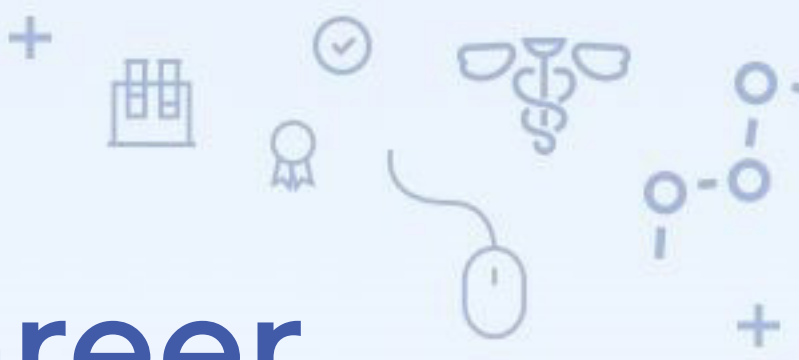




# Online Career Training



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Kansas



## About MedCerts

As the healthcare field continues to grow, so does the need to administer and manage healthcare information. If you are entering the healthcare field or are already part of it and you are seeking to broaden your career opportunities, consider MedCerts as the training partner of choice to help you achieve your certification goals.

MedCerts is a training provider for Health Care and Information Technology (IT) certification programs, in a mentored learning format. MedCerts develops comprehensive online programs leading to certification in fields that are both high-growth and in-demand. Utilizing expert instructors, proactive support from online mentors, and professionally developed courseware, workbooks, and student guides, our 4 to 36 week programs consistently prepare students for certification success. Each program is flexible, self-paced, and has been successful when applied to funding sources such as the Workforce Innovation and Opportunity Act (WIOA) and the Military Spouse Career Advancement Account (MyCAA) program.

MedCerts is licensed as a Proprietary School in Michigan, Indiana, Colorado, Texas, Washington D.C. and Kansas. 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. 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 producing dozens of new programs, expanding our service offering, and ensuring that over 35,000 students are best prepared for entry into a new career.

## Michigan State Approval

MedCerts is a private institution approved to operate by the 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.

## Instructional Model – The MedCerts Learning Experience

MedCerts provides students with engaging, comprehensive, and high-quality curriculum in a flexible and convenient online learning environment. The school strives to meet the educational goals of its students supporting them with subject matter experts, a network of success coaches, and career services who employ a team approach to ensure student success.

MedCerts programs are considered open-enrollment, meaning students can start at any time. Each program has an assigned duration with each student receiving a custom Learning Plan defining a timeline for course and program Start/End Dates. Our programs are built using the 12 Elements of eLearning, based on M.David Merrill's principles of Instructional Design, and the instruction model is considered asynchronous. 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!

Students enrolled in a MedCerts program 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" with a reasonable sized display. 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 his/her 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 curriculum has been designed to align with specific Certification Exam objectives or knowledge domains, our training goes the extra mile to equip 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 the student the best chance of successfully obtaining certification in his or her chosen field or career path.
3. To provide the highest degree of student support, and the most engaging programs, allowing for the highest likelihood of a successful outcome - program completion and ultimate certification.

## Institutional 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 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/graduate outcomes.

## Ensuring Institutional and Programmatic Effectiveness

MedCerts continually seeks to improve the quality and effectiveness of our curriculum, including how we deliver and support our training. As a data-driven organization, 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, Jason Aubrey.



## ADMINISTRATIVE STAFF

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CFO & COO  
BS Finance

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Professional trainer certification, American Management Association  
Train-the-trainer certification, American Management Association  
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Instructional Design/Developer certification, Langevin Learning Services

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Certification(s): CompTIA A+, CompTIA Network+, CompTIA Security+,  
CompTIA CySA+  
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Certification(s): MCT – Microsoft Certified Trainer  
MCSA: Windows 8  
CISSP – Certified Information Systems Security Professional  
EC-Council Certified Ethical Hacker (CEH)  
EC-Council Computer Hacking Forensics Investigator (CHFI)  
MCTS: Microsoft Windows 7

CompTia Security+, CASP  
MCDBA – Microsoft Certified Database Administrator  
MCT – Microsoft Certified Trainer  
MCSA: Windows 8  
CISSP – Certified Information Systems Security Professional  
EC-Council Certified Ethical Hacker (CEH)  
EC-Council Computer Hacking Forensics Investigator (CHFI)  
MCTS: Microsoft Windows 7  
CompTia Security+, CASP  
MCDBA – Microsoft Certified Database Administrator  
Information Systems – Master of Science  
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Medical Front Office Assistant

Medical Office Management & Administrator

Medical Receptionist

Medical Billing Specialist

Medical Insurance Specialist

Clinical Specialist

Health Care Administrator

Patient Centered Care Coordinator

## Medical Front Office Assistant and Administration Specialist

**HI-1000: MEDICAL FRONT OFFICE ASSISTANT AND ADMINISTRATION SPECIALIST** program is designed to equip you with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administration Assistant (CMAA) and Medical Coder & Biller Certification (MCBC).

This 19-week 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, you will have become skilled in areas of Medical Office Administration and Medical Insurance Reimbursement, and will be prepared for dual healthcare certifications (CMAA and MCBC), increasing your marketability in the field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

TUITION: \$4,000

DURATION: 19 Weeks

PROGRAM HOURS: 304

PREREQUISITES:  
High School Diploma or GED

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### CORE COURSES:

HI-1011: Medical Office Procedures and Administration  
MS-1000: Microsoft Office Basics  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-1015: Insurance Billing and Coding Essentials

### TARGET CERTIFICATIONS:

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



## Medical Billing Specialist

**HI-1100: MEDICAL BILLING SPECIALIST** program is a 12-week, video based training series designed to provide you 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 are 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 12-week 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, you will have obtained the skills and knowledge required to obtain certifications leading to a new career in a variety of health care fields related to medical billing and insurance reimbursement.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

**TUITION:** \$2,000

**DURATION:** 12 Weeks

**PROGRAM HOURS:** 192

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1015: Insurance Billing and Coding Essentials

### TARGET CERTIFICATION:

Medical Coder & Biller Certification (MCBC)





Medical Office Computer Specialist/Assistant

Medical Office Assistant/Specialist

Clinical Assistant/Specialist

Medical Receptionist

Medical Administrative/Assistant

Health and Medical Administrator

Patient Centered Care Coordinator

## Medical Front Office Administration Specialist

**HI-1200: MEDICAL FRONT OFFICE ADMINISTRATION SPECIALIST** program is designed to equip you with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administration Assistant (CMAA) certifications. Students will be provided comprehensive training that will prepare them for entry into employment within the Medical Office fields.

This 13-week online training program provides specialized training in areas including Medical Office Procedures and Administration, Medical Office Computer Applications, and administrative computer functions and procedures. Upon completion of the program, you will have become skilled in areas of Medical Office Administration, and will be prepared for a health care certification (CMAA), increasing your marketability in the field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

TUITION: \$2,000

DURATION: 13 Weeks

PROGRAM HOURS: 208

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

HI-1011: Medical Office Procedures and Administration

MS-1000: Microsoft Office Basics

HI-1014: Introduction to Human Anatomy and Medical Terminology

### TARGET CERTIFICATIONS:

Certified Medical Administrative Assistant (CMAA)



Medication Care Coordinator

Consumer Medication Coordinator

Patient Centered Care Coordinator

Pharmacy Informaticist

Patient Services Representative

## Medication Care Coordinator

**HI-2000: MEDICATION CARE COORDINATOR** program is designed to equip you with the skills necessary to provide excellent support in a pharmacy or clinical environment and the knowledge to achieve the Certified Medical Administration Assistant (CMAA) and Certified Pharmacy Technician (CPhT) certifications.

This 22-week online certification program provides comprehensive 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, you will be skilled in areas of Medical Office Administration and Pharmacy, and prepared for dual healthcare certifications (CMAA and CPhT), increasing your marketability in the field and allowing for greater flexibility in your 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 prepared to assist consumers with their medication plan, insurance, and other services including the medication distribution process.

TUITION: \$4,000

DURATION: 22 Weeks

PROGRAM HOURS: 352

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

HI-1011: Medical Office Procedures and Administration

MS-2000: Microsoft Office Series I

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1017: Pharmacy Technician Principles and Practices

### TARGET CERTIFICATIONS:

Certified Pharmacy Technician (CPhT)

Certified Medical Administrative Assistant (CMAA)





Pharmacy Technician

Pharmacy Aide

Pharmacy Assistant

## Pharmacy Technician Specialist

**HI-2100: PHARMACY TECHNICIAN SPECIALIST** program is designed to equip you 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 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 14-week, online certification program provides comprehensive 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 a required externship. This program is perfect for the 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 within our catalog or website (medcerts.com).

**TUITION:** \$2,700

**DURATION:** 14 Weeks

**PROGRAM HOURS:** 224

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1017: Pharmacy Technician Principles and Practices

### TARGET CERTIFICATIONS:

Certified Pharmacy Technician (CPhT)



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

## Pharmacy Technician Professional (ASHP/ACPE)

**RX-3000: PHARMACY TECHNICIAN PROFESSIONAL** 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 has been formally accredited by the ASHP/ACPE.

This 24-week online certification program provides comprehensive training in the areas of Human Anatomy, Physiology and Medical Terminology and Pharmacy Technician Principles and Practices. Our innovative program incorporates instructor-led video-based training and demonstrations, along with activities and simulations performed by students and graded by our instructors.

Graduates of the Pharmacy Technician Professional Program must participate in a 6-Week Externship experience at a Pharmacy near you. The externship is the capstone of the Learning Experience, allowing you to apply what you have learned in a real-world environment.

**TUITION:** \$4,000

**DURATION:** 24 Weeks

**PROGRAM HOURS:** 448

**PREREQUISITES:**  
High School Diploma or GED  
& pass general education and  
math assessment



### CORE COURSES:

- CS-1011: Customer Service Professional
- HI-1014: Introduction to Human Anatomy and Medical Terminology
- HI-1017: Pharmacy Technician Principles and Practices
- EX-2017: Pharmacy Technician Externship

### TARGET CERTIFICATIONS:

- Certified Pharmacy Technician (CPhT)
- Customer Service Certified (CSC)





Electronic Health Records Specialist

Health Information/Medical Records Administrator

Medical Records Technician

HIPAA Compliance Officer

Medical Front Office Assistant

Health Information Support Specialist

Medical Records Administrator

Medical Office Specialist

Medical Office Management and Administrator

Medical Receptionist

Patient Centered Care Coordinator

## Medical Front Office and Electronic Health Records

**HI-3000: MEDICAL FRONT OFFICE AND ELECTRONIC HEALTH RECORDS** program is designed to equip you with the skills necessary to provide excellent support in a Medical Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) and Certified Medical Administrative Assistant (CMAA) certifications. This comprehensive online program prepares you 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.

This 17-week online certification program provides comprehensive 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 completion of the program, you will have become skilled in areas of Medical Office Administration and Electronic Health Records, and will be prepared for dual healthcare certifications (CMAA and CEHRS), increasing your marketability in the field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

TUITION: \$4,000

DURATION: 17 Weeks

PROGRAM HOURS: 272

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

HI-1011: Medical Office Procedures and Administration

MS-1000: Microsoft Office Basics

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1018: Electronic Health Records

### TARGET CERTIFICATIONS:

Certified Electronic Health Records Specialist (CEHRS)

Certified Medical Administrative Assistant (CMAA)



Electronic Health Records Specialist

Health Information/Medical Records Administrator

Medical Records Technician

HIPAA Compliance Officer

Health Information Support Specialist

Medical Records Administrator

Medical Office Management and Administrator

## Electronic Health Records Specialist

**HI-3100: THE ELECTRONIC HEALTH RECORDS SPECIALIST** program is designed to equip you with the skills necessary to provide excellent support in a Medical Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) designation. Our online certification program prepares you 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.

This 10-week online certification program provides comprehensive training in the areas of Human Anatomy and Physiology, Medical Terminology, and Electronic Health Records technology and management. Upon completion of the program, you will have become skilled in the management, functions, and purpose of Electronic Health Records, and will be prepared to sit for the CEHRS certification, increasing your marketability in this growing field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

**TUITION:** \$2,700

**DURATION:** 10 Weeks

**PROGRAM HOURS:** 160

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1018: Electronic Health Records

### TARGET CERTIFICATION:

Certified Electronic Health Records Specialist (CEHRS)



Electronic Health Records Specialist

Health Information/Medical Records Administrator

Health Information/Medical Records Technician

Health and Medical Administrative Services

Medical Billing Specialist

Medical Insurance Specialist

Billing and Coding Support

Medical/Health Management & Clinical Assistant

Health Care Administration Management

HIPAA Compliance Officer

## Electronic Health Records and Reimbursement Specialist

**HI-4000: THE ELECTRONIC HEALTH RECORDS AND REIMBURSEMENT SPECIALIST** program is designed to equip you with the skills necessary to provide excellent support in a Medical Back Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) and Medical Coder & Biller Certification (MCBC). This comprehensive online program prepares you for proper handling of patient data, fundamental records and document management, medical insurance reimbursement, and more. Upon completion of the program and achieving certification, students may find work in physician offices, insurance billing offices, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

This 17-week 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, you will have become skilled in areas of Electronic Health Records and Reimbursements, be prepared for dual healthcare certifications (CEHRS and MCBC), increasing your marketability in the field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

**TUITION:** \$4,000

**DURATION:** 17 Weeks

**PROGRAM HOURS:** 272

**PREREQUISITES:**  
High School Diploma or GED

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### CORE COURSES:

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1015: Insurance Billing and Coding Essentials

MS-1000: Microsoft Office Basics

HI-1018: Electronic Health Records

### TARGET CERTIFICATIONS:

Certified Electronic Health Records Specialist (CEHRS)

Medical Coder & Biller Certification (MCBC)





Professional Medical Coder

Professional Fee Coder

Surgical Coder

Coding Specialist

Medical Management Specialist

Outpatient Medical Coder

Reimbursement Coordinator/Specialist

Compliance Auditor - Coding

## Professional Coder

**HI-5100: PROFESSIONAL CODER (CPC)** provides comprehensive training to help you achieve the Certified Professional Coder – CPC credential or the Certified Coding Specialist-Physician-based (CCS-P), both of which are the gold 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 learn 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 for a physician's office and is vital in ones' preparation for either the CCS-P or CPC certification exam. The payment for one of these exams is provided by MedCerts.

