



MedCerts 2016/17 Catalog



Healthcare Programs

Medical Front Office Assistant and Administration Specialist
Electronic Health Records and Reimbursement Specialist
Medical Front Office and Electronic Health Records
Medical Front Office Administration Specialist
Electronic Health Records Specialist
Medical Billing Specialist

Allied Healthcare Professional
Pharmacy Technician Specialist
Pharmacy Technician
Professional Coder

IT Programs

IT Helpdesk Administrator
Healthcare IT Technician
IT Network Technician
PC Technician



Certification Opportunities

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

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

MedCerts is licensed as a Proprietary School in Michigan, Indiana, Colorado, and Kansas. As an education provider, MedCerts is a WIOA Eligible Training Provider for nearly 30 US States, as governed by each State's respective Workforce Development Board.

Instructional Model – The MedCerts Learning Experience

MedCerts provides students with engaging, comprehensive, and high-quality curriculum in a flexible and convenient online learning environment. The school strives to meet the educational goals of its students while giving them the opportunity to set the pace of their learning, while being supported by a network of advisors, coordinators, and specialists who employ a team approach to ensure student success.

MedCerts programs are considered open-enrollment, meaning students can start at any time. Each program has an assigned duration with each student receiving a custom Learning Plan defining a timeline for course and program Start/End Dates, as well as exam preparation. Our programs are self-paced, and the instruction model is considered asynchronous. Asynchronous learning is a student-centered teaching method that utilizes a combination of online learning resources that is free from the constraints of a scheduled classroom event in terms of time and place. Learning can take place anywhere, anytime!

Students enrolled in a MedCerts program have the freedom to access courses and instructional materials at any time they choose, and from any location in the world as long as they have access to an Internet connection. The MedCerts Learning portal is accessible on mobile devices such as tablets and most modern "smart phones" with a reasonable sized display.

Upon enrollment, students have access to their training through the MedCerts Learning Portal (<http://train.medcerts.com>) 24 hours a day, 7 days a week, and for a period of twelve (12) months from his/her official program Start Date.

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

While MedCerts curriculum has been designed to align with specific Certification Exam objectives or knowledge domains, our training goes the extra mile to equip students with the expanded skills and expertise they will need to be successful in their new CAREER.



MedCerts Mission

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

MedCerts Pillars

Our Foundation for Success

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

Institutional Goals

The Goals of MedCerts are:

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

Institutional Objectives

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

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

Institutional Ownership

The school is owned by MedCerts, LLC a private corporation which is wholly owned by Mark McManus, Sr., Mark McManus, Jr, and Mark Mitchell.



DIRECTOR OF PROGRAMS

- Ensures that all students are treated fairly and receive quality service from their Education Consultant and Student Services Department
- Supervises funding processes and coordinates compliance with state guidelines for training institutions
- Assists with the development and administration of training programs

EDUCATION CONSULTANT

- Helps you identify your career goals
- Helps you determine which Certification Education Program best suits your needs
- Provides you with tuition financing options
- Assists you with the enrollment process
- Provides detailed overview of the MedCerts Learning Experience

STUDENT SERVICES

- Processes initial program enrollments
- Processes schedule change requests
- Orders and organizes distribution of materials (exam vouchers, exam preparation tools, eLearning, etc.)
- Provides transcripts upon request
- Monitors student attendance and progress
- Provides one-on-one mentoring

ADMINISTRATIVE STAFF

Mark McManus, Sr.
CEO & School Director

Michael Colvin
President

Dana Janssen
COO & Director of Programs

Gayle Rediske
Financial Controller

Mike Ball
Marketing Manager

Gary Burton
Video Production Manager

Sandy Mead
Director of Admissions
WIOA

James Restaneo
Business Development
Manager

PRIMARY FACULTY AND STAFF

Paula Lewandowski Powley
Student Support Manager / Product Development
Degree(s): Bachelors of Science in Psychology,
Minor in Sociology
Certification(s): CBCS, CMAA, CEHRS

Peggy Somers
Project Manager / Student Services Manager
Degree(s): Associate Data Processing,
Bachelor of Science – Dietetics, Elementary Teaching Certification
Certification(s): MOS 2003, 2007, 2010, 2013 Word, PowerPoint, Excel,
Outlook; 2003 Project; 2013 Access; Microsoft Certified Instructor

Joseph Fischer
IT and Tech Support Specialist
Degree(s): Bachelor of Science in Computer Engineering,
Master of Art in Organizational Leadership
Certification(s): Healthcare IT, A+, Net+, Server+, INet+,
Security+, Linux+, MCP, MCSA, MCSE

Keith M. Binion
Program Director / Pharmacy Technician Program
Degree(s): Bachelor of Science
Certification(s): CPhT

Melissa Kirshner
AAPC Program Support Specialist
Degree(s): Bachelor of Science in Anatomy and Physiology,
Master of Public Health
Certification(s): CPC, CPC-I, CMCO, AIHC ICD-10 Certified Trainer
for CM and PCS, AHIMA Approved ICD-10-CM and ICD-10-PCS Trainer,
AHIMA Approved Ambassador

Jason Priest
Student Support Advisor / Pharmacy Externship Coordinator
Certification(s): CPhT, EMT-B

Krystal Edwards
Student Support Advisor
Degree(s): Associate Degree General Studies,
Hospital Pharmacy
Certification(s): CPhT, CEHRS, CMAA, CBCS

Holly Davey
Student Support Advisor
Degree(s): Bachelor of Art in Psychology
Certification(s): Certified Nursing Assistant (CNA), CEHRS, CMAA

Barbara Whatley
Student Support Advisor
Certification(s): CMAA, CEHRS, CPhT, CBCS
Florida Registered Pharmacy Technician (RPhT)

Jamie McLachlan
Student Support Advisor
Certification(s): CPC, CMAA

Cristina Odom
Student Services and Help Desk Specialist
Degree(s): Associate of Fine Arts

Chenoa Deramus
Student Services Coordinator
Degree(s): Associate of Medical Office Administration,
Bachelor of Business Administration
Certification(s): CBCS

Kathy Knott
Student Services Coordinator

Terry Hilden
Student Services Specialist

Doreen Austin
Logistics and Registration Specialist

Janea Rudder
Workforce Applications Manager

Al Hernandez
Education Consultant

Kelly Trader
Education Consultant

Pamela Harvey
Education Consultant

CONTACT INFORMATION

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Admissions@MedCerts.com – For Prospective Student Inquiries and Assistance

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Memberships, Affiliations, and Partnerships

- National Healthcareer Association (NHA) – Partner Educator
- Pharmacy Technician Certification Board (PTCB) – Partner Educator
- American Society of Health-System Pharmacists (ASHP) – Candidate Status
- American Academy of Professional Coders (AAPC) – Partner Educator
- National Partnership with Walgreens – Externship Partner
- National Partnership with CVS – Externship Partner
- The Pharmacy Technician Letter – CE Partner
- MyCAA Approved School since 2011
- Military Friendly School® – 2017
- Military Spouse Friendly School® - 2017
- Military Spouse Employment Partnership – Pending Partnership
- Army Partnership for Youth Success (PAYS) – Partner
- Workforce 180 - Partner
- Got Your 6 – Member
- AARP Foundation – Partner
- Goodwill Industries – Partner
- Approved STEMJOBS Colleges 2016
- Military Advanced Education & Transition - TOP Colleges and Universities 2017





Medical Front Office Assistant

Medical Office Management & Administrator

Medical Receptionist

Medical Billing Specialist

Medical Insurance Specialist

Clinical Specialist

Health Care Administrator

Patient Centered Care Coordinator

Medical Front Office Assistant and Administration Specialist

HI-1000: MEDICAL FRONT OFFICE ASSISTANT AND ADMINISTRATION SPECIALIST program is designed to equip you with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administration Assistant (CMAA) and Certified Billing and Coding Specialist (CBCS) certifications.

This 22-week online training program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Medical Office Computer Applications, and Insurance Billing and Coding Essentials. Upon completion of the program, you will have become skilled in areas of Medical Office Administration and Medical Insurance Reimbursement, and will be prepared for dual healthcare certifications (CMAA and CBCS), increasing your marketability in the field and allowing for greater flexibility in your career path.

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

TUITION: \$4,000

DURATION: 22 Weeks

PROGRAM HOURS: 352

PREREQUISITES:
High School Diploma or GED

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CORE COURSES:

HI-1011: Medical Office Procedures and Administration

MS-4000: Microsoft Office Series II

HI-1014: Human Anatomy, Physiology and Medical Terminology

HI-1015: Insurance Billing and Coding Essentials

TARGET CERTIFICATIONS:

Certified Billing and Coding Specialist (CBCS)

Certified Medical Administrative Assistant (CMAA)



Medical Billing Specialist

Medical Insurance Specialist

Reimbursement Specialist

Insurance Claims Processor

Health Care Administration

Medical Billing Specialist

HI-1100: MEDICAL BILLING SPECIALIST program is a 14-week, video based training series designed to provide you with the skills and knowledge necessary to successfully pursue a career in the healthcare industry, with a specific focus on Medical Billing support. Additionally, students are well prepared to take nationally recognized certification exams like the Certified Billing and Coding Specialist (CBCS) exam, administered by the National Healthcareer Association (NHA).

