



Health Training Center

A Division of Ross Medical Education Center

Student Catalog

2023-2024

Volume VIII

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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Table of Contents

Campus Locations.....	3
Accreditation Status.....	3
Mission Statement.....	3
Central Administration, Ross Education Holdings, Inc.....	4
Enrollment.....	4
Admissions Process	4
Admissions Requirements	4
Health Prerequisites*	4
Registration	5
Class Schedules.....	5
Start Dates.....	5
Legal Holidays/Scheduled Breaks	5
Tuition and Fees	6
Grading System.....	7
Externship	7
Graduation Requirements	7
Credit for Previous Education.....	8
Transfer Credits	8
Academic Transcript.....	8
Satisfactory Progress.....	8
Evaluation Points	8
*Minimum Academic Achievement and Completion Requirements	8
*HTC Retake Policy	9
Withdrawals	9
Readmission.....	10
Attendance and Excused Absence	10
Standards of Conduct-School Rules and Regulations	12
Dress Code.....	14
Patients' Care and Rights.....	14
Inclement Weather.....	14
Disclosure of Educational Records.....	14
Library and Resource Materials.....	15
Guidance and Counseling	15
Job Placement	15
Financial Information.....	15
School Payment Plans.....	15
Late Payments.....	15
Refund Law.....	15
Cancellation and Refund Law.....	16
Clinical Medical Assisting Program Refund <i>per M.G.L. Chapter 255, Section 13K</i>	16
Clinical Medical Assistant Certificate Program	17
Course Outline	17

Program Objectives..... 17

Program Length 18

Course Descriptions 18

Program Delivery –Residential, Hybrid or Low Residency 19

Hybrid and Low Residency Computer Requirements 20

Student Concerns/Complaint Procedure 21

Campus Locations

Braintree

Blue Hills Medical Center
340 Wood Road #102
Braintree, MA 01284

Email: information@HealthTrainingCenter.com or www.HealthTrainingCenter.com

State Licensure

HTC is licensed by the Division of Occupational Licensure, Office of Private Occupational Schools, 1000 Washington St., Suite 710, Boston, MA 02118. 617.701-8719
occupational.schools@mass.gov

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 Division of Occupational Licensure, Office of Private Occupational Schools, 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, Ross Education Holdings, Inc.

George Grayeb – *Chief Executive Officer & President*
Anthony Iaquinto – *Chief Financial Officer/Chief Administrative Officer*
Allison McConnell – *Senior Vice President Admissions*
Ryan Middleton – *Senior Vice President of Operations*
Gregory Brenner – *Chief Information Officer*
Jeffrey Blitz – *Vice President of Accreditation and Regulatory Affairs*

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 Office of Ross Education Holdings, Inc.

22800 Hall Road, Suite 800
Clinton Township, MI 48036

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.

Admissions Requirements

- Students entering Health Training Center must have earned a high school diploma or its equivalent, or must have completed a secondary education in an eligible home school setting.
- All candidates must be 18 years of age or older.
- All candidates must be able to speak, understand and read English.
- All candidates are required to provide documentation of health prerequisites (listed below)*
- For 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.).
- Students enrolled in the Hybrid Clinical Medical Assistant Program and Low Residency Online Clinical Medical Assistant Program are required have reliable access to a PC or Mac with the recommended minimum computer system requirements.

Health Prerequisites*

Externship placement will require that students provide Health Training Center written documentation of the following health prerequisites.

- Within the past year, you have had a physical exam, are in good health and have no transmittable diseases

- Within the past year, you have had results of a negative PPD (TB) test or a negative PPD test of a chest x-ray, some externship sites may require a 2nd PPD
- 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
- 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)
- One (1) dose of Tdap within the last ten years
- Two (2) doses of live varicella or serologic proof of immunity or reliable history of chickenpox disease (Birth before 1980 is NOT acceptable)
- Valid CPR Heart saver/AED card, if applicable

**Note: HTC is not responsible if individual student medical test results do not meet medically accepted standards for the externship placement. It is the student's responsibility to maintain required immunizations.*

Registration

Early registration is recommended to help ensure a candidate's place in class. Once the payment plan has been determined, the Admissions Representative will complete the enrollment process and will review the Enrollment Agreement with the prospective candidate to help ensure that all sections are thoroughly understood. The candidate will then sign and initial these documents indicating acknowledgement of the terms of enrollment. The school director will review application and required documents for admission and will notify the applicant of their status of admission.