Upon completion of the program, all students are eligible for a MedCerts-sponsored 12-month membership into the AAPC, as well as a complimentary CPC or CCS-P Exam Voucher.

\*Previous Medical front office experience or training is highly recommended\*

**TUITION:** \$4,000

**DURATION:** 20 Weeks

**PROGRAM HOURS:** 320

**PREREQUISITES:**  
High School Diploma or GED  
& pass general education and  
math assessment



### CORE COURSES:

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1051: Medical Coding

### TARGET CERTIFICATION:

Certified Professional Coder (CPC-A) or  
Certified Coding Specialist-Physician-based (CCS-P)





Medical Assistant

Chiropractor Assistant

Doctor's Assistant

Medical Office Assistant

Ophthalmic Technician

Optometric Assistant

Optometric Technician

## Medical Assistant

**HI-6000: MEDICAL ASSISTANT:** Clinical Medical Assistants 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. 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.

MedCerts' online medical assistant certification program covers a wide range of skills and objectives that expand beyond the primary functions of a medical assistant. The program was developed by industry experts and through technology, provides students with a one-of-a-kind learning experience. Throughout the program, you will be able to interact with the curriculum through 3D virtual office scenarios, clinical skill simulations, animations, assessment gamification, and activities.

Medical Assistant students are prepared to perform both clinical and administrative duties required in a medical facility through MedCerts' online medical assistant certification classes. You will enjoy robust online courses to include Human Anatomy and Medical Terminology, Customer Service Professional, Clinical Medical Assisting and more.

**TUITION:** \$4,000

**DURATION:** 27 Weeks

**PROGRAM HOURS:** 432

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

CS-1011: Customer Service Professional - Level I  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-1011: Medical Office Procedures and Administration  
HI-6010: Clinical Medical Assisting

### TARGET CERTIFICATION:

Certified Clinical Medical Assistant (CCMA)  
Certified Medical Administrative Assistant (CMAA)  
Customer Service Certified (CSC)



Phlebotomy Technician

Laboratory Specimen Processor

Laboratory Assistant

Phlebotomist

Emergency Room Department Technician

Medical Technologist

## Phlebotomy Technician

**HI-6100: PHLEBOTOMY TECHNICIAN:** Phlebotomy techs collect blood and non-blood specimens for testing so that 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. They talk with patients to help them feel less nervous about having their blood drawn. 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 extremely important so they can avoid infection or contamination. Phlebotomists 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. This allows a unique opportunity to positively impact patient experience.

So, how is this all possible online? Our highly immersive program utilizes 12 unique eLearning components designed to keep you engaged, stimulated, and captivated throughout your training. Our student learning experience is driven by recorded video lecture delivered by expert instructors, with simulations, video demonstrations, virtualized environments, and many other professionally produced learning components. Multiple assessments test your knowledge and understanding of the material contained in each lesson leading up to a comprehensive final exam for each course.

TUITION: \$2,000

DURATION: 11 Weeks

PROGRAM HOURS: 176

### PREREQUISITES:

High School Diploma or GED & students must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements.

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### CORE COURSES:

CS-1011: Customer Service Professional - Level I  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-6011: Phlebotomy

### TARGET CERTIFICATION:

Certified Phlebotomy Technician (CPT)  
Customer Service Certified (CSC)



EKG Technician

Cardiovascular Technician

Cardiac Monitoring Technician

ECG Technician

Cardiac Stress Technician

Holter Monitor Technician

## EKG Technician

**HI-6200 EKG TECHNICIAN** MedCerts training program will prepare you for national certification as a Certified EKG Technician (CET) and a Customer Service Certified (CSC). 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. Common duties include explaining procedures to patients, monitoring blood pressure, and positioning patients. After completing our program, graduates will also know how to apply Holter monitors and assist cardiologists with stress testing.

Throughout the program, students will gain knowledge of medical terminology and disease processes. They will become familiar with healthcare settings and roles of EKG/ECG technicians in the EKG course and complete a customer service course, because customer service is a priority in situations with direct patient care.

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 completion of this program, students will have met the training requirements to sit for the CET exam, issued by the National Healthcareer Association (NHA) and included in your tuition cost! After passing their certification exams, MedCerts will assist students in seeking an Experiential Learning opportunity, where they can demonstrate hands-on skills in a real-world environment proctored by a licensed/certified professional.

**TUITION:** \$2,000

**DURATION:** 11 Weeks

**PROGRAM HOURS:** 176

**PREREQUISITES:**

High School Diploma or GED & students must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements.



**CORE COURSES:**

CS-1011: Customer Service Professional - Level I

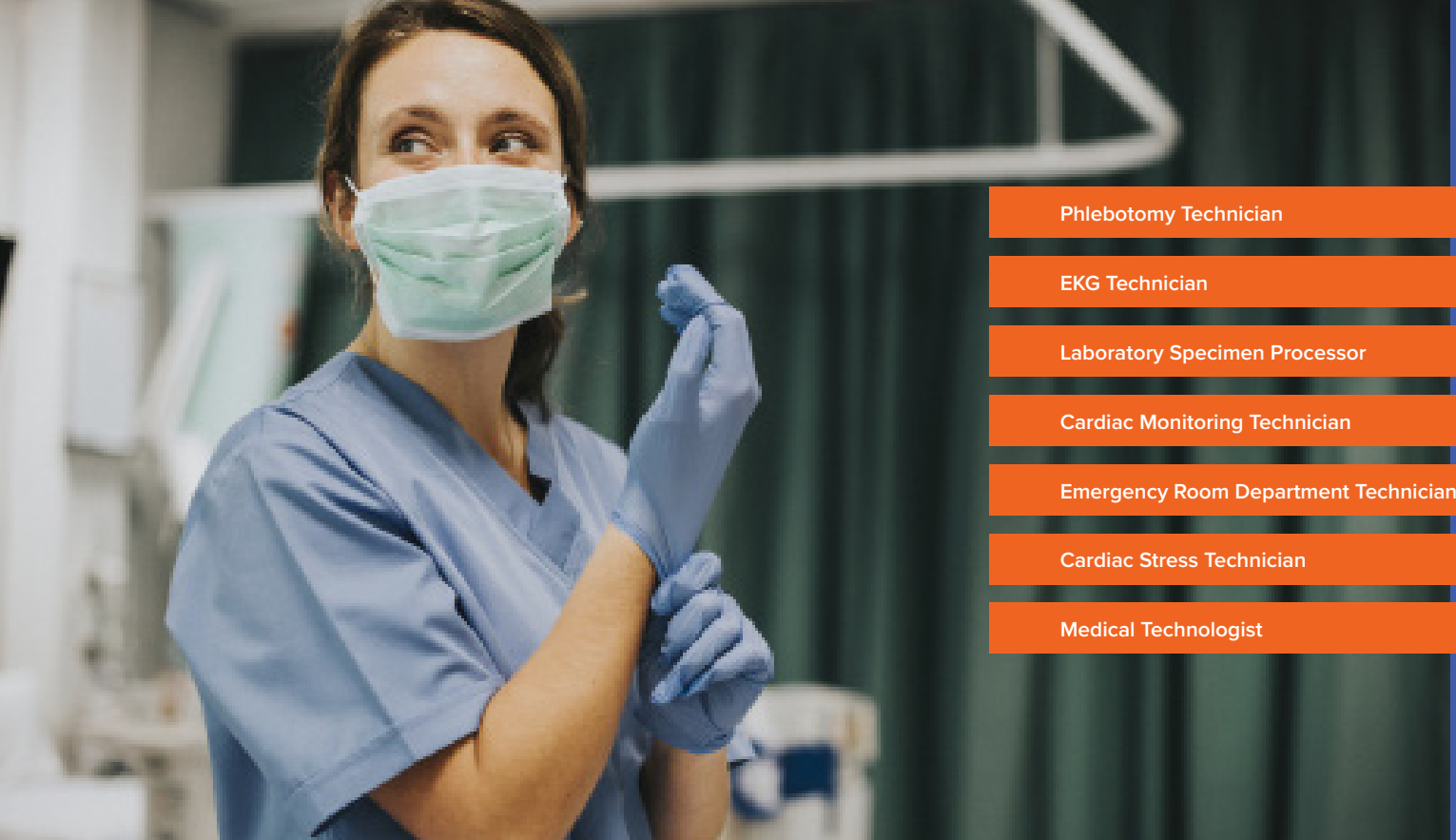
HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-6012: Electrocardiography

**TARGET CERTIFICATION:**

Certified EKG Technician (CET)

Customer Service Certified (CSC)



Phlebotomy Technician

EKG Technician

Laboratory Specimen Processor

Cardiac Monitoring Technician

Emergency Room Department Technician

Cardiac Stress Technician

Medical Technologist

## Cardio-Phlebotomy Technician

**HI-6300 CARDIO PHLEBOTOMY TECHNICIAN:** 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 provides 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.

MedCerts online program prepares students for a multitude of careers in the medical field. Students will gain knowledge of medical terminology, anatomy, and disease processes, understand the responsibilities related to performing EKGs, applying Holter monitors, assisting cardiologists with stress tests, phlebotomy and more! This is learned through a variety of eLearning components designed to keep students engaged and entertained throughout their training. The Cardio-Phlebotomy courses include video-based lectures delivered by expert instructors, simulations, 3D video demonstrations, 3D interactive environments, games and many other learning tools.

Upon completion of this program, students will have met the training requirements to sit for the CPT exam and the CET exam, both issued by the National Healthcareer Association (NHA) and included in your tuition cost! After passing their certification exams, MedCerts will assist students in seeking an Experiential Learning opportunity, where they can demonstrate hands-on skills in a real-world environment proctored by a licensed/certified professional.

**TUITION:** \$3,750

**DURATION:** 15 Weeks

**PROGRAM HOURS:** 240

**PREREQUISITES:**  
High School Diploma or GED & students must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements.

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**PACE** Professional Association  
for Customer Engagement  
Customer Focused. Contact Center Driven.

### CORE COURSES:

CS-1011: Customer Service Professional - Level I  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-6011: Phlebotomy  
HI-6012: Electrocardiography

### TARGET CERTIFICATION:

Certified Phlebotomy Technician (CPT)  
Certified EKG Technician (CET)  
Customer Service Certified (CSC)





Home Health Aide

Patient Care Technician

Personal Care Aide

## Patient Care Technician

**HI-7000: PATIENT CARE TECHNICIAN:** Throughout the program, you will learn 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. You will learn a wide variety of fundamental clinical tasks designed to set you apart in the competitive job market.

The care of patients involves not only treating disease and injury, but also preventing disease, restoring optimal wellness through rehabilitation, caring for the chronically ill, and educating patients and families. To identify the individual needs of the patient and to plan a systematic approach to meet those needs, nurses (or other qualified health professionals) develop individualized care plans for their patients. As a Certified Patient Care Technician, you will assist in carrying out the care plan by completing the tasks assigned to you by the healthcare professional.

TUITION: \$4,000

DURATION: 23 Weeks

PROGRAM HOURS: 368

PREREQUISITES:  
High School Diploma or GED

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### CORE COURSES:

CS-1011: Customer Service Professional - Level I  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-6011: Phlebotomy  
HI-6012: Electrocardiography  
HI-7011: Fundamentals of Patient Care

### TARGET CERTIFICATION:

Certified Patient Care Technician (CPCT)  
Customer Service Certified (CSC)



Sterile Processing Technician

Central Service Technician

Medical Equipment Preparer

## Sterile Processing Technician

**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. Our 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 lectures delivered by expert instructors with video demonstrations, 3D interactive training environments and many other professionally-produced learning objects. Multiple assessments test students' knowledge and understanding of the material contained in each lesson leading up to a comprehensive knowledge assessment for each course.

Leveraging the newest technologies and instructional design concepts, MedCerts has produced content that immerses the learner into an environment where skills, tasks and processes can be practiced in a safe environment. While virtual environments and simulations address important clinical skills, gamification challenges students to demonstrate their knowledge and skills in a way that is fun, interactive, and engaging.

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

**TUITION:** \$4,000

**DURATION:** 13 Weeks

**PROGRAM HOURS:** 208

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

CS-1011: Customer Service Professional  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-6014: Sterile Processing

### TARGET CERTIFICATION:

Certified Registered Central Service Technician (CRCST)  
Customer Service Certified (CSC)



Medical Office Mgmt and Admin

Health Information Administrator

Medical Records Administrator

Medical Office Assistant/Specialist

Clinical Assistant/Specialist

Medical Reception

Medical Biller

Medical Insurance Specialist

Patient Centered Care Coordinator

Pharmacy Technician

## Allied Healthcare Professional

**HI-9000: ALLIED HEALTHCARE PROFESSIONAL** program provides comprehensive training for students who wish to prepare for entry into a career Allied Healthcare.