This 14-week online training program provides training in areas including Human Anatomy and Physiology, Medical Terminology, and Insurance Billing and Coding Essentials. Upon completion of the program, you will have obtained the skills and knowledge required to obtain certifications leading to a new career in a variety of health care fields related to medical billing and insurance reimbursement.

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

TUITION: \$2,000

DURATION: 14 Weeks

PROGRAM HOURS: 224

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

HI-1014: Human Anatomy, Physiology and Medical Terminology

HI-1015: Insurance Billing and Coding Essentials

TARGET CERTIFICATION:

Certified Billing and Coding Specialist (CBCS)

Medical Office Computer Specialist/Assistant

Medical Office Assistant/Specialist

Clinical Assistant/Specialist

Medical Receptionist

Medical Administrative/Assistant

Health and Medical Administrator

Patient Centered Care Coordinator



Medical Front Office Administration Specialist

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

This 16-week online training program provides specialized training in areas including Medical Office Procedures and Administration, Medical Office Computer Applications, and administrative computer functions and procedures. Upon completion of the program, you will have become skilled in areas of Medical Office Administration, and will be prepared for a health care certification (CMAA), increasing your marketability in the field and allowing for greater flexibility in your career path.

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

TUITION: \$2,000

DURATION: 16 Weeks

PROGRAM HOURS: 256

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

HI-1011: Medical Office Procedures and Administration

HI-1014: Human Anatomy, Physiology and Medical Terminology

MS-4000: Microsoft Office Series II

TARGET CERTIFICATIONS:

Certified Medical Administrative Assistant (CMAA)



- Pharmacy Technician
- Pharmacy Aid
- Pharmacy Assistant
- Pharmaceutical Care Assistant
- Medical Front Office Assistant
- Medical Receptionist
- Health Care Administrator
- Patient Centered Care Coordinator

Pharmacy Technician

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

This 22-week online certification program provides comprehensive training in the areas of Human Anatomy and Physiology, Medical Office Administration, Medical Terminology, Medical Office Computer Applications, and Pharmacy Principles and Practices. Upon completion of the program, you will have become skilled in areas of Medical Office Administration and Pharmacy, and will be prepared for dual healthcare certifications (CMAA and CPhT), increasing your marketability in the field and allowing for greater flexibility in your career path.

NEW! Graduates of the Pharmacy Technician program are now eligible to participate in a 160 hour Externship Experience at a Walgreens Pharmacy of your choice. The **OPTIONAL** Walgreens externship is the capstone of the Learning Experience, allowing you to apply what you have learned in a real world environment.

Your participation and ultimate completion of the MedCerts Pharmacy Technician program qualifies you for enrollment in an ASHP-approved extension program that will provide you with an elevated diploma and better job opportunities.

ASHP programs are the gold standard by which State boards of pharmacy measure Pharmacy Tech standards.

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

TUITION: \$4,000

DURATION: 22 Weeks

PROGRAM HOURS: 352

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

- HI-1011: Medical Office Procedures and Administration
- MS-2000: Microsoft Office Series I
- HI-1014: Human Anatomy, Physiology and Medical Terminology
- HI-1017: Pharmacy Technician Principles and Practices

TARGET CERTIFICATIONS:

- Certified Pharmacy Technician (CPhT)
- Certified Medical Administrative Assistant (CMAA)

Pharmacy Technician

Pharmacy Aid

Pharmacy Assistant

Pharmaceutical Care Assistant



Pharmacy Technician Specialist

HI-2100: THE PHARMACY TECHNICIAN SPECIALIST program is designed to equip you with the skills necessary to provide excellent support in a pharmacy environment Certified Pharmacy Technician (CPHT) certification.

This 16-week online certification program provides comprehensive training in the areas of Human Anatomy and Physiology, Medical Terminology, and Pharmacy Principles and Practices. Upon completion of the program, you will be prepared for Pharmacy Technician Certification. This program is designed to increase your marketability in the field and allows for greater flexibility in your career path.

NEW! Graduates of the Pharmacy Technician Specialist program are now eligible to participate in a 160-hour Externship Experience at a Walgreens Pharmacy of your choice. The **OPTIONAL** Walgreens externship is the capstone of the Learning Experience, allowing you to apply what you have learned in a real world environment.

Your participation and ultimate completion of the MedCerts Pharmacy Technician program qualifies you for enrollment in an ASHP-approved extension program that will provide you with an elevated diploma and better job opportunities.

ASHP programs are the gold standard by which State boards of pharmacy measure Pharmacy Tech standards.

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

TUITION: \$2,700

DURATION: 16 Weeks

PROGRAM HOURS: 256

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

HI-1014: Human Anatomy, Physiology and Medical Terminology
HI-1017: Pharmacy Technician Principles and Practices

TARGET CERTIFICATIONS:

Certified Pharmacy Technician (CPHT)



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

Medical Front Office and Electronic Health Records

HI-3000: MEDICAL FRONT OFFICE AND ELECTRONIC HEALTH RECORDS program is designed to equip you with the skills necessary to provide excellent support in a Medical Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) and Certified Medical Administrative Assistant (CMAA) certifications. This comprehensive online program prepares you for proper handling of patient data, fundamental records and document management, medical office procedures, and more. Upon completion of the program and achieving certification, students may find work in physician offices and laboratories, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

This 24-week online certification program provides comprehensive training in the areas of Human Anatomy and Physiology, Medical Office Administration, Medical Terminology, Medical Office Computer Applications, and Electronic Health Records technology and management. Upon completion of the program, you will have become skilled in areas of Medical Office Administration and Electronic Health Records, and will be prepared for dual healthcare certifications (CMAA and CEHRS), increasing your marketability in the field and allowing for greater flexibility in your career path.

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

TUITION: \$4,000

DURATION: 24 Weeks

PROGRAM HOURS: 384

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

- HI-1011: Medical Office Procedures and Administration
- MS-4000: Microsoft Office Series II
- HI-1014: Human Anatomy, Physiology and Medical Terminology
- HI-1018: Electronic Health Records

TARGET CERTIFICATIONS:

- Certified Electronic Health Records Specialist (CEHRS)
- Certified Medical Administrative Assistant (CMAA)



Electronic Health Records Specialist

Health Information/Medical Records Administrator

Medical Records Technician

HIPAA Compliance Officer

Health Information Support Specialist

Medical Records Administrator

Medical Office Management and Administrator



Electronic Health Records Specialist

HI-3100: THE ELECTRONIC HEALTH RECORDS SPECIALIST program is designed to equip you with the skills necessary to provide excellent support in a Medical Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) designation. Our online certification program prepares you for proper handling of patient data, fundamental records and document management, medical office procedures, and more. Upon completion of the program and achieving certification, students may find work in physician offices and laboratories, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

This 16-week online certification program provides comprehensive training in the areas of Human Anatomy and Physiology, Medical Terminology, and Electronic Health Records technology and management. Upon completion of the program, you will have become skilled in the management, functions, and purpose of Electronic Health Records, and will be prepared to sit for the CEHRS certification, increasing your marketability in this growing field and allowing for greater flexibility in your career path.

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

TUITION: \$2,700

DURATION: 16 Weeks

PROGRAM HOURS: 256

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

HI-1014: Human Anatomy, Physiology and Medical Terminology

HI-1018: Electronic Health Records

TARGET CERTIFICATION:

Certified Electronic Health Records Specialist (CEHRS)



Electronic Health Records Specialist

Health Information/Medical Records Administrator

Health Information/Medical Records Technician

Health and Medical Administrative Services

Medical Billing Specialist

Medical Insurance Specialist

Billing and Coding Support

Medical/Health Management & Clinical Assistant

Health/Health Care Administration Management

HIPAA Compliance Officer

Electronic Health Records and Reimbursement Specialist

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

This 24-week online certification program provides comprehensive training in the areas of Microsoft Office, Human Anatomy and Physiology, Medical Terminology, Insurance Billing and Coding and Electronic Health Records. Upon completion of the program, you will have become skilled in areas of Electronic Health Records and Reimbursements, be prepared for dual healthcare certifications (CEHRS and CBCS), increasing your marketability in the field and allowing for greater flexibility in your career path.

