
Information Technology Programs	45
IT-1000: IT Support Professional	45
IT-1100: Fundamentals of IT	46
IT-2000: IT Helpdesk Administrator	47
IT-2250: Networking Specialist	48
IT-2100: PC Technician	49
IT-2200: IT Network Technician	50
IT-2250: Networking Specialist	51
IT-3000: Healthcare IT Technician	52
IT-4100: Cisco CCNA Network Associate	53
IT-5000: IT Security and Network Technician	54
IT-5100: IT Security Specialist	55
IT-6100: Ethical Hacker	56
IT-6200: Cybersecurity Analyst	57
IT-6300: Information Systems Security Professional (CISSP)	58
IT-7000: Cloud Technology Professional	59
IT-7100: Cloud Computing (Cloud+)	60
IT-7150 Cloud Specialist	61
IT-7200: AWS Solutions Architect Associate	62
IT-7300: Linux Administrator	63
Professional Development Programs	64
MS-7000: Microsoft Office Specialist	64
PM-6100: Project Management Essentials	65
Course Descriptions	66
Healthcare and Medical Certifications	84

Behavioral Health Certifications	88
Dental Assistant Designations.....	89
Healthcare and Medical Certification Organizations	89
Personal Fitness and Nutrition Coach Designation	90
CPT – Certified Personal Trainer	90
Personal Fitness and Nutrition Coach Designation Organization	90
Veterinary Designations	90
Veterinary Designation Organization.....	91
Information Technology Certifications.....	92
Professional Development Certifications	95
Project Management Certifications	95
Microsoft Office Certifications	95
Student Support Services	97
General Support.....	97
Subject Matter Support.....	97
Technical Support.....	97
Career Services.....	97
Post-Training Employment	98
2023 Holidays	98
Tuition Payment Options and Financial Aid	99
Program Cancellation and Refund Policy.....	100
Academic and School Policies.....	101
Instructional Staff Availability.....	101
Learning Portal and Systems/Network Availability.....	101
Non-Discrimination Policy.....	101
Admission Policy	101
Minimum System and Device Requirements for Students	104
Code of Conduct.....	105
Dismissal	106
Academic Probation	107
Accommodating Students with Disabilities	107
Attendance.....	108
Course Interruption.....	108
Satisfactory Progress	108
Record of Progress	108
Availability and Duration of Training and Support	108

Grading.....	109
Program Transfer.....	110
Completion Documentation	110
Internship/Externship	111
National Certification Exam Payment and Registration	111
National Certification Examinations	111
Student Records and Confidentiality.....	112
Official and Unofficial Transcripts	113
Grievance Procedure	114
Statement of Accuracy	114
Appendices.....	1
Colorado Policies and Procedures	1
Georgia Policies and Procedures	1
Indiana Student Policies and Procedures.....	1
Iowa Policies and Procedures.....	1
Kansas Policies and Procedures	1
Kentucky Policies and Procedures	1
Louisiana Policies and Procedures	1
Missouri Policies and Procedures.....	1
Nebraska Policies and Procedures.....	1
Oregon Policies and Procedures.....	1
Texas Policies and Procedures	1
Washington D.C. Policies and Procedures.....	1
Army-Military Policies and Procedures	1

BT-1000: Behavior Technician and the Medical Office

Tuition: \$4,000

Duration: 18 weeks

Clock Hours: 288

Target Certifications:

1. Certified Medical Administrative Assistant (CMAA)
2. Registered Behavior Technician (RBT)

The BT-1000 Behavior Technician and the Medical Office program prepares students to perform administrative tasks within a medical environment and provides the tools and training necessary to become a Behavior Technician. Graduates will have met the requirements to sit for the CMAA and RBT exams. Program objectives include obtaining knowledge of medical terminology, disease processes, anatomy and physiology, the role of HIPAA, OSHA, CDC, FDA, ANSI, AAMI, and other regulating agencies, and appreciate the roles in medical front office procedures.

Course Code and Name	Clock Hours
BT-3011 Behavior Technician Training	64
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Registered Behavior Technician (RBT)
- Behavior Therapist
- Applied Behavior Analysis Therapist
- Behavior Interventionist
- Medical Office Administration
- Front Desk Representative
- Behavior Technician (BT)
- Behavior Health Specialist
- ABA Therapist
- Patient Services Representative
- Medical Office Assistant/Specialist
- Medical Administrative Executive Assistant

BT-1100: Behavior Technician Specialist

Tuition: \$2,500

Duration: 12 weeks

Clock Hours: 192

Target Certifications:

1. Registered Behavior Technician (RBT)

The BT-1100 Behavior Technician Specialist program offers the tools and training necessary to become a Behavior Technician. A Behavior Technician provides direct implementation of behavior-analytic services but does not design intervention or assessment plans. Students are taught about evidence-based Applied Behavior Analysis (ABA) principles and strategies for helping individuals with developmental behavior challenges.

This online program provides comprehensive training in the areas of Behavioral Health while teaching a fundamental understanding of the use of Medical Terminology and healthcare-specific language spoken in a clinical/medical environment. This training program is based on the Registered Behavior Technician Task List (2nd ed.) and is designed to meet the 40-hour training requirement for RBT credential. The program is offered independent of the BACB.

PLEASE NOTE: There are additional requirements (outside of training and examination) mandated by the BACB for those on the path to earning the RBT designation. Visit <https://www.bacb.com/rbt/> for more information.

Students learn through hands-on labs, courseware review and demo activities, and recorded video lectures. Students receive on-going support and guidance from a team of instructors, advisors, and online mentors.

Course Code and Name	Clock Hours
BT-3011 Behavior Technician Training	64
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Behavior Technician
- Direct Care Staff
- Hospice Staff
- Behavior Health Technician
- Behavior Services Representative

DA-3000: Dental Assistant

Tuition: \$4,000

Duration: 14 weeks

Clock Hours: 224

Target Certifications:

1. Registered Dental Assistant (RDA)

Dental Assistants are projected to be among the fastest-growing occupations in the United States through 2026. There is high demand for caring, knowledgeable, and professional individuals who want to make a difference in the lives of patients while pursuing an exciting career in healthcare.

The DA-3000 Dental Assistant program prepares students to take on significant responsibility as a member of a dental healthcare team. Dental Assistants greatly increase the efficiency of the dentist in delivery of quality oral healthcare. The program covers the wide range of skills and objectives needed to meet industry demands for skilled and well-rounded dental assistants. The Dental Assistant program prepares students to assist dentists and dental hygienists by providing the essential clinical and administrative skills needed in the dental setting. This program covers subjects such as dental anatomy and morphology, infection control, radiation health safety and radiographic skills, patient education, soft skills, dental materials, and essential chairside functions.

Upon successful completion of programmatic coursework, graduates will have the knowledge required to sit for the American Medical Technologist (AMT) Registered Dental Assistant (RDA) certification. Detailed and up-to-date information for each state can be found at <https://americanmedtech.org/Dental-Assistant>.

Course Code and Name	Clock Hours
DA-3011 Infection Control in Dental Healthcare Settings	48
DA-3012 Dental Anatomy, Morphology, and Physiology	48
DA-3013 Dental Assisting Essentials	48
DA-3014 Radiation Health and Safety in Dentistry	48
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Dental Assistant
- Dental Office Manager
- Dental Sales
- Dental Lab Assistant

Enrollment Restrictions: This program is not available to students who plan to work in the following states: MA, MT, NY, IA. Each state's Dental Board implements rules and regulations for delegating legally allowable duties to Dental Assistants.

HF-3000: NASM Personal Trainer and Nutrition Coach

Tuition: \$4,000

Duration: 18 weeks

Clock Hours: 288

Target Certifications:

1. Certified Personal Trainer (CPT)
2. Certified Nutrition Coach (CNC)

The HF-3000 NASM Personal Trainer and Nutrition Coach program teaches the knowledge and skills to prepare graduates to earn two (2) certifications from the National Academy of Sports Medicine (NASM) - Certified Personal Trainer (CPT) and Certified Nutrition Coach (CNC). NASM's Certified Personal Trainer (CPT) certification is NCCA-accredited. The combination of the Certified Personal Trainer (CPT) and Certified Nutrition Coach (CNC) certifications demonstrates proficiency in multiple aspects of the fitness/lifestyle industry. This program includes topics of Human Anatomy, Professionalism in Allied Health, Essentials of Personal Fitness Training, and Essentials of Nutrition Coaching courses and covers topics like flexibility, cardiorespiratory, core, balance, power, strength, nutrition science and healthy diet. The goal is to prepare students for personal training and nutrition coaching for a wide variety of potential clients.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HF-3011 NASM's Essentials of Personal Fitness Training	96
HF-3012 NASM's Essentials of Nutrition Coaching	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Certified Personal Trainer
- Fitness Trainer
- Corporate Fitness Coach
- Personal Trainer
- Health and Nutrition Coach
- Corporate Wellness Coach

HI-1000: Medical Front Office Assistant and Administration Specialist

Tuition: \$4,000

Duration: 21 weeks

Clock Hours: 336

Target Certifications:

1. Medical Coder & Biller Certification (MCBC)
2. Certified Medical Administrative Assistant (CMAA)

The HI-1000 Medical Front Assistant and Administration Specialist program is designed to equip students with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administrative Assistant (CMAA) and Medical Coder & Biller Certification (MCBC).

This online training program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Medical Office Computer Applications, and Insurance Billing and Coding Essentials. Upon completion of the program, students will be taught skills necessary to be successful in the areas of Medical Office Administration and Medical Insurance Reimbursement, and the knowledge to achieve dual healthcare certifications (CMAA and MCBC), increasing their marketability in the field and allowing for greater flexibility in your career path.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance Billing and Coding Essentials	96
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Front Office
- Medical Receptionist
- Medical Insurance Specialist
- Health Care Administrator
- Medical Office Management and Administrator
- Medical Billing Specialist
- Clinical Specialist
- Patient Centered Care Coordinator

HI-1100: Medical Billing Specialist

Tuition: \$2,000

Duration: 14 weeks

Clock Hours: 224

Target Certifications:

1. Medical Coder & Biller Certification (MCBC)

The HI-1100 Medical Billing Specialist program is designed to provide students with the skills and knowledge necessary to successfully pursue a career in the healthcare industry, with a specific focus on Medical Billing support. Additionally, students will be well-prepared to take nationally recognized certification exams like the Medical Coder & Biller Certification (MCBC) exam, administered by the American Medical Certification Association (AMCA).

This online training program provides training in areas including Human Anatomy and Physiology, Medical Terminology, and Insurance Billing and Coding Essentials. Upon completion of the program, students will be taught the knowledge required to achieve certifications leading to a new career in a variety of health care fields related to medical billing and insurance reimbursement.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance Billing and Coding Essentials	96
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Billing Specialist
- Reimbursement Specialist
- Health Care Administration
- Medical Insurance Specialist
- Insurance Claims Processor

HI-1200: Medical Front Office Administration Specialist

Tuition: \$2,000

Duration: 15 weeks

Clock Hours: 240

Target Certifications:

1. Certified Medical Administrative Assistant (CMAA)

The HI-1200 Medical Front Office Administration Specialist program is designed to equip students with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administrative Assistant (CMAA) certification. Students will be provided comprehensive training that will prepare them for entry into employment within the Medical Office fields.

This program provides training in areas including Medical Office Procedures and Administration, Medical Office Computer Applications, and administrative computer functions and procedures. Upon completion of the program, students will be taught the skills necessary to be successful in the areas of Medical Office Administration, and the knowledge to achieve the Certified Medical Administrative Assistant certification (CMAA), increasing their marketability in the field and allowing for greater flexibility in their career path.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
MS-1011 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Office Computer Specialist/Assistant
- Clinical Assistant/Specialist
- Medical Administrative/Assistant
- Patient Centered Care Coordinator
- Medical Office Assistant/Specialist
- Medical Receptionist
- Health and Medical Administrator

HI-2000: Medication Care Coordinator

Tuition: \$4,000

Duration: 24 weeks

Clock Hours: 384

Target Certifications:

1. Certified Pharmacy Technician (CPhT)
2. Certified Medical Administrative Assistant (CMAA)

The HI-2000 Medication Care Coordinator program is designed to equip students with the skills necessary to provide excellent support in a pharmacy or clinical environment and the knowledge to achieve the Certified Medical Administrative Assistant (CMAA) and Certified Pharmacy Technician (CPhT) certifications.

This online certification program provides training in the areas of Human Anatomy, Physiology and Medical Terminology, Medical Office Procedures and Administration, as well as Pharmacy Technician Principles and Practices. Upon completion of the program, students will be taught the skills necessary in the areas of Medical Office Administration and Pharmacy, and the knowledge to achieve dual healthcare certifications (CMAA and CPhT), increasing their marketability in the field and allowing for greater flexibility in their career path.

Upon completion of the program, students are uniquely prepared to serve as a liaison between clinical providers, the pharmacy, and consumers. Students are also prepared to assist consumers with their medication plan, insurance, and other services including the medication distribution process.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1017 Pharmacy Technician Principles and Practices	128
MS-2000 Microsoft Office Series I	32
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medication Care Coordinator
- Patient Centered Care Coordinator
- Patient Services Representative
- Consumer Medication Coordinator
- Pharmacy Informaticist

HI-2100: Pharmacy Technician Specialist

Tuition: \$2,700

Duration: 16 weeks

Clock Hours: 256

Target Certifications:

1. Certified Pharmacy Technician (CPhT)

The HI-2100 Pharmacy Technician Specialist program is designed to equip students with the knowledge required to gain the Certified Pharmacy Technician (CPhT) certification through the Pharmacy Technician Certification Board's (PTCB) exam or the National Healthcareer Association's (NHA) ExCPT exam. The PTCB's exam is recognized in all 50 states and may be required to operate as a Pharmacy Technician in certain states as defined by each State's Board of Pharmacy. While we highly recommend the PTCB's exam, students are equally prepared for NHA's ExCPT exam, which is also widely recognized.

This program provides training in the areas of Human Anatomy, Physiology and Medical Terminology, and Pharmacy Technician Principles and Practices.

This is a Certification Preparation program and does not contain all required components of an ASHP/ACPE-Accredited program, specifically the simulation/lab component and required externship. This program is perfect for a student that has an interest in becoming certified as a Pharmacy Technician. In the coming years, more and more States will continue to require ASHP/ACPE Program completion along with passing the PTCE exam to be licensed and fully certified. This program will not fulfill those requirements but may meet the minimum licensing/registration standard in certain states. For students that wish to become a professional Pharmacy Technician by way of a fully accredited ASHP/ACPE program, please refer to the MedCerts RX-3000 Pharmacy Technician Professional program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1017 Pharmacy Technician Principles and Practices	128
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Pharmacy Technician
- Pharmacy Assistant
- Pharmacy Aide

HI-3000: Medical Front Office and Electronic Health Records

Tuition: \$4,000

Duration: 19 weeks

Clock Hours: 304

Target Certifications:

1. Certified Electronic Health Records Specialist (CEHRS)
2. Certified Medical Administrative Assistant (CMAA)

The HI-3000 Medical Front Office and Electronic Health Records program is designed to equip students with the skills necessary to provide excellent support in a Medical Office environment and the knowledge to earn certification as a Certified Electronic Health Records Specialist (CEHRS) and Certified Medical Administrative Assistant (CMAA). This program teaches students to properly handle patient data, fundamental records and document management, medical office procedures, and more. Upon completion of the program and achieving certification, students may find work in physician offices and laboratories, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

This program provides training in the areas of Human Anatomy and Physiology, Medical Office Administration, Medical Terminology, Medical Office Computer Applications, and Electronic Health Records technology and management. Upon successful completion of the program, students will be taught the skills necessary to be successful in the areas of Medical Office Administration and Electronic Health Records, and the knowledge to achieve dual healthcare certifications (CMAA and CEHRS), increasing their marketability in the field and allowing for greater flexibility in their career path.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1018 Electronic Health Records	64
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Electronic Health Records Specialist
- Medical Records Technician
- HIPAA Compliance Officer
- Health Information Support Specialist
- Medical Office Specialist
- Medical Receptionist
- Patient Centered Care Coordinator
- Health Information/Medical Records Administrator
- Medical Front Office Assistant
- Medical Records Administrator
- Medical Office Management and Administrator

HI-3100: Electronic Health Records Specialist

Tuition: \$2,700

Duration: 12 weeks

Clock Hours: 192

Target Certifications:

1. Certified Electronic Health Records Specialist (CEHRS)

The HI-3100 Electronic Health Records Specialist program is designed to teach students the skills necessary to provide excellent support in a Medical Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) certification. This program teaches students for proper handling of patient data, fundamental records and document management, medical office procedures, and more.

Upon completion of the program and achieving certification, students may find work in physician offices and laboratories, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1018 Electronic Health Records	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medication Care Coordinator
- Patient Centered Care Coordinator
- Patient Services Representative
- Consumer Medication Coordinator
- Pharmacy Informaticist

HI-4000: Electronic Health Records and Reimbursement Specialist

Tuition: \$4,000

Duration: 19 weeks

Clock Hours: 304

Target Certifications:

1. Certified Electronic Health Records Specialist (CEHRS)
2. Medical Coder & Biller Certification (MCBC)

The HI-4000 Electronic Health Records and Reimbursement Specialist program is designed to teach students the necessary skills to provide excellent support in a Medical Back Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) certification and earn the Medical Coder & Biller Certification (MCBC). This program teaches students the proper handling of patient data, fundamental records and document management, medical insurance reimbursement, and more.

This online certification program provides comprehensive training in the areas of Microsoft Office, Human Anatomy and Physiology, Medical Terminology, Insurance Billing and Coding and Electronic Health Records. Upon completion of the program, students will be taught the skills necessary to be successful in the areas of Electronic Health Records and Reimbursements, the knowledge to achieve dual healthcare certifications (CEHRS and MCBC), increasing their marketability in the field and allowing for greater flexibility in your career path in locations such as physician offices, insurance billing offices, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance Billing and Coding Essentials	96
HI-1018 Electronic Health Records	64
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Electronic Health Records Specialist
- Health Information/Medical Records Technician
- Health and Medical Administrative Services
- Medical Insurance Specialist
- Medical/Health Management and Clinical Assistant
- Health Information/Medical Records Administrator
- Medical Billing Specialist
- Billing and Coding Support
- Health Care Administration Management
- HIPAA Compliance Officer

HI-5000: Medical Coding and Billing Professional

Tuition: \$4,000

Duration: 28 weeks

Clock Hours: 448

Target Certifications:

1. Medical Coder & Biller Certification (MCBC)

Secondary Certifications: Eligible only after obtaining MCBC Certification:

1. Certified Professional Coder (CPC)
2. Certified Coding Specialist – Physician-based (CCS-P)

The HI-5000 Medical Coding and Billing Professional program covers foundational, intermediate, and professional-level topics to allow graduates a clear pathway towards a rewarding career in billing and coding, primarily in a physician office-based environment. This program provides training in areas including Human Anatomy, Medical Terminology, Insurance Billing and Coding Essentials, and Medical Coding.

The primary objective of this program is to give students the tools needed to successfully pass the MCBC examination. Once MCBC-certified, graduates are eligible for the optional CPC or CCS-P certifications, both of which are valuable for medical coding in a physician office setting. Those who pass the CPC examination earn the CPC-A credential. When the CPC-A (apprentice) is combined with one (1) year of practical coding experience, the individual earns the full CPC designation. Medical Coders holding professional-level certifications are an important part of the medical practices and may earn 20% more than non-certified coders.

The payment for the MCBC and either the CPC or CCS-P exam is provided by MedCerts.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance Billing and Coding Essentials	96
HI-1051 Medical Coding	224
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Records Coordinator
- Medical Coding Specialist
- Medical Records Technician
- Medical Records Clerk
- Patient Account Representative
- Insurance Reimbursement Specialist
- Revenue Specialist
- Medical Coder
- Medical Billing Specialist
- Health Information Specialist
- Health Information Clerk
- Billing Coordinator
- Collections Specialist

HI-5100: Professional Coder

Tuition: \$3,500

Duration: 22 weeks

Clock Hours: 352

Target Certifications:

1. Certified Professional Coder (CPC-A) or Certified Coding Specialist Physician-Based (CCS-P)

The HI-5100 Professional Coder (CPC) program provides comprehensive training to help students achieve the Certified Professional Coder – CPC-A credential or the Certified Coding Specialist-Physician-based (CCS-P), both of which are the standard for medical coding in physician office settings. Our partnership with the American Academy of Professional Coders (AAPC) and the American Health Information Management Association (AHIMA) enables you to have the tools needed to successfully pass the CPC examination or the CCS-P examination. Those passing the CPC examination earn the credential, CPC-A. When the CPC-A (apprentice) is ultimately combined with one year of practical coding experience, the individual earns the full CPC designation.

Regardless of the choice of the exam, students are taught the principles of medical coding related to the three main code books: CPT, ICD-10-CM Volumes 1 & 2, and HCPCS Level II. The Medical Coding textbook contains access to a coding software that allows for coding practice even after the completion of the course. The software allows for hands-on demonstration of learned coding skills.

This program is recommended for anyone who is preparing for a career in medical coding and to prepare for either the CCS-P or CPC-A certification exam. The payment for one of these exams is provided by MedCerts.

Upon completion of the program, students are eligible for a MedCerts-sponsored 12-month membership into the AAPC.

Previous Medical front office experience or training is highly recommended

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1051 Medical Coding	224
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Professional Medical Coder
- Surgical Coder
- Medical Management Specialist
- Reimbursement Coordinator/Specialist
- Professional Fee Coder
- Coding Specialist
- Outpatient Medical Coder
- Compliance Auditor – Coding

HI-6000: Medical Assistant

Tuition: \$4,000

Duration: 28 weeks

Clock Hours: 448

Target Certifications:

1. Certified Clinical Medical Assistant (CCMA)
2. Certified Medical Administrative Assistant (CMAA)

Medical Assistants are professionals who may administer medications, assist with minor procedures, record vital signs, take medical histories, prepare patients and rooms for examinations, handle laboratory specimens, provide patient education, and much more. Because of the specialized skill set and knowledge that is held by these professionals, they find themselves working in clinics, physicians' offices, hospitals, outpatient facilities, and specialists' offices across the country. Medical Assistant students are prepared to perform both clinical and administrative duties required in a medical facility through MedCerts' online medical assistant certification classes.

The HI-6000 Medical Assistant program covers a wide range of skills and objectives that extend beyond the primary functions of a Medical Assistant. Throughout the program, students experience 3D virtual office scenarios, clinical skill simulations, animations, assessment gamification, and activities. You will enjoy robust online courses including Human Anatomy and Medical Terminology, Professionalism in Allied Health, Clinical Medical Assisting and more.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6010 Clinical Medical Assisting	224
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Assistant
- Doctor's Assistant
- Ophthalmic Technician
- Optometric Technician
- Chiropractor Assistant
- Medical Office Assistant
- Optometric Assistant

HI-6100: Phlebotomy Technician

Tuition: \$2,000

Duration: 12 weeks

Clock Hours: 192

Target Certifications:

1. Certified Phlebotomy Technician (CPT)

Additional Admission Requirements:

1. Must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements

Phlebotomy Technicians collect blood and non-blood specimens for testing so the specimens can be analyzed in a clinical laboratory. Blood and non-blood tests are used to diagnose illness, evaluate the effectiveness of medications, and determine whether a patient is receiving proper nutrition. Phlebotomy procedures include verifying the patient's identity to ensure proper labeling of specimens and entry of information into a database. Keeping a clean, sanitary, and safe work environment is important so the Phlebotomy Technician can avoid infection or contamination. Phlebotomy Technicians also assemble and maintain equipment such as needles and specimen containers.

Phlebotomists work in clinical laboratories, hospitals, community health centers, nursing homes, doctor's offices, blood donation centers, and other health care facilities. They are usually supervised by a Clinical Laboratory Technologist or other medical professional. In medical and diagnostic laboratories, patient interaction is sometimes only with the phlebotomist which allows a unique opportunity to positively impact patient experience.

After completion of the HI-6100 Phlebotomy Technician program, students should be prepared to pass the Certified Phlebotomy Technician (CPT) exam, issued through the NHA (National Healthcareer Association), and begin a career in healthcare. To earn full certification, students will be required to complete 30 venipunctures and 10 capillary sticks on a live person.

Students are responsible for locating and securing a site to fulfill the clinical requirements of the program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6011 Phlebotomy	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Phlebotomy Technician
- Laboratory Assistant
- Emergency Room Department Technician
- Laboratory Specimen Collector
- Phlebotomist
- Medical Technologist

HI-6200: EKG Technician

Tuition: \$2,000

Duration: 12 weeks

Clock Hours: 192

Target Certifications:

1. Certified EKG Technician

Additional Admission Requirements:

1. Must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements

The HI-6200 EKG Technician program prepares students for national certification as a Certified EKG Technician (CET). EKG/ECG technicians work in healthcare facilities specializing in electrocardiography testing for patients. These tests help detect irregularities that may result in a heart attack or heart disease. Common duties include explaining procedures to patients, monitoring blood pressure, and positioning patients. In this program, students are taught how to apply Holter monitors and assist cardiologists with stress testing.

Throughout the program, students will gain knowledge of medical terminology and disease processes to become familiar with healthcare settings and roles of EKG/ECG technicians.

With additional on-the-job training or experience, EKG technicians may specialize in areas such as cardiac catheterization, Holter monitoring, phonocardiography, stress testing, and vectorcardiography. EKG technicians must be able to recognize an emergency and assist the physician in responding to them. Anyone interested in this field should have an interest in high-tech mechanical equipment and be able to sympathize with people and reassure them when apprehensive about a testing procedure.

Upon successful completion of this program, students are eligible to sit for the CET exam, issued by the National Healthcareer Association (NHA). The exam fee is included in your tuition cost. To earn full certification, students will be required to complete a minimum of 10 EKGs on a live person. Certifications are issued once the exam(s) have been passed and clinical requirements are met.

Students are responsible for locating and securing a site to fulfill the clinical requirements of the program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6012 Electrocardiography	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- EKG Technician
- Cardiac Monitoring Technician
- Cardiac Stress Technician
- Cardiovascular Technician
- ECG Technician
- Holter Monitor Technician

HI-6300: Cardio-Phlebotomy Technician

Tuition: \$3,750

Duration: 16 weeks

Clock Hours: 256

Target Certifications:

1. Certified Phlebotomy Technician (CPT)
2. Certified EKG Technician (CET)

Additional Admission Requirements:

1. Must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements

Whether you're a seasoned Medical Assistant looking to expand your marketability and income or are a newcomer to the clinical healthcare industry, training to become a Cardio-Phlebotomy Technician can set you apart in a competitive job market. Combining the skills of both the EKG Specialist and Phlebotomist can provide valuable data that can lead practitioners to a diagnosis and lifesaving treatment. This career can offer opportunities in a variety of medical settings and is ideal for individuals who like hands-on work where direct patient interaction is a part of daily professional life.

The HI-6300 Cardio-Phlebotomy Technician program prepares students for a multitude of careers in the medical field. Students are taught medical terminology, anatomy, disease processes, the responsibilities related to performing EKGs, applying Holter monitors, to assist cardiologists with stress tests, phlebotomy and more! This is taught through a variety of eLearning components designed to keep students engaged and entertained throughout their training. The courses include video-based lectures, simulations, 3D video demonstrations, 3D interactive environments, games, and many other learning tools.

Upon completion of this program, students are eligible to sit for the CPT exam and the CET exam, both issued by the National Healthcareer Association (NHA). The exam fees are included in your tuition cost! To earn full certification, students will be required to complete 30 venipunctures, 10 capillary sticks and a minimum of 10 EKGs on a live person.

