



MedCerts

A Stride Company

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Contact Information

MedCerts

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About MedCerts

MedCerts is a national online training provider strengthening the workforce through innovative eLearning solutions. Focused on certifications in high-demand areas of allied healthcare and IT, it serves individuals from all backgrounds, including the military and their families, career changers and the under- and unemployed. MedCerts delivers fully supported career training through HD-quality video-based instruction, virtual simulations, games and animations, and on-the-job training through Experiential Learning solutions. Since 2009, the company has developed over 56 career programs, trained and up-skilled more than 95,000 individuals across the country and partnered with over 500 American Job Centers and more than 1,000 healthcare and academic organizations to build talent pipelines, and provide the option of articulated college credit to our students.

State Licenses and Approvals

MedCerts is a private institution based in Michigan. It is approved to operate by the Michigan Department of Labor and Economic Opportunity – Employment & Training Division. This oversight ensures that MedCerts maintains compliance with standards of operation, faculty requirements, and programmatic and curriculum integrity. All new programs undergo a review process prior to being approved for release. MedCerts has a certificate of approval from the state of Kansas Board of Regents, 1000 SW Jackson, Suite 500, Topeka, KS 66612-1368, 785-430-4240. MedCerts is also licensed as a Proprietary School in Alabama, Arkansas, Colorado, Connecticut, Indiana, Iowa, Kentucky, Louisiana, Nebraska, Pennsylvania, South Carolina, Texas, Utah, and Washington D.C. MedCerts is authorized to operate in the State of Georgia. As an education provider, MedCerts is a WIOA Eligible Training Provider in nearly 30 US States, as governed by each State's respective Workforce Development Board. Funding sources referenced in the Catalog above (such as WIOA funding) may not be available to Pennsylvania residents. Please contact MedCerts to confirm what funding options are currently available.

Instructional Model – The MedCerts Learning Experience

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

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

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

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

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

MedCerts Mission

MedCerts is a leader in online healthcare and IT certification training. Our programs are state-of-the-art and custom created through the collaboration of our in-house production team, industry-recognized subject matter experts and education technological design team. Focused on in-demand careers and applicable job skills for our students, these programs are nationally recognized by credentialing agencies and national employers.

We're bridging the gap between our students, job seekers, employers, higher education institutions and workforce agencies. Our multi-faceted approach lowers the barriers of entry to 2- and 4-year universities, tailors student training to the specific skills employers look for in hiring or upskilling current employees, and effectively fills workforce vacancies. Our mission is to build a network and affordable talent pipeline for all involved.

MedCerts Pillars

Our Foundation for Success

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

Institutional Goals

The goals of MedCerts are:

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

Instructional Objectives

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

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

Ensuring Institutional and Programmatic Effectiveness

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

Institutional Ownership

MedCerts, LLC is a wholly owned subsidiary of Stride, Inc.

Staff and Faculty

Administrative Leadership

Dana Janssen
Chief Product Officer
BS in Education, MBA

Mark Adamo
Vice President of Enrollment

Amanda Roszkowski
Vice President of Marketing
BA in Communication

Jennifer Kolb
National Director of Workforce Development
BS in Marketing and Psychology

Tiffany Toth
Financial Controller
BS in Finance

Suzanne Robinson
Technical Program Manager

Hattie Hogue
Registrar

Keyona Casby
Director of Student Services

Primary Faculty and Staff

Robin Abernathy
Subject Matter Expert (IT)
Degree(s): Bachelor of Science, Comm. Technical Writing
Certification(s): CompTIA A+ (Various); Network+; Project+; Security+; Server+
Michael Boggs

Subject Matter Expert (IT)
Degree(s): Bachelor of Science in IT and Information Systems Security.
Certification(s): AWS Trainer

Stephanie Butcher
Subject Matter Expert (Healthcare)
Degree(s): Master's degree in Nursing, bachelor's degree in Nursing, Associate in Applied Science (Emergency Medical Services)
Certification(s): Registered Nurse (North Carolina), EMT Paramedic