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

TUITION: \$4,000

DURATION: 24 Weeks

PROGRAM HOURS: 384

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

MS-2000: Microsoft Office Series 1
HI-1014: Human Anatomy, Physiology and Medical Terminology
HI-1015: Insurance Billing and Coding Essentials
HI-1018: Electronic Health Records

TARGET CERTIFICATIONS:

Certified Electronic Health Records Specialist (CEHRS)
Certified Billing and Coding Specialist (CBCS)

Professional Medical Coder

Professional Fee Coder

Surgical Coder

Coding Specialist

Medical Management Specialist

Outpatient Medical Coder

Reimbursement Coordinator/Specialist

Compliance Auditor - Coding



Professional Coder

HI-5100: PROFESSIONAL CODER (CPC) program provides comprehensive training that leads to the Certified Professional Coder (CPC) credential, which is the gold standard for medical coding in physician office settings. Our partnership with the **American Academy of Professional Coders (AAPC)** enables delivery of licensed curriculum that is fully aligned to the CPC certification exam. Certified Professional Coders are critical to compliant and profitable medical practices and typically earn 20% more than non-certified coders. The primary objective for this program is to give the student the tools needed to successfully pass the CPC examination, earning the credential CPC-A. When the CPC-A (apprentice) is ultimately combined with one (1) year of practical coding experience, the individual earns the full CPC designation.

Students learn principles of medical coding related to the three main code books: CPT, ICD-10-CM Volumes 1 & 2 and HCPCS Level II. In addition, the student will learn the differences between ICD-9-CM and ICD-10-CM coding. This program is recommended for anyone who is preparing for a career in medical coding for a physician's office, and is vital in ones' preparation for the AAPC's CPC certification examination.

All students are eligible for MedCerts-sponsored membership into the AAPC, as well as a complimentary CPC Exam Voucher upon completion of her/his program. Both of these are benefits provided free of charge by MedCerts.

Previous Medical front office experience or training is highly recommended

TUITION: \$4,000

DURATION: 24 Weeks

PROGRAM HOURS: 448

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

HI-1014: Human Anatomy, Physiology, and Medical Terminology

HI-1051: Certified Professional Coder Preparation Course

TARGET CERTIFICATION:

Certified Professional Coder (CPC-A)

Medical Office Management and Administration

Health Information Administrator

Medical Records Administrator

Medical Office Assistant/Specialist

Clinical Assistant/Specialist

Medical Reception

Medical Biller

Medical Insurance Specialist

Patient Centered Care Coordinator

Pharmacy Technician



Allied Healthcare Professional

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

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

This 36-week online training program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Electronic Health Records, Pharmacy Technician, and Insurance Billing and Coding Essentials. Upon completion of the program, students will have become skilled in a comprehensive set of subject matter areas, and will be prepared for multiple healthcare certifications (CMAA, CPhT, CEHRS, and CBCS), increasing their marketability in the field and allowing for greater flexibility in their career path.

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

NEW! Graduates of this program are now eligible to participate in a 6-week Externship Experience at a Walgreens Pharmacy of their choice. The **OPTIONAL** Walgreens externship is the capstone of the Learning Experience, allowing students to apply what they have learned in a real world environment.

TUITION: \$6,000

DURATION: 36 Weeks

PROGRAM HOURS: 576

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

HI-1011: Medical Office Procedures & Administration

MS-2000: Microsoft Office Series 1

HI-1014: Human Anatomy, Physiology, and Medical Terminology

HI-1015: Insurance and Billing, and Coding Essentials

HI-1017: Pharmacy Technician Principles & Practices

HI-1018: Electronic Health Records

TARGET CERTIFICATION:

Certified Medical Administrative Assistant (CMAA)

Certified Billing and Coding Specialist (CBCS)

Certified Electronic Health Records Specialist (CEHRS)

Certified Pharmacy Technician (CPhT)



IT Helpdesk Administrator

IT-2000: IT HELPDESK ADMINISTRATOR program provides comprehensive training for students who wish to prepare for entry into a career in Information Technology (IT). This program provides students with the knowledge required to sit for three international certification exams. Two exams make up the A+ Certification: CompTIA A+ Essentials and CompTIA A+ Practical Application, and one exam leads to the CompTIA Network + Certification. A+ Certification indicates technical ability and signifies the competence to support a wide variety of hardware and software. Network + Certification validates that students have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support. Upon completion of this program, students will be prepared for international, vendor-neutral certifications in a growing and in-demand field.

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

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

TUITION: \$4,000
DURATION: 18 Weeks
PROGRAM HOURS: 288
PREREQUISITES:
High School Diploma or GED



CORE COURSES:
IT-2012: A+ Comprehensive
IT-2013: Network +
MS-6000: Microsoft Office Series III

TARGET CERTIFICATION:
A+
Network+



PC Technician

Technology Specialist

Desktop Support Specialist

Helpdesk Technician/Analyst

Technical Support



PC Technician

IT-2100: PC TECHNICIAN program provides comprehensive training for students who wish to prepare for the two exams that make up the A+ Certification: CompTIA A+ Essentials and CompTIA A+ Practical Application. Students will gain the skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance. Upon completion of this program, students will be prepared for international, vendor-neutral certification in a growing and in-demand field.

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

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

TUITION: \$3,100

DURATION: 12 Weeks

PROGRAM HOURS: 192

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

IT-2012: A+ Comprehensive

MS-6000: Microsoft Office Series III

TARGET CERTIFICATION:

A +



Network Technician

Network Administrator

Network Support Technician

Network Installer

Help Desk Technician

IT Cable Installer

Field Technician

IT Network Technician

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

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

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

TUITION: \$2,300

DURATION: 12 Weeks

PROGRAM HOURS: 192

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

IT-2013: Network +

MS-6000: Microsoft Office Series III

TARGET CERTIFICATION:

Network +

Implementation Support Specialist

Implementation Manager

PC Technician

Technical/Software Support Specialist

Technology Specialist

Helpdesk Technician/Analyst

Network Technician

Network Installer or IT Cable Installer



Healthcare IT Technician

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

Students receive Healthcare IT training through a comprehensive 26-week program, with emphasis on Regulatory Requirements, Electronic Health Records (EHR), Organizational Behavior, IT Operations, Medical Business Operations, Networking, and Security. The core training within this program allows students to choose a path for certification. The first path has a Healthcare focus which prepares students for certification in Electronic Health Records (CEHRS) and CompTIA's A+, while gaining exposure to Medical Office Procedures and Administration, and Network +. The second path has a Technical focus which prepares students for certification in CompTIA's A+ and CompTIA's Network+, while gaining exposure to Medical Office Procedures and Administration, and Electronic Health Records. Students may choose the exam path before they begin their program.

Students learn through hands-on labs, courseware review and demo activities, and recorded video lectures. Students receive on-going support and guidance from a team of instructors, advisors, and online mentors. This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

TUITION: \$4,000

DURATION: 26 Weeks

PROGRAM HOURS: 416

PREREQUISITES:
High School Diploma or GED



CORE COURSES:

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

TARGET CERTIFICATION:

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

Course Descriptions (Healthcare)

HI-1011: MEDICAL OFFICE PROCEDURES AND ADMINISTRATION

This course will introduce the student to the Health care industry, its environment along with the day to day skill set and knowledge required to fulfill a position as a Medical Administrative Assistant. Modules include Professional Behavior, Communication, Law and Ethics, Law and Medicine, Daily Operations, Telephone Techniques, Appointment Scheduling, Correspondence, Computers, HIPPA Regulations, Records Management, Information Management, Basics of Coding, Health Insurance Basics, Professional Fees, Accounting and Bookkeeping, Banking and Financial Management, Practice Management, Marketing and Customer Service. **Course Hrs: 64**

HI-1014: HUMAN ANATOMY, PHYSIOLOGY AND MEDICAL TERMINOLOGY

This course is designed to familiarize the student with the language of medicine, through the study of prefixes, suffixes, root words, abbreviation, and pronunciation of words. The curriculum also includes an overview of anatomy and physiology in order to increase the understanding of medical vocabulary. Students will examine the organization of the integumentary, musculoskeletal, hematic, lymphatic and immune, and cardiovascular systems in the human body. They will become familiar with the medical terms that relate to the respiratory, digestive, nervous, endocrine, reproductive, and excretory systems. Students will also examine terms related to the sensory organs, with a concentration on the organs for hearing, sight, and smell. This course will prepare students to better understand spoken and written interactions in all medical environments. **Course Hrs: 128**

HI-1015: INSURANCE BILLING AND CODING ESSENTIALS

This course covers the skill set and knowledge required to fulfill a position as an Insurance Billing Specialist. This will include an introduction to diagnosis coding (ICD-9 and ICD-10), procedure coding (CPT and HCPCS), billing and reimbursement processes and understanding insurance companies; as well as Medical Insurance Billing as a Career, HIPPA & HITECH, Health Insurance basics, Medical Record Documentation, Electronic Data Exchange, Claim Reimbursement, Fees, BCBS, Managed Care, Private Insurance, Medicare, Medicaid, Tricare, CHAMPVA, Workers Compensation, and Disability Income Insurance. **Course Hrs: 96**