Students are responsible for locating and securing a site to fulfill the clinical requirements of the program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6011 Phlebotomy	64
HI-6012 Electrocardiography	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Phlebotomy Technician
- Laboratory Specimen Processor
- Emergency Room Department Technician
- Medical Technologist
- EKG Technician
- Cardiac Monitoring Technician
- Cardiac Stress Technician

HI-6400: Medical Scribe Professional

Tuition: \$3,200

Duration: 14 weeks

Clock Hours: 224

Target Certifications:

1. Apprentice Medical Scribe Professional (AMSP)

Traditionally, for every hour that physicians provide direct face time to patients - 2 more hours are spent on Electronic Health Records (EHR) and other clerical work. A strategy to decrease this clerical burden is to use Medical Scribes trained to document patient encounters in real-time. Studies have shown that Medical Scribes improved all aspects of physician satisfaction, including overall satisfaction, physician face time with patients, time spent charting, chart quality, and chart accuracy.

Since the EHR is at the core of a Medical Scribe's daily job functions, students are taught knowledge of medical clinic workflow systems by engaging and interacting with a Simulated Software Application. Students track a patient from the patient's initial call for an appointment through the entire revenue cycle. The book and software activities included in this program use a building block approach to learning the medical clinic workflow processes. This approach ensures that students are prepared to synthesize and organize medical data into a coherent entry, so that it complies with office protocols, federal regulations, and insurance requirements.

The payment for the Medical Scribe Certification Exam is provided by MedCerts, which when passed grants status as an Apprentice Medical Scribe Professional (AMSP), through the American Healthcare Documentation Professionals Group™.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6015 Medical Scribe Essentials	96
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Records Specialist
- Medical Scribe

HI-6500: Medical Scribe & Administrative Professional

Tuition: \$4,000

Duration: 20 weeks

Clock Hours: 320

Target Certifications:

1. Apprentice Medical Scribe Professional (AMSP)
2. Certified Medical Administrative Assistant (CMAA)

Traditionally, for every hour that physicians provide direct face time to patients - 2 more hours are spent on Electronic Health Records and other clerical work. A strategy to decrease this clerical burden is to use Medical Scribes trained to document patient encounters in real-time.

Since the EHR is at the core of a Medical Scribe's daily job functions, students are taught knowledge of medical clinic workflow systems by engaging and interacting with a Simulated Software Application. The book and software activities included in this program use a building block approach to learning the medical clinic workflow processes. This approach ensures students are prepared to synthesize and organize medical data into a coherent entry, so that it complies with office protocols, federal regulations, and insurance requirements.

Graduates will be prepared to take the Apprentice Medical Scribe Professional (AMSP) certification exam, issued through the American Healthcare Documentation Professionals Group™. Additionally, the role of a Scribe will include clerical and administrative functions, graduates are also prepared to sit for the Certified Medical Administrative Assistant (CMAA) exam sponsored by the National Healthcareer Association (NHA).

By obtaining certification as a CMAA, students demonstrate to employers that they can keep the medical office running efficiently and effectively. This combination of certifications provides graduates with a significant advantage in a competitive market, and the cost of both exams is covered by MedCerts!

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6015 Medical Scribe Essentials	96
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Scribe
- Medical Secretary
- Medical Records Specialist
- Medical Administrative Assistant

HI-6600: Medical Laboratory Assistant

Tuition: \$4,000

Duration: 16 weeks

Clock Hours: 256

Target Certifications:

1. Certified Medical Laboratory Assistant (CMLA)
2. Certified Phlebotomy Technician (CPT)

The HI-6600 Medical Laboratory Assistant program prepares students to be responsible for collecting blood, tissue, and other samples from patients, and preparing samples for testing and analyses. This program is designed to develop knowledge and understanding of medical terminology, lab rules and regulations, and universal precautions for a clinical laboratory.

Graduates of this program are prepared to sit for the Certified Medical Lab Assistant (CM LA) certification exam, offered by American Medical Technologists (AMT). MedCerts graduates are eligible to take the exam and will earn provisional certification upon passing. Once employed as a Lab Assistant, graduates will gain the 120 hours of documented, approved clinical laboratory experience required for the grant of full certification. Graduates are also eligible for a secondary certification, Certified Phlebotomy Technician (CPT), offered through the National Healthcareer Association (NHA). The CPT certification requires 30 venipunctures and 10 capillary sticks on a live person. As with the CMLA, upon passing the CPT exam candidates are kept in provisional status until these clinical requirements have been met.

Students are responsible for locating and securing a site to fulfill the clinical requirements of the program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6011 Phlebotomy	64
HI-6017 Medical Lab Assisting	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Laboratory Assistant
- Medical Technician
- Clinical Laboratory Technician
- Health Technician

HI-7000: Patient Care Technician

Tuition: \$4,000

Duration: 24 weeks

Clock Hours: 384

Target Certifications:

1. Certified Patient Care Technician (CPCT)
2. Certified Phlebotomy Technician (CPT)
3. EKG Technician (CET)

The HI-7000 Patient Care Technician program teaches students how to assist physicians and nurses by providing basic and advanced clinical duties in a virtual medical environment. The program covers subjects such as anatomy and physiology, medical law and ethics, medical communications, medical records, patient preparation, medical terminology, safety and compliance, and basic laboratory procedures and tests. Students are exposed to a wide variety of fundamental clinical tasks.

Caring for patients can involve treating disease and injury, preventing disease, restoring optimal wellness through rehabilitation, caring for the chronically ill, and educating patients and families, and identifying the patient's individual needs to plan a systematic approach to meet those needs. A Certified Patient Care Technician may assist in carrying out the care plan by completing the tasks assigned to them by a healthcare professional.

Upon completion of this program, students are eligible to sit for the CPCT, CPT, and CET exams, all issued by the National Healthcareer Association (NHA). The exam fees are included in your tuition cost! To earn the CPT and CET certification, students will be required to complete 30 venipunctures, 10 capillary sticks and a minimum of 10 EKGs on a live person.

Students are responsible for locating and securing a site to fulfill the clinical requirements of the program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6011 Phlebotomy	64
HI-6012 Electrocardiography	64
HI-7011 Fundamentals of Patient Care	128
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Home Health Aide
- Personal Care Aide
- Patient Care Technician

HI-8000: Health Unit Coordinator

Tuition: \$4,000

Duration: 18 weeks

Clock Hours: 288

Target Certifications:

1. Certified Health Unit Coordinator (CHUC)
2. Certified Electronic Health Records Specialist (CEHRS)

The HI-8000 Health Unit Coordinator program prepares students to gain industry certification and to ultimately work within hospitals, clinics, nursing homes, and other healthcare facilities. This highly immersive program utilizes 12 unique eLearning components designed to keep students engaged, stimulated, and entertained throughout their training. The student learning experience is driven by recorded video lecture with simulations, video demonstrations, virtualized environments, and many other professionally produced learning objects. Multiple assessments test the students' knowledge and understanding of the material contained in each lesson leading up to a comprehensive final exam for each course.

This program introduces students to the health care facility environment and the various procedures performed by a Certified Health Unit Coordinator. The role of Health Unit Coordinator has expanded over the years as new technology has been introduced, legal and ethical standards have been tightened, and various supporting roles within the medical environment have evolved. Today's Health Unit Care Coordinator wears many hats but often works very closely with nurses, doctors, and other hospital staff. Successful Health Unit Coordinators should be able to set up charts, perform data entry, maintain patient records, manage facility communications, and monitor compliance with facility policy and confidential regulations.

Upon completion of this program, students will be eligible to sit for the Certified Health Unit Coordinator (CHUC) exam, sponsored by the National Association of Health Unit Coordinators (NAHUC), and the Certified Electronic Health Records Specialist (CEHRS) exam, sponsored by the National Healthcareer Association (NHA). MedCerts covers the cost of both of these exams.

Course Code and Name	Clock Hours
HI-1013 Health Unit Coordinating	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1018 Electronic Health Records	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Secretary
- Ward Secretary
- Hospital Unit Coordinator
- Health Unit Coordinator/Specialist
- Patient Access Technician

HI-9000: Allied Healthcare Professional

Tuition: \$6,000

Duration: 33 weeks

Clock Hours: 528

Target Certifications:

1. Certified Medical Administrative Assistant (CMAA)
2. Medical Coder & Biller Certification (MCBC)
3. Certified Electronic Health Records Specialist (CEHRS)
4. Certified Pharmacy Technician (CPhT)

The HI-9000 Allied Healthcare Professional program provides comprehensive training for students who wish to prepare for entry into a career Allied Healthcare.

Students can increase their career opportunities as an Allied Health Professional with eligibility for up to four (4) National Certifications!

This program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Electronic Health Records, Pharmacy Technician, and Insurance Billing and Coding Essentials. Upon successful completion of the program, students should be able to be successful in a comprehensive set of subject matter areas, and the knowledge to achieve multiple healthcare certifications (CMAA, CPhT, CEHRS, and CBCS), increasing their marketability in the field and allowing for greater flexibility in their career path.

In this program students receive cross-training in multiple disciplines and are uniquely qualified for a variety of in-demand and high growth careers. Graduates of this program are eligible to participate in a 6-week Externship Experience at a Walgreens Pharmacy of their choice. The optional Walgreens externship is the capstone of the Learning Experience and allows students to apply what they have learned in a real-world environment.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance and Billing, and Coding Essentials	96
HI-1017 Pharmacy Technician Principles and Practices	128
HI-1018 Electronic Health Records	64
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Office Management and Administration
- Medical Reception
- Medical Insurance Specialist
- Pharmacy Technician
- Health Information Administrator
- Clinical Assistant/Specialist
- Medical Biller
- Patient Centered Care Coordinator
- Medical Office Assistant/Specialist

HI-9500: Healthcare Administration Professional

Tuition: \$5,000

Duration: 25 weeks

Clock Hours: 400

Target Certifications:

1. Certified Medical Administrative Assistant (CMAA)
2. Medical Coder & Biller Certification (MCBC)
3. Certified Electronic Health Records (CEHRS)

The HI-9500 Healthcare Administration Professional program provides training for students who wish to prepare for entry into a career in Allied Healthcare. Students can Increase their career opportunities as a Healthcare Professional with eligibility for up to three (3) national certifications from the National Healthcareer Association (NHA)!

This program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Electronic Health Records, and Insurance Billing and Coding Essentials. Upon successful completion of this program, students will be taught the skills necessary to be successful in a comprehensive set of subject matter areas and will be prepared for multiple healthcare certifications (CMAA, CEHRS, and CBCS), increasing their marketability in the field and allowing for greater flexibility in their career path.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-1015 Insurance and Billing, and Coding Essentials	96
HI-1018 Electronic Health Records	64
MS-1000 Microsoft Office Basics	16
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Health and Medical Administration Services
- HIPAA Compliance Officer
- Clinical Assistant/Specialist
- Medical Office Computer Specialist/Assistant
- Health Information Records Administrator
- Electronic Health Records Specialist/Assistant
- Medical Biller

HI-9600: Clinical Medical Specialist

Tuition: \$5,000

Duration: 32 weeks

Clock Hours: 512

Target Certifications:

1. Certified Clinical Medical Assistant (CCMA)
2. Certified Medical Administrative Assistant (CMAA)
3. Certified Phlebotomy Technician (CPT)

The HI-9600 Clinical Medical Assistant program is recommended for those who wish to work directly alongside patients in a clinical medical environment. Graduates of this program differentiate themselves from the field of Medical Assistants by completing a comprehensive course in Phlebotomy, creating a path for the Medical Assistant to perform advanced job roles that can lead to greater marketability and earning power.

Because today's Medical Assistant will be called upon to perform a variety of clinical and administrative duties, this program covers a wide range of skills and objectives that expand beyond the routine functions of a Medical Assistant. Chief among these expanded responsibilities are tasks related to and around the practice of Phlebotomy. This program contains a course specifically designed to prepare students with the knowledge and skills necessary to perform blood draws, collect and handle blood and non-blood specimens and maintain a safe clinical environment.

Upon successful completion of this program students will have met the training requirements to sit for the Certified Clinical Medical Assistant (CCMA) exam, and the Certified Medical Administrative Assistant (CMAA) exam, both of which are sponsored by the National Healthcareer Association (NHA). Additionally, students will have the knowledge to complete the training requirements relevant to the Certified Phlebotomy Technician (CPT) certification sponsored by the NHA. Once hired as a Medical Assistant, the student can complete the required 30 successful venipunctures and 10 successful capillary sticks that are necessary to attempt the Phlebotomy certification exam.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6010 Clinical Medical Assisting	224
HI-6011 Phlebotomy	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Assistant
- Doctor's Assistant
- Ophthalmic Technician
- Optometric Assistant
- Laboratory Assistant

HI-9700: Clinical Medical Professional

Tuition: \$6,000

Duration: 36 weeks

Clock Hours: 576

Target Certifications:

1. Certified Clinical Medical Assistant (CCMA)
2. Certified Medical Administrative Assistant (CMAA)
3. Certified Phlebotomy Technician (CPT)
4. Certified EKG Technician (CET)

The HI-9700 Clinical Medical Professional program is recommended for those who wish to work directly alongside patients in a clinical medical environment. Graduates of this program differentiate themselves from the field of Medical Assistants by completing comprehensive course in Phlebotomy and Electrocardiography, creating a path for the Medical Assistant to perform advanced job roles that can lead to greater marketability and earning power.

Because today's Medical Assistant will be called upon to perform a variety of clinical and administrative duties, this program covers a wide range of skills and objectives that expand beyond the routine functions of a Medical Assistant. Chief among these expanded responsibilities are tasks related to and around the practice of Phlebotomy and Electrocardiography. This program contains courses specifically designed to prepare students with the knowledge and skills necessary to perform blood draws, collect and handle blood and non-blood specimens, perform EKG and cardiac testing, and maintain a safe clinical environment.

Upon successful completion of this program, students will have met the training requirements to sit for the Certified Clinical Medical Assistant (CCMA) exam, and the Certified Medical Administrative Assistant (CMAA) exam, both of which are sponsored by the National Healthcareer Association (NHA). Additionally, students will have the knowledge to complete the training requirements relevant to the Certified Phlebotomy Technician (CPT) certification exam, and the EKG exam, both sponsored by the NHA. Once hired as a Medical Assistant, students will be able to complete the 30 venipunctures, 10 capillary sticks required for the CPT exam and a minimum of 10 EKGs required of the CET exam.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6010 Clinical Medical Assisting	224
HI-6011 Phlebotomy	64
HI-6012 Electrocardiography	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Assistant
- Doctor's Assistant
- Ophthalmic Technician
- Optometric Assistant
- Laboratory Assistant

HI-9800: Clinical Medical Assistant and Scribe Professional

Tuition: \$6,000

Duration: 34 weeks:

Clock Hours: 544

Target Certifications:

1. Apprentice Medical Scribe Professional (AMSP)
2. Certified Medical Administrative Assistant (CMAA)
3. Certified Clinical Medical Assistant (CCMA)

Traditionally, for every hour that physicians provide direct face time to patients two more hours are spent on Electronic Health Records (EHR) and other clerical work. A strategy to decrease this clerical burden is to use Medical Scribes trained to document patient encounters in real-time.

Since the EHR is at the core of a Medical Scribe's daily job functions, students will gain knowledge of medical clinic workflow systems by engaging and interacting with a Simulated Software Application. The book and software activities included in this program use a building block approach to learning the medical clinic workflow processes. This approach ensures students are prepared to synthesize and organize medical data into a coherent entry, so that it complies with office protocols, federal regulations, and insurance requirements.

The Clinical Medical Assistant and Scribe program is designed to equip students with the requisite knowledge and skills needed to achieve certification as a Medical Assistant (CCMA) and Medical Scribe (AMSP). Additionally, students are qualified and eligible for a third certification as a Medical Administrative Assistant (CMAA). This combination of certifications provides graduates with a significant advantage in a competitive market.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6010 Clinical Medical Assisting	224
HI-6015 Medical Scribe Essentials	96
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Medical Scribe
- Medical Assistant
- Medical Records Specialist
- Medical Receptionist

PT-3000: Physical Therapy Aide and Administration Specialist

Tuition: \$4,000

Duration: 18 weeks

Clock Hours: 288

Target Certifications:

1. Physical Therapy Technician Certification (PTTC)
2. Certified Medical Administrative Assistant (CMAA)

Nearly everyone has used a bag of ice or even heat to relieve pain, but what if that pain persists and becomes long term? This is where physical therapy comes in. Physical therapy is the practice of assisting individuals to regain full function of their bodies via various types of exercise.

The PT-3000 Physical Therapy Aide and Administration Specialist program is the ideal opportunity for someone to gain entry into the field and assist members of the physical therapy team. Aides often perform tasks that are indirectly related to patient care, such as cleaning and setting up treatment areas, moving patients, and performing administrative and clerical duties. Other duties include preparing hot and cold packs, sanitizing equipment, and assisting in patient intake. Often aides are responsible for documenting patients' responses during exercise.

Graduates of this program will be eligible to take the Physical Therapy Technician/Aide Certification (PTTC) exam sponsored by the American Medical Certification Association (AMCA) and the Certified Medical Administrative Assistant (CMAA) exam sponsored by the National Healthcareer Association.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
Hi-6013 Fundamentals of Physical Therapy	64
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Rehabilitation Aide
- Physical Therapy Aide

RX-3000: Pharmacy Technician Professional (ASHP/ACPE)

Tuition: \$4,000

Duration: 25 weeks

Clock Hours: 464

Target Certifications:

1. Certified Pharmacy Technician (CPhT)

The RX-3000 Pharmacy Technician Professional (ASHP/ACPE) program provides training of the highest standard, as defined by the American Society of Health-System Pharmacists (ASHP). The ASHP/ACPE recognizes programs that meet their quality and compliance standards through formal accreditation. The MedCerts Pharmacy Technician Professional program is accredited by the ASHP/ACPE.

This online certification program provides comprehensive training in the areas of Human Anatomy, Physiology and Medical Terminology and Pharmacy Technician Principles and Practices. This program incorporates instructor-led video-based training and demonstrations, along with activities and simulations.

Upon successful completion of this program, students are eligible to sit for the Certified Pharmacy Technician (CPhT) exam sponsored by the Pharmacy Technician Certification Board (PTCB). MedCerts covers the cost of this exam.

Students must complete a 6-week Externship experience at a Pharmacy location. The externship is the capstone of the Learning Experience, allowing you to apply what you have learned in a real-world environment.

Students are responsible for locating and securing a site to fulfill the clinical requirements of this program.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-2017 Pharmacy Technician Principles and Practices ASHP	176
PS-1011 Professionalism in Allied Health	32
EX-2017 Pharmacy Technician Externship	160

Potential Career Paths Include:

- Pharmacy Technician
- Pharmacy Assistant
- Pharmaceutical Sales
- Infusion Technician
- Pharmacy Aide
- Compliance Specialist
- Inpatient Technician
- Pharmacy Technology Specialist

SP-3000: Sterile Processing Technician

Tuition: \$4,000

Duration: 14 weeks

Clock Hours: 224

Target Certifications:

1. Certified Registered Central Service Technician (CRCST)

The SP-3000 Sterile Processing Technician program prepares students to gain industry certification and ultimately to work in hospitals, surgery centers, clinics, and other healthcare facilities. A typical hospital uses and reuses thousands of medical instruments every month. Although some supplies are disposable, many are not. The reusable supplies come with their own special instructions for proper cleaning and maintenance.

Because sterile processing tasks, by nature, typically involve hands-on-interaction, it is important for MedCerts to place increased focus on immersion and a high level of interactivity. Our students must feel as though they are part of the process, and that their physical actions are playing a vital role in their learning.

Upon successful completion of this program, students will be eligible to sit for the provisional certification exam for Certified Registered Central Service Technician (CRCST) sponsored by the Healthcare Sterile Processing Association (HSPA). Full certification is obtained after acquiring 400 hours of hands-on sterile processing experience within six months of provisional certification.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6014 Sterile Processing	96
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Sterile Processing Technician
- Medical Equipment Preparer
- Central Service Technician

ST-3000: Surgical Technologist

Tuition: \$4,000

Duration: 18 weeks

Clock Hours: 288

Target Certifications:

1. Tech in Surgery – Certified (TS-C)

The ST-3000 Surgical Technologist program provides students with a wide assortment of immersive and virtual learning experiences that allow for demonstration of key clinical skills. Surgical procedures are demonstrated using virtual tools or live-recorded video and are simulated, allowing the student to immerse themselves into a virtual experience that is engaging, safe, and repeatable.

The role of a Surgical Technologist is to prepare operating rooms, arrange equipment, prepare patients, and assist doctors during surgeries. They may interact with patients prior to (pre), during (intra), and after (post) surgical procedures. The role of the Surgical Technologist is incredibly important because they ensure a sterile and organized environment.

This program prepares students to become Tech in Surgery Certified (TS-C) by the National Center for Competence Testing (NCCT). Program objectives include explaining the role of the Surgical Technologist as a member of the surgical team, distinguishing preoperative, intraoperative, and postoperative duties, discussing workplace safety, infection control, hand washing, and use of personal protective equipment, and demonstrating instrument identification and passing skills while assisting with surgical procedures.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6016 Surgical Technology	160
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Surgical Technologist
- Surgical Technician
- Operating Room Technician

ST-9000: Surgical/Sterile Processing Technician

Tuition: \$6,000

Duration: 24 weeks

Clock Hours: 384

Target Certifications:

1. Tech in Surgery – Certified (TS-C)
2. Certified Registered Central Service Technician (CRCST)

The ST-9000 Surgical/Sterile Processing Technician program is ideal for individuals who are meticulous and who desire to be part of a highly skilled team in a growing field. To be successful, individuals must be able to work in stressful and emergency situations. They must be able to act quickly and accurately, and work well with other people. Because of the physical requirements of the job, techs must generally have strong manual dexterity and physical stamina.

This program prepares students for a rewarding and in-demand career in clinical allied health. that the program content immerses the learner into an environment where skills, tasks and processes can be practiced in a safe environment, with virtual environments and simulations addressing important clinical skills and gamification challenges students to demonstrate their knowledge and skills in a way that is fun, interactive, and engaging.

Upon successful completion of this program, students will be eligible to sit for the provisional certification exam for Certified Registered Central Service Technician (CRCST) sponsored by the Healthcare Sterile Processing Association and the Tech in Surgery – Certified (TS-C) by the National Center for Competency Testing (NCCT). After passing the TS-C exam, full certification is obtained after a documented 125 surgical cases have been performed. Additionally, Full CRCST certification is obtained after acquiring 400 hours of hands-on sterile processing experience within 6 months of provisional certification.

Course Code and Name	Clock Hours
HI-1014 Introduction to Human Anatomy and Medical Terminology	96
HI-6014 Sterile Processing	96
HI-6016 Surgical Technology	160
PS-1011 Professionalism in Allied Health	32

Potential Career Paths Include:

- Surgical/Sterile Processing Technician
- Sterile Processing Technician
- Medical Equipment Preparer
- Surgical Technologist

VA-3000: VetBloom Veterinary Assistant

Tuition: \$4,000

Duration: 26 weeks

Clock Hours: 295

Target Certifications:

1. Approved Veterinary Assistant (AVA)

Veterinary Assistants play a vital role in the everyday balance of a veterinary hospital or laboratory. A Vet Assistant will provide support to veterinarians and technicians, which in turn allows team members to perform the tasks and responsibilities of their positions. Providing quality care for animal patients by feeding, supplying environmental enrichment, running laboratory testing, and assisting with nursing care are just a few of the things veterinary assistants do throughout the day. Veterinary assistants help the front desk staff by greeting clients, providing education on general health topics and medications, managing the flow of the client visits, and ensuring the exam rooms are clean and well-stocked. Veterinary Assistants may also assist the veterinary technicians and veterinarians with nursing care and animal husbandry, and ensure a clean, comfortable environment for patients.

The VA-3000 VetBloom Veterinary Assistant program offers industry-relevant curriculum that will give students the knowledge base and hands-on experience to fast-track them for employment in the rapidly growing vet assistant field. This program prepares students for the Approved Veterinary Assistant (AVA) exam and gives them the skills they need to advance their career in veterinary medicine. The cost for registration of the Approved Veterinary Assistant exam is covered by MedCerts.

The VA-3000 VetBloom Veterinary Assistant Program promises several outstanding features to help students complete the curriculum and obtain their Approved Veterinary Assistant designation, sponsored by the National Association of Veterinary Technicians in America. To begin, students have around the clock access to the online curriculum which is broken down into 5 modules. Followed by the hands-on externship at a veterinary hospital near you, and finally the Approved Veterinary Assistant exam.

Students are responsible for locating and securing an externship site to fulfill the requirements of this program.

Course Code and Name	Clock Hours
VA-3011 Introduction to Veterinary Assisting and Medical Terminology	35
VA-3012 Introduction to Patient Care and Handling, and Material Records	35
VA-3013 Introduction to Pharmacy, Wellness, and Lab/Exam Room Procedures	35
VA-3014 Introduction to Surgery and Radiation Safety	35
VA-3015 Emergency Readiness, Front Office Procedures, and Client Education	35
VetBloom Veterinary Assistant Externship (Required)	120

Potential Career Paths Include:

- Veterinary Assistant

VA-4000: Veterinary Client Service Representative

Tuition: \$4,000

Duration: 13 weeks

Clock Hours: 208

Target Certifications:

1. Certified Medical Administrative Assistant (CMAA)

Veterinary Client Service Representatives primarily work with human customers but they may also be called upon to provide basic animal care. To best prepare students for these responsibilities, students are taught the basics of animal nutrition, bathing, wellness, breed identification, and animal restraint.

This program prepares graduates for employment at animal hospitals or clinics, humane societies, boarding kennels, pet grooming centers, or retail pet supply stores.

Students learn about the veterinary healthcare team, medical records, medical terminology, medical office procedures, administration, basic pharmacology, proper animal handling, Microsoft Office basics, and the principles behind providing excellent customer service. Graduates of this program are eligible for a medical administration certification; the CMAA certification sponsored by the National Healthcareer Association (NHA). While the CMAA certification is primarily purposed for traditional human medical office administration, it aligns to administration in an animal care environment as well. Plus, should a graduate wish to pursue a move into a human medical practice, the certification is still valid.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and administration	96
MS-1000 Medical Office Basics	16
PS-1011 Professionalism In Allied Health	32
VA-3010 Veterinary Office Fundamentals	64

Potential Career Paths Include:

- Veterinary Client Service Representative
- Veterinary Receptionist
- Veterinary Clinic Assistant

Information Technology Programs

IT-1000: IT Support Professional

Tuition: \$4,000

Duration: 9 weeks

Clock Hours: 144

Target Certifications:

1. CompTIA IT Fundamentals
2. CompTIA A+

The IT-1000 IT Support Professional program is designed for the individual looking to take the first step on a path toward a career in IT. In this program students gain an understanding of the core components that make up the information technology (IT) landscape while preparing for the CompTIA IT Fundamentals exam, and then advance into technical training that covers the technical support skills needed to prepare for the CompTIA A+ certification.

In the Fundamentals of IT course, students are taught the basics of computer hardware, software, mobile computing, networking, troubleshooting, and emerging technologies. Additional topics include configuring operating systems, file and folder management, networks and network configuration, and the role of the OSI model in networking and troubleshooting. Students are taught to identify the purpose and function of software, hardware, and security components. Students are also taught to analyze, manage, and troubleshoot mobile devices, networking technologies, hardware, virtualization and cloud computing, and network systems. This course ultimately prepares students for the CompTIA IT Fundamentals certificate exam.

The A+ Comprehensive course provides training focused on the fundamentals of computer technology, networking, and security, as well as the communication skills and professionalism now required of all entry-level IT professionals. After successful program completion, students should be prepared to challenge the two exams required to attain CompTIA A+ certification.

