



Student Catalog

2020-2021

Volume IV

340 Wood Road, Suite 102

Braintree, MA 02184

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The provisions of this publication are not to be regarded as an irrevocable contract between the student and Health Training Center (HTC). HTC, through appropriate action, reserves the right to change any provision or requirement at any time prior to or within the student’s scheduled training program. Any modification of the student’s application and contract shall be agreed to, in writing, by all parties.

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Campus Locations

Attleboro

Fisher College Campus
451 Elm Street
North Attleboro, MA 02760

Stoughton

Cura Health
909 Sumner Street
Stoughton, MA 02072

Braintree

Blue Hills Medical Center
340 Wood Road #102
Braintree, MA 02184

Worcester

Local 170 Teamsters Building
330 SW Cutoff, Rt-20
Worcester, MA 01604

Charlestown

The Schrafft Center
529 Main Street
Charlestown, MA 02129

State Licensure

HTC is licensed by the Office of Private Occupational School Education, Division of Professional Licensure, 1000 Washington St., Suite 710, Boston, MA 02118. 617.727.5811.
Occupational.Schools@state.ma.us

An applicant or student may review documentation of the school licensure by submitting a written request to the Director of Operations.

Accreditation Status

Although HTC is licensed by the Office of Private Occupational School Education, Division of Professional Licensure, HTC is not accredited by an accrediting agency recognized by the U.S. Department of Education.

Mission Statement

The staff of Health Training Center (a division of Ross Medical Education Center) believes our purpose is to make available to students' quality training and student services necessary to undertake careers in the allied health fields. The objectives to fulfill the mission of Ross Training Center are:

- To prepare the graduate for entry-level positions in allied health facilities.
- To provide a program that focuses on the clinical and/or the administrative aspects of the allied health field.
- To maintain current industry standards and practices.
- To ensure that faculty have the necessary and relevant work experience and educational preparation for effective program delivery.
- To maintain a high level of employer and graduate satisfaction by providing active and ongoing career development services.

History

Ross Medical Education Center purchased Health Training Center from DeWalt Institute in 2014.

Central Administration

George Grayeb – *Chief Executive Officer & President*

Anthony Iaquinto – *Chief Financial Officer/Chief Administrative Officer*

Sharon Smith – *Director of Education*

Shibu Thomas – *Executive Vice President Admissions*

Shaun Fracassi – *Executive Vice President Career Services*

Gregory Brenner – *Chief Information Officer*

Jeffrey Blitz – *Vice President of Licensure and Accreditation*

Dave Fowler – *Vice President of Administrative Services*

Health Training Center Administrative Office

Christina Gaza – Director of Operations

Blue Hills Medical Center

340 Wood Road #102

Braintree, MA 02184

Phone: (781) 348-1808

The General Offices of Ross Education, LLC (Ross Medical Education Center) are located at:

22800 Hall Road, Suite 800

Clinton Township, MI 48036

1188 E. Paris Avenue

Grand Rapids, MI 49546

Enrollment

Admissions Process

Students may inquire about the programs via the telephone, through the mail, e-mail, or via the healthtrainingcenter.com website. An appointment is then made with an admissions representative. During the appointment, interested students will fill-out an application to be considered for enrollment.

Admissions Requirements

- Students entering Health Training Center must have graduated from a valid high school, must have completed a recognized equivalent (GED), or must have completed a secondary education in a home school setting that is treated as a home school or private school under state law to be eligible for admission to Health Training Center.
- All candidates must be 18 years of age or older.
- All candidates must be able to speak, understand and read English.
- All prospective students enrolled in the following programs are required to provide documentation of health pre-requisites (listed below). Phlebotomy Technician, Cardio-Phlebotomy Technician, Patient Care Technician, and Clinical Medical Assisting Program.
- For all programs that provide externships, the applicant will be required to complete a Criminal Offender Record Information (CORI) consent form in order to determine externship placement qualification.
- Candidates must provide a valid government issued photo ID (license, passport, etc.).

Health Prerequisites*

Applies to all courses and programs through written documentation.

Provided on or before the first day of class:

1. Within the past year you have had a physical exam, are in good health and have no transmittable diseases
2. Within the past year you have had results of a negative PPD (TB) test or a negative PPD test of a chest x-ray, and another test within six (6) weeks of the first test for Externship Placement;
3. Have had a least one (1) dose of hepatitis B vaccine or are fully protected with 3 doses, or serologic proof of immunity to hepatitis B
4. Two (2) doses live MMR or serologic proof of immunity to measles, mumps and rubella (Birth before 1957 is NOT acceptable; doses must be given at least four weeks apart beginning at or after 12 months of age)
5. One (1) dose of Tdap within the last ten years
6. Two (2) doses of live varicella or serologic proof of immunity or reliable history of chickenpox disease (Birth before 1980 is NOT acceptable)
7. Valid CPR Heart saver/AED card, if applicable.

**After the first class, HTC is not responsible if individual student medical test results do not meet medically accepted standards. It is the student's/graduate's responsibility to maintain required immunizations.*

Registration

Early registration is recommended to help ensure your place in class. To register, complete the Registration Form (www.healthtrainingcenter.com), and

- Call 781-348-1808, a school administrator can take the registration information and deposit over the phone, *or*
- Email Registration Form to registration@healthtrainingcenter.com and call to make a deposit, *or*
- Fax completed Registration Form to 781-348-1809 and call to make a deposit, *or*
- Mail completed Registration Form along with a check, money order or credit card information to our Braintree Administrative Office (340 Wood Road Suite 102, Braintree, MA 02184).
- Retain a copy of your Registration Form.