Increase your career opportunities as an Allied Health Professional with eligibility for up to four (4) National Certifications!

This 31-week online training 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 completion of the program, students will have become skilled in a comprehensive set of subject matter areas, and will be prepared for multiple healthcare certifications (CMAA, CPhT, CEHRS, and CBCS), increasing their marketability in the field and allowing for greater flexibility in their career path.

Graduates of this program have an unrivaled edge in the marketplace. Not only will students receive cross-training in multiple disciplines, but they are uniquely qualified for a variety of in-demand and high growth careers.

**NEW!** Graduates of this program are now 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, allowing students to apply what they have learned in a real world environment.

TUITION: \$6,000

DURATION: 31 Weeks

PROGRAM HOURS: 496

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

HI-1011: Medical Office Procedures & Administration  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-1018: Electronic Health Records  
MS-1000: Microsoft Office Basics  
HI-1015: Insurance and Billing, and Coding Essentials  
HI-1017: Pharmacy Technician Principles & Practices

### TARGET CERTIFICATION:

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





Health & Medical Administration Services

Health Information Records Administrator

HIPAA Compliance Officer

Electronic Health Records Specialist/Assistant

Clinical Assistant/Specialist

Medical Biller

Medical Office Computer Specialist/Assistant

## Healthcare Administration Professional

**HI-9500: HEALTHCARE ADMINISTRATION PROFESSIONAL** program provides comprehensive training for students who wish to prepare for entry into a career in Allied Healthcare. Multiple credentials better prepare students for new careers, and employers see credentialed candidates as more committed to their career.

Increase your career opportunities as a Healthcare Professional with eligibility for up to three (3) National Certifications from the National Healthcareer Association (NHA)!

This 23-week online training 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 completion of the program, students will have become skilled 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.

Graduates of this program have an unrivaled edge in the marketplace. Not only will students receive cross-training in multiple disciplines, but they are uniquely qualified for a variety of in-demand and high growth careers.

**TUITION:** \$5,000

**DURATION:** 23 Weeks

**PROGRAM HOURS:** 368

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

HI-1011: Medical Office Procedures & Administration  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-1018: Electronic Health Records  
MS-1000: Microsoft Office Basics  
HI-1015: Insurance and Billing, and Coding Essentials

### TARGET CERTIFICATION:

Certified Medical Administrative Assistant (CMAA)  
Medical Coder & Biller Certification (MCBC)  
Certified Electronic Health Records Specialist (CEHRS)



Behavior Technician

Behavior Health Technician

Direct Care Staff

Behavior Services Representative

Hospice Staff

Medical Office Administration

Patient Centered Care Coordinator

## Behavior Technician and the Medical Office

**BT-1000: BEHAVIOR TECHNICIAN AND THE MEDICAL OFFICE** program offers a unique opportunity that not only prepares the student to perform administrative tasks within a medical office environment, but also gives them 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 learn about evidence-based Applied Behavior Analysis (ABA) principles and strategies for helping individuals with developmental behavior challenges.

This 17-week online program provides comprehensive training in the areas of Customer Service, Behavior Technician Training, Human Anatomy and Medical Terminology, as well as Medical Office Procedures and Administration. Students that successfully complete the Customer Service module will achieve certification as a Customer Service Professional. Upon completion of the program, you will have become skilled in areas of Medical Office Administration and be prepared to sit for the Certified Medical Administrative Assistant (CMAA) certification exam. 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 [www.bacb.com/rbt](http://www.bacb.com/rbt) for more information.

TUITION: \$4,000

DURATION: 17 Weeks

PROGRAM HOURS: 272

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

CS-1011: Customer Service Professional  
HI-1011: Medical Office Procedures and Administration  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
BT-3011: Behavior Technician Training

### TARGET CERTIFICATION:

Registered Behavior Technician (RBT)  
Certified Medical Administrative Assistant (CMAA)  
Customer Service Certified (CSC)





Behavior Technician

Behavior Health Technician

Direct Care Staff

Behavior Services Representative

Hospice Staff

## Behavior Technician Specialist

**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 learn about evidence-based Applied Behavior Analysis (ABA) principles and strategies for helping individuals with developmental behavior challenges.

This 11-week online program provides comprehensive training in the areas of Behavioral Health and Customer Service, while gaining a fundamental understanding of the use of Medical Terminology and healthcare-specific language spoken in a clinical/medical environment. Students that successfully complete the Customer Service module will achieve certification as a Customer Service Professional. 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 [www.bacb.com/rbt](http://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.

TUITION: \$2,500

DURATION: 11 Weeks

PROGRAM HOURS: 176

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

CS-1011: Customer Service Professional  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
BT-3011: Behavior Technician Training

### TARGET CERTIFICATION:

Registered Behavior Technician (RBT)  
Customer Service Certified (CSC)



Dental Assistant

Dental Office Manager

Dental Sales

Dental Lab Assistant

## Dental Assistant

**DA-3000: Dental Assisting** is 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. This 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.

Today's dental assistants perform a variety of clinical and administrative duties, and the MedCerts 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 met the training requirements and been prepared to sit for the three components of the Dental Assisting National Board (DANB) National Entry Level Dental Assistant (NELDA) certification. The NELDA consists of three component exams: the Anatomy, Morphology, and Physiology (AMP) exam, Infection Control (ICE) exam, and Radiation Health Safety (RHS) exam. Detailed and up-to-date information for each state can be found at [www.danb.org](http://www.danb.org).

**TUITION:** \$4,000

**DURATION:** 14 Weeks

**PROGRAM HOURS:** 224

**PREREQUISITES:**  
High School Diploma or GED

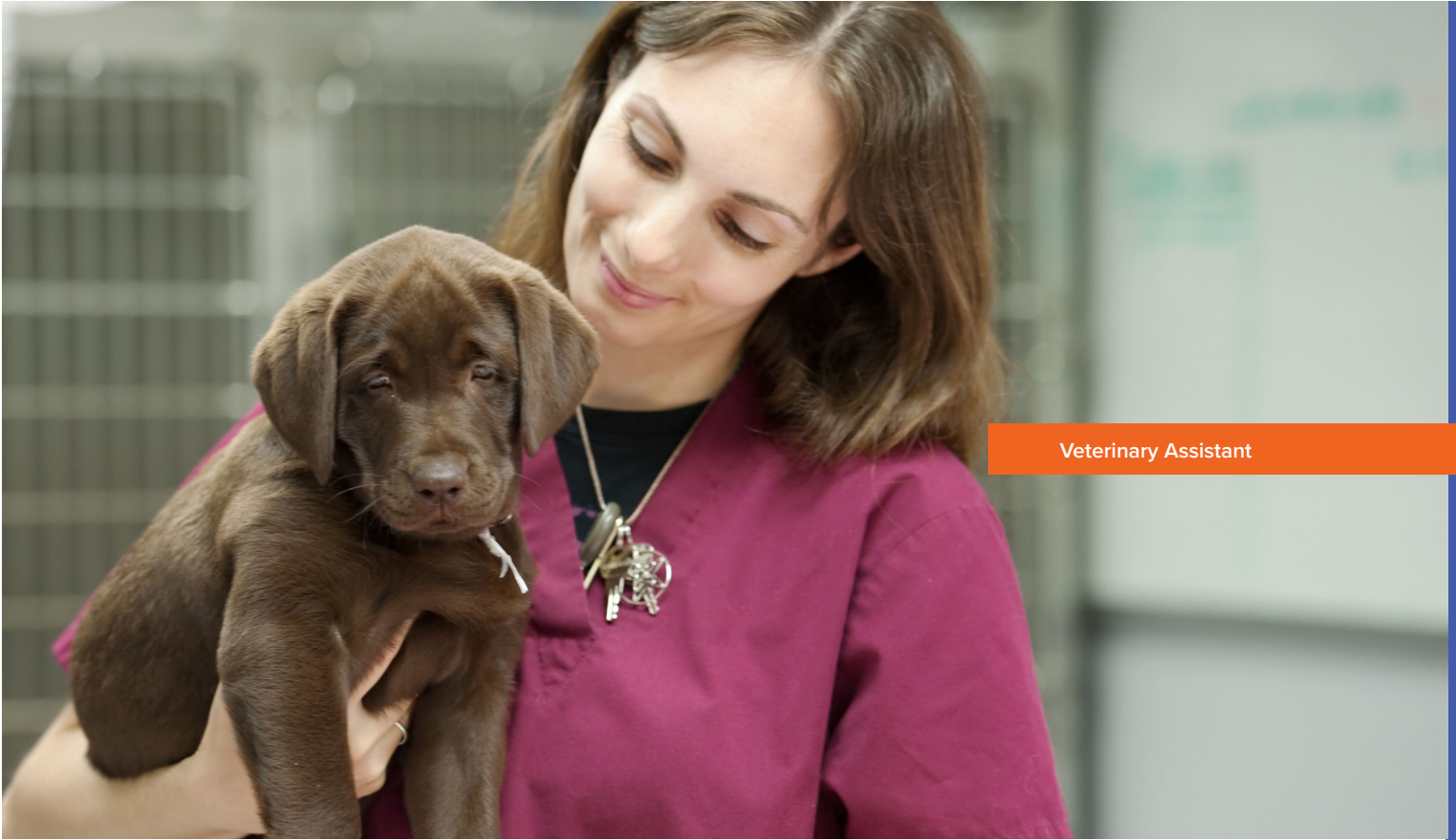


### CORE COURSES:

CS-1011: Customer Service Professional  
DA-3011: Infection Control in Dental Healthcare Settings  
DA-3012: Dental Anatomy, Morphology, and Physiology  
DA-3013: Dental Assisting Essentials  
DA-3014: Radiation Health and Safety in Dentistry

### TARGET CERTIFICATION:

Radiation Health and Safety (RHS)  
Infection Control Exam (ICE)  
Anatomy, Morphology and Physiology (AMP)  
Customer Service Certified (CSC)



Veterinary Assistant

## VetBloom Veterinary Assistant

**VA-3000: Veterinary Assistants** play a vital role in the everyday balance of a veterinary hospital or laboratory. As a vet assistant, you 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 that 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. You will also assist the veterinary technicians and veterinarians with nursing care and animal husbandry, and ensure a clean, comfortable environment for patients.

VetBloom's industry-relevant curriculum will give you the knowledge base and hands-on experience to fast-track you for employment in the rapidly growing vet assistant field. The online veterinary assistant career training program will prepare you for the Approved Veterinary Assistant exam and give you the skills you need to advance your career in veterinary medicine. The cost for registration of the Approved Veterinary Assistant exam is covered by MedCerts.

The online VetBloom Veterinary Assistant Program promises several outstanding features to help you complete the curriculum and obtain your Approved Veterinary Assistant designation. To begin, you 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.

**TUITION:** \$4,000

**DURATION:** 26 Weeks

**PROGRAM HOURS:** 295

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

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

### TARGET DESIGNATION:

Approved Veterinary Assistant (AVA)





Rehabilitation Aide

Physical Therapy Aide

## Physical Therapy Aide and Administration Specialist

**PT-3000: PHYSICAL THERAPY AIDE AND ADMINISTRATION SPECIALIST** 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.

Our Physical Therapy Aide 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 prepared to take the Physical Therapy Technician/Aide Certification (PTTC) exam sponsored by the American Medical Certification Association (AMCA), the Certified Medical Administrative Assistant (CMAA) exam sponsored by the National Healthcareer Association and will attain the status of "Customer Service Certified" (CSC) as designated by the Professional Association for Customer Engagement (PACE).

TUITION: \$4,000

DURATION: 17 Weeks

PROGRAM HOURS: 272

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

CS-1011: Customer Service Professional  
HI-1014: Introduction to Human Anatomy and Medical Terminology  
HI-1011: Medical Office Procedures and Administration  
HI-6013: Fundamentals of Physical Therapy

### TARGET CERTIFICATION:

Physical Therapy Technician Certification (PTTC)  
Certified Medical Administrative Assistant (CMAA)  
Customer Service Certified (CSC)





PC Technician

Technology Specialist

Desktop Support Specialist

Helpdesk Technician/Analyst

Technical Support

## IT Support Professional

**IT-1000 IT Support Professional** program is perfect for the individual looking to take the first step on a pathway toward a career in IT. In this online certification 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 CompTIA A+ certification.

In the Fundamentals of IT course, students will learn 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. This course is 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 will be prepared to challenge the two exams required to attain CompTIA A+ certification. Students will learn to identify the purpose and function of software, hardware, and security components. Students also learn to analyze, manage, and troubleshoot mobile devices, networking technologies, hardware, virtualization and cloud computing, and network systems.

**TUITION:** \$4,000

**DURATION:** 10 Weeks

**PROGRAM HOURS:** 160

**PREREQUISITES:**  
High School Diploma or GED



### CORE COURSES:

CS-1011: Customer Service Professional  
MS-1000: Microsoft Office Basics  
IT-1011: CompTIA IT Fundamentals  
IT-2012: A+ Comprehensive

### TARGET CERTIFICATION:

CompTIA IT Fundamentals  
CompTIA A+  
Customer Service Certified (CSC)

PC Technician

Technology Specialist

Desktop Support Specialist

Helpdesk Technician/Analyst

Technical Support

Network Technician

Network Administrator

Network Support Technician

Network Installer or IT Cable Installer

Field Technician



## IT Helpdesk Administrator

**IT-2000: IT HELPDESK ADMINISTRATOR** program provides comprehensive 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 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 that students have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support. Upon completion of this program, students will be prepared for international, vendor-neutral certifications in a growing and in-demand field.