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. Classes run on a 4-week or 5-week module system. 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 Day.

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 2023-2024

Programs	Tuition, Books, Lab Fees incurred by student	Criminal Offender Record Information Additional fee incurred by student	Charges for supplies and equipment Additional fees incurred by student
Clinical Medical Assistant Certificate	Tuition \$6,164 Books \$433 Lab Fees \$403 Total: \$7,000	\$50	Uniform \$50 (scrubs, non-permeable shoes, *wrist watch), NHA CCMA Certification, \$160, Laptop approximately \$500 (a PC or Mac is required for the hybrid clinical medical assistant program and low residency online clinical medical assistant program)

**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.*

**A PC or MAC is required for the Hybrid Clinical Medical Assistant Program and the Low Residency Online Clinical Medical Assistant Program.*

** Monetary credit may be granted for students who have a current American Heart BLS 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

Externship

The Health Training Center will work with students to find a suitable placement within one year of completion of their first term (module), if they have: (1) completed the course work in a satisfactory manner; (2) supplied all the required health prerequisite documentation; (3) requested an externship within the one-year period mentioned above and (4) completed a clean CORI background check. It may be necessary for a student to locate a site their own. Beyond one year, the Center is not obligated to provide an externship without retraining, which will be paid for by the student. Obtaining a passing grade does not guarantee an externship, if the student does not display emotional or professional standards to work in a medical environment. Externships need to be completed during daytime hours, during the week.

Graduation Requirements

A Certificate of Completion and transcript will be awarded to each student who successfully completes all course and program requirements in the specified time. It should be noted that successful completion of the externship is a course requirement for all programs.

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.

Academic Transcript

An unofficial copy of each student's transcript is available upon request by the student at recordsrequest@healthtrainingcenter.com. This service is subject to the Family Educational Rights and Privacy Act of 1974, as amended. Please allow up 10 days for processing. The school reserves the right to limit, in its discretion, the number of official academic transcripts provided without a processing fee. Student information is securely maintained electronically by the institution in CampusVue, the student information system (SIS) from Campus Management Corporation.

Student records are kept for a minimum of seven years; academic transcripts are retained indefinitely.

Satisfactory Progress

Evaluation Points

Students will receive regular evaluations of their progress at the completion of each course. When averaged together, scores on quizzes, in laboratory assignments, on homework and other assignments are no less than the minimum passing grade as stated in the Course Policies and Procedures for each course. This score shall be attained in each of the four quarters in the course. Students may remain in the course if they have not obtained these averages, however, at the end of the course, they may not have achieved high enough scores to pass. Satisfactory Progress is also determined by the number of hours students attend class. If students fail to meet the minimum attendance requirement listed in each course's Policies and Procedures, they will be administratively withdrawn. After completion of 50% of each course, students will receive a written evaluation related to their progress and grades, which is reviewed and discussed with their instructor.

***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 - in order to advance to externship, 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 BLS CPR Certification, the student must submit a copy of his/her BLS CPR 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 the BLS 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.

If a student withdraws from a Program in accordance with the School's withdrawal policy, the School shall:

- a) treat the withdrawal as a termination of the enrollment contract, effective immediately;
- b) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
- c) provide the calculation and any refund to the student within 45 days of the effective date of the termination

If a student stops attending School but does not withdraw in accordance with the School's withdrawal policy, the School shall:

- a) for purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity;
- b) determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the Program, whichever is earliest;

- c) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
- d) provide the calculation and any refund to the student within 45 days from the date the School determines the effective date of termination under 230 CMR 15.04(8)(b).

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.

Attendance and Excused Absence

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. Students are responsible for completing all work missed due to an absence. See chart below for details.

Residential Clinical Medical Assistant

Course	Grade Reduction (5%)	Dismissal
ME203 Phlebotomy Techniques	5 – 10 hours absent	Over 10 hours absent
ME206 Clinical Medical Assisting Techniques	5 – 10 hours absent	Over 10 hours absent
ME205 EKG Techniques	4.5 – 9 hours absent	Over 9 hours absent
ME200 Introduction to Healthcare	4.5 – 9 hours absent	Over 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. If a student exceeds the maximum absences for a course, they are withdrawn from the course and will need to retake it.

Hybrid Clinical Medical Assistant Attendance and Excused Absence Policy

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

Hybrid students are responsible for attending all scheduled online and residential lab activities and for submitting all assignments and examinations on time as required in the class. Individual courses may

have specific requirements (which in some cases may be more stringent than the general attendance requirements) as to the effect of attendance on grades, class meetings, course assignments, off- campus activities, externships, clinical and practicum activities, and other program requirements. Students are responsible for completing all work missed due to an absence. Students will be notified when a grade reduction is applied due to absences.