Course Code and Name	Clock Hours
IT-1011 CompTIA IT Fundamentals	48
IT-2012 A+ Comprehensive	96

Potential Career Paths Include:

- PC Technician
- Desktop Support Specialist
- Technical Support
- Technology Specialist
- Helpdesk Technician/Analyst

IT-1100: Fundamentals of IT

Tuition: \$1,300

Duration: 3 weeks

Clock Hours: 48

Target Certifications:

1. CompTIA IT Fundamentals

The IT-1100 Fundamentals of IT program is designed to help students gain an understanding of the core components that make up the information technology (IT) landscape while preparing for the CompTIA IT Fundamentals exam.

In this online program, students are taught the basics of computer hardware, software, mobile computing, networking, troubleshooting, and emerging technologies. Students are taught about configuring operating systems, file and folder management, and networks and network configuration. This course prepares students for the CompTIA IT Fundamentals certification exam.

Through presentations, demonstrations, and knowledge-based exercises, students should gain a fundamental understanding of computer hardware, operating systems, computer application software, networking technologies and protocols, web browsers, identifying security risks, troubleshooting errors, and system maintenance. Students are also taught about cutting-edge technologies such as cloud computing and virtualization.

This program is the ideal starting point for an individual interested in pursuing advanced IT certifications such as CompTIA A+, Network+, or Security+.

Course Code and Name	Clock Hours
IT-1011 CompTIA IT Fundamentals	48

Potential Career Paths Include:

- PC Support Technician
- Desktop Support Specialist
- Network Support Technician
- Helpdesk Specialist

IT-2000: IT Helpdesk Administrator

Tuition: \$4,000

Duration: 12 weeks

Clock Hours: 192

Target Certifications:

1. CompTIA A+
2. CompTIA Network+

The IT-2000 IT Helpdesk Administrator program provides training for students who wish to prepare for entry into a career in Information Technology (IT). This program provides students with the knowledge required to sit for three (3) international certification exams. Two exams make up the A+ Certification: CompTIA A+ Essentials and CompTIA A+ Practical Application, and one exam leads to the CompTIA Network+ Certification. A+ Certification indicates technical ability and signifies the competence to support a wide variety of hardware and software. Network+ Certification validates students have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support.

This program teaches the skills and knowledge necessary to perform installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance on personal computer hardware and operating systems. Upon completion of this program, students will be prepared for international, vendor-neutral certifications in a growing and in-demand field.

Course Code and Name	Clock Hours
IT-2012 A+ Comprehensive	96
IT-2013 Network+	96

Potential Career Paths Include:

- PC Technician
- Desktop Support Specialist
- Technical Support
- Network Support Technician
- Field Technician
- Technology Specialist
- Helpdesk Technician/Analyst
- Network Technician
- Network Installer or IT Cable Installer

IT-2250: Networking Specialist

Tuition: \$4,000

Duration: 10 weeks

Clock Hours: 160

Target Certifications:

1. CompTIA IT Fundamentals

The IT-2250 Networking Specialist program is recommended for beginning IT professionals looking for a starting point as an IT professional in the networking field. Networking is a key component of the entire IT industry, and at its core is communication. This program is designed to provide a foundational, or entry-level pathway towards two key networking certifications: Cisco Certified Technician (Routing and Switching) and CompTIA Network+.

This program begins with IT-1012 Customer Service Skills for Techies which teaches soft skills intended to improve communication and customer service skills with an emphasis on improving these skills in an IT environment. The program continues with Networking Fundamentals which covers a wide range of networking concepts. Additional topics include Hands-on Python for Networking Professionals, which covers the widely used programming language for networking; Cisco Certified Technician Routing and Switching, which focuses on on-site support and maintenance of Cisco routers, switches, and operating environments; and Network+, which teaches the technical skills needed to securely establish, maintain, and troubleshoot multiple network platforms.

Objectives of the program include being able to identify and work with various network typologies and network types, including LANs, WANs, and VLANs; configure and implement network access control settings, permissions, authentication, and network hardening measures; install and configure wireless networking equipment with proper integration with existing network systems; identifying, evaluating, troubleshooting, and resolving the causes of network or connectivity issues and using diagnostic testing software and equipment; and utilize effective communication to provide support and end-user training in procedures related to network applications software or related systems.

Upon completion, MedCerts will pay the cost of the CCT Routing and Switching and Network+ exams.

Course Code and Name	Clock Hours
IT-1012 Customer Service Skills for Techies	16
IT-2013 Network+	96
IT-2015 Hands-on Python for Networking Professionals	16
IT-2016 Cisco Certified Network Routing and Switching	16
IT-2023 Networking Fundamentals	16
Total	160

Potential Career Paths Include:

Networking Specialist	System Specialist
Networking Administrator	Network Installer
Network Support Technician	IT Cable Installer
Jr. Cloud Network Technician	Service Desk Technician

IT-2100: PC Technician

Tuition: \$3,100

Duration: 6 weeks

Clock Hours: 96

Target Certifications:

1. CompTIA A+

The IT-2100 PC Technician program provides training for students who wish to prepare for the two exams that make up the A+ Certification: CompTIA A+ Essentials and CompTIA A+ Practical Application. Students are taught the skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance. Students are provided a virtual lab experience to reinforce fundamentals as well as to provide practical application of learned skills.

Upon completion of this program, students will be prepared for international, vendor-neutral certification in a growing and in-demand field.

Upon successful completion of the program, MedCerts covers your registration costs for the A+ Certification which includes the CompTIA A+ Essentials and CompTIA A+ Practical Application.

Course Code and Name	Clock Hours
IT-2012 A+ Comprehensive	96

Potential Career Paths Include:

- PC Technician
- Desktop Support Specialist
- Technical Support
- Technology Specialist
- Helpdesk Technician/Analyst

IT-2200: IT Network Technician

Tuition: \$2,300

Duration: 6 weeks

Clock Hours: 96

Target Certifications:

1. CompTIA Network+

Additional Admission Recommendations:

1. CompTIA A+ Certification

The IT-2200 IT Network Technician program provides students with the skills and competence to advance their career in Information Technology. Earning Network+ Certification means that the students have the knowledge needed to use and maintain a wide range of networking technologies and validates their proficiency in networking administration and support. Developed by the Computing Technology Industry Association (CompTIA), this program is supported by industry leaders such as Microsoft, Dell, Hewlett-Packard, and Novell.

Network+ Certification is the computer industry-recognized credential that certifies the competency of Network Technicians. This program is designed to teach the foundation-level skills to install, operate, manage, maintain, and troubleshoot a corporate network. This course prepares students to maintain a wide range of networking technologies with the knowledge needed to compete in this growing and in-demand field.

The Network+ exam is sponsored by CompTIA - the Computing Technology Industry Association and administered by Prometric. This program is supported by industry leaders such as Microsoft, Dell, Hewlett-Packard, and Novell and backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers and publications.

Course Code and Name	Clock Hours
IT-2013 Network+	96

Potential Career Paths Include:

- Network Technician
- Network Support Specialist
- Help Desk Technician
- Field Technician
- Network Administrator
- Network Installer
- IT Cable Installer

IT-2250: Networking Specialist

Tuition: \$4,000

Duration: 10 weeks

Clock Hours: 160

Target Certifications:

1. CompTIA IT Fundamentals

The IT-2250 Networking Specialist program is recommended for beginning IT professionals looking for a starting point as an IT professional in the networking field. Networking is a key component of the entire IT industry, and at its core is communication. This program is designed to provide a foundational, or entry-level pathway towards two key networking certifications: Cisco Certified Technician (Routing and Switching) and CompTIA Network+.

This program begins with IT-1012 Customer Service Skills for Techies which teaches soft skills intended to improve communication and customer service skills with an emphasis on improving these skills in an IT environment. The program continues with Networking Fundamentals which covers a wide range of networking concepts. Additional topics include Hands-on Python for Networking Professionals, which covers the widely used programming language for networking; Cisco Certified Technician Routing and Switching, which focuses on on-site support and maintenance of Cisco routers, switches, and operating environments; and Network+, which teaches the technical skills needed to securely establish, maintain, and troubleshoot multiple network platforms.

Objectives of the program include being able to identify and work with various network typologies and network types, including LANs, WANs, and VLANs; configure and implement network access control settings, permissions, authentication, and network hardening measures; install and configure wireless networking equipment with proper integration with existing network systems; identifying, evaluating, troubleshooting, and resolving the causes of network or connectivity issues and using diagnostic testing software and equipment; and utilize effective communication to provide support and end-user training in procedures related to network applications software or related systems.

Upon completion, MedCerts will pay the cost of the CCT Routing and Switching and Network+ exams.

Course Code and Name	Clock Hours
IT-1012 Customer Service Skills for Techies	16
IT-2013 Network+	96
IT-2015 Hands-on Python for Networking Professionals	16
IT-2016 Cisco Certified Network Routing and Switching	16
IT-2023 Networking Fundamentals	16

- Networking Specialist
- Networking Administrator
- Network Support Technician
- Jr. Cloud Network Technician
- System Specialist
- Network Installer
- IT Cable Installer
- Service Desk Technician

IT-3000: Healthcare IT Technician

Tuition: \$4,000

Duration: 24 weeks

Clock Hours: 384

Target Certifications:

1. Healthcare Technician Path
 - a. Certified Electronic Health Records Specialist (CERHS)
 - b. CompTIA A+
- OR
2. Technical Path
 - a. CompTIA A+
 - b. CompTIA Network+

The IT-3000 Healthcare IT Technician program provides training for students who wish to prepare for entry into a career in healthcare, with a focus on Information Technology (IT). The Healthcare IT (HIT) field is booming with development in technology and migration from paper records to electronic records. It is one of the fastest growing fields in IT today, with new jobs and opportunity created constantly.

In this program students receive Healthcare IT training with an emphasis on Regulatory Requirements, Electronic Health Records (EHR), Organizational Behavior, IT Operations, Medical Business Operations, Networking, and Security. The core training within this program allows students to choose a path for certification. The first path has a Healthcare focus which prepares students for certification in Electronic Health Records (CEHRS) and CompTIA's A+, while gaining exposure to Medical Office Procedures and Administration, and Network+. The second path has a technical focus which prepares students for certification in CompTIA's A+ and CompTIA's Network+, while gaining exposure to Medical Office Procedures and Administration, and Electronic Health Records. Students may choose the exam path before they begin their program.

Course Code and Name	Clock Hours
HI-1011 Medical Office Procedures and Administration	96
HI-1018 Electronic Health Records	64
IT-2012 A+ Comprehensive	96
IT-2013 Network+	96
IT-3010 Healthcare IT	32

Potential Career Paths Include:

- Information Support Specialist
- PC Technician
- Technology Specialist
- Network Technician
- Implementation Manager
- Technical/Software Support Specialist
- Helpdesk Technician/Analyst
- Network Installer or IT Cable Installer

IT-4100: Cisco CCNA Network Associate

Tuition: \$3,100

Duration: 6 weeks

Clock Hours: 96

Target Certifications:

1. Cisco Certified Network Associate (CCNA)

The IT-4100 Cisco Certified Network Associate program is designed to help students learn how to install, operate, configure, and verify a basic IPv4 and IPv6 network. This program provides students with knowledge and skills related to network fundamentals, network access, IP connectivity, IP services, security fundamentals, and automation and programmability.

Integrated throughout this course is a series of Practice Labs, which allow students to practice their IT skills and demonstrate proficiency in specific tasks and procedures related to configuring and managing Cisco networking equipment. These labs allow students to perform real-world scenarios to build confidence and competence through hands-on practice within a safe, live-lab environment. Within the practice lab environment, students learn by doing through guided and self-guided tasks within a hosted virtual live environment. Within this environment, students have access to the hardware and software that will be found in the real world. Students are taught how to set up and configure switches and routers to ensure smooth functionality of the network. After successful completion, students will be able to plan and configure different IP ranges for a network and configure Cisco equipment accordingly. The tasks in the exercises are aligned to give students an in-depth knowledge of configuring and maintaining a network using Cisco networking equipment.

Course Code and Name	Clock Hours
IT-2014 Cisco Certified Network Associate with Practice Labs	96

Potential Career Paths Include:

- IT Manager
- Network Architect
- Cybersecurity Analyst

IT-5000: IT Security and Network Technician

Tuition: \$4,000

Duration: 12 weeks

Clock Hours: 192

Target Certifications:

1. CompTIA Network+
2. CompTIA Security+

Additional Admission Recommendations:

1. CompTIA A+ Certification
OR
2. Two (2) years of experience in IT administration with a security focus

The IT-5000 IT Security and Network Technician program is designed to help students prepare for the Security+ and the Network+ examinations administered by CompTIA. Obtaining these certifications demonstrates an IT professional has the knowledge, experience, and confidence to succeed in a new career, or to allow for advancement or promotion within a current place of employment. Enrolled students should have a basic knowledge of computer hardware and operating systems.

In this program students are taught to implement and monitor security on networks, applications, and operating systems, and how to respond to security breaches. This program is designed for the Information Technology (IT) professional who has an interest in learning networking and administrative skills in Windows-based TCP/IP networks and familiarity with other operating systems, such as OS X, Unix, or Linux. Students gain experience that will be invaluable in pursuit of a career as an IT Specialist, Tech Support Administrator, Network Installer, Security Consultant, or Network Administrator. This program is also ideal for those who wish to further their career in IT by acquiring a foundational knowledge of security topics; prepare for the CompTIA Security+ Certification examination; or use Security+ as the foundation for advanced security certifications or career roles.

Earning Network+ Certification means that the student has the knowledge needed to use and maintain a wide range of networking technologies and validates their proficiency in networking administration and support. Developed by the Computing Technology Industry Association (CompTIA), the program is supported by industry leaders such as Microsoft, Dell, Hewlett-Packard, and Novell. Students learn through hands-on labs, courseware review and demo activities, and recorded video lectures. Students receive on-going support and guidance from a team of instructors, advisors, and online mentors.

Course Code and Name	Clock Hours
IT-2013 Network+	96
IT-5011 Security+	96

Potential Career Paths Include:

- Security Engineer
- IT Manager
- Application System Administrator
- Network Programmer
- Network Administrator
- Network Support Technician
- Network Installer

IT-5100: IT Security Specialist

Tuition: \$2,300

Duration: 6 weeks

Clock Hours: 96

Target Certifications:

1. CompTIA Security+

Additional Admission Recommendations:

1. CompTIA Network+ Certification
OR
2. Two (2) years of experience in IT administration with a security focus

The IT-5100 IT Security Specialist program is designed to help students prepare for the Security+ exam administered by CompTIA. Students are taught to implement and monitor security on networks, applications, and operating systems, and how to respond to security breaches. This course is targeted toward an Information Technology (IT) professional who has networking and administrative skills in Windows-based TCP/IP networks and familiarity with other operating systems, such as OS X, Unix, or Linux, and who wants to further their career in IT by acquiring a foundational knowledge of security topics; prepare for the CompTIA Security+ Certification examination; or use Security+ as the foundation for advanced security certifications or career roles.

Core Security+ topics covered include risk management, cryptography, identity and account management, securing individual systems, wireless LAN, public servers and dedicated systems, physical security, secure protocols and applications, testing infrastructure, and dealing with incidents.

This program prepares graduates for the CompTIA Security+ (SY0-501) Certification exam. Many IT professionals also use Security+ as the foundation for advanced security certifications or career roles.

Course Code and Name	Clock Hours
IT-5011 Security+	96

Potential Career Paths Include:

- Security Engineer
- IT Manager
- Security Administrator
- Technology Specialist
- IT System Administrator
- Helpdesk Technicians Analyst
- Technical Support
- Information Assurance Technician

IT-6100: Ethical Hacker

Tuition: \$2,200

Duration: 3 weeks

Clock Hours: 48

Target Certification:

1. CompTIA PenTest+

Additional Admission Requirement:

1. CompTIA Security+ Certification or equivalent experience

The IT-6100 Ethical Hacker program prepares current and future IT professionals for a career in cybersecurity, with a focus on "offensive" strategies to protect an organization from risk. Penetration Testers or PenTesters (also known as Ethical Hackers) pro-actively test for security gaps and weaknesses within organizations of all sizes across all industries. As organizations scramble to protect themselves and their customers, the ability to conduct penetration testing is an emerging skill set that is becoming ever more valuable to the organizations seeking protection, and ever more lucrative for those who possess these skills. It is highly recommended that the student has experience in the field of cybersecurity or hold the CompTIA Security+ certification as a prerequisite to enrollment.

The Ethical Hacker (CompTIA PenTest+) program focuses on developing the following 5 primary skills including, Planning and Scoping, Information Gathering & Vulnerability Identification, Attacks & Exploits, Penetration Testing Tools, and Reporting & Communication. Upon completion of this program, graduates should possess the skills to demonstrate hands-on ability to test devices in new environments such as the cloud and mobile, in addition to traditional desktops and servers.

Course Code and Name	Clock Hours
IT-6011 CompTIA PenTest+	48

Potential Career Paths Include:

- Penetration Tester/Vulnerability Analyst
- Incident Analyst/Responder
- Cybersecurity Analyst
- Cybersecurity Engineer

IT-6200: Cybersecurity Analyst

Tuition: \$2,200

Duration: 2 weeks

Clock Hours: 32

Target Certifications:

1. CompTIA CySA+

Additional Admission Requirements:

1. CompTIA Security+ or equivalent experience

Every day, hackers and cyber criminals launch new, sophisticated computer viruses, malware, threats, and scams that jeopardize the data security our society relies on. The IT industry is looking for security analysts and other professionals who can troubleshoot information system threats, run vulnerability tests, reverse engineer malware, review hundreds of lines of firewall configuration, and create scripts in many languages to combat vulnerability.

The Cybersecurity Analyst program prepares current and future IT professionals for a career in cybersecurity, with a focus on "defensive" strategies to protect an organization from risk. Additionally, students are trained in the proper response to threats and attacks by applying environmental reconnaissance techniques like OS fingerprinting, email harvesting, and social media profiling using tools such as Nmap, Netstat, and syslog. Students are also shown how to analyze the results of network reconnaissance and recommend or implement countermeasures. Even the most protected companies are prey to threats, therefore it is important that the cybersecurity professional be trained to properly respond to cyber incidents with a forensics toolkit, maintain the chain of custody, and analyze incident safety.

This program is designed for those wanting to obtain the CompTIA CySA+ certification. Launched in 2017, the CompTIA CySA+ certification is a broadly recognized cybersecurity certification on the market today. Covering a broad swath of cybersecurity skills and knowledge, CompTIA CySA+ stands out for the fact that it covers the newer approaches to cyber-attacks that have been wreaking havoc in the business IT world in recent years.

Course Code and Name	Clock Hours
IT-6012 CompTIA CySA+	32

Potential Career Paths Include:

- Cybersecurity Analyst
- IT Security Analyst
- Tier II SOC Analyst
- Vulnerability Analyst
- Cybersecurity Specialist
- Threat Intelligence Analyst
- Security Engineer
- Security Monitor

IT-6300: Information Systems Security Professional (CISSP)

Tuition: \$3,000

Duration: 4 weeks

Clock Hours: 64

Target Certifications:

1. CISSP (ISC)²

Additional Admission Requirements:

1. Three (3) years' experience in the field of IT Security

The IT-6300 Information Systems Security Professional (CISSP) program is ideal for experienced security practitioners, managers, and executives interested in proving their knowledge across a wide array of security practices and principles. This program aims to equip students with the technical and administrative competence to design, architect, and manage an organization's security posture by applying information security standards. This program teaches eight domains that comprise CISSP common body knowledge (CBK) and prepares students for the Certified Information Systems Security Professional (CISSP) examination, offered by (ISC)².

Course Code and Name	Clock Hours
IT-6013 Certified Information Systems Security Professional (CISSP)	64

Potential Career Paths Include:

- Security Manager
- Security Consultant and Analyst
- Security Director and IT Manager
- Security System Engineer
- Information Security Professionals
- Network and Security Architect

IT-7000: Cloud Technology Professional

Tuition: \$4,000

Duration: 9 weeks

Clock Hours: 144

Target Certifications:

1. CompTIA Cloud+
2. AWS Certified Solutions Architect – Associate (CSAA)

Additional Admission Recommendations:

1. CompTIA Security+ or equivalent experience

The IT-7000 Cloud Technology Professional program is recommended for experienced IT professionals looking to expand in their role, gain more earning power, and demonstrate proficiency in cloud computing. As technology continues to evolve, and businesses explore new methods of doing things, it is critical that IT professionals keep pace with this evolution.

The CompTIA Cloud+ and AWS certifications are two of the most in-demand certifications required to hold a career in the cloud domain. The combination of these certifications set IT professionals apart in the field and enable higher earning power.

This program contains two courses related to Amazon Web Services. The first is AWS Essentials, designed as an introduction to the basics of the AWS platform. The Essentials course is an overview of the AWS cloud and is independent of any specific technical roles. The second course is far more comprehensive and teaches students to design resilient, high-performing, secure and cost-optimized architectures.

This program is enhanced by the CompTIA Cloud+ course, a comprehensive Cloud computing training.

Customer Service is a priority in any situation where interaction occurs, so students learn the fundamentals by completing the Customer Service Certified (CSC) credential through the Professional Association for Customer Engagement (PACE).

Upon successful completion of this program, MedCerts will sponsor the cost of the Cloud+ and the AWS Certified Solutions Architect-Associate national certification exams.

Course Code and Name	Clock Hours
IT-7011 CompTIA Cloud+	48
IT-7013 AWS Solutions Architect - Associate	96

Potential Career Paths Include:

- Cloud Sales Engineer
- IT Specialist/Engineer
- Cloud Architect

IT-7100: Cloud Computing (Cloud+)

Tuition: \$2,200

Duration: 3 weeks

Clock Hours: 48

Target Certifications:

1. CompTIA Cloud+

Additional Admission Recommendations:

1. CompTIA Security+ or equivalent experience

This program is recommended for experienced IT professionals looking to expand their role, gain earning power and demonstrate proficiency in cloud computing. As technology continues to evolve, and businesses explore new methods of doing things, it is critical that IT professionals keep pace with this evolution. Cloud computing is not new, but its evolution has accelerated in the last 10 years.

The CompTIA Cloud+ certification is a vendor-neutral, performance-based certification that validates the skills and knowledge required of IT practitioners working in cloud computing environments. Competencies include cloud infrastructure and cloud models, virtualization, infrastructure management, security, and resource management.

Cloud computing is creating new opportunities for businesses and people interested in working in the field of computer sciences. Cloud computing allows businesses to have the flexibility and efficiency to meet new and growing demands. It provides the infrastructure, software, and platforms necessary for success in today's business landscape, no matter where they're needed. However, as the presence of cloud computing becomes more widespread, the demand for professionals who can manage these networks properly is also becoming more pronounced.

More and more employers are in search of cloud talents who can fill this role. In many cases, there is a shortage of specialized, knowledgeable practitioners that are not only able to help an organization migrate effectively to the cloud but also mitigate the risks inherent to such a move. This is where certifications become key.

Course Code and Name	Clock Hours
IT-7011 CompTIA Cloud+	48

Potential Career Paths Include:

- AWS Cloud Engineer
- IT Specialist/Engineer
- Cloud Security Expert
- AWS Cloud Architect
- Cloud Consultant

IT-7150 Cloud Specialist

Tuition: \$4,000

Duration: 13 weeks

Clock Hours: 208

Target Certifications:

1. Microsoft Azure Fundamentals
2. AWS Certified Cloud Practitioner
3. CompTIA Cloud+

Additional Admissions Recommendations:

CompTIA Cloud+ with at least 2-3 years of work experience in IT networking, network storage, or datacenter administration.

The IT-7150: Cloud Specialist program is recommended for beginning IT professionals looking for a starting point as an IT professional in a variety of fields and industries, with a focus on cloud technologies. Additionally, this program is ideal for individuals with non-technical backgrounds who are interested in learning about the cloud to further their career. Those employed in administrative, management, purchasing, marketing, or financial positions are the people who could benefit the most from this program.

Course Code and Name	Clock Hours
IT-7011 CompTIA Cloud+	48
IT-1012 Customer Service Skills for Techies	16
IT-7015 Linux Essentials	16
IT-7016 Linux Shell Scripting – Basics	16
IT-7017 Introduction to Programming Using Python	32
IT-7018 AWS Certified Cloud Practitioner	32
IT-7019 Microsoft Azure Fundamentals	16
IT-2023 Networking Fundamentals	32

Potential Career Paths Include:

- Information Analyst
- Information Technology Specialist (IT Specialist)
- Local Area Network Administrator (LAN Administrator)
- Network Coordinator
- Systems Administrator
- Information Systems Manager (IS Manager)
- LAN Specialist (Local Area Network Specialist)
- Network Administrator
- Network Manager

IT-7200: AWS Solutions Architect Associate

Tuition: \$2,200

Duration: 6 weeks

Clock Hours: 96

Target Certifications:

1. AWS Certified Solutions Architect – Associate (CSAA)

Additional Admission Recommendations:

1. CompTIA Security+ or equivalent experience

The IT-7200 AWS Solutions Architect Associate program is recommended for experienced IT professionals looking to expand in their role, gain more earning power and demonstrate proficiency in cloud computing. As technology continues to evolve, and businesses explore new methods of doing things, it's critical that IT professionals keep pace with this evolution. Cloud computing is not new, but its evolution has accelerated in the last 10 years.

The AWS Certified Solutions Architect - Associate program teaches students to design and implement a distributed architectural solution based on the needs of the end-user. Students are taught about the most important AWS storage, computing, networking, security, database, and application services and how to use them.

This program contains two courses related to Amazon Web Services (AWS). The first is AWS Essentials, designed as an introduction to the basics of the AWS platform. It is an overview of the AWS cloud and is independent of any specific technical roles. The second is AWS Solutions Architect-Associate and is far more comprehensive and teaches students to design resilient, high-performing, secure and cost-optimized architectures.

Customer Service is a priority in any situation where interaction occurs, so students will learn the fundamentals by completing the Customer Service Certified (CSC) credential through the Professional Association for Customer Engagement (PACE). They will also complete training that covers Microsoft Word and Excel. These courses teach strong word processing and spreadsheet skills valuable to business and IT professionals across all industries.

Upon program completion, MedCerts will sponsor the cost of the AWS Certified Solutions Architect - Associate certification exam.

Course Code and Name	Clock Hours
IT-7013 AWS Solutions Architect – Associate	96

Potential Career Paths Include:

- AWS Cloud Architect
- Solutions Architect
- AWS Cloud Reliability Engineer

IT-7300: Linux Administrator

Tuition: \$2,200

Duration: 4 weeks

Clock Hours: 164

Target Certifications:

1. CompTIA Linux+ (Linux+)

Additional Admission Recommendations:

1. Three (3) years' experience in the field of IT security
2. Nine (9) months hands-on experience working with Linux servers in a related role
3. CompTIA A+, Network+, and Server+ or similar certifications and or knowledge

The IT-7300 Linux Administrator program is intended for those professionals whose primary job is the management of servers and other devices running the Linux operating system. Students enrolling in this course are recommended to have at least 9 months of hands-on Linux experience, 3 years of IT experience in IT security, and CompTIA A+, Network+, and Server+ or similar certifications. This program is designed for students who are seeking the CompTIA Linux+ certification. The Linux+ certification validates the holder understands and has the skills in configuring, monitoring, and supporting Linux servers.

Covered topics include the fundamentals of Linux system administration and how to secure enterprise servers and support cloud-based servers by gaining experience in configuration, management, and troubleshooting of Linux servers. In this program students are taught to configure and manage software, storage and processes and services in a Linux server environment, learn security best practices for permission and authentication, firewall and file management techniques, how to conduct version control using Git and how to conduct orchestration and automation, and how to troubleshoot Linux servers and how to analyze system properties, processes, and to troubleshoot user, application, and hardware issues.