Until your Registration Form and down payment are received, you are not officially enrolled in the course(s) you have selected. All tuition payments should be received a minimum of one (1) week (7 days) before each course's first session to help ensure your space.

Class Schedules

It is the practice of HTC to enroll students continuously throughout the calendar year. To meet individual student needs, morning and evening classes are offered at some campuses. Classes run on a 4-week module system and begin every 4 weeks. Schedules are subject to change without notice.

Start Dates

Classes are scheduled regularly throughout the calendar year.

Legal Holidays/Scheduled Breaks

School will be closed on the following days: Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday after Thanksgiving, Christmas and New Year's break.

Class Size

Each class or laboratory will be limited to no more than 21 students. Individual class capacities will vary depending upon the scheduled programs. A typical class/laboratory size varies from 10 to 21 students.

*Tuition and Fees as of January 1, 2021

Programs	Tuition (full cash payment)	Criminal Offender Record Information	Charges for supplies and equipment
Clinical Medical Assistant Certificate	\$6,700	\$50	Uniform \$50 (scrubs, non-permeable shoes, *wrist watch), NHA CCMA Certification, \$155
Phlebotomy Technician Certificate	\$3,400	\$50	Uniform \$50 (scrubs, non-permeable shoes, *wrist watch), ASCP PBT Certification \$135
Patient Care Technician Certificate	\$5,050	\$50	Uniform \$50 (scrubs, non-permeable shoes, *wrist watch), ASCP PBT Certification \$135
Cardio-Phlebotomy Technician Certificate	\$5,050	\$50	Uniform \$50 (scrubs, non-permeable shoes, *wrist watch) ASCP PBT Certification \$135
EKG Technician Certificate	\$3,350	\$50	Uniform \$50 (scrubs, non-permeable shoes), NHA CET \$117

**All cost associated with admission's requirements are the responsibility of the enrollee and are in addition to program costs.*

** Wrist watch with sweeping second hand is required for pulse and respiration training and tourniquet timings during blood draws.*

** Monetary credit may be granted for students who have a current American Heart CPR Certification valid through the scheduled externship.*

Academics

Grading System

The grading scale is based on a 4.0 system. Students are expected to maintain Satisfactory Progress in each course. All test and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

Numeric Grade	Letter Grade	Grade Point
90 - 100	A	4
85 – 89.99	B+	3.5
80 – 84.99	B	3
75 – 79.99	C+	2.5
70 – 74.99	C	2
65 – 69.99	D+	1.5
60 – 64.99	D	1
Below 60	F	0

Graduation Requirements

A Certificate of Completion will be awarded to each student who successfully completes all course and program requirements in the specified time and upon satisfying his/her financial obligations to HTC. It should be noted that successful completion of the externship is a course requirement for all programs except the EKG Technician Certificate Program.

Students will receive a transcript upon completion of a program or course and upon satisfying his/her financial obligations to HTC.

Credit for Previous Education

It is the policy of HTC to require that each student complete the entire course of study. Entry into a program in progress denies the student the opportunity to take full advantage of the school's uniquely structured modular format. However, consideration may be given for existing, valid certifications equal to course content. See the Director of Operations for review.

Transfer Credits

The HTC offers clock hour courses and does not imply, promise or guarantee transferability of credits to any other institution. The certificate programs of the HTC are terminal in nature and are designed for the student's employment upon graduation.

Satisfactory Progress

Evaluation Points

Students will receive regular evaluations of their progress at the completion of each course.

*Minimum Academic Achievement and Completion Requirements

At the Evaluation Points, the students must meet the following minimums:

- **ME200 Introduction to Healthcare w/Medical Terminology-** the student must maintain a minimum average of 70 percent
- **ME203 Phlebotomy Techniques** - in order to advance to externship, the student must pass all proficiencies (competencies) and attain a minimum average of 80 percent. All proficiencies are pass fail.
- **ME205 EKG Techniques w/Human Anatomy** - the student must pass all proficiencies (competencies), maintain a minimum average of 70 percent and pass the CPR test. All proficiencies are pass fail.

NOTE: If the student wishes to waive the CPR Certification, the student must submit a copy of his/her Certificate to the HTC office indicating his/her Certification is active, will be active during externship period, and the CPR training included Adults, Children and Infants. *HTC must receive the copy by the first day of the EKG class start date.* **Failure to provide proof of CPR card by the first day will result in being charged for the CPR course.**

- **ME206 Clinical Medical Assisting Techniques** - in order to advance to externship, the student must pass all proficiencies (competencies) and attain a minimum average of 80 percent. All proficiencies are pass fail.

*HTC Retake Policy

Students are allowed a maximum of two attempts to complete and pass a course. During the first attempt, if a student fails the course, voluntarily withdraws from the course, or is withdrawn from the course due to exceeding the attendance limit, they are allowed a second attempt. During the second attempt, if a student fails the course, voluntarily withdraws from the course, or is withdrawn from the course due to exceeding the attendance limit, they are not allowed a third attempt. A student may immediately register for second attempt for a course. Failure to successfully pass each course in the program will result in administrative withdrawal from the program.

Withdrawals

If a student wishes to voluntarily withdraw, he/she must inform the school in writing, and it will become effective on the day the letter is mailed. The school adheres to the Massachusetts General Law, Chapter 255, Section 13k refund policy, see Cancellation and Refund Policy found under Financial Information. If administratively withdrawn, a student may re-enroll the next semester.