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

Joseph Fischer
Subject Matter Expert (IT)
Degree(s): Master of Organizational Leadership, Bachelor of Electronics & Computer Engineering, Associate of Electronics Engineering
Certification(s): A+, Healthcare IT Technician, IT Fundamentals, Linux+, Network+, Security+, Server+

Colleen Leard
Subject Matter Expert (Surgical Technology)
Degree(s): Associate of Applied Science, Early Childhood Education
Certification(s): Surgical Technology

Megan Ludwig
Subject Matter Expert (Sterile Processing and Surgical Technology)

Degree(s): Bachelor of Arts in Elementary
Education, Associate of Applied Science in Surgical
Technology
Certification(s): Surgical Technology

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

Sherrie Moore
Pharmacy Technician Program Director and Subject
Matter Expert (Pharmacy Technician)
Degree(s): Bachelor of Arts in Economics, Doctor of
Pharmacy
Certification(s): Certified Pharmacy Technician
(CPhT)
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Jason Priest
Pharmacy Clinical and Externship Coordinator and
Subject Matter Expert (Pharmacy Technician)
Certification(s): CPhT, RPhT, EMT-B

Robert Prudhomme
Subject Matter Expert (Behavior Technician)
Degree(s): Master of Arts in Applied Behavior
Analysis, Bachelor of Science in Psychology
Certification(s): BCBA, ACSM-CPT, LBA

Barbara Westrick
Program Director and Subject Matter Expert
(Healthcare Practice and Administration)
Degree: Associate Degree – Medical Secretary
Certification(s): CMA, CPC, CPCT/A, CET, CPT, CHUC

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

Table of Contents

About MedCerts.....	2
State Licenses and Approvals	2
Instructional Model – The MedCerts Learning Experience	2
MedCerts Mission.....	3
Institutional Goals	3
Instructional Objectives.....	3
Institutional Ownership	4
Staff and Faculty	4
Administrative Leadership	4
Primary Faculty and Staff	4
Table of Contents.....	6
Healthcare and Medical Programs.....	8
HI-6000: Medical Assistant	8
SP-3000: Sterile Processing Technician.....	9
ST-3000: Surgical Technologist	10
Course Descriptions	11
Healthcare and Medical Certifications	13
Healthcare and Medical Certification Organizations	15
Student Support Services.....	16
General Support	16
Subject Matter Support	16
Technical Support.....	16
Career Services	16
Experiential Learning Opportunities and Student Sponsorship	17
Post-Training Employment	17
2025 Calendar and Holidays	17
Tuition Payment Options and Financial Aid	18
Pennsylvania Program Cancellation and Refund Policy	19
Academic and School Policies	20
Instructional Staff Availability.....	20
Learning Portal and Systems/Network Availability	20
Non-Discrimination Policy	20
Admission Policy.....	21

Minimum Technology Requirements for Students	23
Withdrawal Policy.....	23
Availability and Duration of Training and Support.....	23
Attendance / Satisfactory Academic Progress	23
Academic Probation	24
Code of Conduct.....	24
Dismissal.....	26
Accommodating Students with Disabilities	27
Grading.....	27
Graduation Requirements / MedCerts Certificate of Completion	28
Program Transfer.....	28
National Certification Exam Payment and Registration	28
National Certification Examinations	29
Student Records and Confidentiality	29
Official and Unofficial Transcripts.....	31
Grievance Procedure	31
Statement of Accuracy	32
Appendices	33
Army-Military Policies and Procedures.....	33

Healthcare and Medical Programs

HI-6000: Medical Assistant

Tuition: \$4,000

Duration: 28 weeks

Clock Hours: 448

Target Certifications:

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

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

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

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

Potential Career Paths Include:

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

SP-3000: Sterile Processing Technician

Tuition: \$4,000

Duration: 14 weeks

Clock Hours: 224

Target Certifications:

1. Certified Registered Central Service Technician (CRCST) (Provisional Certification)

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

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

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

Students are responsible for locating and securing a site to fulfill the clinical requirements or externship hours for the target certification(s) listed above, and those eligible are provided with Career Services resources to support this effort.