This program is ideal for those pursuing a career in network administration, cybersecurity analysis, cloud computing administration, scripting, or automation.

Course Code and Name	Clock Hours
IT-7103 Linux+	64

Potential Career Paths Include:

- Linux Administrator
- Junior Cloud Engineer
- Junior DevOps Support Engineer
- Technical Support Specialist
- Systems Administrator
- Network Administrator
- Network Engineer
- Network Architect
- Network/Systems Support Specialist
- Web Administrator/Developer
- Cybersecurity Engineer
- Linux Engineer

Professional Development Programs

MS-7000: Microsoft Office Specialist

Tuition: \$2,000

Duration: 7 weeks

Clock Hours: 112

Target Certifications:

1. Microsoft Office Specialist (MOS)

Whether entering the workplace or advancing your career, expertise with Microsoft Office applications is essential for office administrators and clerical support staff. Microsoft Office is a popular suite of software used to create memos, spreadsheets, and presentations, manage calendars, and organize contacts, and to store and manage data. The Microsoft Office courses provide students with training that starts at the fundamental level to ensure the basics are covered – which is perfect for a beginner or those in need of a basic refresher. The curriculum gradually builds into intermediate and advanced topics, but only after the student has demonstrated mastery of the preceding subject matter.

This set of courses covers the range of skills students need to create professional-quality documents while training students to store, transmit, and modify data using a variety of Microsoft Office applications. Students learn to use these tools to effectively communicate and collaborate within an office environment. The content covered includes how to create, edit, and enhance documents in Microsoft Word; how to organize, calculate and analyze information in Microsoft Excel; how to exchange information and manage your activities in Microsoft Outlook; and how to create effective and robust presentations in Microsoft PowerPoint. Additional skills include gaining an understanding of basic database design principles, and maintaining basic Microsoft Access database objects, including tables, relationships, and data entry forms.

Course Code and Name	Clock Hours
Microsoft Word – Levels 1-3	16
Microsoft Excel – Levels 1-3	32
Microsoft Office Outlook – Levels 1-2	16
Microsoft Office PowerPoint – Levels 1-2	16
Microsoft Access – Levels 1-3	32

Potential Career Paths Include:

- Executive Assistant
- Project Manager
- Administrative Assistant
- Office Assistant

PM-6100: Project Management Essentials

Tuition: \$2,500

Duration: 9 weeks

Clock Hours: 144

Target Certifications:

1. Certified Associate in Project Management (CAPM)
2. Customer Service Certified (CSC)

Additional Admission Requirements:

1. Associate Degree or qualifying Project Management experience

The PM-6100 Project Management Essential program provides an overview of the project management discipline as outlined in A Guide to the Project Management Body of Knowledge (PMBOK®) - Sixth Edition published by the Project Management Institute (PMI®). Specifically, it introduces the characteristics of a project, the responsibilities that accompany project management, and the differences between portfolios, programs, and projects. The project management certification program will identify key project management concepts and terms and provide information about the variables that can influence project outcomes. It will also cover the project stakeholders and the organizational influences on a project. This program provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work in their own organizations.

The Project Management Essentials program is designed to prepare students for the CAPM certification exam administered by Project Management Institute (PMI). PMI's certifications are distinguished by their global development and application, which makes them transferable across industries and geographic borders.

PMI was founded in 1969 and is the world's leading association for those who consider project, program, or portfolio management their professional.

The job-ready candidate needs to be able to handle a range of project management tasks, but also must deal with coworker, client, customer, and other human relations issues. Because Customer Service is a priority in situations where any interaction occurs, students will learn the fundamentals of Customer Service by completing a module that has been aligned with standards set forth by the Professional Association for Customer Engagement (PACE). This training is designed to be transferrable to any position, across virtually any industry. Students that successfully complete this course will achieve certification as Customer Service Certified (CSC).

Course Code and Name	Clock Hours
CS-1011 Customer Service Professional	16
MS-2000 Microsoft Office Series I	32
PM-6011 Project Management for CAPM	96

Potential Career Paths Include:

- Associate Project Manager
- Jr. Project Manager

Course Descriptions

BT-3011: Behavior Technician Training

Total 64 hours

This course satisfies the 40 hours of training required for becoming a Registered Behavior Technician (RBT), and follows the BACB task list, which is included in the supplemental materials as a reference. An RBT is a paraprofessional who practices under the close, ongoing supervision of a BCBA, BCaBA, or FL-CBA. This training course teaches evidence-based behavior intervention techniques and strategies for individuals including but not limited to: Data Measurement, Assessment, Skill Acquisition, Behavior Reduction, Documentation and Reporting, Professional Conduct and Scope of Practice. This online course is designed to give the learner a basic understanding of applied behavior analysis, functional behavior assessment tools, teaching methods, behavior change strategies, and ethical guidelines for therapists treating children and adults with autism and intellectual disabilities.

The training will cover all of the tasks and subtasks in the RBT Task List and the ethics requirements that have been designated as being relevant for behavior technicians. To obtain the RBT credential you must also complete a criminal background check, pass the RBT Competency Assessment, and pass the RBT exam. The training program is based on the Registered Behavior Technician Task List and is designed to meet the 40-hour training requirement for the RBT credential. The program is offered independent of the BACB. (For more information, please visit: <https://www.bacb.com/rbt/>).

Prerequisites: HI-1014

DA-3011: Infection Control in Dental Healthcare Settings

Total 48 hours

Infection Control in Dental Healthcare Settings is a comprehensive course detailing infection control practices performed by the dental team within the dental office. Video-based lessons classify infectious diseases, describe how to protect the patient and operator by using personal protective equipment (PPE), explain processes to maintain aseptic conditions to prevent cross contamination for procedures and services, summarize the steps to process reusable dental instruments, discuss maintenance and documentation of infection control and safety programs and policies, and explain how to document office programs/policies for infection control and safety. Emphasis is placed on recognizing important information on medical history to prevent adverse reactions during dental care, associating occupational safety and guidelines to dental workplace practices, and understanding how to perform proper hand hygiene before, during, and after oral surgery and intraoral procedures. Additionally, the course provides guidance on identifying how standards and workplace controls protect the patient and operator through the reduction of aerosol, droplets, and splatter, as well as how advisory, regulatory, and professional organizations are related to dentistry.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that includes 3D animated demonstrations and provides foundational knowledge, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training. These include interactive skill activities, game-based learning, and an immersive environment for demonstration and hands-on interaction providing the student opportunities to practice key skills required of the successful dental assistant as they relate to infection control.

Prerequisites: None

DA-3012: Dental Anatomy, Morphology, and Physiology

Total 48 hours

Dental Anatomy, Morphology, and Physiology is a comprehensive course detailing essential anatomical, morphological, and physiological knowledge of the head, neck, and oral cavity for the dental assistant. Video-based lessons examine the anatomy and pathology of hard and soft tissues, review the circulatory and lymphatic systems, explore oral cavity anatomy, discuss salivary glands, identify

permanent and primary tooth anatomy and morphology, and explain tooth numbering systems, including Universal and Palmer systems. Emphasis is placed on identifying the important head, neck, and oral landmarks, as well as discussing the muscular, skeletal, and nervous systems as they relate to the head, neck, and oral cavity. Additionally, the course provides guidance in categorizing dental occlusion and recognizing hard and soft tissue anomalies and tooth anomalies.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that includes 3D animated demonstrations and provides foundational knowledge, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training. These include interactive skill activities, game-based learning, and an immersive environment for demonstration and hands-on interaction providing the student opportunities to practice key skills required of the successful dental assistant as they relate to anatomy, morphology, and pathology.

Prerequisites: None

DA-3013: Dental Assisting Essentials**Total 48 hours**

Dental Assisting Essentials is a comprehensive course which instructs students in dental assisting knowledge and fundamental clinical skills necessary for becoming an essential member of the dental practice team. Video-based lessons identify important tools and techniques used in clinical chairside dental assisting, explain the purpose and use of dental materials, summarize dental specialties and some key procedures and basic instruments of each, discuss the dental assistant's role in common medical emergencies, and list drugs commonly prescribed in both dentistry and medicine. Emphasis is placed on understanding dental ethics and law, as well as describing the various topics and opportunities for patient education and recognizing the responsibility of professional communication, customer service, and teamwork in patient care.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that includes 3D animated demonstrations and provides foundational knowledge, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training. These include interactive skill activities, game-based learning, and an immersive environment for demonstration and hands-on interaction providing the student opportunities to practice key skills required of the successful dental assistant.

Prerequisites: DA-3012

DA-3014: Radiation Health and Safety in Dentistry**Total 48 hours**

Radiation Health and Safety in Dentistry is a comprehensive course which explains patient and operator preparation and safety during radiographic exposures and provides the knowledge necessary to identify best radiographic technique based on patients' diagnostic needs. Video-based learning lessons classify radiographic equipment based on techniques such as digital and traditional radiography, describe how to acquire radiographic images using various techniques, identify current American Dental Association (ADA) guidelines for patient selection and limiting radiation exposure, identify operator safety measures when acquiring x-rays, describe methods for monitoring operator exposure to x-radiation, and explain infection control procedures for both conventional and digital radiography equipment. Emphasis is placed on demonstrating basic knowledge of both digital and conventional radiology, evaluating radiographic images for diagnostic quality, mounting radiographic images, and describing infection control procedures for both patient and operator safety. Additionally, the course provides guidance in applying quality assurance to all aspects of radiographic imaging and expressing understanding of radiology regulations, as well as applying the principles of radiation protection and hazards when operating radiographic equipment.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that includes 3D animated demonstrations and provides foundational knowledge, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training. These include interactive skill activities, game-based learning, and an immersive environment for demonstration and hands-on interaction providing the student opportunities to practice key skills required of the successful dental assistant related to radiation health and safety.

Prerequisites: DA-3012

EA-1011: Essential Soft Skills**Total 16 hours**

In today's office environment, there are many important qualities and skills that distinguish a true professional. These redeeming characteristics are universal across most industries and can be transferred throughout virtually any department within an organization. This unique collection of skill-based modules provides students with training aimed at creating, enhancing, and nurturing essential skills.

Today more than ever, good manners mean good business. This course offers guidance and advice for exhibiting proper etiquette in the office, on the internet, and in email. It also addresses personal issues in the workplace, conversation, and meeting etiquette, and helps the student understand the proper way in which to address ethical dilemmas.

Communication takes many forms in the modern workplace environment. Often, we do not effectively communicate with our co-workers, clients, or others around us. In this course, the focus is on a variety of mediums including written, verbal, email, graphic, and other forms of business communication.

Customer service is the lifeline of any business. In today's business environment, it is imperative that we provide the best customer service possible. Organizations that do not meet the demands and expectations of modern society in this area are sure to fail. This course discusses the importance of effective customer service, with a focus on the customer. Additional topics include basic understanding of what customer service is, as well as handling complaints, effective telephone communication, focusing on the customer, and dealing with stress.

Effectively solving problems is a skill that can be applied to not only business, but personal lives as well. Being able to solve a problem involves some very basic steps that when followed properly can elevate the likelihood of a successful solution. In this course we discuss those steps, which include identifying the problem, determining a solution, and accepting a decision.

In this course, you will gain the personal insight and practical skills to develop a framework for successful time management. You also learn proven tools and techniques to make better day-to-day choices about investing your time and achieving your goals. Topics include defining goals, analyzing energy allocation, identifying personal style, and creating an action plan. This course is designed to be useful to anyone from the Administrative/Executive Assistant or even an Office Manager.

Prerequisites: None

EA-1012: Expanded Soft Skills**Total 32 hours**

In today's workplace environment, there are many important qualities and skills that distinguish a true professional. These characteristics are universal across most industries and can be transferred throughout virtually any department within an organization. This comprehensive collection of skill-based modules provides students with training aimed at creating, enhancing, and nurturing essential workplace skills.

Prerequisites: None

EX-2017: Pharmacy Technician Externship**Total 160 hours**

This course provides checkpoints for the student's progress throughout the 160 required hours of externship experience for the RX-3000 program.

Performance objectives include complying with pharmacy laws, HIPAA/HITECH, CMS, and other healthcare regulations, verifying medication orders, calculating and measuring dosages, and preparing and packaging medications, applying knowledge of pharmacology, documentation, and inventory control practices, and demonstrating procedures requiring sterile, non-sterile, and chemotherapy compounding.

Prerequisites: HI-2017

HF-3011 NASM's Essentials of Personal Training**Total 96 hours**

The Essentials of Personal Fitness Training course teaches students how to successfully transform science into real-world application through dozens of video lectures, interactive activities, infographics, audio lectures, and knowledge checks. This course focuses heavily on the art of Behavior Change, and the Psychology of Exercise. Topics of this course include motivation, mood, social influences, and structuring optimal training sessions. Additional modules include topics such as nutrition, supplementation, biomechanics and human movement science, wellness/fitness assessment, and performance assessment.

Prerequisites: None

HF-3012 NASM's Essentials of Nutrition Coaching**Total 64 hours**

This course covers topics such as nutrition, behavior change strategies, and nutrition coaching strategies. This course applies to diets including vegan and vegetarian. The course content openly discusses many ways to consume a healthy diet and does not emphasize a "nutrition camp" or a "one size fits all" approach.

Prerequisites: None

HI-1011: Medical Office Procedures and Administration**Total 96 hours**

The course will introduce the student to the healthcare industry, its environment, and the daily skills and knowledge required to understand how the medical office works.

Performance objectives include following HIPAA and HITECH Compliance laws, understanding the different kinds of insurances and plans, performing medical front office procedures, scheduling patients, and providing patient education.

Prerequisites: HI-1014

HI-1013: Health Unit Coordinating**Total 96 hours**

Health Unit Coordinating is a comprehensive course with insight into the role of the professional health unit coordinator as a member of the healthcare team. Video-based lessons include topics related to the coordination of the nursing unit and introduction to the nursing staff. Physician order processing will be a primary focus and include orders related to nutrition, medication, treatment and laboratory and diagnostic testing. Management of the unit will address best practices, procedures for admissions, transfers and discharges, infection control and emergencies as well as personal and professional skills required of the successful health unit coordinator.

In this course, students are exposed to a variety of eLearning elements that allow for hands-on interaction with the screen for an engaging education. Simulations will provide the student opportunities to practice key skills performed in a medical facility. In addition to video-based instruction and simulation, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training.

Prerequisites: HI-1014

HI-1014: Introduction to Human Anatomy, Physiology and Medical Terminology**Total 96 hours**

This course is designed to familiarize the student with the language of medicine through the study of prefixes, suffixes, root words, pronunciations of words, and abbreviations.

Performance objectives include recognizing the structure and function of the 11 body systems and their organs, understanding the medical language that is used to describe those systems, analyzing and understanding medical terms by breaking down their word components, appreciating the major diseases and conditions related to the human body, and applying your knowledge within the healthcare setting.

Prerequisites: None

HI-1015: Insurance Billing and Coding Essentials**Total 96 hours**

This course provides foundational knowledge required of an administrative allied healthcare professional with insight and focus on the role of the Insurance Billing Specialist. Performance objectives include describing the phases of the revenue cycle and gaining an understanding of basic insurance terminology, demonstrating knowledge of confidentiality and billing laws, regulations, and standards, explaining verification of patient financial responsibility and insurance information, differentiating government and commercial insurance plans and determining which in primary, and applying ICD-10-CM, CPT, and HCPCS codes and modifiers based on coding guidelines.

Prerequisites: HI-1014

HI-1017: Pharmacy Technician Principles and Practices**Total 128 hours**

This Pharmacy Technician course is designed to education and train the student in the diverse field of Pharmacy Technology.

Performance objectives include learning the current pharmacy laws and medication regulations, understanding the primary functions of different pharmacy organizations, learning the top 200 medications and their purpose, and understanding the different roles of the Pharmacy Technician and how to perform tasks around the pharmacy.

Prerequisites: HI-1014

HI-1018: Electronic Health Records**Total 64 hours**

This course provides students with the skills required for the development and maintenance of electronic health records in both facility and private practice environments. Performance objectives include learning about the background of software and applications, understanding basic insurance and billing practices, understanding electronic record keeping chart components, learning the Regulatory Compliance Laws, and understanding how to identify differences between reports.

Prerequisites: HI-1014

HI-1051: Medical Coding**Total 224 hours**

This course provides students with expertise in reviewing and assigning medical codes for diagnosis, procedures, and services performed by physicians and other qualified healthcare providers in the office or facility setting (ex: outpatient hospital).

Performance objectives include understanding basic medical terminology as it is used in coding and reimbursement, applying the fundamentals of professional (physician) medical coding, extracting the most relevant information from medical cases and charts, properly utilizing CPT, ICD-10-CM, and HCPCS coding manuals, and assigning the correct procedure and diagnosis codes for professional (outpatient) services.

Prerequisites: HI-1014

HI-2017: ASHP/ACPE Pharmacy Technician Professional**Total 176 hours**

This Pharmacy Technician course is designed to educate and train the student in the diverse field of Pharmacy Technology.

Performance objectives include complying with pharmacy laws, HIPAA/HITECH, CMS, and other healthcare regulations, verifying medication orders, calculating and measuring dosages, and preparing and packaging medications, applying knowledge of pharmacology, documentation, and inventory management in the pharmacy, adhering to patient-safety, medication-safety, and effective infection control practices, and demonstrating procedures requiring sterile, non-sterile, and chemotherapy compounding.

Prerequisites: HI-1014

HI-6010: Clinical Medical Assisting Comprehensive**Total 224 hours**

This course provides students with expertise in reviewing and assigning medical codes of diagnosis, procedures, and services performed by physicians and other qualified healthcare providers in the office of facility setting (ex: outpatient hospital). Performance objectives include understanding basic medical terminology as it is used in coding and reimbursement, applying the fundamentals of professional (physician) coding, extracting the most relevant information from medical cases and charts, properly utilizing CPT, ICD-10-CM, and HCPCS coding manuals, and assigning the correct procedure and diagnosis codes for professional (outpatient) services.

Prerequisites: HI-1011, HI-1014

HI-6011: Phlebotomy**Total 64 hours**

Phlebotomy is a comprehensive course with insight and focus on specimen collection for diagnostic testing in the healthcare facility, providing foundational knowledge required of an allied healthcare professional. Video-based lessons include fundamentals of phlebotomy with emphasis on infection control, safety, communication skills, patient care and preparation, venipuncture equipment and supplies, specimen collection, handling, transport, and processing.

In this course, students are exposed to a variety of eLearning elements that allow for hands-on interaction with the screen for an engaging education. Simulations will provide the student opportunities to practice key phlebotomy skills performed in a medical facility. In addition to video-based instruction and simulation, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training.

Prerequisites: HI-1014

HI-6012: Electrocardiography**Total 64 hours**

Electrocardiography is a comprehensive course with insight and focus on diagnostic cardiac testing in the healthcare facility, providing foundational knowledge required of an allied healthcare professional. Video-based lessons include the fundamentals of electrocardiogram performance, Holter monitor application and assistance with stress testing. An emphasis is placed on cardiac arrhythmias. Patient care, preparation and monitoring are addressed along with standard precautions and the Occupational Safety and Health Administration (OSHA).

In this course, students are exposed to a variety of eLearning elements that allow for hands-on interaction with the screen for an engaging education. Simulations will provide the student opportunities to practice key electrocardiography skills performed in a medical facility. In addition to video-based instruction and simulation, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training.

Prerequisites: HI-1014

HI-6013: Fundamentals of Physical Therapy**Total 64 hours**

Fundamentals of Physical Therapy is a comprehensive course with insight and focus on assisting the physical therapist and physical therapy assistant with patient care and preparation in a healthcare setting. The course provides foundational knowledge required of an allied healthcare professional. Video-based lessons include fundamentals of physical therapy as it relates to the role of the physical therapy aide/technician as a member of the physical medicine/rehabilitative team. Emphasis is placed on infection control and safety, vital signs, patient preparation and transfers, ambulation support, and gait training. Topics related to physical therapy treatment, range-of-motion exercise, and various agents and modalities are also addressed.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that includes 3D animated demonstrations and provides foundational knowledge, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training. These include

interactive skill activities, game-based learning, and an immersive environment for demonstration and hands-on interaction providing the student opportunities to practice key skills required of the successful physical therapy aide/technician.

Prerequisites: HI-1011, HI-1014

HI-6014: Sterile Processing**Total 96 hours**

Sterile Processing is a comprehensive course with insight into the role of the professional central service technician as a member of the healthcare team. Video-based lessons include topics of infection control with performance of cleaning, decontamination, disinfection, inspection, packaging, and sterilization tasks for reusable basic and complex surgical instruments or devices. The central service department's role in ancillary department support, customer service, teamwork, and task priorities will be a key focus. Inventory management, recordkeeping, and quality control will be addressed in relationship to the responsibilities of the successful central service technician.

In this course, students are exposed to a variety of eLearning elements that allow for hands-on interaction with the screen for an engaging education. An immersive environment and interactivities will provide the student opportunities to practice key skills performed as a central service technician. In addition to video-based instruction and 3D environments, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training.

Prerequisites: HI-1014

HI-6015: Medical Scribe Essentials**Total 96 hours**

Medical Scribe Essentials is a comprehensive course with insight and focus on the role of the Medical Scribe. The course provides foundational knowledge required of an administrative allied healthcare professional. Emphasis is placed on the medical clinic workflow and electronic health record entries. This course includes topics related to HIPAA, HITECH, Meaningful Use, and Release of Information laws and regulations as applicable to technology used with electronic health records, capture of data, and methodology. It also addresses utilization and function of the software and fundamentals of the patient's visit to include patient registration, patient intake, clinical notes, and working with the physician and other healthcare providers.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that provides foundational knowledge, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training. These include interactive skill activities, game-based learning, an immersive environment for critical thinking skills, and hands-on interaction providing the student opportunities to enter data into the electronic health record, a key skill required of the successful Medical Scribe.

Prerequisites: HI-1014

HI-6016: Surgical Technology**Total 160 hours**

Surgical Technology is a comprehensive course with insight and focus on the role of the Surgical Technologist. The course provides foundational knowledge required of a clinical allied healthcare professional. Emphasis is placed on preoperative, intraoperative, and postoperative duties and related knowledge. This course includes topics related to infection control, use of personal protective equipment, sterile technique, decontamination and sterilization standards, and surgical instrumentation and equipment. It also addresses surgical pharmacology, aspects of medical law related to the healthcare setting, support of the operative patient, and safety in the operating room.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that provides foundational knowledge, a variety of other learning methods are utilized for engagement,

entertainment, and inspiration throughout training. These include interactive skill activities, game-based learning, an immersive environment for critical thinking skills, and hands-on simulations providing the student opportunities to interact within the operating setting while assisting the surgeon, which are key skills for a Surgical Technologist.

Prerequisites: HI-1014

HI-6017: Medical Lab Assisting

Total 64 hours

Medical Lab Assisting is a comprehensive course with insight and focus on the role of the Medical Lab Assistant. The course provides foundational knowledge required of a clinical allied healthcare professional. Emphasis is placed on the laboratory procedures performed in hematology, coagulation, immunology, serology, the blood bank, microbiology, and urinalysis. This course includes topics related to infection control procedures, use of personal protective equipment, OSHA regulations, laboratory testing, and quality control. It also addresses clerical duties, effective communication, and legal, ethical, and professional behavior related to interactions to laboratory personnel and ordering physicians.

In this course, students are exposed to a variety of eLearning elements that allow hands-on interaction with the screen for an engaging education. In addition to video-based instruction that provides foundational knowledge, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training. These include interactive skill activities, game-based learning, an immersive environment for critical thinking skills, and hands-on interaction providing the student opportunities to interact within the laboratory setting, which is a key skill for a medical laboratory assistant.

Prerequisites: HI-1014

HI-7011: Fundamentals of Patient Care

Total 128 hours

Fundamentals of Patient Care is a comprehensive course that focuses on the current and evolving role of patient care in the healthcare setting. Video-based lessons include fundamentals of patient care, compliance and safety, professional responsibility, infection control, basic emergency care, patient assessment and vital signs, and grooming/hygiene. Topics related to specific patient-types are also be addressed, including caring for older adults, pediatric, and special needs patients. The course also details the importance of teamwork in the healthcare environment and breaks down the various roles that professionals fill as it relates to patient care whether through supporting chronic conditions, emergency, or end-of-life care.

Students are exposed to a variety of eLearning elements that allow for hands-on interaction with the screen for an engaging learning experience. Clinical simulations will provide the student opportunities to practice key clinical skills performed in a medical facility. In addition to video-based instruction and simulation, a variety of other learning methods are utilized for engagement, entertainment, and inspiration throughout training.

Prerequisites: HI-1014

IT-1011: CompTIA IT Fundamentals

Total 48 hours

In this course, students will identify PC components, work with files and folders, and conduct basic software installations. This course will provide students with the fundamental skills and concepts required to maintain, support, and work efficiently with personal computers. In addition, it covers the essential skills and information needed to set up, configure, maintain, troubleshoot, and perform preventative maintenance of the hardware and software components of a basic personal computer workstation and basic wireless devices. Students will also implement basic security measures and implement basic computer and user support practices. Finally, students will be introduced to databases and some programming basics.

Prerequisites: None

IT-1012: Customer Service Skills for Techies**Total 16 hours**

This course looks at customer service skills, specifically for those in a technical role. This course explores the world of interpersonal skills, as well as principles for effective communication and takes a look at the most common issues reported to the Service Desk. This course is intended for those with a passion for good customer service; those who want to improve their communication skills, as well as those who are looking at a career in a service desk environment. Course objectives include understanding and defining communication principles that should be applied to all channels of communication; understanding the skills needed to listen and interpret what users or clients are communicating to you; defining and understanding Emotional Intelligence, along with how it is used to manage emotions for effective communication between parties; and exploring communication in Service Desk use cases.

Prerequisites: None.

IT-2012: A+ Comprehensive**Total 96 hours**

A+ Comprehensive is a complete and thorough review of all A+ learning objectives.

Performance objectives include understanding the fundamentals of computer technology, networking, and IT security, understanding operating system (OS) functionality, and troubleshooting methodology, identifying hardware, peripheral, networking, and security components, knowing how to perform proper computer safety procedures and best practices, and knowing how to install, configure, upgrade, and maintain PC workstations, the Windows OS, and SOHO networks.

Prerequisites: None

IT-2013: Network+**Total 96 hours**

Network+ builds on existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that students will use on the job in any type of networking career.

Performance objectives include managing and troubleshooting a basic network infrastructure using common ports and networking protocols, understanding and applying networking technologies and basic network design principles, installing, configuring and differentiating between common network devices, installing and managing wired and wireless networks, adhering to standards and using modern testing tools, and identifying and troubleshooting performance and connectivity issues.

Prerequisites: None

IT-2014: Cisco Certified Network Associate with Practice Labs**Total 96 hours**

In this course, students will learn how to install, operate, configure, and verify a basic IPv4 and IPv6 network. The CCNA certification is considered “vendor-specific”, as it relates specifically to networking using products and solutions created by Cisco. One of the most significant advantages of getting the CCNA certification is Cisco’s reputation in the industry. Cisco is continuously improving its services and products. Its popularity and market share are also increasing with time. Cisco credentials are highly preferred by employers while hiring candidates for networking job roles. The CCNA certification validates the student’s knowledge of IT essentials including security, automation, and programmability for rewarding work in a broad range of roles.

This course provides students with knowledge and skills related to network fundamentals, network access, IP connectivity, IP services, security fundamentals, and automation and programmability. Topics include configuring network components such as switches, routers, and wireless LAN controllers. Additional topics include troubleshooting network connectivity problems, and new topics such as automation and programmability are covered within the course. After taking this course, students will be able to demonstrate competency and understanding with key networking fundamentals, including host-to-host communication.