Students who fail to attend a scheduled residential lab session or who fail to complete the academically- related activity in the learning management system (LMS) required for a scheduled online class session will not receive attendance credit for that session. For all online coursework, students are required to login to their online classrooms regularly. Students must complete the required online academically- related activity on the day of the scheduled online session, which begins at 12:00 a.m. and ends at 11:59 p.m. each day. Gradable items must be submitted within the online course system as instructed. Sending an email to an instructor does not count as a gradable item. The definition of online attendance is the submission of a gradable item. The definition of a ‘gradable item’ includes, but is not limited to, tangible coursework such as:

- Threaded discussion post
- Submission of a quiz/exam
- Submission of an assignment

Make-Up Work

The ability to make- up work missed due to absence is at the sole discretion of the instructor, and making up work does not count as attendance in the class missed. It is likewise solely the student's responsibility to maintain contact with the instructor to request the opportunity to engage in make- up work.

Low Residency Online Clinical Medical Assistant Attendance and Excused Absence Policy

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

Low residency students are responsible for attending all scheduled online activities and in-person clinical proficiency checks and for submitting all assignments and examinations on time as required in the class. Individual courses may have specific requirements (which in some cases may be more stringent than the general attendance requirements) as to the effect of attendance on grades, course assignments, in-person clinical proficiency checks, campus activities, externships, and other program requirements. Students are responsible for completing all work missed due to an absence. Students will be notified when a grade reduction is applied due to absences.

For all online coursework, students are required to login to their online classrooms regularly. Students must complete the required online academically related activity on the day of the scheduled online session, which begins at 12:00 a.m. and ends at 11:59 p.m. each day. Gradable items must be submitted within the online course system as instructed. Sending an email to an instructor does not count as a

gradable item. The definition of online attendance is the submission of a gradable item. The definition of a 'gradable item' includes, but is not limited to, tangible coursework such as:

- Threaded discussion post
- Submission of a quiz/exam
- Submission of an assignment

The ability to make-up work missed due to absence is at the sole discretion of the instructor, and making up work does not count as attendance in the class missed. It is likewise solely the student's responsibility to maintain contact with the instructor to request the opportunity to engage in make-up work.

Standards of Conduct and School Rules and Regulations

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

- For in-person classes, students are expected to be on time and in their seats when classes are scheduled to begin. For online classes, students who fail to complete the academically related activity in the online learning management system (LMS) required for a scheduled online class session will not receive attendance credit for that session. 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; and 3) Instructors 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, she/he 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.

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

Patients' Care Policy

During the course of the off-site medical assisting externship, clinical sites may expect students to directly provide medical care to patients, handle patients' confidential medical records, or otherwise interact with patients in their capacity as a medical assistant extern. All HTC students are expected to fully understand their respective externship sites' rules and standards for patient care, including Patient Rights, and to uphold these standards at all times.

Failure by students to abide by a site's rules and standards for patient care, including improper disclosure of patients' confidential medical information, will result in disciplinary action by HTC dependent upon the severity of the violation. Mistreatment of patients or breach of patient confidentiality may be grounds for suspension or expulsion from

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.

Inclement Weather

Two hours before the start of class the Instructor will inform students if there is a delay in the start time of class or a class cancellation. Make-up plans may include make-up days and times not part of the normal schedule, as to not delay the original scheduled end date of the course.

Disclosure of Educational Records

Educational Records are handled in accordance with the Student Release of Records Disclosure.

Library and Resource Materials

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

Guidance and Counseling

Health Training Center offers guidance and counseling one-on-one via the phone, in-person and in classroom settings when this is appropriate. We feel that instructors are often the best source of this kind of advice once a student has enrolled, because they can provide current and relevant advice related to classroom and job questions. Before classes begin, administrative staff offers assistance by phone, one-on-one, or at open houses.

Job Placement

The Health Training Center provides placement assistance in the form of job announcements and in any other way it has available upon graduation without additional charge. The school does not guarantee job placement. The student should be aware that such assistance is not given as an inducement to enroll, and no guarantee or representation of placement is made or implied. While the student is in school, we teach resume writing, job interviewing skills, and we guide students on how to search and apply for jobs. We recommend websites to students and graduates to search for job openings. In addition, we provide links to employers who allow us to refer students and graduates via the internet. And as we are notified of available positions from our affiliates, we notify graduates via email and phone calls.