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

Potential Career Paths Include:

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

ST-3000: Surgical Technologist

Tuition: \$4,000

Duration: 18 weeks

Clock Hours: 288

Target Certifications:

1. Tech in Surgery – Certified (TS-C) (Required Instructional Content Only)

For additional, program-specific admission requirements, see Admissions Criteria policy.

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

The role of a Surgical Technologist is to prepare operating rooms, arrange equipment, prepare patients, and assist doctors during surgeries. They may interact with patients prior to (pre), during (intra), and after (post) surgical procedures. The role of the Surgical Technologist is incredibly important because they ensure a sterile and organized environment. Program objectives include explaining the role of the Surgical Technologist as a member of the surgical team, distinguishing preoperative, intraoperative, and postoperative duties, discussing workplace safety, infection control, hand washing, and use of personal protective equipment, and demonstrating instrument identification and passing skills while assisting with surgical procedures.

This program provides students with the instructional content required to seek certification as a [Tech in Surgery Certified \(TS-C\)](#) by the National Center for Competence Testing (NCCT). Students must also complete surgical case (clinical) requirements on their own (see admission requirements) in order to qualify to seek TS-C certification.

Students are responsible for locating and securing a site to fulfill the clinical requirements or externship hours for the target certification(s) listed above, and those eligible are provided with Career Services resources to support this effort.

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

Potential Career Paths Include:

- Surgical Technologist
- Surgical Technician
- Operating Room Technician

Course Descriptions

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

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

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

Prerequisites: HI-1014

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

This course is designed to familiarize the student with the language of medicine through the study of prefixes, suffixes, root words, pronunciations of words, and abbreviations. Performance objectives include recognizing the structure and function of the 11 body systems and their organs, understanding the medical language that is used to describe those systems, analyzing and understanding medical terms by breaking down their word components, appreciating the major diseases and conditions related to the human body, and applying your knowledge within the healthcare setting.

Prerequisites: None

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

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

Prerequisites: HI-1011, HI-1014

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

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

Prerequisites: HI-1014

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

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

Prerequisites: HI-1014

PS-1011: Professionalism in Allied Health

Total 32 hours

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

Prerequisites: None

Healthcare and Medical Certifications

Our Healthcare Certification programs provide comprehensive training that equips students with the knowledge and skills needed to pass nationally recognized certification exams. Upon successful completion of one of our programs, graduates will be qualified for and/or eligible to sit for exams offered by organizations including the American Association of Professional Coders (AAPC), American Healthcare Documentation Professionals Group (AHDPG), American Health Information Management Association (AHIMA), American Medical Certification Association (AMCA), American Medical Technologists (AMT), Behavior Analyst Certification Board (BACB), Healthcare Sterile Processing Association (HSPA), National Association of Health Unit Coordinators (NAHUC), National Center for Competency Testing (NCCT), National Healthcareer Association (NHA), and Pharmacy Technician Certification Board (PTCB).

CCMA – Certified Clinical Medical Assistant

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

As a CCMA you may:

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

CMAA – Certified Medical Administrative Assistant

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

As a CMAA you may:

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

CRCST – Certified Registered Central Service Technician

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

As a CRCST you may:

- Obtain knowledge of medical terminology, disease processes, and anatomy and physiology
- Explain the importance of customer service, communication skills and professionalism
- Discuss compliance standards and the role of HIPAA, OSHA, CDC, FDA, ANSI, AAMI, and other regulating agencies
- Identify central service workflows processes from cleaning, decontamination, preparation and packaging to sterilization and storage of surgical instruments and equipment
- Describe the importance of manufacturer's instructions for use (IFU), infection control and use of personal protective equipment (PPE) throughout central service areas and their impact on personnel and patient safety

For students who complete programs where the eligible certification is the Certified Registered Central Service Technician (CRCST), they are eligible to attempt the CRCST exam to achieve certification from the Healthcare Sterile Processing Association (HSPA). The HSPA requires the completion of 400 hours of documented hands-on experience in order to earn full CRCST certification. Through completion of an experiential component, which may include on-the-job training, externship, job shadowing, etc., students can demonstrate clinical competencies through the successful completion of thirty (30) venipunctures and ten (10) capillary sticks on live individuals for the Certified Phlebotomy Technician certification. Until such tasks/skills can be performed under supervision, the Certifying Body issues a Provisional Certification.