This 18-week online certification program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

**TUITION:** \$4,000

**DURATION:** 18 Weeks

**PROGRAM HOURS:** 288

**PREREQUISITES:**  
High School Diploma or GED  
& 9 to 12 months hands-on  
experience in the lab or field



### CORE COURSES:

IT-2012: A+ Comprehensive

IT-2013: Network +

MS-6000: Microsoft Office Series III

### TARGET CERTIFICATION:

CompTIA A+

CompTIA Network+



## PC Technician

**IT-2100: PC TECHNICIAN** program provides comprehensive 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 will gain 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. Upon completion of this program, students will be prepared for international, vendor-neutral certification in a growing and in-demand field.

This 12-week program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high-speed internet connection and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

**TUITION:** \$3,100

**DURATION:** 12 Weeks

**PROGRAM HOURS:** 192

**PREREQUISITES:**  
High School Diploma or GED &  
9 to 12 months hands-on experi-  
ence in the lab or field



### CORE COURSES:

IT-2012: A+ Comprehensive

MS-6000: Microsoft Office Series III

### TARGET CERTIFICATION:

CompTIA A +





Network Technician

Network Administrator

Network Support Technician

Network Installer

Help Desk Technician

IT Cable Installer

Field Technician

## IT Network Technician

**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), the program is supported by industry leaders such as Microsoft, Dell, Hewlett-Packard and Novell.

This 12-week program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

**TUITION:** \$2,300

**DURATION:** 12 Weeks

**PROGRAM HOURS:** 192

**PREREQUISITES:**  
High School Diploma or GED &  
CompTIA A+ certification



### CORE COURSES:

IT-2013: Network +

MS-6000: Microsoft Office Series III

### TARGET CERTIFICATION:

CompTIA Network +





Implementation Support Specialist

Implementation Manager

PC Technician

Technical/Software Support Specialist

Technology Specialist

Helpdesk Technician/Analyst

Network Technician

Network Installer or IT Cable Installer

## Healthcare IT Technician

**IT-3000: HEALTHCARE IT TECHNICIAN** program provides comprehensive 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 24-week online certification program, students receive Healthcare IT training through a comprehensive program, with 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.

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. This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

**TUITION:** \$4,000

**DURATION:** 24 Weeks

**PROGRAM HOURS:** 384

**PREREQUISITES:**

High School Diploma or GED &  
9 to 12 months hands-on experience in the lab or field



**CORE COURSES:**

HI-1011: Medical Office Procedures and Administration  
HI-1018: Electronic Health Records  
IT-2012: A+ Comprehensive  
IT-2013: Network +  
IT-3010: Healthcare IT

**TARGET CERTIFICATION:**

Healthcare Technician Path (CEHRS, A+)  
Or  
Technical Path (A+, Network+)



Security Engineer

Network Administrator

IT Manager

Network Support Technician

Application Systems Administrator

Network Installer

Network Programmer

## IT Security & Network Technician

**IT-5000: IT SECURITY & NETWORK TECHNICIAN** program is designed to help students prepare for the Security+ and the Network+ examinations administered by CompTIA. This dual certification program provides an IT professional with the knowledge, experience, and confidence to succeed in a new career, or to allow for advancement/promotion within a current place of employment. Enrolled students should have a basic knowledge of computer hardware and operating systems.

In this 18-week online certification program, students will learn to implement and monitor security on networks, applications, and operating systems, and how to respond to security breaches. This course is 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 a 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.

TUITION: \$4,000

DURATION: 18 Weeks

PROGRAM HOURS: 288

### PREREQUISITES:

High School Diploma or GED  
& CompTIA A+ certification or  
two years of experience in IT  
administration with a security  
focus



### CORE COURSES:

IT-2013: Network+

IT-5011: Security +

MS-6000: Microsoft Office Series III

### TARGET CERTIFICATION:

CompTIA Network +

CompTIA Security+



## IT Security Specialist

**IT-5100: IT SECURITY SPECIALIST** program is designed to help students prepare for the Security+ exam administered by CompTIA. Students will learn 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 a 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.

In this 12-week online certification program, 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.

**TUITION:** \$2,300

**DURATION:** 12 Weeks

**PROGRAM HOURS:** 192

**PREREQUISITES:**

High School Diploma or GED & CompTIA Network+ certification or two years of experience in IT administration with a security focus



**CORE COURSES:**

IT-5011: Security +

MS-6000: Microsoft Office Series III

**TARGET CERTIFICATION:**

CompTIA Security +





Penetration Tester/Vulnerability Analyst

Incident Analyst/Responder

Cybersecurity Analyst

Cybersecurity Engineer

## Ethical Hacker

**IT-6100: ETHICAL HACKER** career and certification training 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+) certification 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 will be able to demonstrate hands-on ability to test devices in new environments such as the cloud and mobile, in addition to traditional desktops and servers.

The job-ready candidate needs to be able to handle a range of technical 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 International Customer Service Association (ICSA). This training is designed to be transferable to any position, across virtually any industry. Students that successfully complete this course will achieve certification as a Customer Service Certified (CSC).

TUITION: \$2,200

DURATION: 6 Weeks

PROGRAM HOURS: 96

PREREQUISITES:  
CompTIA Security+ or  
equivalent experience



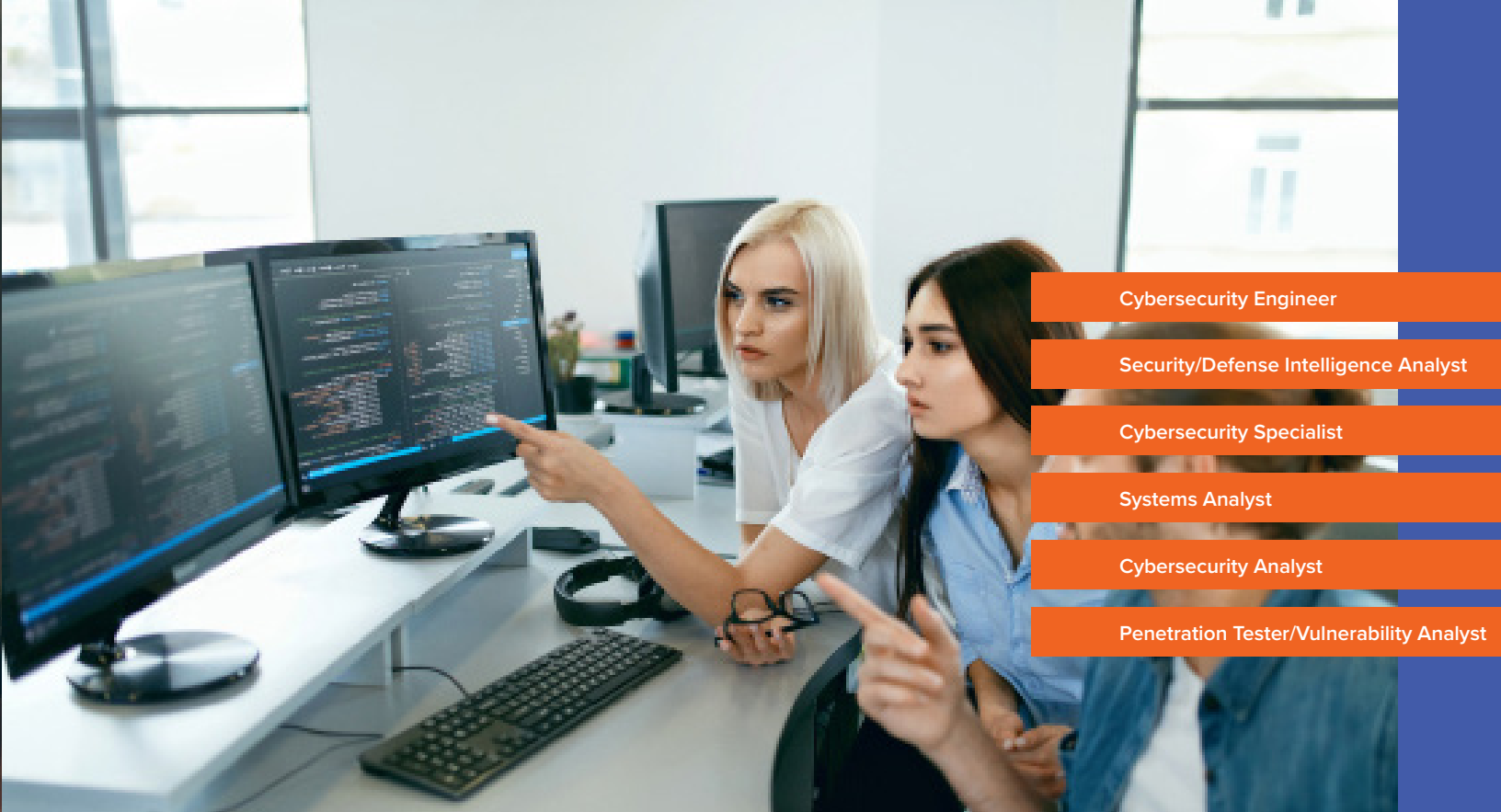
### CORE COURSES:

CS - 1011: Customer Service Professional  
IT - 6011: CompTIA PenTest+  
MS - 2000: Microsoft Office Series I

### TARGET CERTIFICATION:

CompTIA PenTest+  
Customer Service Certified (CSC)





Cybersecurity Engineer

Security/Defense Intelligence Analyst

Cybersecurity Specialist

Systems Analyst

Cybersecurity Analyst

Penetration Tester/Vulnerability Analyst

## Cybersecurity Analyst

**IT-6200: IT CYBERSECURITY ANALYST:** 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 (CompTIA CySA+) certification training 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 also learn 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 one of the latest, yet most broadly recognized cybersecurity certifications 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.

TUITION: \$2,200

DURATION: 5 Weeks

PROGRAM HOURS: 80

PREREQUISITES:  
CompTIA Security+ or equivalent experience



### CORE COURSES:

CS - 1011: Customer Service Professional  
IT - 6012: CompTIA CySA+  
MS - 2000: Microsoft Office Series I

### TARGET CERTIFICATION:

CompTIA CySA+  
Customer Service Certified (CSC)



Customer Service Specialist

Administrative Assistant

Hotel Front Desk Clerk

Executive Assistant

Office Administrator

Business Administrator

Receptionist

Office Manager

## Administrative Customer Support Specialist

**EA-1000: ADMINISTRATIVE CUSTOMER SUPPORT SPECIALIST** program prepares the student to perform administrative tasks within an office environment and gives them the tools and training necessary to succeed as an Office Administrator. Students are provided with comprehensive Microsoft Office training that teaches skills such as how to create and manipulate documents, work with spreadsheets, presentations, and email. Students also receive valuable soft-skill training, including subjects such as email and phone etiquette, communication strategies, time management, and proper business etiquette in the office environment.

The skilled administrator needs to be able to handle a range of administrative tasks, and deal with sensitive client or patient relations issues. Students will learn the fundamentals of Customer Service by completing two modules that have been aligned with standards set forth by the International Customer Service Association (ICSA). Level I of the training is designed to be transferrable to any position, across virtually any industry. Level II further builds on the skills gained in the first course, but expands into new topics that focus on Sales, Communication, and Phone Skills. Students that successfully complete these courses will achieve certification as a Customer Service Certified (CSC).

In addition to the CSC certification, students will have the opportunity to attain the Fundamentals of IT certification sponsored by CompTIA. The training for this certification is designed for any individual that will be exposed to technology in the office environment, and provides a great base of knowledge that will be beneficial to anyone, with or without a background in IT.

In this 9-week online certification program, 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.