HI-1017: PHARMACY TECHNICIAN PRINCIPLES AND PRACTICES

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

HI-1018: ELECTRONIC HEALTH RECORDS

This course provides students with the skills and certifications for the development and maintenance of electronic health records in both facility and private practice environments. Upon completion of this course, students will be qualified to sit for the CEHRS, and will have gained the knowledge required to perform a variety of office functions necessary in the digital/electronic age. Students are introduced to, and are provided training and practical application of skills in a variety of areas related to Electronic Health Records. Ethical, legal, and regulatory requirements will be covered along with training in the hands-on Electronic Health Record software. Students will also receive comprehensive training in the areas of Professional Fees, Billing, and Collecting, the Health Insurance Claim Form, Third-Party Reimbursement, Banking Services and Procedures, Health Information Management, Computers in the Medical Office, Medical Records Management, and much more. **Course Hrs: 128**

HI-1051: CERTIFIED PROFESSIONAL CODER PREPARATION COURSE

This course provides students with expertise in reviewing and assigning medical codes for diagnosis, procedures, and services performed by physicians and other qualified healthcare providers in the office or facility setting (ex: inpatient hospital). Students will gain proficiency across a wide range of services, include evaluation and management, anesthesia, surgery, radiology, pathology, and medicine. Students learn about medical coding guidelines and regulations including compliance and reimbursement – allowing a CPC to better handle issues such as medical necessity, claims denials, bundling issues, and charge capture. This course helps students understand how to integrate medical coding and payment policy changes into a practice's reimbursement processes. **Course Hrs: 320**

Course Descriptions (IT)

IT-2012: A+ COMPREHENSIVE

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

IT-2013: NETWORK +

Network + builds on existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that students will use on the job in any type of networking career. This course is designed to provide network technicians with the foundation-level skills they need to install, operate, manage, maintain, and troubleshoot a corporate network. This course will help prepare students for the CompTIA Network+ N10-005 certification exam. CompTIA recommends students have CompTIA A+ certification or equivalent experience prior to attempting the N10-005 exam. As in the A+ Comprehensive course, students gain critical hands-on experience through a series of Performance Based Exam Prep Simulations. These simulations are a mixture of Operating System and Application Training Demonstrations, Interactive Graphic Windows Exercises, Interactive Command-Line Windows Exercises, and Interactive Configuration and Identification Exercises. The simulations are blended into the training, to provide reinforcement of topics, as well as to provide the critical “hands-on” learning experience necessary to gain competency. **Course Hrs: 96**

IT-3010: HEALTHCARE IT

The Healthcare IT course serves as a bridge between the IT and Healthcare course curriculum. In this course, students receive a background in HIT standards, regulations, and workflows so they can best understand the healthcare environment. By applying what has been learned in the prerequisite healthcare and IT courses, students will gain a thorough understanding of how to implement and maintain HIT systems in a variety of medical/clinical settings. This course provides a solid understanding of regulatory requirements, healthcare terminology and acronyms, and code of conduct and security best practices. In this course, students are provided hands-on practical application through the use of software demos and exercises. **Course Hrs: 32**

MS-2000: MICROSOFT OFFICE SERIES I

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

MS-4000: MICROSOFT OFFICE SERIES II

This set of courses will provide the range of skills needed to create professional-quality documents and effectively communicate within an office environment. The content covered includes how to create, edit and enhance documents in Microsoft Word, how to organize, calculate and analyze information in Microsoft Excel, how to exchange information and manage your activities in Microsoft Outlook, and how to create effective and robust presentations in Microsoft PowerPoint. **Course Hrs: 64**

MS-6000: MICROSOFT OFFICE SERIES III

This set of courses will provide the range of skills needed to create professional-quality documents and effectively communicate and collaborate within an office environment. The content covered includes how to create, edit and enhance documents in Microsoft Word, how to organize, calculate and analyze information in Microsoft Excel, how to exchange information and manage your activities in Microsoft Outlook, and how to create effective and robust presentations in Microsoft PowerPoint. Additional skills will include how to create and format various types of diagrams with Microsoft Visio and how to collaborate effectively with the use of Office 365 Web Apps, OneDrive, and Skype for Business. **Course Hrs: 96**



Recommended Healthcare Certifications

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

CMAA - Certified Medical Administrative Assistant



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

As CMAA you may perform some of the following tasks:

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

By attaining CMAA certification, students validate their training and competence, and assure allied health employers that they are qualified for entry-level positions. Furthermore, hospitals, physicians' offices, nursing homes and other healthcare facilities may give preference to candidates with medical administrative assistant certification.

CEHRS - Certified Electronic Health Records Specialist



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

As a Certified EHR Specialist, you may perform some or all of the following tasks:

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

Attaining certification as an Electronic Health Records Specialist shows potential employers that the student has the competence and expertise to succeed in this role. Certification will improve job opportunities and the locations for employability, as well as increasing the pay scale.

CBCS - Certified Billing and Coding Specialist



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

As a CBCS you may perform some or all of the following tasks:

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

Certified specialists are prepared for entry-level employment as an insurance billing specialist and related occupations in the medical industry. Graduates of this program will be employable by private health care practices, clinics, government agencies, insurance companies and other health care facilities.

CPhT - Certified Pharmacy Technician



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

As a CPhT, you may perform some or all of the following tasks:

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

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

AAPC's Certified Professional Coder (CPC) Certification



The CPC examination consists of questions regarding the correct application of CPT, HCPCS Level II procedure and supply codes and ICD-10-CM diagnosis codes used for billing professional medical services to insurance companies. Examinees must also demonstrate knowledge on proper modified use, coding guidelines and regulatory rules.

Key knowledge areas and skill sets measured by the AAPC Certified Professional Coder (CPC) certification exam also include the ability to:

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

AAPC

AAPC (formerly American Academy of Professional Coders) was founded in 1988 as a professional organization providing training, certification, ongoing education, networking, and job opportunities to medical coders, medical billers, auditors, compliance managers, and physician practice managers in the United States. Currently, AAPC has a membership base over 156,000 worldwide, of which nearly 104,000 are certified.

IT Certifications

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

About the A+ Certification



A+ Certification is the computer industry recognized credential that certifies the competency of PC Service Specialists. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric. This certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications. Certification provides a wealth of benefits to any person seeking a job in the computer industry.

Skills Measured by CompTIA A+ Certification

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

- A+ certified professionals understand the fundamentals of computer technology, networking, and IT security.
- A+ certified professionals understand operating system (OS) functionality and troubleshooting methodology.
- A+ certified professionals can identify hardware, peripheral, networking, and security components.
- A+ certified professionals can categorize various types of storage devices and backup media.
- A+ certified professionals can explain the types and features of motherboard components.
- A+ certified professionals know how to perform proper computer safety procedures and best practices.
- A+ certified professionals possess practical interpersonal communication skills to better interact with colleagues.
- A+ certified professionals can install, configure, upgrade and maintain PC workstations, the Windows OS, and SOHO networks.
- A+ certified professionals can install and configure input devices, such as mouse, keyboard, biometric devices & touch screens.
- A+ certified professionals can use a variety of troubleshooting techniques and tools to effectively resolve PC, OS, and network connectivity issues.

Network + (N10-005 exam)

About the Network + Certification



Network + Certification is the computer industry recognized credential that certifies the competency of Network Technicians. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric. This certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications. Certification provides a wealth of benefits to any person seeking a job in the computer industry.

Skills Measured by Network+ Certification

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

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

CompTIA HCIT - Healthcare IT Technician (Exam HIT-001)

About the Healthcare IT Certification

The CompTIA Healthcare IT Technician certification has been retired as of February 28, 2017. Although the exam was retired and CompTIA will no longer offer this exam, anyone who has received the HIT certification previously will remain CompTIA Healthcare IT Technician certified. CompTIA will not renew or replace the HIT-001 certification.

MedCerts values the education received in this training program and is offering two new certification paths to select from: Healthcare Technician Path or Technical Path.

Tuition Payment Options and Financial Aid

PROGRAM PRICE

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

- Online course materials
- All instructional content including courseware (e-book and printed), study guides, and other miscellaneous materials (ie. flash cards, reference materials, lab materials, lab manuals, etc.)
- Academic, Technical, and Service Support
- Unpaid Externship (Pharmacy Technician only)
- On-Demand Progress Reports
- Live Online Subject Matter Support
- Certification Exam Registration
- Certification Exam Payment (see each program description for eligible exams)
- Certification Exam Study/Review Materials and Practice Tests
- Transcript
- Diploma/Certificate of Completion
- All shipping charges related to course materials, certificate of completion, etc.
- Access to additional library of non-academic courses (business/soft skills)

MedCerts offers and accepts many different forms of funding and financial assistance for tuition payment. In addition to being a MyCAA Approved Training Provider, MedCerts has been approved as an approved training vendor by the majority of U.S. States. Our Financial Aid and Admissions personnel communicate with State and local Workforce Offices on a daily basis, and work diligently to identify any and all funding options for which you may be eligible.