As part of our Support Services, MedCerts will help locate a site where clinical requirements can be fulfilled within reasonable proximity to the student's geographic area. We strongly encourage students to be active participants in this effort.

TS-C – Tech in Surgery-Certified

The Tech in Surgery – Certified (TS-C) certification is offered through the National Center for Competency Testing (NCCT). Established in 1989, the NCCT is an independent credentialing organization that has tested more than 500,000 healthcare professionals throughout the United States. Obtaining TS-C certification demonstrates knowledge in several science and medical topics, surgical technician skill areas, and safety regulations. The TS-C exam covers topics such as medical terminology, asepsis and infection control, pharmacology, OSHA regulations, surgical knowledge, and other career skills. After passing the exam and becoming certified, the TS-C certification must be renewed each year through

As a holder of the TS-C you may:

- Maintain proper sterile field during surgical procedures
- Provide technical assistance to surgeons, surgical nurses, or anesthesiologists
- Prepare patient for surgery
- Monitor and assess operating room conditions, including patient and surgical team needs
- Observe patients' vital signs to assess physical conditions
- Maintain files and records of surgical procedures
- Arrange medical equipment and assist doctors during surgical procedures

For students who complete programs where the target certification is the Tech in Surgery – Certified (TS-C), they are not eligible to attempt the TS-C exam to achieve certification from the National Center for Competency Testing (NCCT) until clinical tasks have been completed on students' own. The NCCT requires certain hands-on tasks that must be successfully performed before they issue TS-C certification. Through completion of an Experiential component, which may include on-the-job training, externship, job shadowing, etc., students can demonstrate the clinical competencies through the successful completion of a minimum of 125 surgical cases, at least 90 of which are first scrub within two (2) years, from the test date and must include a minimum of 30 scrubs in general surgery (Maximum of 50), a minimum of 75 scrubs in at least three (3) of the following areas: Gynecology,

Genitourinary, Cardiovascular, Neurosurgery, Obstetrics, Thoracic, Peripheral Vascular, Ophthalmology, Otorhinolaryngology, Orthopedic, Plastic/Reconstructive, Diagnostic Scopes (Maximum of 15).

As part of our Support Services, MedCerts will help locate a site where clinical requirements can be fulfilled within reasonable proximity to the student's geographic area. We strongly encourage students to be active participants in this effort.

Healthcare and Medical Certification Organizations

Healthcare Sterile Processing Association (HSPA) 55 West Wacker Drive, Suite 501, Chicago, IL 60601 800-962-8274	National Center for Competency Testing (NCCT) 11020 King Street, Suite 400 Overland Park, KS 66210 800-875-4404
National Healthcareer Association (NHA) 11161 Overbrook Rd. Leawood, KS 66211 800-499-9092	

Student Support Services

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

General Support

Proactive

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

Reactive

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

Subject Matter Support

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

Technical Support

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

Career Services

MedCerts offers a wide array of Career Services tools to assist students in preparing for their career search. Access to MedCerts' Career Coaches and Virtual Career Center are key to taking a full approach to career preparation. Each Career Services eligible student is assigned a Career Coach at enrollment and can meet one-on-one with them at their request. The Career Coach and student will work together on resumes, cover letters, mock interview practice, and job search prep. Our Virtual Career Center is designed to offer resources and information to help a student successfully navigate their career journey. Self-guided tools include guides on resume and cover letter development, a job search database, clinical information and resources, certification information and instructions, job trend and career pathway articles and blogs. Students can contact Career Service Coaches by emailing careercoach@medcerts.com.

Clinical Coordinators are available to support students in programs that require clinical hours for certification. Clinical Coordinators utilize a proactive approach including clinical webinars, handbooks and other valuable resources in addition to consultation and guidance. MedCerts' Employer Relationship Coordinators outreach to and actively engage employers for clinical placement and promote career opportunities to students through the Virtual Career Center. Students in applicable programs are contacted by Clinical Coordinators directly.