Integrated throughout this course is a series of Practice Labs, which allow students to practice their IT skills and prove proficiency in specific tasks and procedures. These labs allow the student to perform real-world scenarios to build confidence and competence through hands-on practice within a safe, live-lab environment. Within the practice lab environment, students learn by doing by way of both guided and self-guided tasks within a hosted virtual live environment. Within this environment, students have access to the latest hardware and software that will be found in the real-world.

This course prepares students for the 200-301 Cisco Certified Network Associate (CCNA) exam. The CCNA is a commonly required prerequisite for associate-level networking jobs such as network engineer, network administrator, network support technician or help desk technician. The credential increases the employment opportunities in the networking domain. It will help the certification holder advance his or her career, earn promotions, and pursue new job opportunities with higher salary packages.

Prerequisites: None

IT-2015: Hands-on Python for Networking Professionals Total 16 hours

When you are planning, creating, and managing networks, some of the tasks can be repetitive and time consuming. Scripting allows you to automate these tasks to allow for reproducibility, scaling to larger systems, and collaborating with others using versioning. In this course, we will see how you utilize Python to make your list as a networking professional a little easier. Course objectives include understanding how Python can be used when interacting with various protocols and services, understanding how to capture and handle errors that arise with Python, understanding how to utilize Python to create reusable software tools for automating routine tasks, and applying Python programming fundamentals for network management and network analysis.

Prerequisites: None.

IT-2016: Cisco Certified Technician Routing and Switching Total 16 hours

The Cisco CCT Routing and Switching course is not for the complete novice to computing and networking but is designed to increase the level of competency in networking fundamentals, configuring devices remotely, basic troubleshooting (layer 1 and layer 2) and recognizing connectivity issues. Also, you will become familiar with Cisco devices and systems that a field technician will need to develop as they assist clients with their networking equipment. Course objectives include understanding networks, the types of networks, and how network communications work; understanding the Cisco Internetwork Operating System (Cisco IOS) software operating modes; identifying Cisco router and switch models, accessories, cabling, and interface; troubleshooting and supporting Cisco routers, switches, and operating environments; and understanding routing and switching basics.

Prerequisites: None.

IT-2023: Networking Fundamentals Total 16 hours

This course is for anyone interested in getting started in networking. The course will introduce a wide range of networking concepts such as infrastructure, hardware, standards, specifications, and addressing. Course objectives include learning, identifying, and understanding the different layers of network infrastructure and how the components works in tandem; understanding how to build a physical network with network hardware components; identifying and understanding various protocols, and how IP addressing is associated and used within the network layer of the OSI model; understanding how to gather and abstract information about a network using command line tools and

utilities; and learning various Cisco IOS commands for router, switch, and network security appliance administration.

Prerequisites: None.

IT-3010: Healthcare IT**Total 32 hours**

In this Healthcare IT course, students receive a background in HIT standards, regulations, and workflows so they can best understand the healthcare environment. By applying what has been learned in the previous Healthcare and IT courses of this program, students will gain a thorough understanding of how to implement and maintain HIT systems in a variety of medical/clinical settings. This course provides a solid understanding of regulatory requirements, healthcare terminology and acronyms, a code of conduct, and security best practices.

Prerequisites: None

IT-5011: Security+**Total 96 hours**

IT-5011 Security+ is the primary course students will need in order to gain the skills and knowledge required to gain Security+ Certification. This course is targeted toward the information technology (IT) professional who has networking and administrative skills in Windows-based Transmission Control Protocol/Internet Protocol (TCP/IP) networks and familiarity with other operating systems, such as Linux, and who wants to further a career in IT by acquiring a foundational knowledge of security topics. In this course, students will build on knowledge and experience with security fundamentals, networks, and organizational security as they acquire the specific skills required to implement basic security services on any type of computer network. This course also provides the broad-based knowledge necessary to prepare for further study in specialized security fields.

Prerequisites: None

IT-6011: CompTIA PenTest+**Total 48 hours**

This intermediate-level course will provide students with the fundamental skills and concepts surrounding penetration testing, vulnerability assessment, and vulnerability management on a variety of systems and devices. Students learn to perform security assessments on desktops and mobile devices, as well as cloud, IoT, industrial and embedded systems. Students will identify security weaknesses and manage system vulnerabilities and be trained to ensure that existing cybersecurity practices, configurations and policies conform with current best practices. Ultimately, students will be prepared to attempt the CompTIA PenTest+ examination, which focuses on offensive penetration testing and vulnerability assessment by launching attacks on systems, discovering vulnerabilities, and managing them. This course is comprised of 5 lessons that are directly aligned with the 5 knowledge domains that comprise the PenTest+ exam.

Prerequisites: None. IT-5011 recommended

IT-6012: CompTIA CySA+**Total 32 weeks**

This intermediate-level course covers the duties of those who are responsible for monitoring and detecting security incidents in information systems and networks, and for executing a proper response to such incidents. Depending on the size of the organization, this individual may act alone or may be a member of a cybersecurity incident response team (CSIRT). The course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur. Ultimately, the course promotes a comprehensive approach to security aimed toward those on the front lines of defense. This course focuses on the knowledge, ability, and skills necessary to provide for the defense of those information systems in a cybersecurity context, including protection, detection, analysis, investigation, and response processes. Students will prepare to attempt the CompTIA CySA+ CS0-002

examination, which is an IT workforce certification that applies behavioral analytics to networks and devices to prevent, detect and combat cybersecurity threats.

Prerequisites: None. IT-5011 recommended

IT-6013: Certified Information Systems Security Professional (CISSP) Total 4 weeks

This course provides in-depth coverage of the eight domains required to pass the CISSP exam: Security and Risk Management, Asset Security, Security Engineering, Communications and Network Security, Identity and Access Management, Security Assessment and Testing, Security Operations, and Software Development Security.

Prerequisites: Three (3) years' experience in the field of IT Security

IT-7011: CompTIA Cloud+ Total 48 hours

Students learn the basics of Cloud Computing and gain the knowledge and skills to prepare for the CompTIA Cloud+ certification, which is part of the CompTIA Infrastructure Pathway. Students learn basic cloud concepts, models, and terminology through engaging and entertaining video instruction. Students learn to analyze system requirements, troubleshoot capacity, automation, connectivity, and security issues related to cloud implementations, and apply appropriate technologies and processes to ensure system performance. The course and certification are vendor neutral and concentrate on concepts and operations that are inclusive of all cloud computing environments.

Prerequisites: None. Network+ or Server+ is recommended

IT-7012: AWS Essentials Total 16 hours

In this introductory course, students learn the basics of AWS. In fact, no prior AWS knowledge or experience is necessary to complete this course. AWS Essentials is designed to present students with an introductory look into the fundamentals of the Amazon Web Services cloud platform and ensure that students are proficient in identifying AWS terminologies, concepts, benefits, and deployment options. Students will learn how to create an AWS account, configure access management, and understand security measures, storage, and database options.

Prerequisites: None

IT-7013: AWS Solutions Architect – Associate Total 96 hours

This advanced level course prepares IT professionals to take the AWS Certified Solutions Architect – Associate exam. Students learn how to optimize the AWS Cloud by understanding how AWS services fit into cloud-based solution. After completing this course, students will be prepared to design, plan, and scale AWS implementations. Students learn how to evaluate cloud application requirements and make architectural recommendations for implementation, deployment, and provisioning applications on AWS. Students will also be prepared to provide best-practices guidance on the architectural design across multiple applications, projects, or the enterprise. Additionally, students can expect to gain comprehensive knowledge about leveraging AWS Managed Services to enable better flexibility and resiliency in an infrastructure.

Prerequisites: None

IT-7015: Linux Essentials Total 16 hours

The Linux Essentials course is designed to provide students with the foundational skills needed for working with the Linux operating system. In this course, students will be exposed with open-source software, the Linux operating system and executing commands from the Linux command line. Students are also taught foundational skills in Linux networking, security, and administration. Course objectives include: understanding the Linux operating system and its components; explaining how Linux is used in the operability of a network, including configuring network adapters and other parts of the network;

understanding how to traverse the Linux operating system and apply security measures to users, groups, files and directories within the operating system; determining where it is appropriate to use Linux, and identifying how Debian, Ubuntu, CentOS, and RHEL are related to each other; determining what hardware is supported by Linux; identifying similarities and differences between OpenOffice, LibreOffice, and Microsoft Office products; and defining key components used in network communications.

Prerequisites: None.

IT-7016: Linux Shell Scripting – Basics

Total 16 hours

In this course students are taught basic scripting practices like script file formats, working with variables, loops, script control, and more. Fundamentals such as performing arithmetic and mathematical operations, conditional statements, presenting data, and taking user data are also covered. Starting with basic Linux usage and ending with the student's ability to write basic useful scripts – this course gives the beginner the tools to be productive in just a few short weeks. Course objectives include: explaining fundamentals of

Prerequisites: None.

IT-7017: Introduction to Programming Using Python

Total 32 hours

Introduction to Programming Using Python is designed for motivated learners with minimal or no prior programming exposure. The progression of this course allows the Practice Labs environment for the same certification so there are supplements to each of those labs. Some of the topics that are covered in this course include: using basic data types and assigning those to variables, learning operations that can be applied to each of the data types, collecting information into a list structure, iterating over lists using both for and while loops, adding logic to programs to add capabilities, and more. Course objectives include to describe the concepts of functions of Python, to learn the concepts of functions of Python, to understand how to use Lists, Tuples, and Dictionaries in Python Programs, to identify Python Object Types, to explain how to write Loops and IF statements in Python, to determine Operator Precedence within Python, to define Reading Console Inputs and Formatting Objects Outputs using Python, to describe how to Write Functions and Pass Arguments in Python, and to explain how to use Exception Handling in Python Applications for Error Handling.

Prerequisites: None.

IT-7018: AWS Certified Cloud Practitioner

Total 32 hours

The AWS Certified Cloud Practitioner course provides students with a foundational understanding of AWS Cloud concepts, services, and terminology. This is a good starting point for individuals in non-technical roles with no prior IT or cloud experience or for those with on-premises IT experience looking for basic AWS Cloud fluency. This fluency can be used by professionals in a variety of roles to communicate in common language while making decisions related to IT and the Cloud. This course provides a foundational introduction to AWS's most popular cloud services, including EC2, Lambda, S3, EBS, VPC, and RDS. Students are taught the core concepts of cloud computing and see how billing and pricing strategies can save companies money on their IT infrastructure. This course also explores cloud security and compliance solutions, covering every objective required by the Cloud Practitioner exam.

Prerequisites: None.

IT-7019: Microsoft Azure Fundamentals

Total 16 hours

This course is designed to provide students with the tools needed to demonstrate foundational-level knowledge of cloud services, and how those services are provided with Microsoft Azure. The course is intended for candidates with non-technical backgrounds, as well those with a technical background who have a need to validate their foundational knowledge around cloud services and prepares students to challenge the AZ-900 exam, which is required to earn the Microsoft Certified Azure Fundamentals certification. Upon completion, graduates will be able to demonstrate a fundamental knowledge of cloud concepts, along with Azure services, workloads, security, privacy, pricing, and support.

Prerequisites: None.

MS-1000: Microsoft Office Basics

Total 16 hours

This set of courses will provide the range of skills needed to create professional-quality documents within an office environment.

Performance objectives include creating professionally quality documents in Microsoft Word and Excel, preparing, editing, and proofing documents in Microsoft Word, enhancing Microsoft Word documents with lists, tables, and graphics, organizing data, and performing calculations using Microsoft Excel, and analyzing information in Microsoft Excel using filters, tables, and pivot tables.

Prerequisites: None

MS-2000: Microsoft Office Series I

Total 32 hours

This set of courses will provide the range of skills needed to create professional-quality documents within an office environment.

Performance objectives include Performance objectives include creating professionally quality documents in Microsoft Word and Excel, preparing, editing, and proofing documents in Microsoft Word, enhancing Microsoft Word documents with lists, tables, and graphics, organizing data and performing calculations using Microsoft Excel, and analyzing information in Microsoft Excel using filters, tables, and pivot tables.

Prerequisites: None

MS-7000: Microsoft Office Specialist (MOS)

Total 112 hours

This set of courses will provide the range of skills needed to create professional-quality documents while training students to store, transmit, and modify data using a variety of Microsoft Office applications. Students learn to effectively communicate and collaborate within an office environment using these tools. The content covered includes how to create, edit and enhance documents in Microsoft Word, how to organize, calculate and analyze information in Microsoft Excel, how to exchange information and manage your activities in Microsoft Outlook, and how to create effective and robust presentations in Microsoft PowerPoint. Additional skills include gaining an understanding of basic database design principles, and maintaining basic Access database objects, including tables, relationships, and data entry forms.

Prerequisites: None

PM-6011: Project Management for CAPM

Total 96 hours

Project management is one of the business world's most in-demand skill sets. Project-based operations have become the norm in today's business world and it's crucial to choose a good and proven method for managing projects. Every aspect of project management is affected by the organization, the social environment, the project stakeholders, both internal and external, and many other aspects of the context in which the project is carried out. Understanding this context is critical to good planning and good decision making as the project progresses toward achieving its objectives. Projects are temporary endeavors and can be simple or complex.

This course is based on **The Guide to the Project Management Body of Knowledge (PMBOK Guide)**, which establishes the international standard regarding the project management discipline. This course meets or exceeds the requirements for earning **the Certified Associate in Project Management (CAPM)** certification. The CAPM credential is considered the standard of excellence in the field of project management and is often required by employers.

This course is designed for those who are new to the field of project management or who need a comprehensive review of the standards set forth within the PMBOK Guide.

IMPORTANT: The Project Management Institute (PMI) requires that a candidate has 23 hours of project management education by the time you sit for the CAPM exam. Through our training partner (a PMI Charter-Global Registered Education Provider R.E.P.) and the instructional content provided for this course, students will have gained a minimum of 36 clock hours of project management education upon completion of their program.

Prerequisites: None

PS-1011: Professionalism in Allied Health

Total 32 hours

This course will benefit anyone considering a career in allied health, as well as those already working in the field. Allied Health Professionals must be committed to the key attributes of professionalism and strive to reflect this within the delivery of patient-centered, safe, and effective care. Performance objectives include gaining an understanding of the expectations of an allied healthcare professional in the workplace, developing an emotional intelligence, self-management, and interpersonal skills, building and improving internal and external communication skills with all exchanges, enhancing the patient care experience with successful interaction and patient satisfaction, and maintaining solution-oriented conversations, managing conflict, and building confidence.

Prerequisites: None

VA-3010 Veterinary Office Fundamentals

Total 64 hours

The Veterinary Office Fundamentals course prepares students for an exciting career in animal care or an administrative role in veterinary medical health care. Students gain a fundamental understanding of how a veterinary office functions and includes core topics such as Veterinary Hospital Basics, Veterinary Front Desk, Basic Animal Care and Handling, and Basic Pharmacology. Additional topics include Medical Terminology, Safety and OSHA Standards, and animal/breed identification.

Prerequisites: None

VA-3011 Veterinary Assistant Module 1

Total 35 hours

This module provides the veterinary assistant student with an understanding of the human animal bond, expected conduct of the veterinary professional, and how to effectively communicate with clients and coworkers. Basic medical terminology and medical records, including the electronic medical system, are introduced in this module. Zoonotic and contagious diseases are discussed including in-depth coverage of the role of the veterinary assistants and the importance of cleaning in the veterinary hospital and performing correct hand hygiene. Students are taught basic breed identification and animal husbandry including the expectations of treating deceased pets with respect. We begin discussing common medical conditions and diseases of the digestive system. Restraint and handling of the veterinary patient are discussed in depth and are the focus of a large portion of the hands-on teaching. Students also begin learning how to set up equipment necessary for the veterinary technician or veterinarian to perform a variety of common procedures.

Prerequisites: None

VA-3012 Veterinary Assistant Module 2

Total 35 hours

The veterinary assistants' role in assisting the veterinary technician with caring for the hospitalized patient are the focus of this module. An introduction to IV fluids, fluid pumps, fluid lines, and basic calculations are covered. The importance of and how to document hospitalized patient events and

treatments, patient assessment and medication administration, and the importance of nutrition are taught. Students also learn how to perform basic medical calculations, basic grooming skills. A basic overview of diseases of the endocrine and urinary systems are taught.

Prerequisites: None

VA-3013 Veterinary Assistant Module 3

Total 35 hours

Laboratory record keeping, how to submit samples to outside labs and how to run basic in-house laboratory equipment are covered in this module. Students are taught the basics of veterinary hospital inventory control and how to stock various areas of the veterinary hospital including the exam room, treatment/procedure areas, and the surgical prep area. Students are introduced to the veterinary pharmacy including the handling of controlled substances and proper medication disposal. Wellness exams, wellness testing, vaccines and an overview of diseases associated with the hematologic, integumental system, and pansystemic system are included in this module.

Prerequisites: None

VA-3014 Veterinary Assistant Module 4

Total 35 hours

This module focuses largely on preparing the veterinary assistant student to assist the surgical technician when setting up for and cleaning up after surgery including how to set up the anesthetic machine and monitoring equipment. Radiation safety and radiology basics are also covered. Having mastered the handling and restraint of the average veterinary patient in previous modules, students are now introduced to the handling of aggressive, compromised, and contagious patients. An overview of nervous system and musculoskeletal disorders are included in this module.

Prerequisites: None

VA-3015 Veterinary Assistant Module 5

Total 35 hours

Basic emergency readiness, triage and the emergency crash cart are introduced in this module. Students are taught client communication and basic phone skills, patient discharge procedures. Basic ophthalmologic and cardiopulmonary diseases are covered.

Prerequisites: None

VA-3099 VetBloom Veterinary Assistant Externship

Total 120 hours

Hands-on training and experience are essential to your success as a veterinary assistant! Students work directly with credentialed veterinary technicians and veterinarians as directed by the Externship Site Supervisor observing, practicing, and demonstrating skills required of a veterinary assistant. A checklist of required skills to complete during your externship must be completed and uploaded into VetBloom documenting you have successfully mastered these skills. Please note, students are not issued dosimeter badges by the VetBloom Veterinary Assistant Program and therefore should not be in the radiology suite when radiographs are taken. Students may assist with positioning patients as directed by a credentialed technician or veterinarian however must leave the area prior to the radiograph being taken.

Working with actual patients in the veterinary hospital and applying the knowledge and skills you learned during your didactic learning on VetBloom is crucial to your success. Be sure to ask questions of the experienced veterinary technicians and veterinarians to make the most of your clinical externship experience.

Clinical externships are completed at a full-service veterinary hospital or clinic. The VetBloom Veterinary Assistant Program has established relationships with several externship sites around the country. A list of externship sites with their contact information will be provided however other qualifying veterinary hospitals and clinics may be used provided they meet the VetBloom Veterinary Assistant Program requirements. All externship sites must complete our Clinical Externship Site Agreement and the Externship Site Supervisor agreement prior to beginning the externship. The VetBloom Veterinary Assistant program provides an informational online webinar for Externship Site

Supervisors to help them better understand the important role they play in your education. Please contact the externship site directly to inquire if they are accepting students, their externship policies, your schedule, etc.

All students are required to complete a minimum of 120 hours of hands-on experience in a veterinary hospital in a full-service veterinary hospital or clinic. Animal handling experience at shelters and animal rescue site is not acceptable for this program. VetBloom will assist students with an externship site. Liability insurance is required during the entire externship and proof of coverage must be provided prior to beginning any externship.

Prerequisites: None

Healthcare and Medical Certifications

Our Healthcare Certification programs provide comprehensive training that equips students with the knowledge and skills needed to pass nationally recognized certification exams. Upon successful completion of one of our programs, graduates will be qualified for and/or eligible to sit for exams offered by organizations such as the National Healthcareer Association (NHA), the Pharmacy Technician Certification Board (PTCB), and the American Association of Professional Coders (AAPC).

AMSP – Apprentice Medical Scribe Professional

The Apprentice Medical Scribe Professional (AMSP) certification is awarded to candidates who successfully pass the Medical Scribe certification exam and possesses fewer than 200 hours of documented front-line, on-the-job medical scribe experience.

As an AMSP you may:

- Demonstrate an understanding of the soft skill expectations of an allied healthcare professional
- Discuss the role and responsibilities of a Medical Scribe as part of the healthcare team
- Comply with relevant laws and ethics, the Omnibus Rule, HIPAA, and HITECH
- Display strong attention to detail and accuracy with the use of the electronic health record
- Demonstrate electronic health record documentation as applicable to the clinic workflow
- Explain how medical coding plays a role and impacts the clinic workflow and revenue cycle
- Gain an understanding of laboratory testing and pharmacology as applicable to the EHR

CCMA – Certified Clinical Medical Assistant

The Certified Clinical Medical Assistant (CCMA) credential is issued by the National Healthcareer Association (NHA). The CCMA exam is 150 questions and is allotted 3 hours to complete. It will test a candidate's knowledge on a variety of topics including, but not limited to: foundational knowledge and basic science, anatomy and physiology, clinical patient care, and administrative assisting. MedCerts covers the cost of the CCMA exam.

As a CCMA you may:

- Understand basic human anatomy and utilize medical terminology and responsible communication in the healthcare facility
- Comply with HIPAA/HITECH, OSHA, CMS and other healthcare regulations and laws as they apply to patient information
- Comprehend the use of Diagnosis and Procedure codes and employ Electronic Health Records and related Practice Management
- Recognize the importance of infection control and environmental safety in general, specialty and surgical practices
- Gain an understanding of the laboratory, specimen collection techniques, cardiopulmonary testing, pharmacology, and medication administration

CCS-P – Certified Coding Specialist-Physician Based

A CCS-P is a mastery-level coding practitioner with expertise in physician-based settings such as physician offices, group practices, multi-specialty clinics, or specialty centers. This coding practitioner reviews patients' records and assigns numeric and/or alphanumeric codes for each diagnosis and procedure. To perform this task, the individual must possess in-depth knowledge of the CPT coding system and familiarity with the ICD-10-CM and HCPCS Level II coding systems. The CCS-P is also an expert in health information documentation, data integrity, and quality.

People with the CCS-P certification may:

- Specialize in physician-based settings such as physician offices, group practices, multi-specialty clinics, or specialty centers

- Review patient records and assign numeric/alphanumeric codes for each diagnosis and procedure
- Possess in-depth knowledge of the CPT coding system and familiarity with the ICD-10-CM and HCPCS Level II coding systems
- Become an expert in health information documentation, data integrity, and quality
- Play a critical role in a health provider's business operations, because patients' coded data is submitted to insurance companies or the government for expense reimbursement

CEHRS – Certified Electronic Health Records Specialist

The Certified Electronic Health Records Specialist (CEHRS) certification is the nationally recognized certification for Electronic Health Record Specialists. Obtaining the CEHRS certification indicates students know how to use and understand electronic records in a medical setting. The CEHRS is responsible for maintaining the integrity and protecting the privacy and security of patient information.

As a Certified EHR Specialist, you may:

- Audit patient records for compliance with legal and regulatory requirements
- Document examination information, scheduling treatments, and process laboratory tests
- Abstract clinical information for inclusion in reports such as quality improvement studies
- Perform basic coding to submit claims for reimbursement for insurers
- Process release of information (ROI) requests for medical records
- Review patient records to ensure they are complete, and collect patient demographic and insurance information

CET – Certified EKG Technician

The Certified EKG Technician (CET) credential is issued by the National Healthcareer Association (NHA). The CET exam is 100 questions with 20 pretest questions, and you have 2 hours to complete. It will test your knowledge on a variety of topics including, but not limited to: EKG set up and performance, patient preparation for Holter or ambulatory monitoring and stress tests, appointment scheduling, recognition of cardiac rhythms and reporting to physician. EKG/ECG technicians work in healthcare facilities specializing in EKG testing for patients. These tests help detect irregularities that may result in a heart attack or heart disease.

As a CET certification you may:

- Appreciate the role of electrocardiography in the healthcare setting
- Understand the responsibilities of patient care and monitoring, safety, and compliance
- Gain an understanding of the use of appropriate electrocardiography equipment and supplies
- Understand diagnostic cardiac testing to include electrocardiograms, Holter monitors and stress tests
- Recognize arrhythmias and artifacts with appropriate responses required

CHUC – Certified Health Unit Coordinator

Certified Health Unit Coordinators are professional healthcare workers who perform the non-clinical functions of the nursing unit or department. Other titles include unit secretary, unit clerk, unit communicator, information coordinator, etc. People with the CHUC certification can perform the following tasks.

As a CHUC you may:

- Adhere to customer/patient satisfaction service initiatives
- Respect cultural diversity
- Comply with regulatory agency guidelines/rules
- Protect confidentiality and patient rights
- Process admissions, discharges, and transfers
- Manage physician orders

- Interpret hospital terminology and abbreviations
- Operate communication equipment and computers
- Identify and correct potential hazards

CMAA – Certified Medical Administrative Assistant

The Certified Medical Administrative Assistant (CMAA) credential is offered by the National Healthcareer Association (NHA). CMAAs are responsible for various administrative duties and often have direct patient contact. It demonstrates the ability to perform routine administrative tasks in a physicians' office, nursing home, hospital, or clinic to keep it running efficiently.

As a CMAA you may:

- Operate computer systems or other types of technology to accomplish office tasks
- Greet patients and help them fill out forms
- Answer calls, schedule appointments, and maintain files of patients
- Update and maintain patient and other practice information
- Coordinate the collection and preparation of operating reports such as time and attendance

CPC – AAPC's Certified Professional Coder Certification

AAPC (formerly American Academy of Professional Coders) was founded in 1988 as a professional organization providing training, certification, ongoing education, networking, and job opportunities to medical coders, medical billers, auditors, compliance managers, and physician practice managers in the United States. The CPC examination consists of questions regarding the correct application of CPT, HCPCS Level II procedure and supply codes and ICD-10-CM diagnosis codes used for billing professional medical services to insurance companies. Examinees must also demonstrate knowledge on proper modified use, coding guidelines and regulatory rules. Key knowledge areas and skill sets measured by the AAPC Certified Professional Coder (CPC) certification exam also include the ability to:

- Identify the purpose of the CPT®, ICD-10-CM Volumes 1 & 2, and HCPCS Level II code books
- Understand and apply the official ICD-10-CM coding guidelines
- Identify differences between ICD-9-CM and ICD-10-CM guidelines
- Apply coding conventions when assigning diagnoses and procedure codes
- Identify the information in appendices of the CPT® manual
- Explain the determination of the levels of E/M services
- Code a wide variety of patient services using CPT®, ICD-10-CM, and HCPCS Level II codes
- List the major features of HCPCS Level II Codes
- Provide practical application of coding operative reports and evaluation and management services

CPT – Certified Phlebotomy Technician

The Certified Phlebotomy Technician certification is issued by the National Healthcareer Association (NHA). The phlebotomy certification exam is 100 questions and is allotted two (2) hours to complete the exam. Candidates are eligible to sit for the CPT exam once they have completed our online phlebotomy classes and the required hands-on experience. Phlebotomy Techs collect blood and non-blood specimens for testing, so specimens can be analyzed in a clinical laboratory. Blood and non-blood tests are used to diagnose illness, evaluate the effectiveness of medications, and determine whether a patient is receiving proper nutrition.

As a CPT you may:

- Gain knowledge of medical terminology, disease processes, anatomy, and physiology
- Become familiar with healthcare settings and the role of the phlebotomy technician
- Understand the responsibilities of patient care and safety related to preparation and collection complications

- Grasp the importance of customer service, communication skills and professionalism
- Appreciate the role of HIPAA, OSHA, COLA, and CLIA-waived testing
- Target certification is Certified Phlebotomy Technician (CPT)

CPCT - Certified Patient Care Technician

The Certified Patient Care Technician (CPCT) credential is issued by the National Healthcareer Association (NHA). The CPCT/A exam consists of 100 questions and 20 pretest questions and allows up to 1 hour 50 minutes to complete. It will test a candidate's knowledge of patient care, compliance, safety, and professional responsibility, infection control, phlebotomy, and EKG. Patient Care Technicians are multi-skilled allied healthcare professionals who may administer medications, assist with minor procedures, record vital signs, take medical histories, prepare patients and rooms for examinations, handle laboratory specimens, provide patient education, and much more.