PAYMENT METHODS

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

- Personal check
- Cashier's check or money order
- Mastercard, Visa and American Express
- Private loan
- Local and state government agencies

STUDENT LOANS

Students enrolling into a Certification Program may wish to secure a student loan. MedCerts recommends consulting your banking institutions or financial advisor on the best loan options available to you. MedCerts does not assist students in securing private loans. If a student obtains a private loan on his or her own, the student must be aware that he or she will have to repay the full amount of the loan plus interest. Some common features of student loans include:

- Inclusion of all educational expenses such as training costs, fees, books, exams, computer hardware & software
- Low interest rates
- Deferment options
- No prepayment penalties
- Repayment options

MYCAA FUNDING

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

WIOA FUNDING

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

EMPLOYER-BASED FUNDING

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

ADDITIONAL TUITION OPTIONS

MedCerts believes every person deserves an education! We have several tuition payment options if you do not qualify for State or Federal grants or scholarships. For more information about funding sources please contact a Education Consultant.

Student Support Services

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

GENERAL SUPPORT

Proactive

- New Student Orientation – Private one-on-one phone orientation required for all students
- Private Student Consultations – Based on need or request, all students have the ability to self-schedule an appointment for consultation with an Adviser, if support or guidance is needed.
- All Student progress is monitored and reported to Student Services on a DAILY basis.
- Scheduled Outreach – Timed outreach – Student are contacted at scheduled intervals throughout training regarding their program progress/status.
- Remedial Support – Students who are identified as deficient in progress are provided a phone consultation with an Adviser. A revised schedule or custom learning plan is developed based on student need.
- In-Activity Monitoring – If no activity for extended period of time, outreach by phone/email occurs.

Reactive

- On-Demand Toll Free Phone Support
- On-Demand Email Support
- Certification Exam Registration and Scheduling Assistance
- Registration and delivery of program-specific certification Assessment module

SUBJECT MATTER SUPPORT

- On-Demand Chat with a Live Subject Matter Experts who hold one or more industry degrees and certifications
- One-on-One Tutoring – Based on need, or by student request
- Assistance navigating the many resources MedCerts provides to supplement the video instruction

EXAM PREPARATION SUPPORT

- Students are provide a detailed exam preparation plan upon completion of their program.
- All students receive MedCerts authored Exam Preparation Manuals for all eligible exams.
- Private one-on-one phone consultations (Exam Preparation Session) with a Subject Matter Expert to review key objectives, study/exam tips, and to provide additional resources to best prepare students for certification success.
- A dedicated Exam Registration Specialist helps each student with the pre-registration process, identifying a testing location, and serves as a guide during each student's path to exam day.

TECHNICAL SUPPORT

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

2016/17 Holidays

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

2016	Labor Day	Christmas Eve Observed	2017	Labor Day	Christmas Eve Observed
New Year's Day	Monday, 9/5	Friday, 12/23	New Year's Day	Monday, 9/4	Friday, 12/22
Friday, 1/1	Thanksgiving Day	Christmas Day Observed	Monday, 1/2	Thanksgiving Day	Christmas Day
Memorial Day	Thursday, 11/24	Monday, 12/26	Memorial Day	Thursday, 11/23	Monday, 12/25
Monday, 5/30	Day After Thanksgiving	New Year's Eve Observed	Monday, 5/29	Day After Thanksgiving	New Year's Eve Observed
Independence Day	Friday, 11/25	Friday, 12/30	Independence Day	Friday, 11/24	Friday, 12/29
Monday, 7/4			Tuesday, 7/4		

Academic and School Policies

INSTRUCTIONAL STAFF AVAILABILITY

MedCerts instructors and instructional support staff are online and are available via phone, internet chat, and email Monday-Thursday, from 8:30am – 8:00pm and Friday from 8:30am - 5:00pm (Eastern Time). Inquiries submitted through email during normal business hours will be typically be responded to within the hour. Emailed inquiries received outside of business hours will be responded to on the next business day. On occasion, MedCerts Student Support may not be available during scheduled services hours. In these unavoidable cases, MedCerts will post an announcement within the Learning Portal as to the reason, and the likely duration of the lapse in service.

LEARNING PORTAL AND SYSTEMS/NETWORK AVAILABILITY

All MedCerts training is delivered online, and is hosted in a virtual environment. As such, the Learning Portal and associated support materials and support agents are reliant upon the operational integrity of a variety of systems and networks. On rare occasion, these networks or systems can “go down”, lose quality, or provide intermittent service. In such events, MedCerts will do its best to communicate updates or announcements to students regarding the loss or deficiency in system/network services. In most cases, such events are completely outside the control of MedCerts.

NON-DISCRIMINATION POLICY

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

ADMISSION

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

1. The student must complete a MedCerts Student Application and Enrollment Agreement.
2. The student must have a consultation with a MedCerts Representative to evaluate skill and experience levels and identify education and career goals.
3. Students must be at least 18 years of age or have parent/legal guardian authorization.
4. Students must have a high school diploma, or GED, or equivalent.
5. Because MedCerts programs are delivered and supported in English, our policy is to enroll students who are able to read, write, and speak the English language. At this time, MedCerts does not enroll anyone who does not meet this requirement.
6. To allow for the best chance of student success, where applicable (as detailed in section below), students may be required to take a skills assessment that will help the Admissions department provide appropriate academic screening and course placement based on student aptitude.
7. A payment method must be established and agreed upon by the student and MedCerts prior to registration.
8. For the RX-3000 Pharmacy Technician Professional program only, we require a copy of a government-issued photo ID in order to validate identity.

USE OF WONDERLIC BASIC SKILLS TEST AND SCHOLASTIC LEVEL EXAM ASSESSMENTS

Applicants who otherwise meet the requirements to pursue a selected program of study, may be required to take the Wonderlic Scholastic Level Exam (SLE) or the Wonderlic Basic Skills Test (WBST) depending upon the requested program of enrollment (currently programs leading to the CPhT, CPC, A+, and Network+ certifications).

The results of these assessments will not necessarily prevent the student from enrollment in his/her chosen program, however, based on the results of the assessment a student may be advised to select a more suitable program that aligns with his/her abilities. Each of the certification programs noted above are associated with a recommended “Cut Score”. Wonderlic provides a recommendation for a minimum score based on the Department of Labor’s O*Net database and the program titles provided by MedCerts. The determination is based on guidance provided by the Department of Education, as well as additional research and feedback.

NOTE: Applicants to the RX-3000 Pharmacy Technician Professional program are required to take both the SLE and the WBST, and will be required to achieve a “Cut Score” defined by the Program Director. The results of these assessments may prevent the student from enrolling in the RX-3000 program. If declined, the Program Director will present alternate program options.

CRIMINAL BACKGROUND CHECKS AND DRUG SCREENING POLICY

MedCerts does not perform criminal background checks, nor do we test students for illicit drug use. Please be advised that while MedCerts does not perform these checks, the student’s drug, criminal, or immunization status may prevent future employment as a healthcare or IT professional. Externship sites, employers, and State Boards of Pharmacy or other regulatory boards have regulations about drug use and criminal backgrounds. Regulatory boards, externship sites, employers, and other organizations that may require these screenings for placement, and adverse results may prohibit you from moving forward in the program.

Example: Because the RX-3000 program requires that the student complete an externship, a failed drug test administered by the externship site (such as Walgreens) may prevent the student from completing the MedCerts program requirements resulting in disqualification from the Rx-3000 program.

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

SHIPPING AND HANDLING

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

FEES

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

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

STUDENT WELCOME PACKAGE

Upon enrollment, students receive a Welcome Package which is shipped to students approximately ten (10) days prior to the official program Start Date. Depending on the program, the contents of the Welcome Package will vary. All healthcare program packages consist of one or more textbooks, workbooks or eBooks in addition to a variety of instruction sheets, login credentials, and a detailed course schedule. Most healthcare programs also include one or more boxes of Flash Cards. Most IT programs do not have courseware/textbooks as a part of the curriculum. Regardless of whether courseware is a part of the curriculum, all students will receive a Welcome Package.

SHIPMENT ERRORS

Students who receive an incorrect or incomplete shipment must call Student Services immediately for assistance. MedCerts will provide a Return Shipping Label via email or mail that will allow for the return of materials at no cost to the student.

STUDENT IDENTITY VERIFICATION PROCESS

During the enrollment process, all students are provided with a unique username and password, which allows them to log into the MedCerts Learning Portal to access online training and to complete assignments, quizzes, and final exams. Each username and password combination is unique to every individual student, and MedCerts' Code of Conduct policy prohibits students from sharing this information. Student identity is verified by confirming the student's first and last names, address, and telephone number prior to releasing any information. Students are responsible for all comments, exams, and assignments posted on their account. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify the school. MedCerts will use the e-mail listed on a student's account to send academic and school updates. These communications can be personal in nature and for this reason we recommend that students use an e-mail that is not shared with others.