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 a 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>

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.

Refund Law

230 CMR 15.04 (5) and (6):

- (5) After April 1, 2017, if a School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K.

(6) In addition to the requirements of M.G.L. c. 255, § 13K, for programs beginning after April 1, 2017, prior to the completion of five school days or five percent of the Program, whichever occurs first, a School shall afford a student the opportunity to withdraw with a full refund of all Monies Paid, less (1) actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K; and (2) actual reasonable costs of non-reusable supplies or Equipment where a School reasonably provided the student with the supplies or Equipment, so long as the student receives the refund to which they are entitled under M.G.L. c. 255, § 13K. Provided, however, that this provision shall not apply to: (1) Programs not subject to division approval; and (2) Programs 80 hours or less in duration and \$2,000 in total cost.

Cancellation and Refund Law

STATE OF MASSACHUSETTS REFUND LAW

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

Dates vary based on the date the student signs the Enrollment Agreement

Clinical Medical Assisting Program Refund *per M.G.L. Chapter 255, Section 13K*

***QUARTERS ARE 4 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	5 th day after date both parties have signed the contract
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	Program start date
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: \$5,250.00	Last date of first quarter (Last day of 4 th week)
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: \$3,500.00	Last date of second quarter (Last day of 8 th week)
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: \$1,750.00	Last date of third quarter (Last day of 12 th week)
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	5 th day after date both parties have signed the contract

attached hereto and made a part of this agreement. Responsible for \$50 Admin Fee	
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 13th week)</i>

Administrative Costs Equal: \$ 50

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, HME200	Introduction to Health Care	70
ME203, HME203	Phlebotomy	80
ME205, HME205	EKG	70
ME206, HME206	Clinical Medical Assisting Techniques and;	80
	Medical Assistant Externship	160
Total		460

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.

Course Descriptions

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.

Program Delivery –Residential, Hybrid or Low Residency

The Clinical Medical Assistant program has three delivery options: residential, hybrid and low residency. The 100% residential program is all in-person classes. The hybrid program is a combination of online distance learning and residential training. The low residency program is distance learning and requires in-person clinical proficiency checks. All programs require that students complete an off-site externship at a medical facility upon completion of their courses, in order to demonstrate competencies learned throughout the program.

Residential Clinical Medical Assistant Program - Program Delivery

The Clinical Medical Assistant residential training program is all in-person instruction 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.

Hybrid Clinical Medical Assistant Program - Program Delivery

The Hybrid Clinical Medical Assistant hybrid training program combines online lecture-based training with residential (in-person) twice weekly lab sessions. The online portion is taught and managed through Canvas Learning Management System (LMS).

Low Residency Online Clinical Medical Assistant Program - Program Delivery

The Low Residency Online Clinical Medical Assistant is an online lecture-based training program. The online portion is taught and managed through Canvas Learning Management System (LMS). Students receive a home kit for practicing clinical skills. Items in the kit include, but are not limited to, a stethoscope, suture removal kit, syringe and needles, a phlebotomy arm and blood pressure kit. This program requires in-person clinical proficiency checks.

Canvas Learning Management System (LMS)

Canvas Learning Management System (LMS) an open and reliable web-based software that allows institutions to manage digital learning, educators to create and present online learning materials and assess student learning, and students to engage in courses and receive feedback about skill development and learning achievement. Additional information about the Canvas LMS can be found at <https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-is-Canvas/ta-p/45>

Online portions include simulation modules that allow students to optimize the way they learn and practice clinical skills and procedures in a simulated environment that is accessible anytime, anywhere, on any device. Its multi-dimensional format engages students and allows them to personalize their learning experience; it focuses on problem-solving activities, tracks student progress, and enables them to build strong procedural memories needed to perform clinical work. By using simulation modules, students arrive for lab sessions/proficiency checks better prepared, ask better questions, and are better prepared externships.

Hybrid and Low Residency Computer Requirements

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements. Students are required to have reliable access to a PC or Mac with Internet access. Students may also use a mobile device such as a smartphone or tablet as a secondary means to access coursework in Canvas; however, not all assignments may be completed using a smartphone or tablet. Accessibility to Canvas is extremely limited when using a Chromebook or Kindle. Please refer to the Online Computer Equipment Specifications for current minimum computer system requirements.