TUITION: \$2,000

DURATION: 6 Weeks

PROGRAM HOURS: 96

PREREQUISITES:  
High School Diploma or GED



### CORE COURSES:

EA - 1011: Essential Soft Skills

CS - 1011: Customer Service Professional - Level I

CS - 1012: Customer Service Professional - Level II

MS - 1000: Microsoft Office Basics

IT - 1000: CompTIA IT Fundamentals

### TARGET CERTIFICATION:

CompTIA IT Fundamentals

Customer Service Certified (CSC)

## Course Descriptions (Healthcare)

### HI-1011: MEDICAL OFFICE PROCEDURES AND ADMINISTRATION

This course will introduce the student to the Health care industry, its environment along with the day to day skill set and knowledge required to fulfill a position as a Medical Administrative Assistant. Modules include Professional Behavior, Communication, Law and Ethics, Law and Medicine, Daily Operations, Telephone Techniques, Appointment Scheduling, Correspondence, Computers, HIPPA Regulations, Records Management, Information Management, Basics of Coding, Health Insurance Basics, Professional Fees, Accounting and Bookkeeping, Banking and Financial Management, Practice Management, Marketing and Customer Service. **Course Hrs: 96**

### HI-1013: HEALTH UNIT COORDINATING

This 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. **Course Hrs: 96**

### HI-1014: INTRODUCTION TO HUMAN ANATOMY AND MEDICAL TERMINOLOGY

This course is designed to familiarize the student with the language of medicine, through the study of prefixes, suffixes, root words, abbreviation, and pronunciation of words. The curriculum also includes an overview of anatomy and physiology in order to increase the understanding of medical vocabulary. Students will examine the organization of the integumentary, musculoskeletal, hematic, lymphatic and immune, and cardiovascular systems in the human body. They will become familiar with the medical terms that relate to the respiratory, digestive, nervous, endocrine, reproductive, and excretory systems. Students will also examine terms related to the sensory organs, with a concentration on the organs for hearing, sight, and smell. This course will prepare students to better understand spoken and written interactions in all medical environments. **Course Hrs: 96**

### HI-1015: INSURANCE BILLING AND CODING ESSENTIALS

This course provides the foundational knowledge required of an administrative allied healthcare professional. Emphasis is placed on the revenue cycle and basic insurance terminology. This includes topics related to HIPPA and HITECH laws and regulations, patient financial responsibility, insurance verification, government and commercial insurance plans, diagnosis coding using ICD-10-CM, procedure coding using CPT and HCPCS, modifiers, and the encounter form. CMS-1500 and HIPAA 837P claim formats, payment processing, claim follow up and collections are also addressed. **Course Hrs: 96**

### HI-1017: PHARMACY TECHNICIAN PRINCIPLES AND PRACTICES

This Pharmacy Technician course is designed to educate and train the student in the diverse field of Pharmacy Technology. The student will be provided didactic coursework in the areas of prescription processing, pharmacy nomenclature, biopharmaceutics and drug activity, dosage calculations, and common mathematical formulas and conversions. Consideration of drug routes and formulations includes tablets and capsules, liquid prescriptions, parenteral and enteral, and insulin and syringes. They will also learn about the advanced roles of the Pharmacy Technician, such as Medication Therapy Management, Motivational Interviewing, Comprehensive Medication Review, and Chronic Care Management. To better understand the business side of pharmacy world, students will learn about HIPAA, drug regulation and control, inventory management, financial considerations, documentation and coding, legal and ethical issues, and communication techniques. **Course Hrs: 128**

### HI-1018: ELECTRONIC HEALTH RECORDS

This course provides students with the skills and certifications for the development and maintenance of electronic health records in both facility and private practice environments. Upon completion of this course, students will be qualified to sit for the CEHRS, and will have gained the knowledge required to perform a variety of office functions necessary in the digital/electronic age. Students are introduced to, and are provided training and practical application of skills in a variety of areas related to Electronic Health Records. Ethical, legal, and regulatory requirements will be covered along with training in the hands-on Electronic Health Record software. Students will also receive comprehensive training in the areas of Professional Fees, Billing, and Collecting, the Health Insurance Claim Form, Third-Party Reimbursement, Banking Services and Procedures, Health Information Management, Computers in the Medical Office, Medical Records Management, and much more. **Course Hrs: 64**

### HI-1051: MEDICAL CODING

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: inpatient hospital). Students will gain proficiency across a wide range of services, include evaluation and management, anesthesia, surgery, radiology, pathology, and medicine. Students learn about medical coding guidelines and regulations including compliance and reimbursement – allowing a CPC to better handle issues such as medical necessity, claims denials, bundling issues, and charge capture. This course helps students understand how to integrate medical coding and payment policy changes into a practice's reimbursement processes. **Course Hrs: 224**

### HI-2017: PHARMACY TECHNICIAN PRINCIPLES AND PRACTICES ASHP

This Pharmacy Technician course is designed to education and train the student in the diverse field of Pharmacy Technology. The student will be provided didactic coursework in the areas of prescription processing, pharmacy nomenclature, biopharmaceutics and drug activity, dosage calculations, and common mathematical formulas and conversions. Consideration of drug routes and formulations includes tablets and capsules, liquid prescriptions, parenteral and enteral, and insulin and syringes. To better understand the business side of the pharmacy world, students will learn about HIPAA, drug regulation and control, inventory management, financial considerations, legal and ethical issues, sterile and non-sterile compounding, and units of measurement. Throughout the course, the student will perform realistic pharmacy simulations that duplicate tasks performed in the work environment.. **Course Hrs: 176**



## Course Descriptions (Healthcare cont.)

### HI-6010: CLINICAL MEDICAL ASSISTING

Clinical Medical Assisting is a comprehensive course with insight and focus on patient care in the healthcare facility, providing foundational knowledge required of an allied healthcare professional. Video-based lessons include fundamentals of clinical medical assisting with emphasis on infection control, vital signs, the clinical laboratory, general and specialty physical examinations, urinalysis, microbiology, immunology, nutrition, cardiopulmonary diagnostic testing, pharmacology, medication administration, phlebotomy, hematology, surgical procedure assisting and emergency preparedness. Topics related to diversity, patient interaction, documentation and communication will be addressed. Throughout each lesson, the role of the clinical medical assistant will be presented and explained as applicable to patient education and legal & ethical issues.. **Course Hrs: 224**

### HI-6011: PHLEBOTOMY

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. **Course Hrs: 64**

### HI-6012: ELECTROCARDIOGRAPHY

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). **Course Hrs: 64**

### HI-6013: FUNDAMENTALS OF PHYSICAL THERAPY

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.. **Course Hrs: 64**

### HI-6014: STERILE PROCESSING

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. **Course Hrs: 96**

### DA-3011: INFECTION CONTROL IN DENTAL HEALTHCARE SETTINGS

This course details 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. **Course Hrs: 48**

### DA-3012: DENTAL ANATOMY, MORPHOLOGY, AND PHYSIOLOGY

This comprehensive course details 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. **Course Hrs: 64**

### DA-3013: DENTAL ASSISTING ESSENTIALS

In this course students are instructed in dental assisting knowledge and the 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 role of professional communication, customer service, and teamwork in patient care. **Course Hrs: 48**

## Course Descriptions (Healthcare cont.)

### **DA-3014: RADIATION HEALTH AND SAFETY IN DENTISTRY**

This course 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. **Course Hrs: 48**

### **HI-7011: FUNDAMENTALS OF PATIENT CARE**

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. **Course Hrs: 128**

### **VA-3011: INTRODUCTION TO VETERINARY ASSISTING AND MEDICAL TERMINOLOGY**

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. **Course Hrs: 35**

### **VA-3012: INTRODUCTION TO PATIENT CARE AND HANDLING, AND MEDICAL RECORDS**

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. **Course Hrs: 35**

### **VA-3013: INTRODUCTION TO PHARMACY, WELLNESS, AND LAB/EXAM ROOM PROCEDURES**

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 **Course Hrs: 35**

### **VA-3014: INTRODUCTION TO SURGERY AND RADIATION SAFETY**

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 **Course Hrs: 35**

### **VA-3015: EMERGENCY READINESS, FRONT OFFICE PROCEDURES, AND CLIENT EDUCATION**

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. **Course Hrs: 35**

## Course Descriptions (Healthcare cont.)

### **VETBLOOM VETERINARY ASSISTANT EXTERNSHIP**

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. VetBloom will assist students with an externship site. **Course Hrs: 120**

### **BT-3011: BEHAVIOR TECHNICIAN**

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/>). **Course Hrs: 64**

### **EX 2017: PHARMACY TECHNICIAN EXTERNSHIP**

The Experiential Component of the RX 3000 Program is designed to allow the student to complete their training in an approved pharmacy setting under the instruction of a licensed pharmacist. Here, the student will be evaluated by putting in to practice the skills and knowledge acquired in the Didactic and Simulation portions of the RX 3000 course. To facilitate in this process, we offer assistance to the student to ensure their experiential training is a success. **Course Hrs: 160**



# Course Descriptions (IT)

## IT-1011: COMPTIA IT FUNDAMENTALS

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. **Course Hrs: 32**

## IT-2012: A+ COMPREHENSIVE

A+ Comprehensive is a complete and thorough review of all A+ learning objectives. In this module, students receive a blended learning approach that combines Security, Networking, Operating Systems, IT Operations, Troubleshooting, and Technical Support into one singular course. Students gain the necessary competencies of an entry-level IT professional. This 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. This course focusses on scenarios in which troubleshooting and tools must be utilized to resolve problems. Students gain critical hands-on experience through a comprehensive series of Performance Based Exam Prep Simulations. These simulations are a mixture of Operating System and Application Training Demonstrations, Interactive Graphic Windows Exercises, Interactive Command-Line Windows Exercises, and Interactive Configuration and Identification Exercises. The simulations are blended into the training, to provide reinforcement of topics, as well as to provide the critical "hands-on" learning experience necessary to gain competency. **Course Hrs: 96**

## IT-2013: NETWORK +

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. This course is designed to provide network technicians with the foundation-level skills they need to install, operate, manage, maintain, and troubleshoot a corporate network. This course will help prepare students for the CompTIA Network+ N10-007 certification exam. CompTIA recommends students have CompTIA A+ certification or equivalent experience prior to attempting the N10-007 exam. As in the A+ Comprehensive course, students gain critical hands-on experience through a series of Performance Based Exam Prep Simulations. These simulations are a mixture of Operating System and Application Training Demonstrations, Interactive Graphic Windows Exercises, Interactive Command-Line Windows Exercises, and Interactive Configuration and Identification Exercises. The simulations are blended into the training, to provide reinforcement of topics, as well as to provide the critical "hands-on" learning experience necessary to gain competency. **Course Hrs: 96**

## IT-3010: HEALTHCARE IT

The Healthcare IT course serves as a bridge between the IT and Healthcare course curriculum. In this 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 prerequisite healthcare and IT courses, 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, and code of conduct and security best practices. In this course, students are provided hands-on practical application through the use of software demos and exercises. **Course Hrs: 32**

## IT-5011: SECURITY+

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 Mac OS X, Unix, or 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. Course Prepares Student for CompTIA Exam: SYO-501 **Course Hrs: 96**

## IT-6011: COMPTIA PENTEST+

The CompTIA PenTest+ 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. The PenTest+ course covers the tools students will need to scan networks, crack passwords, analyze and intercept traffic, discover code vulnerabilities, and compromise resources. **Course Hrs: 48**

## IT-6012: COMPTIA CYSA+

The CompTIA CySA+ course is an intermediate-level course that 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). This 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. The CySA+ 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 be prepared to attempt the CompTIA CySA+ examination which is an IT workforce certification that applies behavioral analytics to networks and devices to prevent, detect and combat cybersecurity threats. **Course Hrs: 32**

## IT-7011: COMPTIA CLOUD+

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. **Course Hrs: 48**

## Course Descriptions (Office Administration)

### **MS-1000: MICROSOFT OFFICE BASICS**

This set of courses includes basic (Level 1) training on the 3 core applications within the Microsoft Office Suite. Students learn the range of skills needed to create professional-quality documents and spreadsheets, and are trained to effectively use email communication tools in the 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, and students will learn the basics of using email within Microsoft Outlook. **Course Hrs: 16**

### **MS-2000: MICROSOFT OFFICE SERIES I**

This set of courses will provide the range of skills needed to create professional-quality documents within an office environment. The content covered includes how to create, edit and enhance documents in Microsoft Word, and how to organize, calculate and analyze information in Microsoft Excel. **Course Hrs: 32**

### **MS-6000: MICROSOFT OFFICE SERIES III**

This set of courses will provide the range of skills needed to create professional-quality documents and 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 will include how to create and format various types of diagrams with Microsoft Visio and how to collaborate effectively with the use of Office 365 Web Apps, OneDrive, and Skype for Business. **Course Hrs: 96**

### **MS-7000: MICROSOFT WORD - LEVELS 1-3**

In this course, students will learn the basics of saving and opening documents and review the interface. Students will practice text navigation, selection, entry, and various other text formatting and editing commands and features. Students will work with, create, manage, and customize Styles, Templates, and Themes. Students will also work with various types of data in Word using Tables, advanced Copy and Paste commands, and Charts. In this advanced level, students will automate with Microsoft Word through the use of building blocks, Quick Parts, fields, and Macros. Students will also utilize reference tools such as bookmarks, hyperlinks, cross references, footnotes, endnotes, bibliography tools, sources, and placeholders. Students will also learn techniques to manage long documents through a table of contents, indexing, and captions. Students will also work with Outline View and master documents, Mail Merge, and forms. **Course Hrs: 16**

### **MS-7000: MICROSOFT EXCEL - LEVELS 1-3**

Microsoft Excel is one of the major workhorses in the Microsoft Office suite of applications and arguably the most widely-used Office product. A solid understanding of how to use this program is vital to nearly everyone in most industries today. This course is designed specifically to teach you the skills you need to begin to create and manipulate worksheets. Students will learn how to link workbooks and worksheets, work with named ranges, and intermediate Logical and Lookup functions and formulas. Students will also be introduced to and work with Tables and PivotTables, including sorting and filtering. Additionally, students will learn functions such as SUMIF, AVERAGEIF, and COUNTIF, advanced lookup functions, and complex logical and text functions. Students will experiment with auditing formulas and error checking, use the What-If Analysis tools, learn the options for worksheet and workbook protection, review advanced use of PivotTables and PowerPivot add-in, work with Macros, use form controls, and ensure data integrity in their worksheets and workbooks. **Course Hrs: 32**

### **MS-7000: MICROSOFT OUTLOOK - LEVELS 1-2**

This course is designed to teach students the Microsoft Outlook 2019 and help them gain familiarity with the Outlook environment and functionality. Students will learn the basics of email, how to use the Help feature, how to create and send messages, and how to work with attachments. Students will also learn organizational techniques through the use of folders, views, categories, flags, and searching. Additionally, students will modify and manage message options, track and delivery options, voting options, contact options, calendar options, and other advanced Outlook features. Students will also review advanced calendar and task usage, rules and automation, cleanup commands, sharing options, advanced graphic options, junk mail options, import and export features, and how to back up their Outlook data. **Course Hrs: 16**