As a CPCT you may:

- Gain knowledge of medical terminology, disease processes, and anatomy and physiology
- Understand the responsibilities of basic patient care — bathing, feeding, catheter care, etc.
- Perform safety checks and ensure cleanliness in patient rooms
- Recognize the importance of special care, concerns, and settings
- Understand EKG readings and monitoring vital signs
- Learn how to perform phlebotomy procedures
- Understand the responsibilities of communication and professionalism

CPhT – Certified Pharmacy Technician

The Pharmacy Technician Certification Examination (PTCE) is a nationally recognized certification offered by the PTCB (Pharmacy Technician Certification Board). The PTCE content was developed by experts in pharmacy technician practice based on a nationwide Job Analysis Study that the PTCB's Certification Council and Board of Governors used to approve the blueprint for the current PTCE. Those who pass the exam will be recognized as a nationally Certified Pharmacy Technician (CPhT).

As a CPhT you may:

- Receive and process prescription requests from patients, and those sent electronically from doctors' offices
- Accurately count, weigh, pour and mix medications
- Prepare accurate prescription labels
- Prepare and process insurance claim forms and manage inventory
- Establish and maintain patient profiles as well as computerized patient records

CRCST – Certified Registered Central Service Technician

Certified Registered Central Service Technicians (CRCST) are professional healthcare workers who prepare, sterilize, install, or clean laboratory or healthcare equipment as well as perform routine tasks and operate or inspect equipment. Gain national CRCST certification through the Healthcare Sterile Processing Association (HSPA) to build a Sterile Processing Technician career. Other titles include central processing technician, sterile preparation technician, central sterile supply technician, and more.

As a CRCST you may:

- Obtain knowledge of medical terminology, disease processes, and anatomy and physiology
- Explain the importance of customer service, communication skills and professionalism
- Discuss compliance standards and the role of HIPAA, OSHA, CDC, FDA, ANSI, AAMI, and other regulating agencies

- Identify central service workflows processes from cleaning, decontamination, preparation and packaging to sterilization and storage of surgical instruments and equipment
- Describe the importance of manufacturer's instructions for use (IFU), infection control and use of personal protective equipment (PPE) throughout central service areas and their impact on personnel and patient safety

MCBC – Medical Coder & Biller Certification

A Medical Biller and Coder may work in a variety of settings, including hospitals, outpatient and inpatient clinics, surgical centers, and dental offices. Any place that provides medical services requires the services of a certified Medical Biller and Coder. A Medical Biller and Coder may work in conjunction with physicians and other medical providers and, in addition to coding services, provide education to providers regarding medical record requirements and conduct chart reviews for completeness.

As a MCBC you may:

- Accurately locate documentation in the patient record to support coding and billing process
- Assign codes for diagnoses and procedures
- Submit claims for reimbursement based on payer policies and procedures
- Coach providers on the best documentation practices to support quality coding and optimal reimbursement

PTTC – Physical Therapy Technician Certification

The PTTC certification is ideal for those that want to gain entry into a career as a Physical Therapy Aide. The career outlook for this field is great as the projected job growth in this field is expected to be up to 29% by 2026 and there are an estimated 38,800 clinics in America providing physical therapy. Most employers require Physical Therapy Aides to have completed a career diploma program and/or have gained Physical Therapy Aide certification.

As a holder of the PTTC you may:

- Understand basic human anatomy, utilize medical terminology and responsible communication in the healthcare facility
- Comply with HIPAA/HITECH, OSHA, CMS and other healthcare regulations and laws as they apply to patient information
- Comprehend the use of Diagnosis and Procedure codes and employ Electronic Health Records and related Practice Management
- Recognize the importance of infection control and environmental safety in general, specialty and surgical practices
- Gain an understanding of the laboratory, specimen collection techniques, cardiopulmonary testing, pharmacology, and medication administration
- Administer medications and assist with minor procedures
- Record vital signs, take medical histories, and prepare patients and rooms for examinations
- Handle laboratory specimens and provide patient education

Behavioral Health Certifications

RBT – Registered Behavioral Technician

The Registered Behavior Technician (RBT®) is a paraprofessional who practices under the close, ongoing supervision of a Board-Certified Behavior Analyst (BCBA), Board Certified Assistant Behavior Analyst (BCaBA), or Florida Certified Behavior Analyst (FL-CBA). The RBT is primarily responsible for the direct implementation of behavior-analytic services but does not design intervention or assessment plans. It is the responsibility of the RBT supervisor to determine which tasks an RBT may perform as a function of their training, experience, and

competence. The purpose of the Registered Behavior Technician examination is to assess knowledge of the RBT Task List (2nd Ed.) at a level consistent with that of an entry-level Behavior Technician. The RBT examination is comprised of 75 multiple-choice questions. Each question has four possible answers. Examination content is based on the RBT Task List. Applicants must be 18 years of age, possess a minimum of a high school diploma or national equivalent, complete 40 hours of training, complete a criminal background check, pass the RBT Competency Assessment, and pass the RBT exam.

Skills Measured by Registered Behavioral Technician (RBT) Certification

The RBT certification exam consists of questions related to the BACB's RBT Task List (2nd Ed.). The Task List covers tasks a practicing Behavior Technician may perform with some clients. It is acknowledged that there may be other tasks not listed here that a Behavior Technician would be expected to perform by a supervisor. It is the responsibility of the supervisor to determine which additional tasks behavior technicians may perform as a function of their competence.

These tasks are organized into the following areas:

- Measurement
- Assessment
- Skill Acquisition
- Behavior Reduction
- Documentation and Reporting
- Professional Conduct and Scope of Practice

Behavior Analyst Certification Board (BACB)

7950 Shaffer Pkwy, Littleton, CO 80127
(720) 438-4321

Dental Assistant Designations

Registered Dental Assistant Exam

The Registered Dental Assistant (RDA) certification, offered through American Medical Technologists (AMT), demonstrates that certificate holders have the skills needed to advance their current career in the dental assisting field. Also, it enriches competencies needed for successful performance in the workplace. The RDA certification exam will test your knowledge and abilities in four core domains: Office Assisting Skills, Dental Sciences, Clinical Procedures, and Radiography. The AMT was founded in 1939 and is a recognized agency that offer certifications in the allied health field. AMT is dedicated to supporting allied health professionals and verifying their skills and competence and maintaining quality in the workplace.

American Medical Technologists (AMT)

10700 West Higgins Rd, Suite 150
Rosemont, IL 60018
(847) 823-5169

Healthcare and Medical Certification Organizations

American Association of Professional Coders (AAPC)

2233 S Presidents Dr., Suite F
Salt Lake City, UT 84120
800-626-2633

Healthcare Sterile Processing Association (HSPA)

55 West Wacker Drive, Suite 501,
Chicago, IL 60601
800-962-8274

American Health Information Management Association (AHIMA)

233 N. Michigan Avenue, 21st Floor
Chicago, IL 60601-5809
312-233-1100

National Association of Health Unit Coordinators, Inc. (NAHUC)

1947 Madron Rd.
Rockford IL 61107-1716
815-633-4351

American Healthcare Documentation Professionals Group (AHDGP)

415 Boston Turnpike, Suite 212
Shrewsbury, MA 01545
800-407-1186

National Healthcareer Association (NHA)

11161 Overbrook Rd.
Leawood, KS 66211
800-499-9092

American Medical Certification Association (AMCA)

194 US Highway 46 East
Fairfield, NJ 07004
888-960-AMCA (2622)

Pharmacy Technician Certification Board (PTCB)

2215 Constitution Ave NW #101,
Washington, DC
20037
800-363-8012

Personal Fitness and Nutrition Coach Designation

CPT – Certified Personal Trainer

The Certified Personal Trainer (CPT) certification is ideal for individuals with an interest in fitness and exercise, and who have ambition to help others reach their fitness goals. This program is also highly recommended for those already working in the field of fitness/exercise, but who lack certification. It is also ideal for those working in related fields such as Physical Therapy or Nutrition. The NASM-CPT certification program is accredited by the National Commission for Certifying Agencies (“NCCA”), a division of the Institute for Credentialing Excellence. Must have current Emergency Cardiopulmonary Resuscitated (CPR) and Automated External Defibrillator (AED) Certification prior to sitting for the exam (not required to purchase the NASM-CPT). The CPT exam is taken through a live proctor, which can be online or in-person at a proctoring location. For more information about taking the NASM-CPT exam, c=visit the NASM website. The NASM Certified Personal Trainer certification must be recertified every two years to ensure that NASM-CPTs stay up to date with current best-practice guidelines and skills. To recertify, you will be required to earn 2.0 NASM-approved CEUs (20 contact hours) every two-year certification period. This includes 0.1 CEUs from the mandatory CPR/AED certification.

Personal Fitness and Nutrition Coach Designation Organization

National Academy of Sports Medicine (NASM)

355 E. German Rd., Ste. 201
Gilbert, AZ 85297

Veterinary Designations

AVA – Approved Veterinary Assistant

In partnership with MedCerts, successful graduates of the VetBloom Veterinary Assistant program are eligible to become an Approved Veterinary Assistant (AVA). This program not only meets National Association of Veterinary Technicians in America (NAVTA) standards, but it also prepares graduates to be job ready at program completion. Graduates are prepared for the national Approved Veterinary Assistant (AVA) examination and are provided the opportunity to work together with potential employers through a hands-on externship experience in a local veterinary hospital.

With an AVA designation you may:

- Maintain a safe and clean veterinary environment

- Comprehend basic anatomy, physiology, and medical terminology
- Perform basic laboratory skills, record keeping, and pharmacology
- Understand radiation safety and radiography basics
- Know common diseases and medical conditions

Veterinary Designation Organization

National Association of Veterinary Technicians in America (NAVTA)

750 Route 202, Suite 200, Bridgewater, NJ 08807

888-99-NAVTA (62882)

Information Technology Certifications

IT Fundamentals (CompTIA exam: FC0 – U61)

The CompTIA IT Fundamentals exam is designed to help you learn more about the world of information technology (IT). It's ideal if you're considering a career in IT or if you work in an allied field that requires a broad understanding of IT. CompTIA IT Fundamentals can also be a steppingstone to more advanced certifications such as CompTIA A+, and, with specialized experience, CompTIA Network+ and CompTIA Security+.

Skills Measured by IT Fundamentals Certification

Here are some of the key skills covered in the CompTIA IT Fundamentals certification exam:

- Basic IT literacy, including setting up a computer, power options, and backing up data
- Basic functions of operating systems and common file types
- Fundamentals of hardware, device connectors and internal computer components
- Best practices for passwords, web browsing, and securing Wi-Fi.
- Understanding networking, routers, storage, wired vs wireless, printing, and Bluetooth devices.

A+ (220 – 1001 & 220 – 1002)

(NOTE: to achieve A+ Certification students must pass both the A+ Essentials and the A+ Practical Application Exams)

A+ Certification is the computer industry recognized certification that validates the competency of PC Service Specialists. It is sponsored by CompTIA, the Computing Technology Industry Association, and tests are administered by Prometric. The CompTIA certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications.

Skills Measured by CompTIA A+ Certification

Key knowledge areas and skill sets measured by the CompTIA A+ certification exam include:

- The fundamentals of computer technology, networking, and IT security.
- Understanding operating system (OS) functionality and troubleshooting methodology.
- Identifying hardware, peripheral, networking, and security components.
- Categorizing various types of storage devices and backup media.
- Explaining the types and features of motherboard components.
- Knowing how to perform proper computer safety procedures and best practices.
- Practical interpersonal communication skills to better interact with colleagues.
- Installing, configuring, upgrading, and maintaining PC workstations, the Windows OS, and SOHO networks.
- Installing and configuring input devices, such as mouse, keyboard, biometric devices & touch screens.
- Using a variety of troubleshooting techniques and tools to effectively resolve PC, OS, and network connectivity issues.

Network+ (N10-007 exam)

Network + Certification is the computer industry recognized certification that validates the competency of Network Technicians. It is sponsored by CompTIA, the Computing Technology Industry Association, and tests are administered by Prometric. The CompTIA certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications.

Skills Measured by Network+ Certification

Here are some of the key skills covered in the CompTIA Network+ certification exam:

- Managing and troubleshooting a basic network infrastructure.
- Installing, operating, and configuring wired and wireless networks.

- Identifying and explaining common networking protocols and ports.
- Identifying and troubleshooting performance and connectivity issues.
- Installing, configuring, and differentiating between common network devices.
- Describing networking technologies and basic network design principles.
- Adhering to wiring standards and using modern network testing tools.

Security+ (CompTIA exam: SYO – 501)

Security+ Certification is the computer industry recognized certification that validates the competency of a Network Security professional. The examination tests areas such as knowledge of security fundamentals, networks, and organizational security. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric Skills Measured by Security+ Certification.

Skills Measured by Security+ Certification

Here are some of the key skills covered in the CompTIA Security+ certification exam:

- Identifying security threats
- Assessing security risks for system hardware and peripherals.
- Implementing OS hardening practice and procedures
- Identifying best practices for Access Control and identifying the best models.
- Evaluating proper logging procedures.
- Conducting assessments on risk mitigation.
- Implementing disaster recovery procedures

PenTest+ (CompTIA exam: PenTest+)

CompTIA PenTest+ is a certification for intermediate skills level cybersecurity professionals who are tasked with hands-on penetration testing to identify, exploit, report, and manage vulnerabilities on a network. PenTest+ assesses the most up-to-date penetration testing and vulnerability assessment and management skills necessary to determine the resiliency of the network against attacks. Successful candidates will also have the intermediate skills and best practices required to customize assessment frameworks to effectively collaborate on and report findings and communicate recommended strategies to improve the overall state of IT security.

Skills Measured by PenTest+ Certification

Here are some of the key skills covered in the CompTIA PenTest+ certification exam:

- Performing a vulnerability scan and analyze scan results
- Explaining weaknesses related to specialized systems
- Summarizing physical security attacks related to facilities
- Exploiting wireless and RF-based vulnerabilities, application-based vulnerabilities, and local host vulnerabilities
- Analyzing tool output or data related to a penetration test
- Recommending mitigation strategies for discovered vulnerabilities

CySA+ (CompTIA exam: CySA+)

CySA+ is the only intermediate high-stakes cybersecurity analyst certification with performance-based questions covering security analytics, intrusion detection and response. Exams are proctored at a Pearson VUE testing center in a highly secure environment. CySA+ is the most up-to-date security analyst certification. As attackers have learned to evade traditionally signature-based solutions, such as firewalls, an analytics-based approach within the IT security industry is increasingly important for most organizations. The behavioral analytics skills covered by CySA+ identify and combat malware, and advanced persistent threats (APTs), resulting in enhanced threat visibility across a broad attack surface.

Skills Measured by CySA+ Certification

Here are some of the key skills covered in the CompTIA Cybersecurity+ certification exam:

- Performing data analysis and interpreting the results to identify vulnerabilities, threats, and risks to an organization
- Configuring and using threat-detection tools
- Securing and protecting applications and systems within an organization

Cloud+ (CompTIA exam: Cloud+)

CompTIA Cloud+ validates the skills needed to maintain and optimize cloud infrastructure services. Cloud+ covers the increased diversity of knowledge, skills and abilities required of system administrators to validate what is necessary to perform effectively in data center jobs. CompTIA Cloud+ views cloud-based infrastructure services as an increasingly important piece of an organization's IT systems. It is the only vendor-neutral, performance-based certification covering more than a specific vendor or a single function — such as security or networking — to help you better realize the return on investment of cloud infrastructure services

Skills Measured by Cloud+ Certification

Here are some of the key skills covered in the CompTIA Cloud+ certification exam:

- Analyzing system requirements to successfully execute workload migrations to the cloud
- Determining proper allocation of cloud resources and applying necessary changes, based on performance data
- Troubleshooting capacity, automation, connectivity, and security issues related to cloud implementations
- Applying appropriate technologies and processes, including automation and orchestration, to ensure desired system performance

AWS Certified Solutions Architect – Associate (CSAA)

The AWS Certified Solutions Architect-Associate (SAA-CO2) examination is intended for individuals who perform in a Solutions Architect role. This certification validates the skills and knowledge required to design and implement a distributed architectural solution based on the needs of the end user. Students learn about the most important AWS storage, computing, networking, security, database, and application services, and how to use them.

Skills Measured by CSAA Certification

Here are some of the key skills covered in the AWS Certified Solutions Architect-Associate certification exam:

- Defining a solution using architectural design principles based on customer requirements.
- Providing implementation guidance based on best practices to an organization throughout the lifecycle of a project
- Understanding cloud terminology and concepts related to the AWS platform
- Understanding AWS infrastructure and console management
- Learning about AWS networking and storage concepts
- Navigating the AWS management console

Amazon Web Services (AWS)

410 Terry Avenue North
Seattle, WA 98109

Professional Development Certifications

Project Management Certifications

CAPM – Certified Associate in Project Management

The Certified Associate in Project Management (CAPM) certification offers recognition to practitioners who are interested in or just starting a career in project management, as well as project team members who wish to demonstrate their project management knowledge. This certification denotes that the certification holder possesses the knowledge of the principles and terminology of A Guide to the Project Management Body of Knowledge (PMBOK® Guide), which outlines generally recognized good practices in project management. To be eligible for the CAPM certification, students must have a high school diploma or equivalent, and must complete a minimum of 23 hours of formal education relating to project management. The Project Management Essentials program meets this requirement.

People with the CAPM certification may:

- Understand the project management process from start to finish
- Define project prioritization, life cycles, and roles
- Assess project recovery alternatives and develop recovery plan
- Identify the elements involved in performing and controlling projects
- Manager project closure and transitioning process
- Understand how service teams can enhance customer service and customer retention

Cisco Certified Network Associate

Cisco's broad range of routing, switching and security technologies remains a popular choice with organizations seeking to interconnect their business systems, critical services, and client connectivity. This is reflected in the growing demand for Cisco-competent employees and the rise in salary levels for candidates who can offer Cisco networking skills. CCNA certification requires one exam, 200-301 Cisco Certified Network Associate (CCNA), which covers a broad range of fundamentals.

People with the CCNA certification may:

- Identify the components of a computer network and describe their basic characteristics
- Describe the features and functions of the Cisco IOS Software
- Install a switch and perform the initial configuration
- Explore functions of routing
- Implement basic configuration on a Cisco router

Cisco Systems (CCNA)

170 West Tasman Dr.
San Jose, CA 95134

Microsoft Office Certifications

MOS Microsoft Office Specialist

The Certified Microsoft Office Specialist (MOS) certification is issued by the Microsoft Corporation. These Certifications demonstrate to employers that the certificate holder has professional skills and in-depth knowledge of the Microsoft Office suite of products. Graduates of the MedCerts Microsoft Certification program are eligible for five (5) Microsoft certification exams that are administered by Certiport, which has testing sites located across the United States. Passing any one of these exams results in the student being certified as a Microsoft Office Specialist (MOS).

People with the MOS certification may:

- Prepare, edit, and enhance documents in Microsoft Word
- Apply methods to organize, calculate and analyze information using Microsoft Excel
- Utilize multiple options for exchanging information and managing activities using Microsoft Outlook
- Create professional-level presentations that are engaging and exciting using PowerPoint
- Apply methods to store, organize, and maintain data using Access database

Student Support Services

MedCerts encourages students to take advantage of the variety of services offered by our Student Success Team. MedCerts is proud to deliver impactful, professional, and results-driven support services. Our obligation to students does not stop with our curriculum and we firmly believe that student success depends on the level of support MedCerts provides.

General Support

Proactive

- New Student Orientation – Orientation required for all students to start their program
- Private Student Consultations – Based on need or request, all students can self-schedule an appointment for consultation with an Advisor, if support or guidance is needed.
- All student progress is monitored and reported to Student Services daily.
- Timed outreach – Students are contacted at scheduled intervals throughout training regarding their program progress/status.
- Remedial Support – Students who are identified as deficient in progress are provided a phone consultation with a Student Success Advisor.
- In-Activity Monitoring – If no activity for a period of time, outreach by phone/email occurs.

Reactive

- Phone and Email Support
- Certification Exam Registration and Scheduling Assistance

Subject Matter Support

- Ongoing webinars over subject matter
- One-on-One Tutoring – Based on need, or by student request

Technical Support

- Dedicated Tech Support to assist with video troubleshooting, software installation, browser issues, etc.
- Creation/Delivery of custom troubleshooting & FAQ video modules
- Available by phone, email, and chat with remote screen-share support capability

Career Services

MedCerts Career Services is committed to preparing students to achieve their career goals by teaching them job search skills and supporting them through the job application process. Students have access to many self-guided career resources and tools in the MedCerts Career Center. Professional Career Coaches are also available to assist students at any time with resumes, cover letters, interviews, and job search planning. Our Employer Relations team works to develop relationships with employers nationwide and can assist students in identifying employment opportunities and connecting with employers. While MedCerts does not guarantee post-training employment, the Career Services team is available to prepare and support students through the job search process. Students are eligible for support from the MedCerts Career Services Team for a period of 12 months following the completion of their program.

Post-Training Employment

MedCerts is licensed by the State of Michigan Department of Licensing and Regulatory Affairs (LARA) as a Proprietary School. However, neither employment nor satisfaction of state or any applicable local licensing requirements for any fields or certifications related to MedCerts training are guaranteed to graduates upon program completion. Students/Graduates are solely responsible for determining if the program satisfies the state and local educational/licensing requirements for their chosen career field and does not conflict with state or local educational requirements for compulsory age students, if applicable.

2023 Holidays

There are several annual holidays observed by MedCerts and for which the school will be closed. Please review the holiday schedule below and check your class schedule for any potential attendance issues. If you have any questions about the holiday schedule, contact the Student Services Department at studentsuccessadvisors@medcerts.com.

*Online Mentoring and Student Support Services will be unavailable during the following holidays.

New Year's Day Monday, January 2 (observed)	President's Day Monday, 2/20	Independence Day Tuesday 7/4	Thanksgiving Day Thursday, 11/23	Christmas Day Monday, 12/25
Martin Luther King Day Monday, 1/16	Memorial Day Monday, 5/29	Labor Day Monday, 9/4	Day After Thanksgiving Friday, 11/24	

Tuition Payment Options and Financial Aid

Program Price

The program price identified in the MedCerts catalog includes tuition, which covers the following:

- Online course materials
- Instructional content including courseware (e-book and printed), study guides, and other miscellaneous materials (i.e., flash cards, reference materials, lab materials, lab manuals, etc.)
- Academic, Technical, and Service Support
- Experiential Learning Support, if applicable
- On-Demand Progress Reports
- Live Online Subject Matter Support
- Certification Exam Registration
- Certification Exam Payment (see each program description for eligible exams)
- Career Services
- Transcripts
- Certificate of Completion
- Shipping charges related to course materials, certificate of completion, etc.
- Access to additional library of non-academic courses (business/soft skills)

Payment Methods

MedCerts accepts payment from students via the following methods and sources:

- Personal check
- Cashier's check or money order
- Mastercard, Visa, and American Express
- Private loan*
- Grant funding options

*If a student obtains a loan to pay for an educational program, the student is responsible to repay the full amount of the loan plus any applicable interest, less the amount of any refund.

MyCAA Funding

The Military Spouse Career Advancement Accounts (MyCAA) program is sponsored by the Department of Defense and is designed to offer education funding for eligible military spouses. MyCAA is a component of the Department of Defense's (DoD's) Spouse Education and Career Opportunities (SECO) program designed to help eligible military spouses pursue the skills needed for gainful employment in high demand, high growth portable career fields and occupations.

Army Credentialing Assistance Funding

MedCerts is an approved provider of the Army Credentialing Assistance Program for eligible active-duty Army, Reserve, and National Guard service members. The Army Credentialing Assistance Program is a part of the Army Credentialing Opportunities Online (COOL) service and is designed to aid in getting certifications and licenses that match with civilian careers.

WIOA Funding

MedCerts has partnered with many Workforce Offices as an approved training provider in several states! The federal Workforce Innovation & Opportunity Act (WIOA) offers a comprehensive range of workforce development activities through statewide and local organizations. MedCerts is also an

approved Vocational Rehabilitation vendor in many states. Check with your local Workforce Development Board for training program availability and eligibility requirements.

Employer-Based Funding

Tuition assistance or reimbursement may be available through your employer as a benefit to employees. You can check with your employer's HR department or Benefit Administrator to see if this is available and if you qualify.

Payment Options

MedCerts is committed to provide funding that fits individual student needs. Students who don't qualify for tuition assistance can sign up for tuition payment plans by contacting our enrollment office at (800) 743-1175 or by sending an email to finance.options@medcerts.com. Students can select one of two available plan options: 4 payments over 3 months at 0% interest and 12 payments over 11 months at 6% interest.

Students must be current and not in default with any payments prior to sitting for the national exam.

Federal Financial Aid

MedCerts does not participate in Title IV Federal Financial Aid programs.

Fees

In addition to tuition charges, the following fees may apply to student enrollment:

Official Transcript, Education Verification Letter, Certificate of Completion processing (Shipping costs vary, see Transcript policy below)	\$3.25
Replacement Diploma w/Official Diploma Cover	\$15.00
Non-Sufficient Fund (NSF) Fee	\$25.00

Workforce Invoicing Policy

MedCerts' policy is to bill 100% of the tuition costs at the time of enrollment. Further defined, MedCerts will confirm the student has satisfactorily started their respective program and will invoice the full amount of tuition at that time. Invoices that are issued are due 30 days after the invoice date.

Shipping and Handling

MedCerts pays shipping and handling charges for required materials and textbooks. There are no additional fees passed to the student for shipping, handling, or custom duties on international student shipments.

Program Cancellation and Refund Policy

MedCerts serves students across the nation, in accordance with the laws and regulations in place for each state. The following program cancellation and refund policy is applicable to all students unless the student is located in a state with unique cancellation and refund policy requirements. Further, students who receive third party funding should refer to the applicable refund requirements of that entity and refer to applicable refund information in this catalog. Please refer to the Appendices to confirm whether a state- or funding-specific policy is applicable to you.

1. You have the right to cancel this agreement entirely prior to, and up to 21 days after the program Start Date. When written notice of program cancellation is received, a 100% refund will be issued for any tuition and fees paid to date. The written notice must be sent with a date, either in electronic format or postmarked and mailed, on or before the 21st day after your official Start Date. Before issuing any refund, all program materials and supplies sent to you must be returned, as set forth in section 2 below. You are responsible for all shipping costs to return materials. You have 30 days to return MedCerts materials. If materials are not received within 30 days of cancellation your refund is considered void and will not be

issued. Refunds will be issued within 30 days following MedCerts' receipt of all returned program materials and supplies.

2. Prior to receiving any refund as outlined above, all program materials and supplies provided by MedCerts, including, but not limited to, laptops, must be returned, at your expense, insured and tracked through the carrier. Program materials and supplies may include, but not be limited to laptops. Returned materials must be packed carefully to prevent damage. You also agree to destroy all copies, including downloaded, backup, printed and/or written, you may have.
3. If you cancel or withdraw under this section, your enrollment with MedCerts is terminated and you may not transfer your program materials, supplies, or enrollment to any other person.

Academic and School Policies

Instructional Staff Availability

MedCerts instructors and instructional support staff are online and are available via phone and email Monday-Friday, from 9:00 am – 8:00pm (Eastern Standard Time). Inquiries submitted through email during normal business hours are typically responded to within the hour. Emailed inquiries received outside of business hours are typically responded to on the next business day. On occasion, MedCerts Student Support may not be available during scheduled services hours. In these unavoidable cases, MedCerts will post an announcement within the Learning Portal as to the reason, and the likely duration of the lapse in service.