Online Computer Equipment Specifications

Minimum System Requirements: The following minimum computer system requirements are recommended.

Computer Specifications

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements. Students are required to have reliable access to a PC or Mac but may use a mobile device such as a phone or tablet as a secondary means of access coursework in Canvas. Accessibility to Canvas is extremely limited when using a Chromebook or Kindle.

Screen Size

Canvas is best viewed at a minimum resolution of 800x600. If you want to view Canvas on a device with a smaller screen, we recommend using the Canvas mobile app. McGraw-Hill Connect has a recommended display resolution of 1024 x 768 resolution or better. Students that wish to complete Connect assignments on a mobile phone are encouraged to download the associated mobile apps (e.g. SmartBook, LearnSmart).

Operating Systems

- Windows 7 and newer
- Mac OSX 10.10 and newer
- Linux - ChromeOS

Mobile Operating System Native App Support

- iOS 11 and newer (versions vary by device)
- Android 5.0 and newer

Computer Speed and Processor

- Use a computer 5 years old or newer when possible
- 2 GB of RAM (4 GB recommended)
- 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor (2 GHz recommended)
- 20 GB available hard disk space (40 to 100 GB recommended)
- DirectX 9 graphics device with WDDM 1.0 or higher driver

Internet Speed

- Along with compatibility and Web standards, Canvas has been carefully crafted to accommodate low bandwidth environments.
- Minimum of 512 Kbps; 1.5 Mbps or more is recommended

Screen Readers

- Macintosh: VoiceOver (latest version for Safari)
- PC: JAWS (latest version for Internet Explorer)
- PC: NVDA (latest version for Firefox)
- There is no screen reader support for Canvas in Chrome

Supported Browsers

- **Google Chrome** 69+
- **Mozilla Firefox** 59+ (Extended Releases are not supported)
- **Internet Explorer** 11+ (*Windows only*—functionally supported; may exhibit slight visual differences from other browsers, but these differences do not restrict product functionality or accessibility)
- **Microsoft Edge** 42+ (*Windows only*)
- **Apple Safari** 11+ (*Macintosh only*)
- **Respondus Lockdown Browser** (supporting the latest system requirements)

Students should always use the most current version of their preferred browser. The browser will notify user if there is a new version available.

Bandwidth and Browser Recommendations

- An Internet connection speed of 3 Mbps or faster.
- Ability to accept browser cookies.
- JavaScript enabled on your Web browser.
- Latest version of Adobe Flash Player (used for recording or viewing audio/video and uploading files)
- Latest version of Adobe Reader
- Set your browser to refresh at every page.
- Not be behind a firewall that blocks cookies or blocks access to a secure server.
- All pop- up blockers turned off.
- Have speakers connected to your computer and turned on.

For IT support students may submit an email to technicalsupport@rossmedical.com

Student Concerns/Complaint Procedure

Students may contact at any time the Commonwealth of Massachusetts Division of Occupational Licensure, Office of Private Occupational Schools, at 1000 Washington Street, Boston, MA 02118. 617.701-8719. Occupational.Schools@mass.gov

We encourage any suggestions or concerns students may have. Students may offer these suggestions or voice concerns to the appropriate HTC staff member. If the concern has not been resolved after meeting with the Campus Director, students may contact in writing the Concern Resolution Department of Ross Education Holdings, Inc.

Ross Education Holdings, Inc.
Attention: Concern Resolution Department
22800 Hall Road, Suite 800, Clinton Township, MI 48036
Email: Ross Student rossstudentconcerns@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.

A student who believes that a school or a sales representative is not complying with the law may file a complaint at any time with the Commonwealth of Massachusetts Division of Occupational Licensure, Office of Private Occupational Schools, 1000 Washington Street, Boston, MA 02118 (617) 701-8719, Occupational.Schools@mass.gov

Filing a Complaint with the Kentucky Commission on Proprietary Education:

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE- 24, Form to File a Complaint, accompanied, if applicable, by Form PE- 25, Authorization for Release of Student Records. The form may be mailed to the following address:

Kentucky Commission on Proprietary Education,
500 Mero Street, 4th Floor,
Frankfort, Kentucky 40601

The forms can be found on the website at <http://kcpe.ky.gov>.

The state of Kentucky is a member of the National Council for State Authorization and Reciprocity Agreements (NC- SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Kentucky, the contact information to file a complaint against Ross College is as follows:

State of Michigan Department of Labor and Economic Opportunity
201 N. Washington Square, 3rd Floor
Lansing, MI 48913