Readmission

A student may re-enroll into the School provided they have fulfilled any prior financial obligations, and meet the School's educational and health criteria of the program they wish to re-enroll. A student would register for classes and submit payment. A student withdrawn from the School due to not successfully completing and passing a course within two attempts, may re-enroll after a one year separation.

Exceptions to this policy include if a student has been dismissed for any behavior deemed inappropriate, including intoxication or impairment due to drugs or alcohol, he/she will not be re-admitted into the school. Application for readmissions to HTC will be reviewed on an individual basis. A student must submit a written request and meet with the campus administrator before being considered for readmission.

Student Information

Attendance and Excused Absence Policy

HTC believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed. Excused absences vary depending on the scheduled hours of the course. Excessive absences will result in grade reductions or dismissal from school. See chart below for details.

Course	Grade Reduction (5%)	Dismissal
ME203 Phlebotomy Techniques	5 – 10 hours absent	10 hours absent
ME206 Clinical Medical Assisting Techniques	5 – 10 hours absent	10 hours absent
ME205 EKG Techniques	4.5 – 9 hours absent	9 hours absent
ME200 Introduction to Healthcare	4.5 – 9 hours absent	9 hours absent

Students are responsible for completing all work missed due to an absence. Students are expected to have completed all missed assignments and be prepared to make up any missed quizzes upon return. Students will be notified when a grade reduction is applied due to absences.

Standards of Conduct

Students are to maintain a professional and positive attitude toward their school, the faculty, and other classmates. At a minimum:

- Students are expected to be on time and in their seats when classes are scheduled to begin. Excessive absences will result in grade reductions or dismissal from school.
- Students are expected to read all assignments, participate in class discussions and complete all assignments and exercises in a satisfactory manner.
- Anyone who is intoxicated or impaired due to drugs or alcohol consumption will not be allowed to remain on the school premises. The decision as to impairment or intoxication will be based on the instructor's sole discretion. Any students who find themselves in this situation must contact the Director of Operations at 781-348-1808 within one (1) business day to discuss their future participation in school.
- Students who disregard the rules and regulations or who exhibit behavior that is deemed to be inappropriate may be suspended for a period of time or subject to immediate dismissal.

Procedures for Student Misconduct Issues

Ross Education/Health Training Center (HTC) Student Guidelines require that students maintain a professional and positive attitude toward their schoolwork, their Instructors, and classmates. At times, Instructors may deem it appropriate to issue a Verbal Warning, in an effort to coach and develop a student for success in the course and externship/workforce. However, major disruptiveness and disrespect in the classroom will be considered cause for dismissal. Substance abuse, theft, cheating, or plagiarism will also be causes for dismissal.

Verbal Warnings

A Verbal Warning by the Instructor lets the student know about problems with his/her behavior. A Verbal Warning is a critical step and is done as soon as the Instructor realizes there is a problem. Failure to issue a verbal warning results in the student being unaware of the problem and misses the opportunity to change his/her behavior, and the Instructor miss the opportunity to coach/develop the student. Note: A Verbal Warning is NOT appropriate for serious misconduct, such as serious disruptive behavior or suspected cheating. Issues of this magnitude are to be dealt with by issuing a formal Student Conduct Warning or immediate dismissal.

Procedures for Verbal Warnings

- The Instructor will meet with the student privately after class to discuss the issue/problem. This meeting presents an excellent opportunity to coach the student. The Instructor will inform the student that if his/her behavior continues, the next step is a formal written Conduct Warning.
- The Instructor will document the date, time, and results of this meeting on a Verbal Warning Form. The Instructor will give the student a copy of the signed Verbal Warning Form, and a copy of the signed form will be sent the Director of Operations.

Procedures for Disruptive and Disrespectful Behavior

Instructors will exercise calm and mature judgment in instances deemed disruptive. The facts from ALL sources will be collected. Rash decisions and decisions made with inadequate information must be avoided at all cost. Disciplinary action taken will depend on the severity of the Student Guidelines violation. An Instructor may meet with a student to issue a Conduct Warning. If a Conduct Warning Form is issued, a copy will be sent to the Director of Operations.

- Students displaying serious disruptive or disrespectful behavior will be removed “from the scene” as quickly as possible, so as not to upset other students and the learning environment of the class. The Instructor will announce a 10 minute break and will request to talk to the student privately, at which point the Instructor asks the student to leave class. The Instructor is to inform the student that they will be contacted by HTC’s Administrative Office regarding the next course of action to get readmitted to the class.
- If the student will not leave the class, the Instructor will dismiss the class for the day.
- The Instructor is to immediately call the Director of Operations if a student was asked to leave the class due to disruptive/disrespectful behavior. They will discuss the details and the next course of action.
- Disciplinary action may include a written warning, temporary suspension from school or expulsion from school. All facts must be gathered before a final decision is determined on corrective action.

Procedures for Cheating

- The classroom Instructor has responsibility in this area to take precautions to prevent cheating. The BEST way to prevent cheating is for Instructors to 1). require student cell phones, purses, bags, backpacks, etc., be moved to one corner of the room. 2). require students to change seats. 3). instructors to walk around the room the entire time students are testing.
- Cheating and plagiarism MUST be determined by the Instructor, NOT through student accusations.

- When an Instructor suspects cheating, he/she will ask to speak to the student privately after class to discuss the seriousness of this behavior. After the conversation, the Instructor will complete the Student Conduct Warning Form and will indicate on the form that if the student is suspected of cheating again, it will be grounds for dismissal. The Instructor and student will sign the form. The Instructor will give a signed copy of the form to the student. The form is to be sent to the Director of Operations, who will sign it and mail a copy to the student and upload a copy to the student's file.