Learning Portal and Systems/Network Availability

MedCerts training is delivered online and is hosted in a virtual environment. As such, the Learning Portal and associated support materials and support agents are reliant upon the operational integrity of a variety of systems and networks. On rare occasion, these networks, or systems may be not functional, lose quality, or provide intermittent service. In such events, MedCerts will do its best to communicate updates or announcements to students regarding the loss or deficiency in system/network services.

Non-Discrimination Policy

MedCerts is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our program. MedCerts will not discriminate against a student because of race, color, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes they are being discriminated against, they should report the facts of the incident to their instructor, Education Consultant, or the Director of Admissions in writing. See Grievance and Appeal Procedures.

MedCerts adheres to all federal laws prohibiting job discrimination based on race, color, sex, national origin, religion, age, equal pay, disability, or genetic information.

Admission Policy

The MedCerts Student Application and Enrollment Agreement is a binding contract when signed by the student and accepted by MedCerts. The student signature on the Agreement indicates that the student has read and understood the terms of the Agreement, including student, academic, and school policies, has read and understood any literature, including the school catalog and applicable addenda, and believes they have the ability

to benefit from the or program(s) selected. Students review and sign the enrollment agreement, and upon signature receive an electronic copy via email. Upon MedCerts' receipt of the agreement, the student will receive an official acceptance letter that includes the program start date, welcome, and instructions. An electronic signature is a binding signature. Prospective students are encouraged to read the catalog and materials prior to enrolling.

Admission Criteria

A student may be admitted into a MedCerts Certification Program upon satisfying the following requirements:

1. Complete a MedCerts Student Application and Enrollment Agreement.
2. Have a consultation with a MedCerts Representative to evaluate skill and experience levels and identify education and career goals.
3. Be at least 18 years of age or have parent/legal guardian authorization.
4. Have a high school diploma, or GED, or equivalent.
5. Be proficient in English and be able to read, write, and speak the English language (programs are only offered in English).
6. Where applicable, take a skills assessment (i.e., Wonderlic) that will help the Admissions department provide appropriate academic screening and course placement based on student aptitude.
7. Establish a mutually agreed upon payment method
8. For the RX-3000: Pharmacy Technician Professional Program ONLY
 - a. Provide a copy of a government-issued photo ID to validate identity upon enrollment.
 - b. Provide a photo (non-ID) for use as an uploaded profile picture within the Learning Portal for continued identity verification.
 - c. Take the Wonderlic Scholastic Level Exam (SLE-Q) and the Wonderlic Basic Skills Test (WBST) and must achieve a minimum score of 19 and 280 respectively. The results of these assessments may prevent the student from enrolling in the RX-3000 program. If declined, the Program Director will present alternate program options.
 - d. Affirm understanding of participation in an externship is a requirement of the program, and as such must be able to pass a drug and criminal background screen.

As a 100% online institution with no residency requirements, MedCerts is not a Student and Exchange Visitor Program certified school. Therefore, enrollment at MedCerts does not make a student eligible for F-1 Student Visa status.

Surgical Technologist Program – Admissions Requirements

Applicants to this program must meet at least one (1) of the following requirements:

1. Associates degree, or higher
2. Currently enrolled in a college/university-level degree program related to the field of medicine
3. Hold a current certification in Sterile Processing, or related field.
4. Minimum of two (2) years of related experience
 - a. Qualifying experience is not required to be related to surgical technology, however, should have occurred within a clinical/medical/healthcare environment. Direct-patient care experience in a healthcare setting is required for this option.
5. Employer Sponsorship
 - a. The *Sponsorship Acknowledgement* web form must be submitted (<https://info.medcerts.com/clinical-site>). This form identifies who is willing to host the graduate for post-program surgical cases (scrubs) as a full-time or part-time employee, extern, or apprentice – which are required to attain TS-C certification.

Professional Coder Program – Admissions Requirements

Applicants to this program must take the Wonderlic Scholastic Level Exam (SLE-Q) and the Wonderlic Basic Skills Test (WBST) and must achieve a minimum score of 20 and 280, respectively. The results of these assessments

may prevent the student from enrolling in the HI-5100 program. If declined, the Program Director will present alternative options.

Use of Wonderlic Basic Skills Test and Scholastic Level Exam Assessments

Applicants who otherwise meet the requirements to pursue a selected program of study, may be required to take the Wonderlic Scholastic Level Exam (SLE) depending upon the requested enrollment of select programs.

The results of these assessments will not necessarily prevent the student from enrolling in a MedCerts program, however, based on the results of the assessment a student may be advised to select a different program. Each program that requires the assessments has a minimum “Cut Score”. Wonderlic provides a recommendation for a minimum score based on the Department of Labor’s O*Net database and the program titles provided by MedCerts. The determination is based on guidance provided by the Department of Education, as well as additional research and feedback.

NOTE: Applicants to the RX-3000 Pharmacy Technician Professional program are required to take the Wonderlic Scholastic Level Exam (SLE-Q) and the Wonderlic Basic Skills Test (WBST) and must achieve a minimum score of 19 and 280 respectively. The results of these assessments may prevent the student from enrolling in the RX-3000 program. If declined, the student may select a different program.

Criminal Background Checks, Drug Screening, and Immunization Policy

Please be advised that while MedCerts does not perform criminal background, drug screening, or immunization checks, the student’s drug, criminal, or immunization status may prevent future employment as a healthcare or IT professional. Regulatory boards, externship sites, employers, and other organizations may require these screenings, and adverse results may prohibit a student from moving forward in the program. MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts.

Physical Requirements – RX-3000 and VA-3000 PROGRAM

Students enrolled in the RX-3000: Pharmacy Technician Professional or the VA-3000: Veterinary Assistant program are required to participate in an externship component. RX-3000 students are also required to complete a simulation component within the program. Both components require that the student perform a variety of functions or procedures to demonstrate proficiency. Students are required to discriminate increment readings on syringes and discriminate different colored and shaped objects. The student needs to be able to recognize and respond to voices under protective garb and on the phone. Excellent fine motor skills are required. The ability to stand for long periods of time (8-12 hours) manipulating needles and syringes while holding arms out in front is required. The ability to stand and work for long periods of time in safety equipment and garb is a must. Students are expected to be able to lift 25 pounds and push and pull carts up to 50-100 pounds. For a complete list of duties please contact the Program Director. Contact information for the Program Director can be provided by your Education Consultant upon request.

Student Identity Verification Process

During the enrollment process, students are provided with a unique username and password which allows them to log into the MedCerts Learning Portal and access online training materials and complete assignments, quizzes, and final exams. Each username and password combination is unique to each student, and MedCerts’ Code of Conduct policy prohibits students from sharing this information. Student identity is verified by confirming the student’s first and last names, address, and telephone number prior to releasing any information. Students are responsible for all comments, exams, and assignments posted on their account. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify the school. MedCerts will use the e-mail listed on a student’s account to send academic and school updates. These

communications can be personal in nature and for this reason we recommend that students use an e-mail that is not shared with others.

If MedCerts suspects that a student's account has been compromised, access to the student account may be blocked until student's identity has been verified. This process is done only to protect the student's interest. Students are responsible for all comments, quizzes, exams, and assignments posted on their account.

The certification exams, which are not administered by MedCerts, require the student's identity be confirmed by a proctor, by reviewing and verifying of a government issued identification.

Transfer of Credit

The acceptance of transfer academic credits to another institution is determined by the receiving institution. Institutions individually establish criteria for transfer credit acceptance based on many factors, including but not limited to, course content, degree or non-degree course, final grade, any applicable credits per course, type of accreditation, age of credits, etc. MedCerts' programs may or may not transfer to other institutions for credit and depends solely on the receiving institution's criteria and determination. MedCerts does not imply or guarantee the transferability of credits from its programs.

Due to the unique nature of MedCerts programs, and the fact that MedCerts instructors/staff must verify that the school's standards have been met, students are not permitted to transfer credit in for any of the instruction. Students are also not awarded credit for prior experiential learning. Students must meet the requirements assigned to the program, with no variance between individual learners. Additionally, MedCerts programs and courses are measured in Clock Hours, not Credit Hours.

Orientation

New students will be prompted with a 5–10-minute guided orientation the first time they login to their program. This helps familiarize students with the format and key components of their program and helps ensure that each student is adequately prepared to begin their training. It is the student's responsibility to complete the guided orientation. Students may also request a personal orientation if they still have questions.

Minimum System and Device Requirements for Students

MedCerts programs are comprised of a variety of eLearning elements and format types, which are accessible from within the MedCerts Learning Portal with a standard high-speed internet connection. There are no downloads, installations, or other software required within any MedCerts program. MedCerts students are required to have a functioning email address and be able to send and receive emails throughout the term of their enrollment.

Minimum System/Device Requirements

- Supported Devices:
 - Laptop and Desktop PCs
 - Mac
 - Chromebooks
- Minimum Device Specifications:
 - Processor - Intel Core i3/i5/i7 or above, AMD A series
 - Minimum Ram - 4gb (8GB recommended)
- Required Browser(s) –Google Chrome or Mozilla Firefox
- Recommended Minimum Internet Speed - 20mbps
- RX-3000 Program only - Video Recording Device (video-ready phone, webcam, camcorder)

Note Regarding Mobile Devices:

Android tablets, iPads, mobile phones are supported for most elements within MedCerts programs, however a PC/Mac/Chromebook is required.

Code of Conduct

All MedCerts students are expected to adhere to the standards and policies established by MedCerts. Failure to adhere to the Student Code of Conduct will be subject to disciplinary action up to and including dismissal or expulsion from MedCerts.

Students are expected to:

- Uphold and follow all codes of conduct, including this code and all rules applicable to class environments, MedCerts-sponsored activities, including off-campus activities.
- Obey all applicable MedCerts policies and procedures and all local, state, and federal laws.
- Respect the learning environment which includes, but is not limited to, participating and completing class assignments.
- Uphold and maintain academic and professional honesty and integrity.
- Be responsible for their behavior and respect the rights and dignity of others both within and outside the MedCerts community.
- Not share login credentials, curriculum, or any other course/program materials
- Not copy or reproduce course materials. All MedCerts online course content is copyrighted under the United States Copyright law.
- Maintain respectful written and verbal communication with MedCerts team members, instructors, and other students. Abuse of any form is not permitted.
- Not interfere with the educational opportunity of other prospective, current or alumni students.
- Refrain from soliciting, aiding, or inciting others to commit a violation of the student code of conduct. Not participate in, or contribute to, disruptive behavior within the discussion boards
- Not threaten to or carry out acts of mental or bodily harm to others.
- Not misuse or abuse any MedCerts equipment that is used or accessed throughout your training program. This includes, but is not limited to, hardware, software, and internet-based resources.
- Not knowingly falsify or provide misleading information.
- Not engage in acts of stalking, any type of harassment, including but not limited to verbal, physical, or sexual, or race or gender discrimination, including gender-identity.

Additional externship/clinical site expectations (if applicable):

- Adhere to the externship site's work schedule, policies, and procedures. Violation of an externship site's schedule, policies, or procedures may be considered a violation of the Student Code of Conduct.

Academic Misconduct, Academic Integrity, and Professional Behavior

1. Academic misconduct is defined as any activity that undermines the academic integrity of the institution.
2. Academic integrity is defined as the demonstration of honest and moral conduct in an academic environment.
3. Professional behavior is defined as consistent conduct and behavior that conveys respect for the dignity of MedCerts team members and students.

Academic integrity is expected of all students. Some programs may have additional student responsibilities associated with them based on additional standards and/or professional standards, as well as compliance with federal and state laws. MedCerts views any act of academic dishonesty or unprofessional behavior as a serious offense which may require disciplinary measures, up to and including dismissal or expulsion from MedCerts. Violations of academic integrity and professional behavior include, but are not limited to, the following acts:

1. Cheating: Unauthorized use of notes or study aids, or acquiring information from another student's materials, on an examination: obtaining a copy of an examination or question from an exam prior to taking the exam; altering work with the intent to deceive another person to do one's work and then submitting as one's own work; allowing another person to take an examination in one's name; submitting duplicate work for multiple assignments without proper citation is considered plagiarism.
2. Aiding cheating or other acts of dishonesty: Providing material or information to another student with the knowledge that this material or information will be used to deceive MedCerts staff.
3. Plagiarism: Presenting within one's own work the ideas, representations, or words of another person without customary and proper acknowledgement of that person's authorship is considered plagiarism. Students who are unsure of what constitutes plagiarism should consult with MedCerts. Claims of ignorance will not necessarily excuse the offense.
4. Data misrepresentations: Fabricating data; deliberately presenting in an assignment data that were not gathered in accordance with the assigned guidelines or are deliberately fabricated; or providing an inaccurate account of the method by which the data were gathered and generated.
5. Falsification of Academic Records or documents: Falsification of academic records or documents includes, but is not limited to, altering any documents affecting academic records; forging signatures or falsifying information of an official academic document such as a progress report, or any other official MedCerts letter or communication, will constitute academic dishonesty.
6. Unauthorized access to computerized academic or administrative records or systems. Unauthorized access to computerized academic or administrative records or systems means viewing or altering MedCerts' records without authorization; copying or modifying MedCerts' computer programs or systems without authorization; releasing or dispensing information gained through unauthorized access; or interfering with the use or availability of computer systems or information. Also, when MedCerts-sponsored activities are held at locations owned or managed by other institutions or organizations, the unauthorized use, viewing, copying or altering of those institutions' computer records, systems, or programs would similarly constitute a violation of academic integrity.
7. Unprofessional or inappropriate behavior within an externship experience: Conduct that is considered to be lewd, indecent, obscene, inappropriate, and/or non-compliant with professional standards; or a violation of clinical or other affiliated site expectations or guidelines; or a violation of federal or state laws.
8. All other MedCerts policies not listed related to academics: Violation of any other MedCerts policies.

Personal misconduct involving computers/technology

1. Unauthorized use of computers and technology. Theft or abuse of computer(s) and resources including, but not limited to:
 - a. Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose
 - b. Unauthorized transfer of a file, including peer-to-peer file sharing
 - c. Use of another individual's identification and/or password
 - d. Use of computer, network, or resources to interfere with the work of another student or MedCerts employee
 - e. Use of computer, network, or resources to interfere with the normal operation of MedCerts' computing system

Dismissal

Dismissal refers to the termination of a student's enrollment with MedCerts, resulting in a student's removal from their MedCerts' program. Being dismissed from a program does not absolve a student from any financial agreements made with MedCerts. If a student has a contract with a sponsor or other funding source, the student should check in with that source to learn how being dismissed may impact that agreement. Reasons for dismissal may be referenced within the Student Code of Conduct Policy.

Students who have been dismissed from MedCerts are not eligible for reinstatement or readmission unless an appeal is submitted by students to the Student Affairs Committee and approval granted.

Academic Probation

After sixty (60) days of inactivity combined with a lack of communication, the student may be placed on Academic Probation. During the 60 days preceding probation, repeated outreach attempts will be made to contact the student to offer/deliver assistance and to encourage the student to get back on track with their studies (pace of program). After 30 Days of Academic Probation, a Student Support Advisor will review the student's record and make a recommendation to extend the Academic Probation period or Dismiss the student from his/her program. This decision is made by the Director of Programs, in cooperation with the Student Services team. Any student who is placed on Academic Probation remains eligible for program continuation and program completion unless formally dismissed from the program. To exit probationary status, the student must contact Student Services and complete a consultation. At that time, the student must decide whether they wish to or work to regain good standing within his/her training program.

Accommodating Students with Disabilities

MedCerts complies with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act and state and local requirements regarding students with disabilities. MedCerts does not discriminate on the basis of race, color, gender, religion, national origin, age, or physical disability. MedCerts will provide reasonable accommodations or services to qualified students with disabilities.

MedCerts will deem a request for accommodation or services reasonable if:

1. It is based on documented individual needs
2. It does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students.
3. It does not impose a financial or administrative burden upon the school beyond which is deemed reasonable and customary
4. Is within the scope of the school

Students who need special accommodations should submit a letter to the Accommodations Department accessibilitydepartment@medcerts.com, indicating the nature of the special needs. The student must also provide documented evidence of the disability.

MedCerts defines a qualified student as one whom, with or without reasonable accommodations, is able to perform the essential functions of program or course requirements.

Student responsibility includes:

- Following the accommodation procedure outlined above
- Identifying the disability to the Accommodations Department
- Providing appropriate documentation, from within five (5) years, from a qualified medical provider or other licensed professional, of the disability and the accommodation or service needed
- Providing a signed medical opinion stating that with the reasonably requested accommodation or service, the student will be physically and/or mentally able to perform the essential functions of program or course requirements
- Being proactive in the submission of all required documents for consideration as accommodations are not granted retroactively

If a student identifies a disability that may prevent him/her from completing his/her program, completing an externship, or seeking employment in a field for which the program is designed to prepare him/her, MedCerts will

take all information into consideration, including medical or professional documentation, when determining whether and what type of an accommodation will be made.

Attendance

Good attendance and academic performance are crucial for a successful learning experience. Each class includes material, labs, and other exercises that build throughout the duration of each course in the program, and it is important that students complete all classes and lab simulations required for their program. MedCerts programs are flexible; however, each program has an expected duration which is built into a master Learning Plan for each student. Each program requires that the student devote approximately 16 hours per week to their training. Doing so will position the student to successfully complete the program within the assigned duration of the program.

Course Interruption

If a student needs a temporary leave of absence from the program, they must submit a request in writing to MedCerts. Requests must be submitted via email to studentsuccessadvisors@medcerts.com. The request should explain the need for the leave of absence and include any relevant documentation to support the request. A one (1) month leave of absence will be granted for good cause. Based on need, the leave of absence may be extended in one (1) month increments, up to a total of three (3) months of maximum leave. A leave of absence does not extend the LMS access expiration date. If a student fails to request an extension in a timely manner or cannot complete the course successfully by the LMS access expiration date, the student will not be eligible for a passing grade.

Satisfactory Progress

It is MedCerts' sincere intent that students succeed in their programs. MedCerts will make every effort to ensure this objective. Students are tracked and monitored on a continuous basis, and each student's progress is measured against the standard pace of completion for their chosen program. If a student falls behind the expected pace of completion, the student will be notified, and corrective action will need to occur. Corrective action can include the student devoting additional time to their studies to catch up, or as extensive as a required consultation with Student Services, wherein a revised schedule can be created based on a remedial plan in more extreme cases of deficiency.

If the student's progress is severely deficient, and the student does not respond to Student Services contact efforts, the student may be placed on Academic Probation after the defined period described in the Academic Probation policy above.

Record of Progress

MedCerts provides students with mechanisms to help them stay on track for timely completion of program requirements. Students have on-demand access to their current Progress Report which displays program percent progression, quiz and exam results. At the conclusion of training, this report serves as the unofficial transcript for program completion.

Availability and Duration of Training and Support

Access to Online Video Content via the Learning Portal is granted for a period of twelve (12) months from the official Program Start Date, which is defined as the Enrollment Period of a program. Additionally, students receive

support from all divisions of MedCerts Student Services including Technical Support, and Subject Matter Experts for the duration of their Enrollment Period.

If a student completes their program within the Enrollment Period and needs access to the LMS materials or Student Support Services in preparation for a National Certification Exam, they may request a one-time three (3) month extension to the Enrollment Period. This three (3) month extension will immediately follow the original Enrollment Period. A formal email request must be sent to Student Support at studentsuccessadvisors@medcerts.com prior to the original Enrollment Period expiration.

Students that have been dismissed according to the MedCerts Dismissal Policy immediately and permanently loses access to the Learning Portal and must re-enroll into a MedCerts program to regain access to the Learning Portal.

Grading

Grades for quizzes and exams are available immediately after completion of the quiz or exam. Quizzes and exams are considered Pass/Fail, with a minimum score of 80% required for quizzes and exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content. Some programs have graded components/assignments that are manually reviewed. Please allow up to two (2) business days for such assignments to be graded and posted to the student's academic record.

Final Grade

A final Pass/Non-Pass grade will be assigned based on the composite results of all modules within the student's program. A Pass grade will be assigned upon verification that the required components of the program have successfully been completed. A Non-Pass grade is only assigned after the student has exceeded the maximum 12-month expiration.

To achieve a Pass grade for the program students must meet the following requirements:

1. View all course video chapters as assigned
2. Attempt and pass all chapter review quizzes with a minimum score of 80%
3. Score at least 80% on each assigned course Final Exam.
4. Successfully complete any other program-specific requirements as presented in syllabus or course schedule/outline.
 - a. Certification Examination Knowledge Assessments are not considered to be part of the program's academic requirements.
5. Successfully complete a hands-on experiential training through an organized externship (RX-3000 & VA-3000 programs).

Some specialty courses/programs require that the student submit additional assignments, video simulations, or other assessed work.

MedCerts, at its discretion, may determine a student has completed the academic requirements of their program and will issue that student's Final Grade and update that student's status to "Completed".

In instances where MedCerts has determined that a student has completed the academic requirements of their program and issued that student a Final Grade and updated their status to "Completed," that student must still meet all the National Certification Examinations Eligibility requirements listed under the "National Certification Examinations Eligibility" section of this catalog.

Program Transfer

Students have a one-time option to transfer to another program within the MedCerts catalog of equal or lesser tuition value. After consulting with Student Support, students must submit a written/emailed request for consideration. To be eligible for program transfer, additional approvals may be necessary (i.e., Case Manager, Workforce Representative, MyCAA Counselor, etc.). Requests for program transfer must be received by MedCerts prior to the student's official Program End Date, without exception.

Students who have completed greater than 50% of their original program are not eligible for a program transfer.

Completion Documentation

Provisional Certificate of Completion

For students enrolled in programs where the target certification is the Certified EKG Technician (CET) or Certified Phlebotomy Technician (CPT), there are hands-on tasks that must be successfully performed before total mastery can be proven. Until such tasks/skills can be performed under supervision, a Provisional Certificate of Completion will be awarded upon successful completion of the didactic (online) portion of the program. At this stage, students are eligible to attempt the CPT and/or CET exam(s) to achieve certification from the National Health Careers Association (NHA). Through completion of an Experiential component, which may include on-the-job training, externship, job shadowing, etc., students can demonstrate clinical competencies through the successful completion of thirty (30) venipunctures and ten (10) capillary sticks on live individuals for Phlebotomy, and/or ten (10) EKGs on live individuals for EKG programs. Once submitted to and approved by MedCerts students will receive an official Certificate of Completion to demonstrate proof of all academic and clinical competencies.

NOTE: A Provisional Certificate of Completion may only be converted to a Certificate of Completion within six (6) months of the grant of certification from the NHA. Students are encouraged to be working in the field or have a job site available before enrolling in the program.

For students enrolled in programs where the target certification is the Certified Registered Central Service Technician (CRCST) certification exam offered by Healthcare Sterile Processing Association (HSPA), HSPA requires the student to complete 400 Hours of documented hand-on experience in order to remove the Provisional status. Students may attempt the CRCST exam before completing the required hours, but they must submit documentation of hands-on experience, completed on a paid or volunteer basis, within six months of passing the exam. During that six-month period, individuals will be considered Provisionally Certified. If the experience is not completed, documented, and submitted to HSPA within the allotted six-month period, the certification will be revoked, and the individual will need to retest to regain certification. A one-time, two-month provisional extension may be available from the certification body (HSPA), if and only if the provisional certificate has already begun working or volunteering in a department before the provisional certification expires.

Certificate of Completion

Students that have met the above requirements and have met all financial obligations are eligible to receive a MedCerts Certificate of Completion. The Certificate of Completion awards the student with eligibility to MedCerts sponsored certification exams and an expanded array of student services made available to program completers (i.e., exam preparation assistance, resume assistance, soft/business skills training, etc.). Upon completion, students are required to submit/verify their current mailing address to MedCerts. Once the address verification is received, in most cases we will process and mail the certificate within 1-2 weeks.

Internship/Externship

Graduates of the RX-3000 Pharmacy Technician Professional (ASHP/ACPE) and VA-3000 Veterinary Assistant programs are eligible for an Externship at a participating externship host site. Students must apply to the program and complete the prerequisite criteria before being accepted into the program. Only eligible candidates who meet the employment requirements and state licensure and/or registration requirements will be selected. It is important that students present themselves in a positive and professional manner, as a reflection of both themselves and MedCerts. The opportunity to participate in the externship will only be available for one (1) year after the successful completion of their program. Any requests received after eligibility expiration would need to be evaluated for reactivation and a decision to allow for placement will be made on an individual basis.

While reasonable efforts will be made to place students in an externship site, placement in an externship is not guaranteed, and depends on a variety of factors including student geography and availability of a participating pharmacy. Additionally, MedCerts reserves the authority to not sponsor a student for externship at the school's discretion. In such cases, students are allowed the option to set up their own externship at any other retail or hospital facility.

The extern participant will:

- Adhere to the Externship Site's work schedule and its policies and procedures including dress code and/or uniform requirements.
- Assume personal and professional responsibilities for actions and activities.
- Maintain academic performance and conduct standards set forth by MedCerts and the Externship Site.
- Work effectively with peers and supervisors.
- Notify the Externship Site and MedCerts of changes in status.
- Notify MedCerts upon successful completion of the externship program.
- Be courteous, attentive, and respectful throughout the externship as a representative of MedCerts.

Additionally, the externship participant agrees to communicate with MedCerts regarding their progress throughout their externship experience. Upon the conclusion of the externship, the participant agrees to submit feedback on their experience at the request of MedCerts.

National Certification Exam Payment and Registration

The cost for the first attempt of each eligible National Certification exam within a student's program is included in the tuition cost. MedCerts is a recognized Institutional Sponsor of the certificate exams for which we prepare students. MedCerts' sponsorship of your exam demonstrates to the certifying body that you have completed education through a recognized training provider. Students that have registered for an exam under the sponsorship of MedCerts will not be charged for the certification exam. Students are provided a detail of which exams they will be eligible to attempt prior to their enrollment in the program. Students may be eligible for more than one exam. MedCerts will cover the cost of the first attempt of each eligible exam only. The cost for any exam re-take will be the responsibility of the student.

Students must be in good financial standing to have their exam fees paid by MedCerts.

National Certification Examinations

National Certification Examinations Eligibility

To be registered for National Certification exams, students must have successfully completed 100% of the program content. The cost of exams is covered by MedCerts, as a Sponsor we reserve the right to determine exam readiness. Fees for exam registration will be paid by MedCerts only within the Enrollment Period or formally

June 2023 Edition Page 111 of 114

approved three (3) month extension. Within the eligible exam registration period, MedCerts will make every effort to ensure that students are provided with appropriate supplemental materials or resources, as deemed necessary to meet the requirements related to the current exam objectives relevant to the student's eligible exam(s). Due to the ever-changing nature of curriculum and exam objectives, this policy is necessary to ensure that MedCerts only sponsors student's exam registration in a situation where the program completion is aligned with current exam objectives.

Retaking Exams

If a student fails a certification exam, MedCerts will pay for one (1) exam re-take fee per program. Programs with multiple eligible certifications, will only be eligible for one (1) certification exam retake paid by MedCerts. Except as noted above MedCerts does not offer complimentary retakes for any exams. Students will be responsible for all charges associated with scheduling and sitting for a failed examination.

Exam Results

Because MedCerts sponsors students for healthcare certification exams, we are notified of student exam results as soon as they become available. In instances where exam results may not be made immediately available to MedCerts, students are required to notify Student Services of exam results directly. CompTIA exam results are only released to the student who attempted the exam.