Although MedCerts does not guarantee employment or clinical placement, we provide extensive resources and support that plays a crucial role in students' long-term success. Career Services resources are available to

eligible students for a period of 12 months following the completion of their program. Career Services may not apply to certain sponsored models.

Experiential Learning Opportunities and Student Sponsorship

After completing a MedCerts training program, students may want the opportunity to obtain hands on experience before or after sitting for their national certification exam. While MedCerts does not guarantee clinical placement opportunities, we encourage students to seek out employers or other hosting sites in their community and will sponsor a student for an experiential learning opportunity including, but not limited to: Externship, internship, clinical practicum, job shadowing, or a working interview. If a host site requests an affiliation agreement to be signed, MedCerts will review the site and upon approval will execute an affiliation agreement. The site may need to meet insurance coverage requirements (within MedCerts policy limits) on behalf of the student. MedCerts is under no obligation to sign affiliation agreements and reserves the right to decline sponsoring and/or experiential learning requests - should it not be in the best interest of MedCerts, the student, or the host site.

Post-Training Employment

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

2025 Calendar and Holidays

MedCerts programs are asynchronous, and attendance is not based on a traditional academic calendar. Students can enroll in their program at any time.

There are several annual holidays observed by MedCerts and for which the school will be closed. If you have any questions about the holiday schedule, contact the Student Services Department at studentsuccessadvisors@medcerts.com.

Student support services will be unavailable during the following holidays.

New Year's Day	President's Day	Juneteenth	Labor Day	Day After Thanksgiving
Wednesday, 1/1	Monday, 2/17	Thursday, 6/19	Monday, 9/1	Friday, 11/28
Martin Luther King Day	Memorial Day	Independence Day	Thanksgiving Day	Christmas Day
Monday, 1/20	Monday, 5/26	Friday, 7/4	Thursday, 11/27	Thursday, 12/25

Tuition Payment Options and Financial Aid

Program Price

The program price identified in the MedCerts catalog includes:

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

*Students are responsible to return any physical materials and/or loaned laptops and any associated shipping charges if they withdraw from the program. See Refund Policy.

**Pennsylvania residents receive a Diploma upon program completion, not a Certificate of Completion.

Payment Methods

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

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

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

MyCAA Funding

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

Army Credentialing Assistance Funding

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

WIOA Funding

MedCerts has partnered with many Workforce Offices as an approved training provider in several states! The federal Workforce Innovation & Opportunity Act (WIOA) offers a comprehensive range of workforce development activities through statewide and local organizations. MedCerts is also an approved Vocational Rehabilitation vendor in many states. Check with your local Workforce Development Board for training program availability and eligibility requirements.

Employer-Based Funding

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

Payment Options

MedCerts is committed to providing funding that fits individual student needs. Students who don't qualify for tuition sponsorship or assistance can sign up for tuition payment plans by contacting our enrollment office at (800) 743-1175 or by sending an email to finance.options@medcerts.com. Please contact your enrollment representative to discuss payment and term options. Students can select one of two available plan options: 4 payments over 3 months at 0% interest and 12 payments over 11 months at 8% interest.

Students must be current and not in default with any payments prior to sitting for the national exam. The Cost of Credit is included in the price quoted for the goods and services.

Federal Financial Aid

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

Fees

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

Official Transcript, Education Verification Letter, and Certificate of Completion processing (Shipping costs vary, see Transcript policy below)	\$3.25
Payment Declined Fee	\$25.00
Late Payment Fee	\$15.00

Workforce Invoicing Policy

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

Shipping and Handling

MedCerts pays shipping and handling charges for shipment of required materials and textbooks to students when applicable for their program. There are no additional fees passed to the student for shipping, handling, or custom duties on international student shipments.