### **MS-7000: MICROSOFT POWERPOINT - LEVELS 1-2**

In this course, students will get started with PowerPoint 2019 and become familiar with the Ribbon, interface, and navigation options. Additionally, students will create a presentation and work with various features and commands to make it easier to work in PowerPoint. Students will learn to utilize the power of Slide Masters, create custom themes, and design custom templates. In addition, students will learn to create exciting presentations by animating text and objects, add slide transitions, and use advanced graphic features including SmartArt, and audio and video. Finally, students will present like a pro by using advanced presentation features including annotations, hyperlinks and action buttons, timings, recordings, and creating videos, and review additional advanced slideshow options. **Course Hrs: 16**

### **MS-7000: MICROSOFT ACCESS - LEVELS 1-3**

In this course, students will become familiar with various database components, concepts, and terminology. Students will tour the user interface, create databases, create objects, perform calculations, navigate and work with tables, understand and work with queries, review and work with various reports and reporting features, and review forms and the various tools that go along with them. Students will learn to design tables for improved accuracy in data entry, review the various options to share data with other applications, learn about action queries, and review various advanced query techniques. Students will also learn how to automate processes with Macros, advanced form techniques, and advanced report techniques. Students will review how to improve the structure of an Access database, maintain an Access database, create and modify Switchboards, configure security and multi-user environments, automate processes with VBA (Visual Basic for Applications), and use Table Events. **Course Hrs: 32**

## Course Descriptions (Office Administration cont.)

### **CS-1011: CUSTOMER SERVICE PROFESSIONAL – LEVEL I**

This module is a unique and entertaining course designed to prepare individuals across all job titles with the core skills needed to satisfy customers of all types. Each customer, patient, or client is critical whether you work within a call center, retail store or pharmacy, medical office/clinic, or business office. No organization can afford to overlook or neglect the power of customer service skills. The course includes six (6) modules on topics such as Why Customer Service Matters, What Customers Want, Essential Customer Service Skills Part I and Part II, Handling Complaints and Dealing with Angry People, and Customer Service as a Strategic Marketing Tool. These modules are the components of the “Through the Customer’s Eyes” course that has been used to train a variety of front-line service providers across many industries and disciplines. Within each module, students are assessed on the topics covered. Student completing this course will attain the status of “Customer Service Certified” (CSC) as designated by the Professional Association for Customer Engagement (PACE). **Course Hrs: 16**

### **CS-1012: CUSTOMER SERVICE PROFESSIONAL – LEVEL II**

This module builds off of the first course, and contains three new modules that provide greater depth and focus on Sales, Communication, and Phone skills. Students learn to use the Web as a tool, and to use exploratory questions to quickly identify customer needs – and match them to products and services. Students are taught to discover and strengthen their “voice image” for an unstoppable first impression. Since communication is so important to quality service, students are taught techniques to present complex information and ideas logically, clearly, and concisely. Additional topics include information gathering, generating excitement, driving conversation, and techniques to manage phone calls through clarity and communication. Student completing this course will attain the status of “Customer Service Certified” (CSC) as designated by the Professional Association for Customer Engagement (PACE). **Course Hrs: 16**

### **EA-1011: ESSENTIAL SOFT SKILLS**

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 provide 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.

This course is designed to be useful to anyone from the Administrative/Executive Assistant or even an Office Manager.

**Course Hrs: 16**

### **EA-1012: EXPANDED SOFT SKILLS**

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.

**Course Hrs: 32**

### **PM-6011: PROJECT MANAGEMENT FOR CAPM (6TH ED.)**

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. **Course Hrs: 96**





## Healthcare 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 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).



### **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 CMAA you may perform some of the following tasks:

- Operate computer systems or other types of technology to accomplish office tasks
- Greeting patients and helping 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

By attaining CMAA certification, students validate their training and competence, and assure allied health employers that they are qualified for entry-level positions.



### **CEHRS - Certified Electronic Health Records Specialist**

A Certified Electronic Health Records Specialist (CEHRS) is the nationally recognized certification for Electronic Health Record Specialists. This program prepares students 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 perform some or all of the following tasks:

- Audit patient records for compliance with legal and regulatory requirements
- Documenting 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

Attaining certification as an Electronic Health Records Specialist shows potential employers that the student has the competence and expertise to succeed in this role.



### MCBC - Medical Coder & Biller Certification

Medical coder and billers 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 biler/coder. Medical biler/coders 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 perform some or all of the following tasks:

- 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

Certified biler/coders are prepared for entry-level employment as an insurance billing specialist and related occupations in the medical industry



### 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.

- 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



### 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 perform some or all of the following tasks:

- 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

Licensed pharmacies depend on skilled pharmacy technicians to prepare prescription medications with accuracy and to provide good customer service. Learning these professional skills and passing the national certification exam qualifies graduates for entry-level pharmacy technician jobs in a variety of healthcare settings.

### AAPC's Certified Professional Coder (CPC) 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. Currently, AAPC has a membership base over 156,000 worldwide, of which nearly 104,000 are certified.

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

### CCMA - Certified Clinical Medical Assistant



**CCMA** The Certified Clinical Medical Assistant (CCMA) credential is issued by the National Healthcareer Association (NHA). The CCMA exam is 150 questions and you have 3 hours to complete. It will test your 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.

People with the CCMA certification can perform the following tasks.

- 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

### CPT Certified Phlebotomy Technician



**CPT** The Certified Phlebotomy Technician certification is issued by the National Healthcareer Association (NHA). The phlebotomy certification test is 100 questions, and you have two hours to complete the exam. You are able to sit for the CPT exam once you have completed our online phlebotomy classes and the required hands-on experience.

Phlebotomy techs collect blood and non-blood specimens for testing, so that 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.

People with the CPT certification can perform the following tasks.

- 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)

### CET Certified EKG Technician



**CET** 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.

People with the CET certification can perform the following tasks.

- 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

### CPCT Certified Patient Care Technician



**CPCT** 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 you will take up to 1 hour, 50 minutes to complete. It will test your 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.

People with the CPCT certification can perform the following tasks.

- Gain knowledge of medical terminology, disease processes, 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



## CCS-P Certified Coding Specialist-Physician-based



The 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/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 can perform the following tasks.

- 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

## CCRCST Certified Registered Central Service Technician



Certified Registered Central Service Technicians 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 your national CRCST certification through the IAHCSMM to build a Sterile Processing Technician career. Other titles include central processing technician, sterile preparation technician, central sterile supply technician, and more. People with the CCS-P certification can perform the following tasks.

- Obtain knowledge of medical terminology, disease processes, 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

## PTTC Physical Therapy Technician Certification



This 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. Because knowledge of office administration is vital to the role of a Physical Therapy Aide, graduates will also be trained and prepared to attempt the Certified Medical Administrative

Assistant (CMAA) certification exam sponsored by the National Healthcareer Association (NHA). Most employers require Aides to have completed a career diploma program and/or have gained Physical Therapy Aide certification.

- 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



## Veterinary Designations

### AVA - Approved Veterinary Assistant

You can now become an Approved Veterinary Assistant (AVA) with the online VetBloom Veterinary Assistant program, in partnership with MedCerts. This program not only meets National Association of Veterinary Technicians in America (NAVTA) standards, but it also prepares you 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. You will set yourself apart in the job market by completing this NAVTA Approved program, as employers prefer to hire veterinary assistants who hold the AVA designation.

People with the AVA designation can perform the following tasks.

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

# Healthcare Certification & Veterinary Designation Organization

## National Healthcareer Association (NHA)

11161 Overbrook Rd, Leawood, KS 66211  
800.499.9092

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

1947 Madron Rd. Rockford IL 61107-1716  
815.633.4351

## Pharmacy Technician Certification Board (PTCB)

2215 Constitution Ave NW #101, Washington, DC 20037  
800.363.8012

## American Association of Professional Coders (AAPC)

2233 S Presidents Dr., Suite F, Salt Lake City, UT 84120  
800.626.2633

## American Health Information Management Association (AHIMA)

233 N. Michigan Avenue, 21st Floor Chicago, IL 60601-5809  
312.233.1100

## National Association of Veterinary Technicians in America (NAVTA)

750 Route 202, Suite 200, Bridgewater, NJ 08807  
888.99.NAVTA(62882)

## International Association of Healthcare Central Service Material Management (IAHCSCMM)

55 West Wacker Drive, Suite 501, Chicago, IL 60601  
800.962.8274

## American Medical Certification Association (AMCA)

194 US Highway 46 East, Fairfield, NJ 07004  
888.960.AMCA(2622)

## IT 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 stepping stone 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:

- IT Fundamentals certified professionals possess basic IT literacy, including setting up a computer, power options, and backing up data
- IT Fundamentals certified professionals understand the basic functions of operating systems and common file types
- IT Fundamentals certified professionals know the fundamentals of hardware, device connectors and internal computer components
- IT Fundamentals certified professionals can explain the best practices for passwords, web browsing, and securing WiFi.
- IT Fundamentals certified professionals understand 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 credential that certifies the competency of PC Service Specialists. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric. This 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:

- A+ certified professionals understand the fundamentals of computer technology, networking, and IT security.
- A+ certified professionals understand operating system (OS) functionality and troubleshooting methodology.
- A+ certified professionals can identify hardware, peripheral, networking, and security components.
- A+ certified professionals can categorize various types of storage devices and backup media.
- A+ certified professionals can explain the types and features of motherboard components.
- A+ certified professionals know how to perform proper computer safety procedures and best practices.
- A+ certified professionals possess practical interpersonal communication skills to better interact with colleagues.
- A+ certified professionals can install, configure, upgrade and maintain PC workstations, the Windows OS, and SOHO networks.
- A+ certified professionals can install and configure input devices, such as mouse, keyboard, biometric devices & touch screens.
- A+ certified professionals can use 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 credential that certifies the competency of Network Technicians. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric. This 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:

- Network+ certified professionals can manage and troubleshoot a basic network infrastructure.
- Network+ certified professionals can install, operate and configure wired and wireless networks.
- Network+ certified professionals can identify and explain common networking protocols and ports.
- Network+ certified professionals can identify and troubleshoot performance and connectivity issues.
- Network+ certified professionals can install, configure and differentiate between common network devices.
- Network+ certified professionals can describe networking technologies and basic network design principles.
- Network+ certified pros possess the skills to adhere to wiring standards and use modern network testing tools.

## Security + (CompTIA exam: SYO – 501)



Security+ Certification is the computer industry recognized credential that certifies the competency of a Network Security professional.

The examination tests student's 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:

- Security+ certified professionals can identify security threats
- Security+ certified professionals can assess security risks for system hardware and peripherals.
- Security+ certified professionals can implement OS hardening practice and procedures
- Security+ certified professionals can identify best practices for Access Control and identify the best models.
- Security+ certified professionals can evaluate proper logging procedures.
- Security+ certified professionals can conduct assessments on risk mitigation.
- Security+ certified professionals can implement 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 Security + Certification

- Perform a vulnerability scan and analyze scan results
- Explain weaknesses related to specialized systems
- Summarize physical security attacks related to facilities
- Exploit wireless and RF-based vulnerabilities, application based vulnerabilities, and local host vulnerabilities
- Analyze tool output or data related to a penetration test
- Recommend 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 Network+ Certification

- Perform data analysis and interpret the results to identify vulnerabilities, threats, and risks to an organization
- Configure and use threat-detection tools
- Secure and protect 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 Network+ Certification

- Analyze system requirements to successfully execute workload migrations to the cloud
- Determine proper allocation of cloud resources and apply necessary changes, based on performance data
- Troubleshoot capacity, automation, connectivity and security issues related to cloud implementations
- Apply appropriate technologies and processes, including automation and orchestration, to ensure desired system performance

## 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 which to demonstrate their project management knowledge. This certification denotes that the individual possess the knowledge in 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 (which the Project Management Essentials certification program meets).

#### People with the CAPM certification can perform the following tasks.

- 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

## Microsoft Office Certifications

### MOS Microsoft Office Specialist



**Microsoft**

The Certified Microsoft Office Specialist (MOS) credential is issued by the Microsoft Corporation. These Certifications demonstrate to employers the professional skills and in-depth knowledge of the Microsoft Office suite of products. Graduates of the MedCerts online 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 can perform the following tasks.

- 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

## Information Technology, Project Management, and Microsoft Certifications

### CompTIA

3500 Lacey Road Suite 100 Downers Grove, IL 60515  
(866) 835-8020

### Project Management Institute

14 Campus Boulevard Newtown Square, PA 19073-3299  
(610) 356 4600

### Microsoft Corporation

One Microsoft Way, Redmond, WA 98052-6399  
(425) 882-8080

# Customer Service Certifications

## Customer Service Certified (CSC)



Since 1988, the Professional Association for Customer Engagement (PACE) has advocated for and promoted best practices, emerging technology and thought leadership to and by its customer experience professional members in order to stimulate exceptional customer service, business growth and personal development. SkillPath's "Through the Customer's Eyes" course was created to provide customer service professionals with the core skills necessary to create exceptional customer experiences. To qualify to be PACE designated Customer Service Certified (CSC), students must successfully complete our Customer Service Professional course (Through the Customer's Eyes) as well as the post

course assessment.