If MedCerts suspects that a student's account has been compromised, access to the student account may be blocked until student's identity has been verified. This process is done only to protect the student's interest. Students are responsible for all comments, quizzes, exams, and assignments posted on their account. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify the school.

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

ORIENTATION

New students are required to participate in a 15-25 minute phone orientation prior to beginning their program. This helps familiarize students with the format and key components of the program, and helps ensure that each student is adequately prepared to begin their training. With few exceptions, this orientation MUST take place at a point within 72 hours of your official Start Date. It is the student's responsibility to ensure that the orientation requirement is met.

CODE OF CONDUCT

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

CHEATING

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

DISMISSAL

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

- Non-Satisfactory Academic Performance. Student understanding of subject matter is assessed on a continuous basis throughout his/her program. Each program is designed so that mastery of a standard/objective/topic allows for continuation within the program. If the student is unable to complete regular assessments with a passing grade, or otherwise demonstrate mastery of subject matter, he/she

will not be able to continue in their program. When this occurs, Student Support will intervene and offer reasonable assistance. After reasonable remedial efforts have been provided, if the student is unable to achieve the necessary performance standards, the student may be Dismissed from his/her program due to poor academic performance.

- Acts of plagiarism and academic dishonesty
- Inappropriate sharing of login credentials, curriculum, or any other course/program materials
- Unauthorized copying of course material. All content of MedCerts online courses is copyrighted under the laws of the United States.
- Refusal to communicate or interact with MedCerts staff
- Thirty days of Academic Probation without a formal Leave of Absence or without showing effort to retain good standing within his/her program.
- Failure to maintain a tuition payment agreement
- Unprofessional communications with MedCerts instructors, staff and other students

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

ACADEMIC PROBATION

After sixty (60) days of inactivity combined with a lack of communication, the student may be placed on Academic Probation. During the 60 days preceding probation, repeated efforts will have been made to contact the student in order to offer/deliver assistance and to encourage the student to get back on track with their studies (pace of program). After 30 Days of Academic Probation, a Student Support Coordinator will review the student's record and make a recommendation to extend the Probation period, or Dismiss the student from his/her program. This decision is made by the Director of Programs, in cooperation with the Student Services team. Any student who is placed on Probation remains eligible for program continuation and ultimate completion unless formally dismissed from the program. To exit probationary status, the student must simply contact Student Services to request that a consultation take place. At that time, the student must decide whether they wish to Withdraw (with or without refund, depending on progress) or work to regain good standing within his/her training program.

PHYSICAL REQUIREMENTS – RX-3000 PROGRAM

Students enrolled in the RX-3000: Pharmacy Technician Professional program are required to participate in an EXPERIENTIAL program component, which is an externship at a participating Walgreens, CVS, or other approved pharmacy. Students are also required to complete a SIMULATION component within the program. Both components require that the student be able to perform a variety of functions or procedures in order to demonstrate proficiency. Students are required to be able to discriminate increment readings on syringes and discriminate different colored and shaped objects. The student needs to be able to recognize and respond to voices under protective garb and on the phone. Excellent fine motor skills are required. Must be able to stand for long periods of time (8-12 hours) and manipulating needles and syringes while holding their arms out in front of them is required. Ability to stand and work for long periods of time in safety equipment and garb a must. Students are expected to be able to lift 25 pounds and push and pull carts up to 50-100 pounds. For a complete list of pharmacy duties to be performed by a Pharmacy Technician, please directly contact Keith Binion (Program Director) at kbinion@medcerts.com.

ACCOMMODATING STUDENTS WITH DISABILITIES

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

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

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

Students who need special accommodations should write a letter to the Director of Programs indicating the nature of the special needs. The student must also provide documented evidence of the disability.

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

Student responsibility includes:

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

If a student identifies a disability that may prevent him/her from completing his/her program, completing an externship, or seeking employment in a field for which the program is designed to prepare him/her, MedCerts will take all information into consideration, including medical or professional documentation, when determining whether and what type of an accommodation will be made.

TRANSFER OF CREDIT

The acceptance of transfer academic credits to another institution is determined by the receiving institution. Institutions individually establish criteria for transfer credit acceptance based on many factors, including but not limited to course content, degree or non-degree course, final grade, credits (if any) per course, type of accreditation, age of credits, etc. Courses in MedCerts' certificate programs may or may not transfer to other institutions and depends solely on the receiving institution's criteria and determination. MedCerts does not imply or guarantee the transferability of credits from its certificate programs. MedCerts has not entered into an articulation or transfer agreement with any college or university. Due to the unique nature of MedCerts programs, and the fact that MedCerts instructors/staff must verify that the school's standards have been met, students are not permitted to transfer credit in for any of the instruction. Students in all programs must meet the requirements assigned to the program, with no variance between individual learners. Additionally, MedCerts programs and courses are measured in Clock Hours, not Credit Hours.

ATTENDANCE

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

COURSE INTERRUPTION

If you need a temporary leave of absence from the program, a request should be made in writing (email is satisfactory) to MedCerts. A ONE MONTH leave of absence will be granted for good cause. Based on need, the leave of absence may be extended in one month increments, up to a total of THREE (3) Months of maximum leave. A leave of absence does not extend the required time for completion. If a student fails to request an extension in a timely manner or cannot complete the course successfully during the extended time, the student will not be eligible for a passing grade.

COMMUNICATION WITH STUDENTS

Upon enrollment, an official Student Record is created for each student. The Student Record contains the current demographic information about each student, including their physical and email address, and phone number(s). Additionally, the Student Record is a storage repository for all communication between MedCerts and the Student. It is the responsibility of the student to ensure that the information within our records is accurate and current. All e-mail correspondence from MedCerts will be sent to the e-mail address listed in the student record. Also, where applicable, materials will be shipped to the address on the student profile. MedCerts is not responsible for shipments or correspondence sent to the incorrect shipping address or e-mail address.

EMAIL COMMUNICATION

MedCerts official communications are sent by email. Most official forms require electronic communication by e-mail, unless forms or directions state otherwise. Students MUST check their email regularly and respond, where needed, to any communications sent from MedCerts.

SATISFACTORY PROGRESS

It is MedCerts' sincere intent that students succeed in their programs. MedCerts will make every effort to ensure this objective. Students are tracked and monitored on a continuous basis, and each student's progress is measured against where he/she should be with regard to the defined duration of the program. If a student is determined to be off-track, the student will be notified and corrective action will need to occur. Corrective action can be as simple as the student devoting additional time to his/her studies in order to catch up, or as extensive as a required consultation with Student Services, wherein a revised schedule can be created based on a remedial plan in more extreme cases of deficiency.

If the student's progress is severely deficient, and the student does not respond to Student Services contact efforts towards getting him/her back on track, the student may be placed on Academic Probation after a defined period of time (described in the Academic Probation policy). During this period outreach and support efforts performed by Student Services may be temporarily or permanently discontinued.

RECORD OF PROGRESS

MedCerts provides students with many mechanisms to help students stay on track for timely completion of program requirements. Students accessing their training through the MedCerts Learning Portal have on-demand access to their current "Progress Report". This report displays students' percent progression through their program, and shows all quiz and exam results. In some cases, where request or required, students will have "narrative" record of their progress submitted by Student Services on a bi-weekly basis. At the conclusion of training, this report will serve as the unofficial transcript for program completion.

PROGRAM RESPONSIBILITIES

By enrolling in a MedCerts program, you have agreed to follow the curriculum as it has been designed. The content, order of courses, duration of program, and assignments (video lectures, chapter quizzes, course final exams, lab and workbook activities, textbook review, etc.) have been blended in such a way to provide students with the skillsets, knowledge, and expertise required for certification success.

AVAILABILITY AND DURATION OF TRAINING AND SUPPORT

Access to Online Video Content via the Learning Portal is granted for a period of TWELVE (12) MONTHS from the Official Program Start Date (defined as ENROLLMENT PERIOD) of the student's program regardless of the assigned duration of enrolled program. Additionally, all students are eligible for support from all divisions of MedCerts Student Services, Technical Support, and Subject Matter Support for

a period of 12 Months from the Start Date (Enrollment Period) of the student's program. The availability of extended time beyond the scheduled End Date is provided in the event a student has been provided an approved program extension, as well as to allow all students ample time for course review complimented by MedCerts Exam Preparation support during the time preceding National Certification Exams. If the student completes his/her program within the 12 Month Enrollment Period and needs additional time to prepare for National Certification Exams, he or she MAY FORMALLY REQUEST A ONE-TIME THREE (3) MONTH EXTENSION to the Learning Portal, that will allow for additional review prior to sitting for his/her National Certification Exam(s). This three (3) month extension will immediately follow the twelve (12) month Enrollment Period. A formal email request must be sent to Student Support (studentsupport@medcerts.com) PRIOR to the 12 Month Enrollment Period expiration.