Conduct Warnings

- A Student Verbal Warning is scanned to the student's file, along with the student's midterm and final progress reports.
- A Student Conduct Warning is scanned to the student's file, along with the student's midterm and final progress reports. A Student Conduct Warning is issued for the duration for the student's program, including externship.

If an instructor has any questions regarding any student misconduct issues and how to proceed, they will reach out to Christina Gaza, Director of Operations.

Dress Code

The dress code requirement for HTC follows the protocol found in most medical facilities. Students are required to wear scrubs for all courses. Students are responsible to purchase scrubs (preferably navy blue, but not required), non-permeable shoes and a wrist watch with a sweeping second hand (wrist watch is used for pulse and respiration training and tourniquet timings during blood draws). During all clinical invasive procedures, students are issued and required to wear Personal Protective Equipment (PPE) which consists of an impervious gown, facial shield and gloves. Students on externships will be required to follow externship site dress code standards.

Disclosure of Educational Records

Students and parents of tax dependent students enrolled at HTC have the right to review and inspect their educational records or the records of their tax dependent student. Students and parents have the right to challenge information contained in a tax dependent student's educational records and to add notations to such records. Educational records include files, materials and documents maintained by the campus directly related to the student. HTC requires written consent prior to disclosing student records to a third party except as required by law and that other entities such as members of accreditation teams, U.S. Department of Education representatives, auditors, and other agents, as approved by HTC, may also seek access to a student's file. Family Educational Rights and Privacy Act (FERPA) is available from the Director of Operations.

Library and Resource Materials

HTC does not offer any library resources or materials at this time. Students are referred to use the public library.

Financial Information

School Payment Plans

HTC offers an HTC Extended Payment Plans to students. Complete the financial worksheet form to see if you qualify. Download form at healthtrainingcenter.com under financing tab.

State Financial Assistance

Financial assistance for your education may be provided by the Massachusetts Rehabilitation Commission or MassHire Career Center. Contact the appropriate organization for useful contact information and eligibility requirements:

<https://www.mass.gov/vocational-rehabilitation>

<https://www.mass.gov/masshire-career-centers>

Veterans Affairs

Health Training Center is approved as a training school under the Veterans Administration.

In Accordance with S.2248, Section 103 Title 38 US Code 3679(e) Health Training Center is in compliance with Title 38 United States Code Section 3679(e). Health Training Center permits any *covered individual to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 (a “certificate of eligibility” can also include a “Statement of Benefits” obtained from the Department of Veterans Affairs’ (V.A.) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:

1. The date on which payment from V.A. is made to the institution.
2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

Health Training Center will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from V.A. under Chapter 31 or 33.

**“A covered individual is any individual who is entitled to education assistance under chapter 31, Vocational Rehabilitation and Employment, or Chapter 33, Post 9/11 GI Bill ® education benefits.” GI Bill® is a registered trademark of the U.S. Department of Veteran’s Affairs (VA). More information about education benefits offered by VA is available by going to benefits.va.gov/gibill*

Military Spouses

The Military Spouse Career Advancement Account (MyCAA) is an additional source of financial assistance that provides up to \$4,000 to eligible military wives and husbands who pursue a license, certification or associate degree in a portable career field or occupation.

Those who may qualify are spouses of service members on active duty in pay grades E-1 to E-5, W-1 to W-2, and O-1 to O-2 who can start and complete their coursework while their military sponsors are on Title 10 military orders, including spouses married to members of the National Guard and Reserve components in these same pay grades.

Health Training Center is approved as a training school under the Veterans Administration. Active duty, retired and separated military personnel eligible to receive funding for tuition may utilize these funds for any training program offered at the Health Training Center. Contact the Director of Operations at 781-348-1808 for more information.

Late Payments

Any student who fails to pay any amount due in accordance with their Enrollment Agreement will be considered in default, and is liable for suspension from class sessions until tuition payment is made. A \$25 late fee will be assessed to the student's account for payments received more than 10 days late.

Cancellation and Refund Policy

STATE OF MASSACHUSETTS REFUND POLICY

(In compliance with M.G.L. Chapter 255, Section 13K):

1. You may terminate the Enrollment agreement at any time.
2. If you terminate the Enrollment agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.

3. If you subsequently terminate the Enrollment agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate the Enrollment agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
5. If you terminate the Enrollment agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate the Enrollment agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate the Enrollment agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is detailed on the Enrollment Agreement.
8. If you wish to terminate the Enrollment agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is postmarked as mailed.
9. The school is not obligated to provide any refund if you terminate the Enrollment agreement during the fourth quarter of the program.

All Dates vary based on the date the student signs the Enrollment Agreement	
Clinical Medical Assisting Program Refund Policy	
*QUARTERS ARE 4 WEEKS IN LENGTH	
1. You may terminate this agreement at any time.	<i>N/A</i>
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program. Refund Amount: Total Deposit Paid	<i>5th day after date both parties have signed the contract</i>
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: Total Deposit Paid - \$50 Admin Fee	<i>Program start date</i>
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$5,25.00	<i>Last date of first quarter (Last day of 4th week)</i>
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$3,350.00	<i>Last date of second quarter (Last day of 8th week)</i>
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$1,675.00	<i>Last date of third quarter (Last day of 12th week)</i>
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement. Responsible for \$50 Admin Fee	<i>5th day after date both parties have signed the contract</i>
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.	<i>N/A</i>
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program. Refund Amount. \$0	<i>First day of fourth quarter (First day of 13th week)</i>