### Skills covered in the Customer Service Professional certification

- Why Customer Service Matters - The first module builds the case for excellent customer service.
- What Customers Want - The second module examines what customers expect when they contact a company
- Essential Customer Skills, Part 1 & 2- critical, need-to-know skills essential to delivering superior customer service, and a focus on building service skills
- Handling Complaints and Dealing With Angry People - Some situations would test even the most seasoned professional. That's why it's so important to have your customer service staff prepared.
- Customer Service as a Strategic Marketing Tool and Teams - The final module of the series encourages a broader, more strategic perspective on customer service.
- Sales Skills for the Customer Service Pro - Learn proven sales techniques that deliver a better customer experience
- Communication Skills for the Customer Service Professional - learn how to make a good impression in all aspects of communication



## Behavioral Health Certifications

### Registered Behavioral Technician (RBT)

#### About the Registered Behavioral Technician Certification



The Registered Behavior Technician (RBT®) is a paraprofessional who practices under the close, ongoing supervision of a BCBA, BCaBA, or FL-CBA. The RBT is primarily responsible for the direct implementation of behavior-analytic services. The RBT 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 his or her 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 that a practicing behavior technician will perform with some, but probably not all, clients. It is acknowledged that there might 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

### Radiation Health and Safety (RHS) and Infection Control Examination (ICE)



The Dental Assisting National Board (DANB) was founded in 1980 and is the national certification board for dental assistants. More than 37,000 dental assistants are currently DANB certified nationwide. DANB, a nonprofit organization, is a member of the Institute for Credentialing Excellence. DANB's CDA and COA certification programs are accredited by the National Commission for Certifying Agencies (NCCA).

#### Radiation Health and Safety (RHS) Exam

The RHS Exam consists of 100 questions, with an allowable time of one hour. The four knowledge domains assessed within the exam are: Expose and Evaluate (26%), Quality Assurance and Radiology Regulations (21%), Radiation Safety for Patients and Operators (31%), and Infection Control (22%).

#### Infection Control Exam (ICE) Exam

The ICE Exam consists of 100 questions, with an allowable time of one hour. The four knowledge domains assessed within the exam are: Standard Precautions and the Prevention of Disease Transmission (20%), Prevention of Cross-Contamination During Procedures (34%), Instrument/Device Processing (26%), and Occupational Safety/Administrative Protocols (20%).

Graduates who have obtained these certifications may be allowed to perform expanded functions such as processing x-rays and a variety of lab tasks.

In order to obtain an advanced level certification like the Certified Dental Assistant (CDA) credential, graduates of our program must complete a minimum of 3,500 hours of approved work experience, and pass an additional certification exam – General Chairside Assisting (GCA), through DANB.

**\*\*PLEASE NOTE:** Each state's dental board implements rules and regulations for delegating legally allowable duties to dental assistants. Passing one or more of the Dental Assisting National Board (DANB) component exams or earning DANB certification only conveys authority to perform these duties in those states that recognize these exams or this certification as meeting state dental assisting requirements. This information is available at [www.danb.org](http://www.danb.org)

### Skills Measured by Dental Assistant Certificates of Knowledge-Based Competency:

- Comprehend Oral Anatomy and Dental Terminology
- Assist with Preventive Dentistry and the Dental Examination
- Perform duties supporting Orthodontics, Oral Pathology, and Radiology
- Appreciate Dental Pain Management
- Understand Oral and Maxillofacial Surgery & Restorative Procedures

### The Dental Assisting National Board (DANB)

444 Michigan Ave #900, Chicago, IL 60611  
(312) 642-3368



# Tuition Payment Options and Financial Aid

## PROGRAM PRICE

The program price identified in the MedCerts catalog includes your tuition which covers the following for all students:

- Online course materials
- All 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 (applicable programs only)
- On-Demand Progress Reports
- Live Online Subject Matter Support
- Certification Exam Registration
- Certification Exam Payment (see each program description for eligible exams)
- Career Services
- Transcript
- Diploma/Certificate of Completion
- All 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

## 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. Army Credentialing Assistance Program is a part of the Army Credentialing Opportunities Online (COOL) service is designed to provide assistance in getting certifications and licenses that match with civilian careers..

## WIOA FUNDING

MedCerts has partnered with the Workforce Offices as an approved training vendor in 30 states! The federal Workforce Innovation & Opportunity Act (WIOA) offers a comprehensive range of workforce development activities through statewide and local organizations. MedCerts offers short-term training programs for National Certifications in the Healthcare and IT industry. Let MedCerts Education Consultants explain your options! MedCerts is also an approved Vocational Rehabilitation vendor in most states.

## EMPLOYER-BASED FUNDING

Tuition assistance or reimbursement is sometimes available by your employer as a benefit to employees.

## PAYMENT OPTIONS

MedCerts is committed to provide funding that fits individual student needs. Students who don't qualify for financial aid can sign up for tuition payment plans by contacting our enrollment office at (800) 743-1175 or email: [finance.options@medcerts.com](mailto: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.

# Student Support Services

We encourage students to take advantage of the variety of services offered by our Student Success Team. Our student support is second to none. We pride ourselves in delivering the most impactful, professional, and results-driven support services found in education today. Unlike some online schools, our obligation to students does not stop with our curriculum. We firmly believe that YOUR success depends on the level of support WE provide during your time with us, and beyond.

## 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 have the ability to self-schedule an appointment for consultation with an Adviser, if support or guidance is needed.
- All student progress is monitored and reported to Student Services on a DAILY basis.
- 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 an Adviser.
- In-Activity Monitoring – If no activity for period of time, outreach by phone/email occurs.

### Reactive

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

## SUBJECT MATTER SUPPORT

- Chat with Subject Matter Experts
- 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

## 2020/21 Holidays

There are several holidays throughout the year that MedCerts observes and for which the school will be closed. Please review the holiday schedule below and double check your class schedule for any potential attendance issues. If you have any questions about the holiday schedule contact the Student Services Department. *\*Online Mentoring and Student Support Services will be unavailable during the following holidays.*

### 2020

#### New Year's Day

Wednesday, 1/1

#### Memorial Day

Monday, 5/25

#### Independence Day

Friday, 7/3

(observed)

#### Labor Day

Monday, 9/7

#### Thanksgiving Day

Thursday, 11/26

#### Day After

Thanksgiving

Friday, 11/27

#### Christmas Eve

Thursday, 12/24

#### Christmas Day

Friday, 12/25

#### New Year's Eve

Thursday, 12/31

### 2021

#### New Year's Day

Friday, 1/1

#### Memorial Day

Monday, 5/31

#### Independence Day

Monday, 7/5

(observed)

#### Labor Day

Monday, 9/6

#### Thanksgiving Day

Thursday, 11/25

#### Day After

Thanksgiving

Friday, 11/26

#### Christmas Day

Saturday, 12/25

#### New Year's Eve

Friday, 12/31

# Academic and School Policies

## **INSTRUCTIONAL STAFF AVAILABILITY**

MedCerts instructors and instructional support staff are online and are available via phone, internet chat, and email Monday-Friday, from 8:30am – 5:00pm (Eastern Time). Inquiries submitted through email during normal business hours will typically be responded to within the hour. Emailed inquiries received outside of business hours will be 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**

All 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 can “go down”, 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. In most cases, such events are completely outside the control of MedCerts.

## **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 he/she is being discriminated against, he/she should report the facts of the incident to the Instructor, the Education Consultant, or the Director of Admissions in writing (see Grievance and Appeal Procedures).

## **ACCEPTANCE 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 received from MedCerts, and believes that he/she has the ability to benefit from the course(s) or program(s) selected. Students review and sign the 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 a program Start Date, welcome, and instructions. An electronic signature is a binding signature. Prospective students are encouraged to read through the catalog and materials prior to enrolling.

## **ADMISSION POLICY**

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

1. The student must complete a MedCerts Student Application and Enrollment Agreement.
2. The student must have a consultation with a MedCerts Representative to evaluate skill and experience levels and identify education and career goals.
3. Students must be at least 18 years of age or have parent/legal guardian authorization.
4. Students must have a high school diploma, or GED, or equivalent.
5. Because MedCerts programs are delivered and supported in English, our policy is to enroll students who are able to read, write, and speak the English language. At this time, MedCerts does not enroll anyone who does not meet this requirement.
6. To allow for the best chance of student success, where applicable, students may be required to 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. A payment method must be established and agreed upon by the student and MedCerts prior to registration.
8. For the RX-3000: Pharmacy Technician Professional Program ONLY
  - a. We require a copy of a government-issued photo ID to validate identity upon enrollment.
  - b. We require a photo (non-ID) for use as an uploaded profile picture within the Learning Portal for continue identity verification.
  - c. Applicants to the RX-3000 Pharmacy Technician Professional program are required to take the Wonderlic SLE and the WBST, and must achieve a minimum “Cut Score” defined by the Program Director. 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. Students MUST participate in an externship as 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.

## **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 enrollment in his/her chosen program, however, based on the results of the assessment a student may be advised to select a more suitable program that aligns with his/her abilities. Each of the certification programs that require the assessment have a “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 both the SLE, and will be required to achieve a “Cut Score” defined by the Program Director. 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.

## **CRIMINAL BACKGROUND CHECKS, DRUG SCREENING AND IMMUNIZATION POLICY**

Please be advised that while MedCerts does not perform these 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 that may require these screenings for placement, and adverse results may prohibit you from moving forward in the program.

The student understands that MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts.

## **SHIPPING AND HANDLING**

MedCerts will pay all 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.

## **FEES**

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

REPLACEMENT DIPLOMA:	No Charge
REPLACEMENT DIPLOMA w/ OFFICIAL DIPLOMA COVER:	\$15.00
OFFICIAL TRANSCRIPT:	No Charge
NON-SUFFICIENT FUND (NSF) FEE:	\$25.00

## **STUDENT IDENTITY VERIFICATION PROCESS**

During the enrollment process, all students are provided with a unique username and password, which allows them to log into the MedCerts Learning Portal to access online training and to complete assignments, quizzes, and final exams. Each username and password combination is unique to every individual 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. 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.

All certification exams (not administered by MedCerts) require that the student's identity be confirmed by a proctor, by review and verification of a government issued identification.

## **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 the program, and helps ensure that each student is adequately prepared to begin their training. It is the student's responsibility to complete their automated orientation, and students have the option to request a personal orientation if they still have questions.

## **CODE OF CONDUCT**

All MedCerts students are expected to abide by all the standards and policies established by MedCerts. Students will never ask for, receive, or give unauthorized help on graded assignments, quizzes, or examinations. Students will not share login credentials, links, documents, or other course supplements with others, students or non-students. Students behaving unethically or failing to abide by the school's Code of Conduct will be subject to disciplinary action up to and including dismissal from MedCerts.

## **CHEATING**

Cheating can be defined as any inappropriate collaborative activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student. If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The response will go before the Disciplinary Committee for a decision on the student's enrollment. Disciplinary action can be applied up to and including termination of the student's enrollment. Any inappropriate behavior on the part of a student will result in an invalid submission, which must be repeated.

## **DISMISSAL**

Dismissal refers to the disenrollment of a student from a course or program of study by MedCerts. Reasons for dismissal include, but are not limited to, the following.

- Acts of plagiarism and academic dishonesty
- Inappropriate sharing of login credentials, curriculum, or any other course/program materials
- Unauthorized copying of course material. All content of MedCerts online courses is copyrighted under the laws of the United States.
- Refusal to communicate or interact with MedCerts staff



- Failure to maintain a tuition payment agreement
- Unprofessional communications or behaviors with MedCerts instructors, staff, other students, and experiential learning host sites

Students who have been dismissed from MedCerts are not eligible for reinstatement or readmission unless an appeal is submitted by students to the Director of Programs and accepted after review and consideration.

### **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 efforts will be made to contact the student in order 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 Coordinator will review the student's record and make a recommendation to extend the 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 Probation remains eligible for program continuation and ultimate completion unless formally dismissed from the program. To exit probationary status, the student must simply contact Student Services to request that a consultation take place. At that time, the student must decide whether they wish to Withdraw (with or without refund, depending on progress) 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 the request:

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 write a letter to the Accommodations Department 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 and incurring expense for current appropriate documentation (within five years), from a qualified medical 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 would 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.

### **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, credits (if any) per course, type of accreditation, age of credits, etc. Courses in MedCerts' certificate programs may or may not transfer to other institutions and depends solely on the receiving institution's criteria and determination. MedCerts does not imply or guarantee the transferability of credits from its certificate programs. MedCerts has not entered into an articulation or transfer agreement with any college or university. 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 in all programs 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.

### **ATTENDANCE**

Good attendance and academic performance are crucial for a successful learning experience. As each class includes material, labs, and other exercises that build upon each other throughout the duration of each course and program, it is important that students complete all classes and lab simulations for which they are enrolled. All MedCerts programs are flexible, however, each course and program has an assigned duration which has been built into a master "Learning Plan" for each student. Each program requires that the student devote 15-20 hours/week to their training. Doing so will ensure successful program completion within the assigned duration of the program.

## **COURSE INTERRUPTION**

If you need a temporary leave of absence from the program, a request should be made in writing (email is satisfactory) to MedCerts. A ONE MONTH leave of absence will be granted for good cause. Based on need, the leave of absence may be extended in one month increments, up to a total of THREE (3) Months of maximum leave. A leave of absence does not extend the required time for completion. If a student fails to request an extension in a timely manner or cannot complete the course successfully during the extended time, 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 where he/she should be with regard to the defined duration of the program. If a student is determined to be off-track, the student will be notified and corrective action will need to occur. Corrective action can be as simple as the student devoting additional time to his/her studies in order 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 towards getting him/her back on track, the student may be placed on Academic Probation after a defined period of time (described in the Academic Probation policy). During this period outreach and support efforts performed by Student Services may be temporarily or permanently discontinued.