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

GRADING

Quizzes and Exams grades are available immediately after completion of the quiz/exam. Quizzes and Exams are considered PASS/FAIL, with a minimum passing score of 80% for all Quizzes and 80% for all Final Exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content. Some programs have graded components/assignments that are manually reviewed. Please allow up to 72 hours for such assignments to be graded and for the grade to be posted on to the student's record.

COURSE PROGRESSION

The majority of MedCerts programs are comprised of multiple courses, and each course will contain predecessor requirements that must be achieved/completed prior to advancing to the next course. Due to this fact, it is imperative that students understand that they must follow the outline of courses as defined by MedCerts. In order to do so, a minimum passing score must be achieved within each of the modules/chapters of a single course before the next course will be accessible.

REQUEST FOR PROGRAM TRANSFER

Occasionally, a student may begin a certification program and then determine that the related career field is not ideal for him/her. Rather than Drop/Withdraw from the course, students have a ONE TIME option to Transfer to another course within the MedCerts catalog of equal or lesser tuition value. After consulting with Student Support, students may submit a written/emailed request for consideration. In order to be eligible for transfer, additional approvals may be necessary (ie. Case Manager, Workforce Representative, MyCAA Counselor, etc.). Requests for program transfer must be received by MedCerts PRIOR TO the student's official Program End Date, without exception. Students who have completed greater than 50% of his/her original program will NOT be eligible for a transfer.

FINAL GRADE

A final PASS/NON-PASS grade will be assigned based on the composite results of all modules within the student's program. A PASS grade will be assigned upon the Director of Programs' verification that all required components of the program has successfully been completed. A Non-Pass grade is not officially recognized/reported or assigned until the student's access to his/her training has reached the maximum 12 Month expiration.

In order to achieve a PASS grade for the program students must meet the following requirements:

1. View all course video chapters as assigned
2. Attempt and Pass all chapter review quizzes with a minimum score of 80%
3. Scored at least 80% on each assigned course Final Exam.
4. Successfully complete any other program-specific requirements (as presented in syllabus or course schedule/outline).
5. Successfully complete a minimum 160 hours of hands-on experiential training through an organized externship (**RX-3000 Program ONLY**).

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

CERTIFICATE OF COMPLETION

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

END OF PROGRAM SURVEY

Upon completion of his/her program, the student is required to complete an End of Program Survey. The survey includes questions on student engagement, student readiness, instructor and academic support, technology, curriculum, resources and other support. Student feedback through the survey is an opportunity for students to have a voice in their program of study and is an essential part of our process of continual improvement.

INTERNSHIP/EXTERNSHIP

Graduates of the MedCerts Pharmacy Technician program are eligible for an Externship at a Retail Pharmacy such as a Walgreens or CVS. It is important that students present themselves in a positive and professional manner, as a reflection of both the student and MedCerts. The opportunity to participate in the externship will only be available for ONE YEAR after the successful completion of the pharmacy technician program. Any requests received after eligibility expiration would need to be evaluated for reactivation and a decision to allow for placement will be made on individual basis.

THE EXTERN PARTICIPANT WILL:

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

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

NATIONAL CERTIFICATION EXAM PAYMENT AND REGISTRATION

The cost of registration for National Certification exams is included with each program. MedCerts is a recognized INSTITUTIONAL SPONSOR of all certificate exams for which we prepare students. MedCerts' sponsorship of your exam demonstrates to the Certifying body that you have completed education through a recognized training provider. Students that have registered for an exam under the sponsorship of MedCerts will not be charged for the certification exam. Students are provided a detail of which exams he/she will be eligible to attempt prior to their enrollment in the program. In many cases, students will be eligible for MORE THAN ONE exam. At the conclusion of training, it is the student's responsibility to contact Student Services when ready to be registered for these exams.

NATIONAL CERTIFICATION EXAM ELIGIBILITY

In order to be registered for National Certification exams, students must have successfully completed 100% of the program content, including all Chapter Review Quizzes (80% min score), and Course Final Exams (80% min score) as well as any additional course-related assignments. Prior to MedCerts registering and paying for a student's exam(s), each student will be counseled by an advisor to ensure exam readiness. During this session, a MedCerts Advisor will provide one-on-one exam preparation assistance. On occasion, multiple preparation sessions may be required in order for the student to be "Cleared" for payment and registration of the exam. Students that are not deemed ready will not be "Cleared" to attempt the exam. While the cost of exams is covered by MedCerts, as a Sponsor we reserve the right to determine exam readiness.

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

EXAM PREPARATION TOOLS

Exam preparation tools are available to assist students in preparing for his/her certification exam. MedCerts provides students with an assortment of these tools at no additional charge. Practice exams, online assessments, and other preparation tools are available from a variety of online providers which can be purchased by the student. While recommended, these tools are not required for students to purchase.

RETAKING EXAMS

MedCerts does not offer complimentary retakes for any exams unless so stated in your Student Agreement. Students whose programs do not include complimentary retakes will be responsible for all charges associated with scheduling and sitting for a retake examination. Students may purchase exam vouchers by contacting Student Services. Payment must be received in full by MedCerts before a voucher number will be issued to the student.

EXAM RESULTS

Because MedCerts sponsors students for all healthcare certification exams, we are notified of all student exam results as soon as they become available. In certain instances, exam results may not be made immediately available to MedCerts – in which case we require that the student notify Student Services of exam results directly. CompTIA exam results are not released to anyone except the student who has attempted the exam. Since MedCerts does not cover the cost for exam re-takes, we effectively do not "sponsor" the second attempt. Due to this fact, MedCerts does not automatically receive exam results for non-sponsored exams. In these cases, it is the student's responsibility to report a PASS or FAIL exam result to MedCerts Student Support.

COURSEWARE REPLACEMENT FEES

Students who need to replace any lost/stolen/damaged or misplaced study materials should call or email Student Services for assistance. There will be a replacement fee for each item. On occasion, MedCerts may have a "used" book that can be purchased a discounted rate.

LAPTOP POLICY

Certain programs offered through specific funding opportunities may include the use of a laptop computer during enrollment where permitted by funding source and/or legal guidelines. Depending on the source of funding, the laptop may be provided on temporary loan or provided to the student indefinitely. In both cases, it is the student's sole responsibility to ensure the safe-keeping and general care of the laptop at all times. This includes the purchase and installation of anti-virus software protection. Lost or stolen laptops will not be replaced by MedCerts. Except for loaner laptops (as noted below), the laptop becomes the student's property once it has been received.

MedCerts bears no responsibility for the care and maintenance of the device unless the laptop has been received by the student in a broken/damaged condition, in which case the laptop will be returned to the source (MedCerts pays for return shipping), and a replacement laptop will be ordered at no cost to the student.

Notice Regarding Loaner Laptops: On occasion, and based on need and ultimate approval of the Director of Programs or the Director of Admissions, a student may be provided a new or used laptop to an individual student for use during his/her program on a loan basis. Recipients are required to sign a "Laptop Loan Agreement" that outlines the terms of the loan. Upon termination of the agreement, the student will have the option to return the laptop using a pre-paid shipping label, or purchase the laptop at the current fair market value. Lost or stolen loaner laptops will not be replaced by MedCerts under the original terms of the loan agreement. In the case of theft or loss, the student will be responsible for purchasing the laptop at fair market value, according to the terms of the loan agreement. At the discretion of the Director of Programs, a replacement laptop MAY be provided, but must be under a new loan agreement.

STUDENT RECORDS AND CONFIDENTIALITY

Permanent academic records which includes transcripts, are maintained for all students. Individual records will be maintained for a minimum of six years following the end of the last enrollment period, graduation or withdrawal. From time to time, MedCerts will report information to various need-to-know agencies, such as an accrediting agency, state education departments, workforce offices, case managers, or funding agencies (ie. MyCAA, Vocational Rehabilitation, VA, etc.). For your protection, prior to releasing your information to any other third party, MedCerts requires your written permission before it will release your enrollment, academic or administrative records. If you want the school to disclose any of this information to someone other than you, please complete the Authorization to Release Student Education Record Information Form located on MedCerts.com.

Exclusions:

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

OFFICIAL AND UNOFFICIAL TRANSCRIPTS

Official Transcript: Signed/Stamped copy of transcript that is sent by MedCerts directly to an institution, employer, or student.

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

An Unofficial Transcript/Course Record will accompany the Certificate of Completion that is mailed to the graduate upon the successful conclusion of his/her program. An Official Transcript can be provided to the student via mail or scanned and emailed to the student or his/her designee at no charge. Official Transcripts can be sent to an institution or person other than the student ONLY if the student has formally requested/approved the release of the transcript by signing and submitting the Authorization to Release Student Education Record Information Form which is located in the Student Resources section of MedCerts.com. Once MedCerts receives this form, we will release the Official Transcript to the student's designee.