Administrative Costs Equal: \$__50__ **When the student registers for a course or program of study, schools MUST enter an amount here that complies with #7 above. If school does not charge an administrative fee, please enter "\$0" in the space**

<p>All Dates vary based on the date the student signs the Enrollment Agreement</p>	
<p>Phlebotomy Refund Policy</p>	
<p>• QUARTERS ARE TWO WEEKS IN LENGTH</p>	
1. You may terminate this agreement at any time.	N/A
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program. Refund Amount: Total Deposit Paid	<i>5th day after date both parties have signed the contract</i>
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: Total Deposit Paid - \$50 Admin Fee	<i>Program start date</i>
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$2,550.00	<i>Last date of first quarter (Last day of 2nd week)</i>
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$1,700.00	<i>Last date of second quarter (Last day of 4th week)</i>
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$850.00	<i>Last date of third quarter (Last day of 6th week)</i>
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement. Responsible for \$50 Admin Fee	<i>5th day after date both parties have signed the contract</i>
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.	N/A
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program. Refund Amount. \$0	<i>First day of fourth quarter (First day of 7th week)</i>

Administrative Costs Equal: \$___50___ *When the student registers for a course or program of study, schools MUST enter an amount here that complies with #7 above. If school does not charge an administrative fee, please enter "\$0" in the space*

<p>All Dates vary based on the date the student signs the Enrollment Agreement</p>	
<p>Patient Care Technician refund Policy</p>	
<p>*QUARTERS ARE 3 WEEKS IN LENGTH</p>	
<p>1. You may terminate this agreement at any time.</p>	<p>N/A</p>
<p>2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program. Refund Amount: Total Deposit Paid</p>	<p><i>5th day after date both parties have signed the contract</i></p>
<p>3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: Total Deposit Paid - \$50 Admin Fee</p>	<p><i>Program start date</i></p>
<p>4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$3,787.50</p>	<p><i>Last date of first quarter (Last Day of 3rd week)</i></p>
<p>5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$2,525.00</p>	<p><i>Last date of second quarter (Last day of 6th week)</i></p>
<p>6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$1,262.50</p>	<p><i>Last date of third quarter (Last day of 9th week)</i></p>
<p>7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement. Responsible for \$50 Admin Fee</p>	<p><i>5th day after date both parties have signed the contract</i></p>
<p>8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.</p>	<p>N/A</p>
<p>9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program. Refund Amount. \$0</p>	<p><i>First day of fourth quarter (First day of 10th week)</i></p>

Administrative Costs Equal: \$ 50 *When the student registers for a course or program of study, schools MUST enter an amount here that complies with #7 above. If school does not charge an administrative fee, please enter "\$0" in the space*

All Dates vary based on the date the student signs the Enrollment Agreement	
Cardio Phlebotomy Refund Policy	
QUARTERS ARE 3 WEEKS IN LENGTH	
1. You may terminate this agreement at any time.	N/A
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program. Refund Amount: Total Deposit Paid	<i>5th day after date both parties have signed the contract</i>
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: Total Deposit Paid - \$50 Admin Fee	<i>Program start date</i>
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$3,787.50	<i>Last date of first quarter (Last day of 3rd week)</i>
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$2,525.00	<i>Last date of second quarter (Last day of 6th week)</i>
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$1,262.50	<i>Last date of third quarter (Last day of 9th week)</i>
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement. Responsible for \$50 Admin Fee	<i>5th day after date both parties have signed the contract</i>
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.	N/A
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program. Refund Amount. \$0	<i>First day of fourth quarter (First day of 10th week)</i>

Administrative Costs Equal: \$ 50 *When the student registers for a course or program of study, schools MUST enter an amount here that complies with #7 above. If school does not charge an administrative fee, please enter "\$0" in the space*

All Dates vary based on the date the student signs the Enrollment Agreement	
EKG Refund Policy	
<ul style="list-style-type: none"> QUARTERS ARE TWO WEEKS IN LENGTH 	
1. You may terminate this agreement at any time.	N/A
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program. Refund Amount: Total Deposit Paid	<i>5th day after date both parties have signed the contract</i>
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: Total Deposit Paid - \$50 Admin Fee	<i>Program start date</i>
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$2,512.50	<i>Last date of first quarter (Last day of 2nd week)</i>
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$1,675.00	<i>Last date of second quarter (Last day of 4th week)</i>
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount: \$837.50	<i>Last date of third quarter (Last day of 6th week)</i>
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement. Responsible for \$50 Admin Fee	<i>5th day after date both parties have signed the contract</i>
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.	N/A
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program. Refund Amount. \$0	<i>First day of fourth quarter (First day of 7th week)</i>

Administrative Costs Equal: \$___50___ **When the student registers for a course or program of study, schools MUST enter an amount here that complies with #7 above. If school does not charge an administrative fee, please enter "\$0" in the space**

Clinical Medical Assistant Certificate Program

The Clinical Medical Assistant program consists of four (4) in-class courses plus and a medical assistant externship of 160 hours.

Course Outline

300 Clock Hours and 160 Clock Hours Externship

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
ME205	EKG	70
ME206	Clinical Medical Assisting Techniques	80
	Medical Assisting Externship	160

Program Objectives

During the Clinical Medical Assistant program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of variety of artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR
- Charting clinical procedures
- Care of instruments and equipment, wrapping items for autoclave
- Obtain vital signs and record patient history
- Prepare and assist with procedures, treatment and minor office surgeries
- Prepare and administer oral and parenteral medication

Program Length

The Clinical Medical Assistant program is 20 weeks.