## **RECORD OF PROGRESS**

MedCerts provides students with many mechanisms to help students stay on track for timely completion of program requirements. Students accessing their training through the MedCerts Learning Portal have on-demand access to their current "Progress Report". This report displays students' percent progression through their program, and shows all quiz and exam results. At the conclusion of training, this report will serve 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 (defined as ENROLLMENT PERIOD) of the student's program regardless of the assigned duration of enrolled program. Additionally, all students are eligible for support from all divisions of MedCerts Student Services, Technical Support, and Subject Matter Support for a period of 12 Months from the Start Date (Enrollment Period) of the student's program. The availability of extended time beyond the scheduled End Date is provided in the event a student has been provided an approved program extension, as well as to allow all students ample time for course review complimented by MedCerts Exam Preparation support during the time preceding National Certification Exams. If the student completes his/her program within the 12 Month Enrollment Period and needs additional time to prepare for National Certification Exams, he or she MAY FORMALLY REQUEST A ONE-TIME THREE (3) MONTH EXTENSION to the Learning Portal, that will allow for additional review prior to sitting for his/her National Certification Exam(s). This three (3) month extension will immediately follow the twelve (12) month Enrollment Period. A formal email request must be sent to Student Support (studentsupport@medcerts.com) PRIOR to the 12 Month Enrollment Period expiration.

Any student that has been dismissed according to the MedCerts Dismissal Policy immediately and permanently loses access to the Learning Portal. Such students must re-enroll into a MedCerts program in order to regain access to the Learning Portal.

## **GRADING**

Quizzes and exams grades are available immediately after completion of the quiz/exam. Quizzes and exams are considered PASS/FAIL, with a minimum passing score of 80% for all quizzes and 80% for all final 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 2 business days for such assignments to be graded and for the grade to be posted on to the student's record.

## **REQUEST FOR PROGRAM TRANSFER**

Rather than Drop/Withdraw from the course, students have a ONE TIME option to transfer to another course within the MedCerts catalog of equal or lesser tuition value. After consulting with Student Support, students may submit a written/emailed request for consideration. In order to be eligible for 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 his/her original program will NOT be eligible for a transfer.

## **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 all required components of the program has successfully been completed. A Non-Pass grade is not officially recognized/reported or assigned until the student's access to his/her training has reached the maximum 12 Month expiration.

In order 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).
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.*

## PROVISIONAL CERTIFICATE OF COMPLETION

For students enrolled in programs where the target certification is the Certified EKG Technician (CET) or Certified Phlebotomy Technician (CPT), certain hands-on tasks 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 (on-the-job training, externship, job shadowing, etc.), students can demonstrate clinical competencies through the successful completion of 30 venipunctures and 10 capillary sticks on live individuals for Phlebotomy, and/or 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 an official 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.

## CERTIFICATE OF COMPLETION

Students that have met the above requirements, and have paid their tuition in full are eligible for receipt of a Certificate of Completion from MedCerts, and 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, all 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 MedCerts' RX-3000 Pharmacy Technician Professional (ASHP/ACPE) and VA 3000 Veterinary Assistant programs are eligible for an Externship at a participating externship host site. All 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 him/herself and MedCerts. The opportunity to participate in the externship will only be available for ONE 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 do so, 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 MedCerts 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 & 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 his/her 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 covered by MedCerts. MedCerts is a recognized INSTITUTIONAL SPONSOR of all 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 he/she will be eligible to attempt prior to their enrollment in the program. In many cases, students will be eligible for MORE THAN ONE exam. MedCerts will cover the cost of the first attempt on each eligible exam only. The cost for any exam re-take will be the responsibility of the student. If a student fails his/her first exam attempt, he/she may use the value of their voucher for a secondary exam to cover the cost of the re-take. **PLEASE NOTE:** In this case, he/she then forfeits the voucher for the secondary exam and any future registration cost will be the responsibility of the student.

## NATIONAL CERTIFICATION EXAM ELIGIBILITY

To be registered for National Certification exams, students must have successfully completed 100% of the program content, including all Chapter Review Quizzes (80% min score), and Course Final Exams (80% min score) as well as any additional course-related assignments. While 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 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**

Except as noted above (see *National Certification Exam Payment and Registration*), MedCerts does not offer complimentary retakes for any exams. Students will be responsible for all charges associated with scheduling and sitting for a retake examination. Students may purchase exam vouchers by contacting Student Services. Payment must be received in full by MedCerts before a voucher number will be issued to the student.

## **EXAM RESULTS**

Because MedCerts sponsors students for all healthcare certification exams, we are notified of all student exam results as soon as they become available. In certain instances, exam results may not be made immediately available to MedCerts – in which case we require that the student notify Student Services of exam results directly. CompTIA exam results are not released to anyone except the student who has attempted the exam. Since MedCerts does not cover the cost for exam re-takes, we effectively do not “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 a PASS or FAIL exam result to MedCerts Student Support.

## **STUDENT RECORDS AND CONFIDENTIALITY**

Permanent academic records which includes transcripts, are maintained for all students. Individual records will be maintained for a minimum of fifty 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. In order 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 or as required by law, MedCerts will report information to various need-to-know agencies such as state licensing agencies, accreditors, and funding sources. Student records, including communication logs between students and MedCerts staff is considered confidential, and will not be sold, shared, or exchanged with any non-authorized person or entity.

## **OFFICIAL AND UNOFFICIAL TRANSCRIPTS**

Unofficial Transcript/Course Record: Copy of a transcript that is printed by the student from within the Learning Portal, is not signed/stamped, and may be sent directly to the student upon completion.

An Official Transcript can be provided to the student via mail or scanned and emailed to the student or his/her designee at no charge. Official Transcripts can be sent to an institution or person other than the student ONLY if the student has formally requested/approved the release of the transcript by signing and submitting the Authorization to Release Student Education Record Information Form which can be requested by emailing [studentsupport@medcerts.com](mailto:studentsupport@medcerts.com), or may also be found within the Learning Portal. Once MedCerts receives this form, we will release the Official Transcript to the student’s designee. Note: To be eligible to receive an Official Transcript, no overdue tuition balance may be owed, and the student must be considered in good standing with MedCerts.

## **JOB PLACEMENT**

MedCerts is licensed by the State of Michigan Department of Licensing and Regulatory Affairs (LARA) as Proprietary School. However, neither job placement nor satisfaction of state or local licensing requirements (if any) 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 your chosen career field (if any) and does not conflict with state or local educational requirements for compulsory age students, if applicable.

## **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 he 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 [studentsupport@medcerts.com](mailto:studentsupport@medcerts.com). If by phone, call 800-734-1175. 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.

## **Mailed communication should be mailed:**

Livonia Headquarters:  
MedCerts  
Attn: Director of Programs  
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

## **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](https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process)



# Memberships, Affiliations, Partnerships and Issuing Authority

- National Association of Health Unit Coordinators, Inc. (NAHUC) – Issuing Authority
- American Medical Certification Association (AMCA) – Issuing Authority
- International Association of Healthcare Central Service Materiel Management (IAHCSMM) – Issuing Authority
- Professional Association for Customer Engagement (PACE) – Issuing Authority
- Pharmacy Technician Certification Board (PTCB) – Issuing Authority
- Project Management Institute (PMI) – Issuing Authority
- Behavior Analyst Certification Board (BACB) – Issuing Authority
- Dental Assisting National Board, Inc. (DANB) – Issuing Authority
- CompTIA – Issuing Authority
- Microsoft – Issuing Authority
- American Society of Health-System Pharmacists (ASHP) – Accredited
- VetBloom – Partner Educator
- Military Spouse Employment Partnership – Partner
- MyCAA Approved School since 2011
- Army Credentialing Assistance Approved School since 2018
- Military Friendly School ® – 2018-2021
- Military Spouse Friendly School ® - 2018-2021
- Workforce 180 - Partner
- The National Association of Workforce Development Professionals (NAWDP) – Partner
- The National Association of Workforce Boards (NAWB) – Partner
- Select American Job Centers) – Partner
- Goodwill Industries – Partner
- National Partnership with Walgreens – Externship Partner
- National Partnership with CVS – Externship Partner
- National Partnership with Walmart Pharmacy – Externship Partner
- National Partnership with Kroger – Externship Partner
- American Red Cross – First Option Employer
- Davita – First Option Employer
- Sanford Health – Employer Training Partner

## State board of approval:

Michigan Talent Connect

Michigan Department of Labor and Economic Opportunity

201 N. Washington Square, 4th floor

Lansing, MI 48913

Email: LEO-MITC@michigan.gov

## Kansas Board of Regents

1000 SW Jackson, Suite 520

Topeka, KS 66612-1368

785-430-4240





## Program Cancellation and Refund Policy

### PROGRAM CANCELLATION AND REFUND POLICY

- i. All advance monies, other than an initial, nonrefundable registration fee, 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;
- ii. For institutions collecting a nonrefundable initial application or registration fee, the student shall be required to sign a written statement acknowledging that the initial application or registration fee is nonrefundable. This statement may be a part of the enrollment documents, as described in K.A.R.88-28-7;
- iii. 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 at least 25 percent of the course, tuition and fees shall not be refundable;
- iv. 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
- v. For institutions with programs consisting of fewer than 100 clock-hours, refunds may be calculated on an hourly, pro rata basis.

# Policies and Procedures for Colorado Residents Only

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

### JOB PLACEMENT ASSISTANCE

MedCerts offers employment assistance to graduates, consisting of job lead referrals and job skills development. While assisting in your job search, we make no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement 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 amount 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.

## Policies and Procedures for Colorado Residents Only

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### **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 he 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 [studentsupport@medcerts.com](mailto:studentsupport@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  
13955 Farmington Rd.  
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

Complaints may be filed online with the Division of Private Occupational Schools at [highered.colorado.gov/dpos](http://highered.colorado.gov/dpos) or (303) 862-3001. There is a two-year limitation (from student's last date of attendance) on the Division taking action on student complaints.

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



# Policies and Procedures for Indiana Residents

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## **This institution is regulated by:**

Office for Career and Technical Schools  
Indiana Department of Workforce Development  
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:

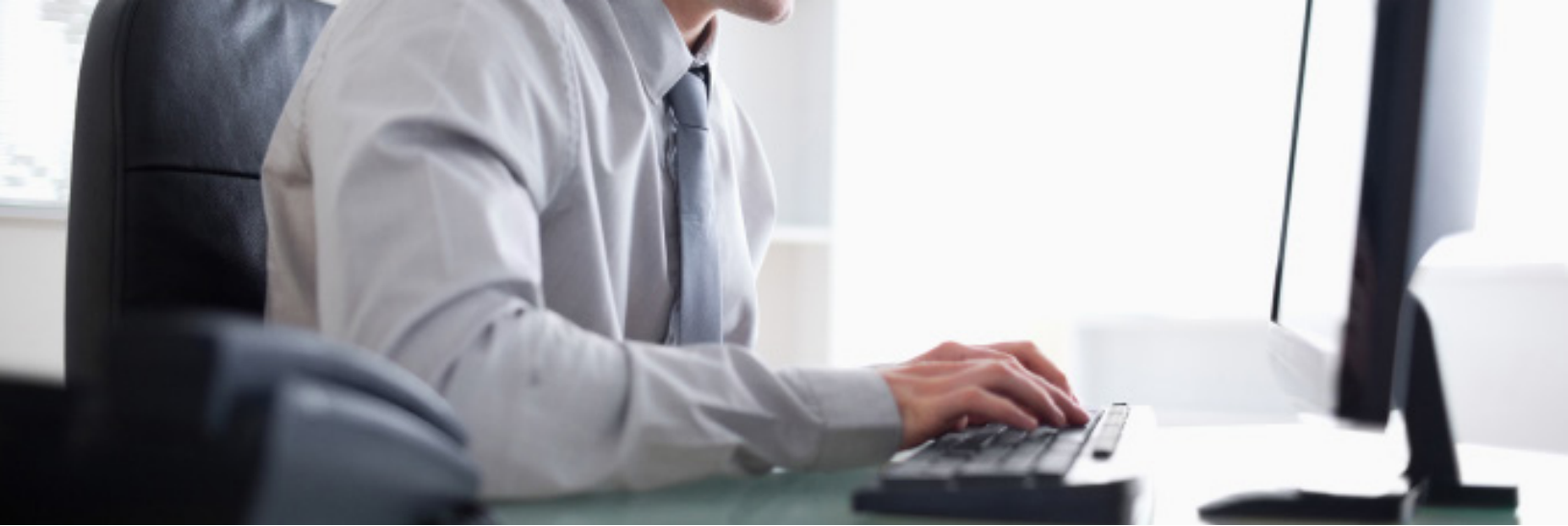
### **1. A student is entitled to a full refund if one (1) or more of the following criteria are met:**

- (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



## Policies and Procedures for Louisiana Residents

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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.



## Minimum System and Device Requirements for Students

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MedCerts programs are comprised of a variety of eLearning elements and formats types, all of 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. All MedCerts students are required have a functioning email address and be able to send and receive emails throughout the term of his/her enrollment.

### Minimum System/Device Requirements

- Supported Devices:
  - o Laptop and Desktop PCs
  - o Mac
  - o Chromebooks
- Minimum Device Specifications:
  - o Processor - Intel Core i3/i5/i7 or above, AMD A series
  - o Minimum Ram - 4gb (8GB recommended)
- Required Browser(s) – Either 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 the majority of elements within MedCerts programs, however a PC/Mac/Chromebook is required.

## Statement of Accuracy

"The information contained in this catalog is true and correct to the best of my knowledge." Jason Aubrey - MedCerts CEO



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