JOB PLACEMENT

MedCerts is licensed by the State of Michigan Department of Licensing and Regulatory Affairs (LARA) as Proprietary School. However, neither job placement nor satisfaction of state or local licensing requirements (if any) for any fields or certifications related to MedCerts training are guaranteed to graduates upon program completion. Students/Graduates are solely responsible for determining if the program satisfies the state and local educational/licensing requirements for your chosen career field (if any) and does not conflict with state or local educational requirements for compulsory age students, if applicable. MedCerts will not provide a refund or be liable for any losses that you may incur as a result of your inability to gain employment or the program failing to satisfy such state or local professional educational/licensing requirements for this career field.

MEDCERTS CAREER SERVICES

MedCerts provides valuable information for job seekers, with information specially geared to assist graduates of the career training programs.

Job Search Databank: Search employment networks to find local or national job listings or companies in your field. You can search general job databases or sites dedicated solely to your career choice. Find career fairs, internships, or a career counselor in your area.

e-Hired Job Leads: Relevant and local job leads are emailed to students on a regular basis.

Career Resources: Search sites dedicated to your career, such as organizations, research tools, books, journals, job forums and job postings. Find valuable information on certifications that may be available and read articles on the latest updates in your field.

Additional career and placement services are available to students by request, including support and/or counseling from MedCerts staff in the areas of: Resume and cover letter writing, interview tips and tricks, and expanded job search strategies.

GRIEVANCE PROCEDURE

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

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

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

Livonia Headquarters:
MedCerts
Attn: Director of Programs
13955 Farmington Rd.
Livonia, MI 48154

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

State of Michigan Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing Bureau
Administrative Services Section- Complaint Intake
P.O. Box 30018
Lansing, MI 48909
Phone: (517) 241-9223



Program Cancellation and Refund Policy

All tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrollment. All refunds shall be returned within 30 days.

When written notice of program cancellation is received prior to program start date, the student will receive a 100% refund of the full program tuition.

MedCerts programs are priced as a package. In the event that a refund is issued after the program start date, only the unused tuition will be refunded.

Any unused tuition balance will be refunded based on the following schedule when written notice of program cancellation is received after the program start date:

- One (1) to six (6) calendar days after the program start date, the student will receive a 90% refund of the unused tuition balance.
- Seven (7) to thirteen (13) calendar days after the program start date, the student will receive an 80% refund of the unused tuition balance.
- Fourteen (14) to twenty (20) calendar days after the program start date, the student will receive a 50% refund of the unused tuition balance.
- Twenty-one (21) to twenty-seven (27) calendar days after the program start date, the student will receive a 20% refund of the unused tuition balance.
- Twenty-eight (28) or more calendar days after the program start date, the student will receive a 0% refund of the unused tuition balance.

Policies and Procedures for Colorado and Kansas Residents Only

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

JOB PLACEMENT ASSISTANCE

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

EDUCATION RECOGNITION

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

RETURN/REFUND POLICY

MedCerts provides a full refund if education service is discontinued by the school, except if the school ceases operation. The granting of credit for previous training shall not impact the refund policy. If a student determines he/she must terminate training, tuition refund is based on the percentage of lessons completed out of the total number available/enrolled. Each MedCerts program contains a variable amount of "chapters" (lessons). The "Progress Percentage" of the student on the date he/she requests termination will be used as the basis for a refund. (For example, the HI-2000 program contains 124 Chapters/Lessons. A student who has completed 16 of 124 chapters has completed 13% of his/her program, and is eligible to receive 75% tuition refund.)

A student terminating training...	Is entitled to a refund of:
Within first 10% of program	90% less cancellation charge
After 10% but within first 25% of program	75% less cancellation charge
After 25% but within first 50% of program	50% less cancellation charge
After 50% but within first 75% of program	25% less cancellation charge
After 75% [if paid in full, cancellation charge is not applicable]	NO Refund

POSTPONEMENT OF START DATE

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

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

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

GRIEVANCE PROCEDURE

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

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

Policies and Procedures for Colorado and Kansas Residents Only

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

Livonia Headquarters:

MedCerts

Attn: Director of Programs

13955 Farmington Rd.

Livonia, MI 48154

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

State of Michigan Department of Licensing and Regulatory Affairs

Corporations, Securities & Commercial Licensing Bureau

Administrative Services Section- Complaint Intake

P.O. Box 30018

Lansing, MI 48909

Phone: (517) 241-9223

NOTE FOR COLORADO RESIDENTS

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

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

Policies and Procedures for Indiana Residents

This institution is regulated by:

State Workforce Innovation Council
Office for Career and Technical Schools
10 N Senate Ave, Suite SE 308
Indianapolis, IN 46204
317 234-8338 or 317-232-1732

OFFICE FOR CAREER AND TECHNICAL SCHOOLS RESIDENT REFUND POLICY

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

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

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

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

- (A) The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.
- (B) The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.
- (C) The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.
- (D) If the student has not visited the postsecondary educational institution prior to enrollment, and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.

(2) A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(3) A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(4) A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(5) A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

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

OFFICE FOR CAREER AND TECHNICAL SCHOOLS CORRESPONDENCE REFUND POLICY

REFUND POLICY: CORRESPONDENCE POSTSECONDARY PROPRIETARY EDUCATIONAL

INSTITUTIONS. The institution shall cancel a student's enrollment upon request of the student. The student's obligation at the time of cancellation will be calculated as follows:

1. Within six (6) days following the signing of the contract, no obligation and all monies paid, if any, to be fully refunded.
2. After six (6) days, but before beginning of training, a registration fee of 20% of the total tuition not to exceed \$100.00.
3. After beginning of training, the registration fee, plus 10% of the total tuition until student completes 10% of the assignment.
4. After completing 10% of the assignments, but prior to completing 25% of the assignments, the registration fee plus 25% of the total tuition.
5. After completing 25% of the assignments but prior to completing 50% of the assignments, the registration fee plus 50% of the total tuition.
6. After completing 50% of assignments, but prior to completing 75% of the assignments, the registration fee plus 75% of total tuition.
7. After completing 75% of assignments, the student is responsible for total tuition.
8. The contract shall state a length of time for a student to complete his course of study. If a student does not cancel by the end of such time, he is responsible for his total tuition.
9. The institution will make a proper refund, within thirty-one (31) days of the student's request for cancellation.
10. If the student has paid tuition extending beyond twelve (12) months all such charges shall be refunded.



Technology and Equipment Requirements

THE COMPUTER EQUIPMENT UTILIZED TO ACCESS MEDCERTS TRAINING PROGRAMS MUST MEET THE FOLLOWING MINIMUM REQUIREMENTS UNLESS OTHERWISE NOTED.

MINIMUM HARDWARE AND OPERATING SYSTEM

- Intel Pentium or Celeron, or AMD Sempron 1.6 GHz or faster
- 2 GB RAM or more
- Windows 10, Windows 8, Windows 7 or Vista
- Sound card and speakers

SOFTWARE

- Internet Explorer 10.0 or higher or Firefox 18 or higher
- HIGHLY RECOMMENDED: Microsoft Office 2007 or higher (MS Word, MS Excel and MS PowerPoint). There are other applications that perform the same functions (Google Docs, Sheets, Slides, etc.) that are also recommended and acceptable.
- Adobe Flash Player 11.5 or higher
- Adobe Reader 11.0

INTERNET CONNECTION AND E-MAIL

- A reliable broadband Internet connection, either cable or DSL of at least 1000 Kbps for adequate audio-video quality
- An e-mail address

BROWSERS

- • PC: Mozilla Firefox 2.0 or higher; Google Chrome 5.0 or higher
- • Mac: Safari 5.0 or higher; Mozilla Firefox 2.0 or higher

MISCELLANEOUS

- RX-3000 program: Video Recording Device (video-ready phone, webcam, camcorder)
- OPTIONAL: Printer

TECHNOLOGICAL COMPETENCY

- Ability to use e-mail to correspond
- Ability to browse the Web

HELPFUL LINKS

HEALTHCARE WEBSITES

www.catalyshealthcare.com
www.michworks.org/mtb/pages/seeker/Jobseeker.jsp
www.careerbuilder.com/
www.fetchmeajob.com/index.html
www.mlive.com/jobs/
www.thingamajob.com/aerotek.aspx?setcookie+1
www.jobsearch.org/
www.job-hunt.org/jobs/michigan.shtml
hotjobs.yahoo.com/

JOB SEARCH WEBSITES

www.job.com
www.freelancedesigners.com
www.snagajob.com
www.ihirejobnetwork.com
www.jobsourcenet.com
www.graphic-forums.com
www.lesko.com/help
www.ifreelance.com
www.getthejob.com
www.worktree.com
www.localcareers.com/search_jobs/Michigan
www.careerbuilder.com/
www.monster.com/
www.indeed.com
www.michigan.org/mtb
hotjobs.yahoo.com/
www.salesjobs.com
www.hiredmyway.com
www.pssworldwide.com



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