Program Delivery

The Clinical Medical Assistant program is a residential training program and no portion is offered by distance learning. Classrooms are furnished with the following equipment. Equipment use is dependent and relative to the respective course. Medical exam tables, Scales, EKG machines, Phlebotomy Stations, Venipuncture and Injection Training Arms, a classroom laptop and a classroom projection screen.

Course Description

ME200 Introduction to Health Care with Medical Terminology

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy Technician course instructs students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include, venipuncture procedures, specimen collection, blood collection, quality assurance, body systems, infection control and skin puncture techniques.

ME205 EKG Techniques with Human Anatomy

This course introduces student to the EKG profession. It helps provide students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

ME206 Clinical Medical Assisting Techniques

This course helps prepare the student to perform the clinical skills needed to work in and around exam rooms in doctors' offices, HMOs, clinics and at hospitals with in-patients. Topics include, charting clinical procedures, care of instruments and equipment, sterilization techniques and hand washing, wrapping items for autoclaving, disposal of biohazard materials, obtaining vital signs, preparation and maintaining examination and treatment areas, assisting with procedures, treatments and minor office surgeries, obtain and record patient history and prepare and administer oral and parenteral medications.

Medical Assisting Externship

Upon successful completion of all courses, the student will spend 160 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training.

Patient Care Technician Certificate Program

The Patient Care Technician program requires all students entering into the program to hold a CNA-Certified Nursing Aide/Assistant, HHA-Home Health Aide or EMT Emergency Medical Technician license or certificate prior to enrollment.

The Patient Care Technician program consists of three (3) in-class courses plus a 120 hours externship.

Course Outline

220 Clock Hours and 120 Clock Hours Externship

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
ME205	EKG	70
	Patient Care Technician Externship	120

Program Objectives

During the Patient Care Technician program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of a variety of artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR

Program Length

The Patient Care Technician program is 15 weeks.

Program Delivery

The Patient Care Technician program is a residential training program and no portion is offered by distance learning. Classrooms are furnished with the following equipment. Equipment use is dependent

and relative to the respective course. Medical exam tables, Scales, EKG machines, Phlebotomy Stations, Venipuncture and Injection Training Arms, a classroom laptop and a classroom projection screen.

Course Description

ME200 Introduction to Health Care with Medical Terminology

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy Technician course trains students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include, venipuncture procedures, specimen collection, blood collection, quality assurance, body systems, infection control and skin puncture techniques.

ME205 EKG Techniques with Human Anatomy

This course introduces student to the EKG profession. It helps provide students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

Patient Care Technician Externship

Upon successful completion of all courses, the student will spend 120 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training.

Cardio-Phlebotomy Technician Certificate Program

Cardio Phlebotomy Technician program consist of three (3) in-class courses plus a 120 hour externship.

Course Outline

220 Clock Hours and 120 Clock Hours Externship

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
ME205	EKG	70
	Cardio-Phlebotomy Technician Externship	120

Program Objectives

During the Cardio-Phlebotomy Technician program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of a variety of artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR

Program Length

The Cardio-Phlebotomy Technician program is 15 weeks.

Program Delivery

The Cardio-Phlebotomy Technician program is a residential training program and no portion is offered by distance learning. Classrooms are furnished with the following equipment. Equipment use is dependent and relative to the respective course. Medical exam tables, Scales, EKG machines, Phlebotomy Stations, Venipuncture and Injection Training Arms, a classroom laptop and a classroom projection screen.

Course Description

ME200 Introduction to Health Care with Medical Terminology

This course introduces student to the healthcare profession. It provides students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy technician course trains students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include venipuncture procedures, specimen collection, blood collections, quality assurance, body systems, infection control and skin puncture techniques.

ME205 EKG Techniques with Human Anatomy

This course introduces student to the EKG profession. It provides students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

Cardio-Phlebotomy Technician Externship

Upon successful completion of all courses, the student will spend 120 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training.

EKG Technician Certificate Program

The EKG Technician program consists of two (2) in-class courses. There is no externship required.

Course Outline

140 Clock Hours

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	EKG	70

Program Objectives

During the EKG Technician program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of all artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR

Program Length

The EKG Technician program is eight (8) weeks.

Program Delivery

The EKG Technician program is a residential training program and no portion is offered by distance learning. Classrooms are furnished with the following equipment. Equipment use is dependent and relative to the respective course. Medical exam tables, Scales, EKG machines, Phlebotomy Stations, Venipuncture and Injection Training Arms, a classroom laptop and a classroom projection screen.

Course Description

ME200 Introduction to Health Care with Medical Terminology

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical

vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME205 EKG Techniques with Human Anatomy

This course introduces student to the EKG profession. It provides students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

Phlebotomy Technician Certificate Program

Phlebotomy Technician program consist of two (2) in-class courses plus a 120 hour externship. Students must obtain a minimum of 100 successful venipuncture draws on their externship.

Course Outline

150 Clock Hours

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
	Phlebotomy Technician Externship	120

Program Objectives

During the Phlebotomy Technician program students will be taught:

- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare

Program Length

The Phlebotomy Technician program is 11 weeks.

Program Delivery

The Phlebotomy Technician program is a residential training program and no portion is offered by distance learning. Classrooms are furnished with the following equipment. Equipment use is dependent and relative to the respective course. Medical exam tables, Scales, EKG machines, Phlebotomy Stations, Venipuncture and Injection Training Arms, a classroom laptop and a classroom projection screen.