Since MedCerts does not cover the cost for exam re-takes that means MedCerts does not officially sponsor the second attempt. Due to this fact, MedCerts does not automatically receive exam results for non-sponsored exams. In these cases, it is the student's responsibility to report exams result to MedCerts Student Support.

Student Records and Confidentiality

Permanent academic records, which include transcripts, are maintained by MedCerts for students. Individual records will be maintained for a minimum of six (6) years following the end of the last Enrollment Period, graduation, or withdrawal. It is the policy of MedCerts to not release educational or financial information to anyone other than the student. To release information to anyone other than the student, MedCerts must have written consent from the student to do so. The student must complete the Student Information Release Form. From time to time, MedCerts may be required to report or provide student's Personally Identifiable Information ("PII") to either state or federal agencies in order to fully comply with all state, federal or local laws and regulations. Student records, including communication logs between students and MedCerts staff are considered confidential, and will not be sold, shared, or exchanged with any non-authorized person or entity.

Exclusions:

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

The Family Education Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when her or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school within 45 days after MedCerts receives a request for access. A written request must be sent via email to registrar@medcerts.com, which identifies the record(s) the student wishes to inspect. Schools are required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to view the records. MedCerts may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows school to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - School officials with a legitimate educational interest;
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student;
 - Organizations conducting certain studies for or on behalf of the school;
 - Accrediting organizations;
 - To comply with a judicial order or lawfully issued subpoena;
 - Appropriate officials in cases of health and safety emergencies; and
 - State and local authorities, within a juvenile justice system, pursuant to specific State law.

MedCerts defines "directory" information as:

- Name;
- Address;
- Telephone number;
- Date and place of birth;
- Honors and awards; and
- Dates of attendance

MedCerts may disclose a student's educational information to meet the obligations and requirements of Workforce Agency contracts. These contracts may require regular progress reports, transcripts, Certificate of Completion copies, or other academic information as required by the terms of the contract.

Official and Unofficial Transcripts

Official Transcript: A signed and stamped copy of students' transcript, education verification letter, or certificate of completion can be sent by MedCerts via Parchment services directly to students, an institution or employer designated on the request ticket through this link:

<https://www.parchment.com/u/registration/44455832/institution>. The following fees apply to official student document orders:

- Cost for digital processing = **\$3.25**
- Cost for print and mailed services
 - USPS Domestic: \$2.50 shipping/handling (+ \$3.25 request fee) = **\$5.75**
 - USPS International: \$5.25 shipping/handling (+ \$3.25 request fee) = **\$8.50**
- Cost for expedited services
 - FedEx (Overnight Domestic): \$30 shipping/handling (+ \$3.25 request fee) = **\$33.25**
 - FedEx (International Priority): \$55 shipping/handling (+ \$3.25 request fee) = **\$58.25**

A transcript and other documents may not be considered official if they are not sent directly by MedCerts via Parchment services to the designated recipient. Once MedCerts receives the official order request through the Parchment Storefront, documents will be released within 7 calendar days. Expedited orders will be processed within 2 business days and are subject to additional processing fees (see Expedited Service fees above).

Unofficial Program Progress Report: An unofficial program progress report can be printed by a student from their [MedCerts Learning Portal](#).

Grievance Procedure

MedCerts serves students across the nation, in accordance with the laws and regulations in place for each state. The following grievance procedure is applicable to all students unless the student is located in a state with unique grievance policy requirements. Please refer to the Appendices to confirm whether a state-specific policy is applicable to you.

If a student has a question or problem, please contact MedCerts Student Services. If a satisfactory agreement cannot be reached through Student Services, you should then contact the Director of Programs and they will respond within 10 business days. It is the policy of MedCerts to resolve student concerns in a swift and equitable manner.


Students have the right to submit a complaint or grievances to MedCerts through any means of their choosing. If by email, submit to studentsuccessadvisors@medcerts.com. If by phone, call 800-734-1175. If by mail, sent to MedCerts, LLC, Attn: Director of Programs, 14143 Farmington Road, Livonia, MI 48154. It is the policy of MedCerts to respond within 10 business days. The student will not be subject to any unfair action and/or treatment by any school official as a result of a complaint.

Complaints or concerns that have not been satisfactorily resolved by MedCerts staff can be directed to:
 State of Michigan Department of Labor and Economic Opportunity
 Employment & Training, Post-Secondary Schools
 P.O. Box 30726
 Lansing, MI 48907

Michigan complaint forms can be found [here](#).

Statement of Accuracy

"The information contained in this catalog is true and correct to the best of my knowledge."
 Craig Sprinkle - MedCerts CEO, January 13, 2023.



Appendices

The state-specific policies enumerated below are applicable to students located in any of the states referenced. If there is no state-specific appendix for that state you are located in, please refer to the policies and procedures stated in the Catalog policy sections above.

Colorado Policies and Procedures

Agents approved by the Colorado Department of Higher Education, Private Occupational School Board.

Job Placement Assistance

MedCerts offers job search assistance to graduates, consisting of job lead referrals, job search strategies, resume writing, and job skills development. While assisting in your job search, we make no guarantee, expressed or implied, of future employment. Current law prohibits schools from guaranteeing job placement as an inducement to enroll students.

Education Recognition

MedCerts does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution.

Return/Refund Policy

Students not accepted to the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three (3) business days are entitled to a full refund of all tuition and fees paid. Students, who withdraw after three (3) business days, but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of \$150.00 or 25% of the contract price, whichever is less. In the case of students withdrawing after commencement of classes, the school will retain a cancellation charge plus a percentage of tuition and fees, which is calculated from the official date of termination or withdrawal and based on the percentage of lessons completed out of the total number available/enrolled. Each MedCerts program contains a variable number of “chapters” (lessons). The “Progress Percentage” of the student on the date he/she requests termination will be used as the basis for a refund. (For example, the HI-2000 program contains 124 Chapters/Lessons. A student who has completed 16 of 124 chapters has completed 13% of his/her program and is eligible to receive 75% tuition refund less cancellation charge.)

Refund Table

Student is entitled to upon withdrawal/termination	Refund:
Within first 10% of program	90% less cancellation charge
After 10% but within first 25% of program	75% less cancellation charge
After 25% but within first 50% of program	50% less cancellation charge
After 50% but within first 75% of program	25% less cancellation charge
After 75% (if paid in full, cancellation charge is not applicable)	No Refund

1. The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.
2. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
 - a. The date on which the school receives written notice of the student’s intention to discontinue the training program; or
 - b. The date on which the student violates published school policy, which provides for termination.

- c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.
3. The student will receive a full refund of tuition and fees paid if the school discontinues a Program/Stand Alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
4. The policy for granting credit for previous training shall not impact the refund policy.

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:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

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 fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Grievance Procedure

If a student has a question or problem, please contact MedCerts Student Services. If a satisfactory agreement cannot be reached through Student Services, you should then contact the Director of Programs and they will respond within ten (10) business days. It is the policy of MedCerts to resolve student concerns in a swift and equitable manner.

Students have the right to submit a complaint or grievances to MedCerts through any means of their choosing. If by email, submit to studentsuccessadvisors@medcerts.com. If by phone, call 800-734-1175.

Mailed communication should be mailed to the Director of Programs at the locations below:

Livonia Headquarters:

MedCerts

Attn: Director of Programs Livonia Headquarters

14143 Farmington Road

Livonia, MI 48154

Complaints or concerns that have not been satisfactorily resolved by the MedCerts staff can be directed to:

State of Michigan Department of Licensing and Regulatory Affairs

Corporations, Securities & Commercial Licensing Bureau

Administrative Services Section- Complaint Intake

P.O. Box 30018

Lansing, MI 48909

Phone: (517) 241-9223

Attempting to resolve any issue with the School is strongly encouraged. Complaints may be filed by a student or guardian at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last days of attendance or at any time prior to the commencement of training at <http://highered.colorado.gov/dpos>, 303-862-3001.

Disclaimer Statement: Students should check with appropriate Colorado regulatory agencies to confirm program/course work satisfies initial or renewal licensing or certification of that agency.

Georgia Policies and Procedures

Programs Not Approved in Georgia:

The following programs are not approved in the State of Georgia:

1. HI-6000 Medical Assistant
2. HI-6100 Phlebotomy Technician
3. HI-6200 EKG Technician
4. HI-6300 Phlebotomy Technician
5. HI-6600 Medical Laboratory Assistant
6. HI-7000 Patient Care Technician
7. HI-9000 Allied Healthcare Professional
8. HI-9600 Clinical Medical Specialist
9. HI-9700 Clinical Medical Professional
10. HI-9800 Clinical Assistant and Scribe Professional
11. IT-4100 Cisco Certified Network Associate
12. IT-6300 Information Systems Security Professional
13. VA-3000 Veterinary Assistant
14. VA-4000 Veterinary Client Services Representative

Grievance Policy

For Georgia residents, complaints or concerns that have not been satisfactorily resolved by the MedCerts staff can be directed to:

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220, Tucker, GA 30084;
Phone: (770) 414-3300
URL: gnpec.georgia.gov/student-resources/student-complaints

Program Cancellation and Refund Policy

CANCELLATION

You have the right to cancel this agreement at any time. When written notice of program cancellation is received, a refund will be calculated based on the percentage of the program completed. The written notice must be sent with a date (either in electronic format or postmarked and mailed).

Students not accepted to the school are entitled to all monies paid.

Students who cancel this contract before commencement of classes are entitled to a full refund of all tuition and fees paid with the exception of the cost of unreturned lesson materials or the cost of replacement for returned materials that are damaged or marked.

REFUND

In the case of students withdrawing after commencement of classes, MedCerts issues refunds at a prorated amount, based on percentage of paid segments completed, should the student withdraw before 50% completion of the course/program.

MedCerts will retain a percentage of tuition, which is calculated from the official date of termination or withdrawal and based on the percentage of lessons completed out of the total number available/enrolled. Each MedCerts program contains a variable number of “chapters” (lessons). The “Progress Percentage” of the student on the date he/she requests termination will be used as the basis for a refund. (For example, the HI-2000 program contains 124 chapters/lessons. A student who has completed 16 of 124 chapters has completed 13% of

his/her program and is eligible to receive 87% tuition refund less cancellation charge. Once a student has reached a Progress Percentage of at least 50% he/she is no longer entitled to a refund.

All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:

- a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
- b. The date on which the student violates published school policy, which provides for termination.
- c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.

Prior to receiving any refund as outlined above, you must first return all program materials and supplies (including, but not limited to, laptops) received from MedCerts. You must return all program materials and supplies (including, but not limited to, laptops) at your expense, insured and tracked through the carrier. Please pack all returned materials carefully to prevent damage. After returning all program materials and supplies to MedCerts, you also agree to destroy all copies (downloaded, backup, printed and/or written) you may have.

Indiana Student Policies and Procedures

This institution is regulated by:

Indiana Department of Workforce Development
Office for Career and Technical Schools
10 N Senate Avenue, Suite SE 308
Indianapolis, IN 46204
OCTS@dwd.in.gov
<http://www.in.gov/dwd/2731.htm>

Office for Career and Technical Schools Resident Refund Policy

The postsecondary proprietary educational institution shall pay a refund to the student in the amount calculated under the refund policy specified below or as otherwise approved by the Office for Career and Technical Schools (OCTS). The institution must make the proper refund no later than thirty-one (31) days of the student's request for cancellation or withdrawal.

If a postsecondary proprietary educational institution utilizes a refund policy of their recognized national accrediting agency or the United States Department of Education (USDOE) Title IV refund policy, the postsecondary proprietary educational institution must provide written verification in the form of a final refund calculation, upon the request of OCTS, that its refund policy is more favorable to the student than that of OCTS.

The following refund policy applies to each postsecondary proprietary educational institution as follows:

1. A student is entitled to a full refund if one (1) or more of the following criteria are met:
 - a. The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.
 - b. The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.
 - c. The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.
 - d. If the student has not visited the postsecondary educational institution prior to enrollment, and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.
2. A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
3. A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
4. A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
5. A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

6. A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

Student Protection Fund

IC 22-4.1-21-15 and IC 22-4.1-21-18 requires each educational institution accredited by the Office for Career and Technical Schools to submit an institutional surety bond and contribute to the Career College Student Assurance Fund which will be used to pay off debt incurred due to the closing of a school, discontinuance of a program, or loss of accreditation by an institution. To file a claim, each student must submit a completed "Student Complaint Form." This form can be found on OCTS's website at <http://www.in.gov/dwd/2731.htm>.

OCTS Resident Refund Policy

Revised 8/21/17

Iowa Policies and Procedures

1. You have the right to cancel this agreement entirely either prior to or up to the program start date. When written notice of program cancellation is received, a 100% refund will be issued for any tuition and fees paid to date. The written notice must be sent with a date (either in electronic format or postmarked and mailed) on or before the program start date. Refunds will be issued within 30 days.
2. You have the right to withdraw and receive a prorated refund if you withdraw after the program start date, up to the 60% point of the program's planned enrollment length in days. For example, if a program's planned enrollment length is 12 weeks (84 days) and the student withdraws on day 34, the student is entitled to a 60% refund: $(84 \text{ days total} - 34 \text{ days completed}) \div 84 \text{ days} = 60\%$, rounded to nearest whole integer. If the program is \$2,500, the student would receive a \$1,500 refund.
3. When a student terminates a MedCerts' program after the first two weeks of enrollment due the student's physical incapacity, you have the right to receive a prorated refund, *regardless of whether you have already exceeded the 60% point of the program's planned enrollment length in days*. For example, if a program's planned enrollment length is 12 weeks (84 days) and the student withdraws on day 70, the student is entitled to a 17% refund: $(84 \text{ days total} - 70 \text{ days completed}) \div 84 \text{ days} = 17\%$, rounded to nearest whole integer. If the program is \$2,500, the student would receive a \$425 refund.
4. Termination: If you cancel or withdraw under this section, your enrollment with MedCerts is terminated and you may not transfer your program materials, supplies, or enrollment to any other person.

This refund policy is implemented for all Iowa residents, in accordance with [714.23](#) Iowa Tuition Refund Policy laws.

Kansas Policies and Procedures

Program Cancellation and Refund Policy

- i. All advance monies paid by the student before attending class shall be refunded if the student requests a refund in writing, within three days after signing an enrollment agreement and making an initial payment. MedCerts does not collect a registration or application fee;
- ii. Each student who has completed 25 percent or less of a course and withdraws shall be eligible for a pro rata refund. The completion percentage shall be based on the total number of calendar days in the course and the total number of calendar days completed. After a student has attended more than 25 percent of the course, tuition and fees shall not be refundable;
- iii. All monies due to a student shall be refunded within 60 days from the last day of attendance or within 60 days from the receipt of payment if the date of receipt of payment is after the student's last date of attendance; and
- iv. For programs consisting of fewer than 100 clock-hours, refunds may be calculated on an hourly, pro rata basis.

In determining the official termination date and percentage of each course completed, the week during which the student last attended is considered an entire week of attendance completed.

Kansas Grievance Policy

For Kansas residents, complaints or concerns that have not been satisfactorily resolved by the MedCerts staff can be directed to:

Kansas Board of Regents
1000 SW Jackson, Suite 520
Topeka, KS 66612-1368
785-430-4240

https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Programs not approved in Kansas

The following programs are not approved in the State of Kansas:

1. HI-5000 Medical Coding and Billing Professional
2. HI-8000 Health Unit Coordinator
3. HI-9600 Clinical Medical Specialist
4. HI-9700 Clinical Medical Professional
5. MS-7000 Microsoft Office Specialist
6. VA-4000 Veterinary Client Service Representative

Kentucky Policies and Procedures

Kentucky Student Protection Fund.

Pursuant to KRS 165A.450, MedCerts has contributed to the Kentucky student protection fund. The fund is available to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school, should it close, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

Process for Filing a Claim Against the Student Protection Fund.

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund, Form PE-38, 2017 and provide the requested information to the following address: Kentucky Commission on Proprietary Education, 500 Mero Street, 4th Floor, Frankfort, KY 40601. The form can be found on the website at <http://www.kcpe.ky.gov/>.

Filing a Complaint with the Kentucky Commission on Proprietary Education

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, 2017 Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records. The form may be mailed to the following address: Kentucky Commission on Proprietary Education, 500 Mero Street, 4th floor, Frankfort, Kentucky 40601. The forms can be found on the website at <http://www.kcpe.ky.gov>.

Louisiana Policies and Procedures

MedCerts is licensed by the LA Board of Regents and adheres to the rules and regulations of the LA Proprietary Schools Advisor Commission for the following program:

RX-3000 Pharmacy Technician Professional

Disclaimer Statement: The Louisiana Board of Veterinary Medicine, nor the state of Louisiana, recognizes or certifies Veterinary Assistants.

Student Complaint Procedure

Complaints relative to actions of school officials may be made and must be in writing, addressed to the Louisiana Board of Regents, Proprietary Schools Section, P.O. Box 3677, Baton Rouge, LA 70821-3677, 225-342-4253. Such complaints may be made only after the student has unsuccessfully attempted to resolve the matter with the school by having first filed a written and signed complaint with that school's officials. Any student who wishes to review the student complaint procedure may make a request for a copy of the procedure, in writing, addressed to the Louisiana Board of Regents, Proprietary Schools Section, P.O. Box 3677, Baton Rouge, LA 70821-3677, 225-342-4253.

Minimum Cancellation and Refund Policy

1. Three-Business-Day Cancellation. All monies paid by a student shall be refunded if requested within three business days after signing an enrollment agreement and making an initial payment.
2. Cancellation after the Three-Business-Day Cancellation Period but Before Commencement of Classes by the Student. If tuition or fees are collected in advance of entrance, and if the student does not begin classes, not more than a \$150 registration fee shall be retained by the institution. Appropriate refunds shall be made within 30 days of the start of the quarter, term, or semester.
3. For programs less than 300 clock hours, the withdrawal after commencement of classes refund policy shall be:
 - a. after a student has completed less than 15 percent of the program, the institution shall refund at least 80 percent of the tuition, less the registration fee, thereafter;
 - b. after a student has completed less than one fourth of the program, the institution shall refund at least 70 percent of the tuition, less the registration fee, thereafter;
 - c. after a student has completed one fourth, but less than one half of the program, the institution shall refund at least 45 percent of the tuition, less the registration fee, thereafter;
 - d. after a student has completed one half or more of the program, the institution may retain 100 percent of the stated program price.
4. Any unused portion of the book fee will be refunded.
5. For programs 300 clock hours or longer, the withdrawal after commencement of classes refund policy shall be:
 - a. during the first week of the program, the institution shall refund at least 90 percent of the tuition, less the registration fee, thereafter;
 - b. during the next three weeks of the program, the institution shall refund at least 75 percent of the tuition, less the registration fee, thereafter;
 - c. during the first 25 percent of the program, the institution shall refund at least 55 percent of the tuition, less the registration fee, thereafter;
 - d. during the second 25 percent of the program, the institution shall refund at least 30 percent of the tuition, less the registration fee, thereafter;
 - e. during the third and fourth 25 percent of the program, the institution shall retain 100 percent of the stated program price. Percentages of the program completion are to be computed on the basis of clock hour. For programs longer than one year (12 calendar months) in length, 100

percent of the stated program price attributable to the period beyond the first year will be refunded when the student withdraws during the prior period.

6. Any unused portion of the book fee will be refunded.

Missouri Policies and Procedures

MedCerts is in compliance and will continue to comply with Title VI of the Civil Rights Act of 1964 and all requirements imposed by or pursuant to the Regulations of the U.S. Department of Health and Human Services (45 CFR Part 80) issued pursuant to that title, to the end that, in accordance with Title VI of that Act & the Regulations, no person in the United States shall, on the ground of race, color, national origin, sex, or age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Agency receives payments which constitute wholly or in part Federal funds or Federal assistance from the Department; and HEREBY GIVES ASSURANCE THAT the MedCerts will immediately take any measures necessary to effectuate this agreement. MedCerts also agrees that it does and will comply with the requirements imposed by Section 504 of the Vocational Rehabilitation Act of 1973 as Amended, which forbids discrimination on the basis of disability, in any program or activity receiving federal money from the U.S. Department of Education.

MEDCERTS GIVES THIS ASSURANCE in consideration of and for the purpose of providing services to clients of Missouri Vocational Rehabilitation and obtaining any and all Federal grants, loans, contracts, property, discounts, or other Federal financial assistance for which MedCerts may be eligible. MedCerts recognizes and agrees that such usage by Missouri Vocational Rehabilitation and such Federal financial assistance may be extended in reliance on the representation and agreements made in this assurance and that the United States and Missouri Vocational Rehabilitation shall have the right to seek judicial enforcement of this assurance. This assurance is binding on MedCerts, its successors, transferees, and assignees.

Program Cancellation and Refund Policy

CANCELLATION

You have the right to cancel this agreement at any time. When written notice of program cancellation is received, a refund will be calculated based on the percentage of the program completed. The written notice must be sent with a date (either in electronic format or postmarked and mailed). Students who cancel this contract within three business days of enrollment are entitled to a full refund of all tuition and fees paid with the exception of the cost of unreturned lesson materials or the cost of replacement for returned materials that are damaged or marked. Students not accepted to the school are entitled to all monies paid.

REFUND

In the case of students withdrawing after commencement of classes, MedCerts issues refunds at a prorated amount, based on percentage of paid segments completed, should the student withdraw before 50% completion of the course/program.

MedCerts will retain a percentage of tuition, which is calculated from the official date of termination or withdrawal and based on the percentage of lessons completed out of the total number available/enrolled. Each MedCerts program contains a variable number of “chapters” (lessons). The “Progress Percentage” of the student on the date he/she requests termination will be used as the basis for a refund. (For example, the HI-2000 program contains 124 chapters/lessons. A student who has completed 16 of 124 chapters has completed 13% of his/her program and is eligible to receive 87% tuition. Once a student has reached a Progress Percentage of at least 50% he/she is no longer entitled to a refund.

All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:

- a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
- b. The date on which the student violates published school policy, which provides for termination.
- c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.

Prior to receiving any refund as outlined above, you must first return all program materials and supplies (including, but not limited to, laptops) received from MedCerts. You must return all program materials and supplies (including, but not limited to, laptops) at your expense, insured and tracked through the carrier. Please pack all returned materials carefully to prevent damage. After returning all program materials and supplies to MedCerts, you also agree to destroy all copies (downloaded, backup, printed and/or written) you may have.

Nebraska Policies and Procedures

Agent permits issued by the Nebraska Commissioner of Education

If any concerns or complaints, the student may contact the Program Director of Private Postsecondary Career Schools at the Nebraska Department of Education.

Oregon Policies and Procedures

MedCerts is exempt from private career school (PCS) licensure in the state of Oregon according to provisions of ORS 345.315. The basis for exemption is ORS 345.015(8)(a), that MedCerts is adequately regulated by other means and therefore the school meets the minimum standards identified in ORS 345.325.

Texas Policies and Procedures

MedCerts is approved and regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 7 days (until midnight of the seventh day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. The last page of this agreement contains the "Notice of Cancellation" that is to be submitted with all cancellation requests.

REFUND POLICY

All students have a seven-day cancellation period. All tuition paid by a student will be refunded if the student chooses to withdraw from the school within seven calendar days after having signed the enrollment agreement. Following the cancellation period, students may withdraw from MedCerts at any time by submitting a request for cancellation. Cancel balances are calculated based on original, undiscounted tuition. The institution uses the **Total Course Price** in preparing enrollment agreements, calculating refund amounts and collecting student accounts. Total Course Price includes charges for tuition, registration, educational services and instruction. The amount students owe upon withdrawing is determined by how much of each course in the program they have completed, deducting all payments made. Upon cancellation, the amount due to the school or the amount refunded to the student is calculated according to the schedule specified by the state of the student's residence. Applicants who are denied admission will be refunded all tuition and charges/fees paid.

The refund schedule for Texas is listed below.

1. Refund computations will be based on the number of LESSONS in each course in the program.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - a. the date of notification to the student if the student is terminated by the school;
 - b. the date of receipt of emailed/written notice from the student that he/she wishes to withdraw; or
 - c. ten school days following the last date of attendance.
3. After the seven-day cancellation period, the following refund policy will apply:
 - a. The student will be refunded the pro rata portion of the remaining tuition based on the number of lessons not-yet completed and serviced by the school minus the total number of lessons completed. The proration is defined by a percentage that represents the unused tuition that is eligible for refund. **EXAMPLE:** *Student completes 35 out of 110 lessons (32%) and decides he/she would like to withdraw from the program. The student is eligible for a refund in the amount equal to the non-completed lessons (75 lessons). In this example, 75 lessons represent 68% of the program, thus the student is entitled to a 68% refund of tuition.*
4. A full refund of all tuition and fees is due in each of the following cases:
 - a. an enrollee is not accepted by the school;
 - b. the program of instruction is discontinued by the school, preventing the student from completing the program; or,
 - c. the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

Refunds will be totally consummated within 60 days of withdrawal or termination.

Refund Policy for Texas Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
- d. satisfactorily completed at least 90 percent of the required coursework for the program; and
- e. demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

Washington D.C. Policies and Procedures

MedCerts is approved to operate by the Higher Education Licensure Commission of Washington D.C. MedCerts organizational leadership has approved each certificate program to be offered in Washington D.C. **The following programs are not approved in Washington D.C.:**

HF-3000: Personal Trainer and Nutrition Coach
HI-2000: Medication Care Coordinator
HI-2100: Pharmacy Technician Specialist
HI-5000: Medical Coding and Billing Professional
HI-6400: Medical Scribe Professional
HI-6500: Medical Scribe and Administrative Professional
HI-6600: Medical Laboratory Assistant
HI-7000: Patient Care Technician
HI-9800: Clinical Medical Assistant and Scribe Professional
IT-2250: Networking Specialist
IT-6300: Information Systems Security Professional (CISSP)
IT-7150: Cloud Specialist
IT-7300: Linux Administrator
RX-3000: Pharmacy Technician Professional
ST-3000: Surgical Technologist
ST-9000: Surgical/Sterile Processing Technician
VA-3000: VetBloom Veterinary Assistant
VA-4000: Veterinary Client Service Representative

Grievance Policy

Alternate to contacting the Michigan Department of Licensing and Regulatory Affairs per the Grievance Procedure described above, Washington D.C. Residents can contact the Higher Education Licensure Commission. See [Complaint Information page](#).

Army-Military Policies and Procedures

Individuals pursuing a MedCerts program through the Army Credentialing Opportunities On-Line (Army COOL) service, who wish to withdraw from their program are subject to the Army COOL withdrawal policy, as disclosed by Department of The Army Memorandum ATZL-AU, dated May 2022. Withdrawal policy excerpt is provided below with MedCerts-specific context provided in parentheses and italics:

(8) Soldiers who withdraw from a CA-approved course or exam must do so in ArmyIgnitED. Soldiers must download and digitally complete the CA Withdrawal form found in their CA request. Under no circumstances will the Soldier coordinate a withdrawal directly with the vendor. If this occurs, the Soldier will be liable for any debt incurred. *(If this occurs, the Soldier will be liable for any debt incurred and will be subject to the Refund Policy for the state in which they are located.)*

d. If the vendor (*MedCerts*) cancels a CA funded course or exam, the Soldier must submit a SNOW ticket informing ACCESS, ArmyU of the cancellation not later than five business days from the date the Soldier was notified by the vendor (*MedCerts*) of the cancellation. The Soldier will attach a cancellation notice from the vendor (*MedCerts*).

Program Transfer Eligibility

Once enrolled in a program, Military students (Army, Air Force, Coast Guard) are not eligible to “transfer” to a different course offered by MedCerts. Soldiers who wish to change programs must withdraw from their enrolled program following the Military withdrawal policy. Soldiers who withdraw from a CA-approved course must do so in ArmyIgnitED. Soldiers should review requirements in ArmyIgnitED for additional information.