Course Description

ME200 Introduction to Health Care with Medical Terminology

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy Technician course trains students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include, venipuncture procedures, specimen collection, blood collection, quality assurance, body systems, infection control and skin puncture techniques.

Phlebotomy Technician Externship

Upon successful completion of all courses, the student will spend 120 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training. Students must obtain a minimum of 100 successful venipuncture draws.

Student Concerns/Complaint Procedure

We encourage any suggestions or concerns students may have. Please offer these suggestions or voice concerns to the appropriate staff member. If the concern has not been resolved after meeting with the Campus Director, please adhere to the following procedure:

Contact in writing the Concern Resolution Department of Ross Education, LLC:

Ross Education, LLC, Concern Resolution Department
Attention: Concern Resolution Department
22800 Hall Road, Suite 800, Clinton Township, MI 48036

Email: Ross Student Concerns@rosseducation.edu

The Concern Resolution Department will forward the concern to the appropriate corporate supervisor and a written concern will be acknowledged within three (3) working days. A response in writing will follow within ten (10) working days. If the response does not rectify the situation, contact the Concern Resolution Department at (810) 637-6100 Extension 20050. A meeting will be arranged for the concerned principals. Students must follow the established procedures in order to resolve their concerns. If, after all HTC/Ross avenues are exhausted, the student is not satisfied, the student may consider contacting the appropriate state regulatory agency.

A student who believes that a school or a sales representative is not complying with the law may file a complaint with the Massachusetts Division of Professional Licensure (DPL) by calling the telephone tip line for occupational schools at 617-727-6917 or filing a written complaint at the Office of Private Occupational School Education, Division of Professional Licensure, 1000 Washington Street, Suite 710, Boston, MA 02118, or via the website at mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html

Addendum

Class Schedules, Start Dates, Legal Holidays, Scheduled Breaks

Attleboro:

Fisher College Campus, 451 Elm St, North Attleboro, MA 02760

No class dates: Jan. 18, May 31, Sept. 6, Nov. 25

* Class schedule subject to change and/or cancellation

<u>Mod #</u>	<u>Class Name</u>	<u>Dates</u>	<u>Times</u>	<u>Days:</u>
Mod 1	Introduction to Healthcare	01/11/21 - 02/08/21	9-2pm	Mon-Thurs
Mod 2	Phlebotomy	02/09/21 – 03/08/21	9-2pm	Mon-Thurs
Mod 3	EKG	03/09/21 – 04/05/21	9-2pm	Mon-Thurs
Mod 4	Clinical Medical Techniques	04/06/21 – 05/03/21	9-2pm	Mon-Thurs
Mod 5	Introduction to Healthcare	05/04/21 – 06/01/21	9-2pm	Mon-Thurs
Mod 6	Phlebotomy	06/07/21 – 07/01/21	9-2pm	Mon-Thurs
Mod 7	EKG	07/06/21 – 08/02/21	9-2pm	Mon-Thurs
Mod 8	Clinical Medical Techniques	08/09/20 – 09/02/21	9-2pm	Mon-Thurs
Mod 9	Introduction to Healthcare	09/07/21– 10/04/21	9-2pm	Mon-Thurs
Mod 10	Phlebotomy	10/05/21 – 11/01/21	9-2pm	Mon-Thurs
Mod 11	EKG	11/02/21 – 11/30/21	9-2pm	Mon-Thurs
Mod 12	Clinical Medical Techniques	12/06/20 – 12/30/21	9-2pm	Mon-Thurs

Braintree:

Blue Hills Medical Center, 340 Wood Rd, Braintree, MA 02184

No class dates: Jan. 18, May 31, Sept. 6, Nov. 25

* Class schedule subject to change and/or cancellation

<u>Mod #</u>	<u>Class</u>	<u>Dates</u>	<u>Times</u>	<u>Days</u>
Mod 1	Introduction to Healthcare	01/11/21 - 02/08/21	9-2pm	Mon-Thurs
Mod 2	Phlebotomy	02/09/21 - 03/08/21	9-2pm	Mon-Thurs
Mod 3	EKG	03/09/21 - 04/05/21	9-2pm	Mon-Thurs
Mod 4	Clinical Medical Techniques	04/06/21 - 05/03/21	9-2pm	Mon-Thurs
Mod 5	Introduction to Healthcare	05/04/21 - 06/01/21	9-2pm	Mon-Thurs
Mod 6	Phlebotomy	06/07/21 - 07/01/21	9-2pm	Mon-Thurs
Mod 7	EKG	07/06/21 - 08/02/21	9-2pm	Mon-Thurs
Mod 8	Clinical Medical Techniques	08/09/21 - 09/02/21	9-2pm	Mon-Thurs
Mod 9	Introduction to Healthcare	09/07/21 - 10/04/21	9-2pm	Mon-Thurs
Mod 10	Phlebotomy	10/05/21 - 11/01/21	9-2pm	Mon-Thurs
Mod 11	EKG	11/02/21 - 11/30/21	9-2pm	Mon-Thurs
Mod 12	Clinical Medical Techniques	12/06/21 - 12/30/21	9-2pm	Mon-Thurs

Charlestown:

529 Main St. Suite 102, Charlestown MA 02129

No class dates: Jan. 18, May 31, Sept. 6, Nov. 25

*Class schedule subject to change and/or cancellation

<u>Mod #</u>	<u>Class Name</u>	<u>Dates</u>	<u>Times</u>	
Mod 1	Phlebotomy	01/11/21 - 02/08/21	9-2pm	Mon-Thurs
Mod 2	EKG	02/09/21 – 03/08/21	9-2pm	Mon-Thurs
Mod 3	Clinical Medical Techniques	03/09/21 – 04/05/21	9-2pm	Mon-Thurs
Mod 4	Introduction to Healthcare	04/06/21 – 05/03/21	9-2pm	Mon-Thurs
Mod 5	Phlebotomy	05/04/21 – 06/01/21	9-2pm	Mon-Thurs
Mod 6	EKG	06/07/21 – 07/01/21	9-2pm	Mon-Thurs
Mod 7	Clinical Medical Techniques	07/06/21 – 08/02/21	9-2pm	Mon-Thurs
Mod 8	Introduction to Healthcare	08/09/21 – 09/02/21	9-2pm	Mon-Thurs
Mod 9	Phlebotomy	09/07/21 – 10/04/21	9-2pm	Mon-Thurs
Mod 10	EKG	10/05/21 – 11/01/21	9-2pm	Mon-Thurs
Mod 11	Clinical Medical Techniques	11/02/21 – 11/30/21	9-2pm	Mon-Thurs
Mod 12	Introduction to Healthcare	12/01/21 – 01/05/21	9-2pm	Mon-Thurs

Stoughton:

Cura Health/Goddard Hospital , 909 Sumner At., Stoughton, MA 02072

No class dates: Jan. 18, May 31, Sept. 6, Nov. 25

DAYS:

<u>Mod #</u>	<u>Class Name</u>	<u>Dates</u>	<u>Times</u>	<u>Days</u>
Mod 1	Clinical Medical Techniques	01/11/21 - 02/08/21	9-2pm	Mon-Thurs
Mod 2	EKG	02/09/21 – 03/08/21	9-2pm	Mon-Thurs
Mod 3	Phlebotomy	03/09/21 – 04/05/21	9-2pm	Mon-Thurs
Mod 4	Introduction to Healthcare	04/06/21 – 05/03/21	9-2pm	Mon-Thurs
Mod 5	Clinical Medical Techniques	05/04/21 – 06/01/21	9-2pm	Mon-Thurs
Mod 6	EKG	06/07/21 – 07/01/21	9-2pm	Mon-Thurs
Mod 7	Phlebotomy	07/06/21 – 08/02/21	9-2pm	Mon-Thurs
Mod 8	Introduction to Healthcare	08/09/21 – 09/02/21	9-2pm	Mon-Thurs
Mod 9	Clinical Medical Techniques	09/07/21 – 10/04/21	9-2pm	Mon-Thurs
Mod 10	EKG	10/05/21 – 11/01/21	9-2pm	Mon-Thurs
Mod 11	Phlebotomy	11/02/21 – 11/30/21	9-2pm	Mon-Thurs
Mod 12	Introduction to Healthcare	12/06/21 – 12/30/21	9-2pm	Mon-Thurs

NIGHTS:

Mod 1 PM	EKG	01/11/21 - 02/08/21	5-10pm	Mon-Thurs
Mod 2 PM	Clinical Medical Techniques	02/09/21 – 03/08/21	5-10pm	Mon-Thurs
Mod 3 PM	Introduction to Healthcare	03/09/21 – 04/05/21	5-10pm	Mon-Thurs
Mod 4 PM	Phlebotomy	04/06/21 – 05/03/21	5-10pm	Mon-Thurs
Mod 5 PM	EKG	05/04/21 – 06/01/21	5-10pm	Mon-Thurs
Mod 6 PM	Clinical Medical Techniques	06/07/21 – 07/01/21	5-10pm	Mon-Thurs
Mod 7 PM	Introduction to Healthcare	07/06/21 – 08/02/21	5-10pm	Mon-Thurs
Mod 8 PM	Phlebotomy	08/09/21 – 09/02/21	5-10pm	Mon-Thurs
Mod 9 PM	EKG	09/07/21 – 10/04/21	5-10pm	Mon-Thurs
Mod 10 PM	Clinical Medical Techniques	10/05/21 – 11/01/21	5-10pm	Mon-Thurs
Mod 11 PM	Introduction to Healthcare	11/02/21 – 11/30/21	5-10pm	Mon-Thurs
Mod 12 PM	Phlebotomy	12/06/21 – 12/30/21	5-10pm	Mon-Thurs

Worcester:

Teamsters Local 170 Bldg, 330 SW Cutoff, Rte 20, Worcester, MA 01604

No class dates: Jan. 18, May 31, Sept. 6, Nov. 25

*Class schedule subject to change and/or cancellation

<u>Mod #</u>	<u>Class Name</u>	<u>Dates</u>	<u>Times</u>	<u>Days</u>
Mod 1	EKG	01/11/21- 02/08/21	9-2pm	Mon-Thurs
Mod 2	Clinical Medical Techniques	02/09/21 – 03/08/21	9-2pm	Mon-Thurs
Mod 3	Introduction to Healthcare	03/09/21 –04/05/21	9-2pm	Mon-Thurs
Mod 4	Phlebotomy	04/06/21 – 05/03/21	9-2pm	Mon-Thurs
Mod 5	EKG	05/04/21 – 06/01/21	9-2pm	Mon-Thurs
Mod 6	Clinical Medical Techniques	06/07/21 – 07/01/21	9-2pm	Mon-Thurs
Mod 7	Introduction to Healthcare	07/06/21 – 08/02/21	9-2pm	Mon-Thurs
Mod 8	Phlebotomy	08/09/21 – 09/02/21	9-2pm	Mon-Thurs
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