Pennsylvania Program Cancellation and Refund Policy

Students not accepted to the school are entitled to all money paid. Students who cancel this contract by notifying the school within five (5) calendar days (and prior to completion of any course materials) are entitled to a full refund of all tuition and fees paid. In the case of students withdrawing after commencement of classes, but prior to completion of the program, minimum refunds shall be calculated as follows:

Student is entitled to upon withdrawal/termination	Refund:
Within first 10% of program	90% refund
After 10% but within first 25% of program	75% refund
After 25% but within first 50% of program	50% refund
After 50%	No Refund

Refunds are calculated from the official date of termination or withdrawal and based on the percentage of lessons completed out of the total number available/enrolled. Each MedCerts program contains a variable number of “chapters” (lessons). The “Progress Percentage” of the student on the date he/she requests termination will be used as the basis for a refund. (For example, the HI-6000 program contains 124 Chapters/Lessons. A student who has completed 16 of 124 chapters has completed 13% of his/her program and is eligible to receive 75% tuition refund less cancellation charge.)

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

1. The date on which the school receives written notice of the student’s intention to discontinue the training program; or
2. The date on which the student violates published school policy, which provides for termination.

Academic and School Policies

Instructional Staff Availability

MedCerts Student Success Advisors and instructors are online and are available via phone and email Monday-Friday, from 9:00 am – 8:00pm (Eastern Standard Time). Inquiries submitted through email during normal business hours are typically responded to within the hour. Emailed inquiries received outside of business hours are typically responded to on the next business day. On occasion, MedCerts staff 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. Students with subject matter inquiries can email instructor@medcerts.com and their inquiry will be forwarded to the appropriate instructor and responded to within 48 hours or sooner (if submitted during normal hours).

Learning Portal and Systems/Network Availability

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

Non-Discrimination Policy

MedCerts is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our program. MedCerts will not discriminate against a student because of race, color, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes they are being discriminated against, they should submit a complaint via the Grievance policy below.

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

Admission Policy

The MedCerts Student Application and Enrollment Agreement is a binding contract when signed by the student and accepted by MedCerts. The student signature on the Agreement indicates that the student has read and understood the terms of the Agreement, including student, academic, and school policies, has read and understood any literature, including the school catalog and applicable addenda, and believes they have the ability to benefit from the or program(s) selected. Students review and sign the enrollment agreement, and upon signature receive an electronic copy via email. Upon MedCerts' receipt of the agreement, the student will receive an official acceptance letter that includes the program start date, welcome, and instructions. An electronic signature is a binding signature. Prospective students are encouraged to read the catalog and materials prior to enrolling.

Admission Criteria

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

1. Complete a MedCerts Registration Form and Enrollment Agreement.
2. Have a program consultation with an enrollment representative.
3. Be at least 18 years of age or have parent/legal guardian authorization.
4. Have a high school diploma, or GED, or equivalent.
5. Establish a mutually agreed upon payment method.

Students seeking admission in specific programs must also satisfy the following additional requirements:

6. SP-3000 and ST-3000: Completion of a program Clinical Acknowledgement Form, which must be requested from MedCerts during the admission process.
7. ST-3000: Surgical Technologist: Applicants must also meet the following requirements:
 - a. Employer/Clinical Sponsorship: Applicants to these programs MUST provide verification that an Employer or Clinical Site has agreed to accept the applicant in efforts to fulfill "surgical cases" requirements required for Tech in Surgery (TS-C) certification. The minimum required surgical cases may be performed during the term of enrollment, or after completion of the MedCerts program. MedCerts will provide resources such as recorded webinars, handbooks, and documentation on best practices for securing a site. The MedCerts Clinical Team is available to answer questions from Employers/Clinical Sites if needed. MedCerts cannot guarantee any form of placement whether permanent or temporary. Ultimately, it is applicant's responsibility to identify the site, secure a qualified contact, and submit required information to MedCerts prior to enrollment.
 - b. The MedCerts Student Clinical Site Information Form must be submitted (<https://info.medcerts.com/clinical-site>) to MedCerts prior to enrollment. This web form identifies who has committed to host the graduate to perform the surgical cases (scrubs) as a full-time or part-time employee, extern, or apprentice, which are required to attain TS-C certification. Upon receipt of the web form, a representative from MedCerts will contact the site to provide additional details including case documentation requirements.

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

Criminal Background Checks, Drug Screening, and Immunization 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 criminal background, drug screening, or immunization checks, the student's drug, criminal, or immunization status may prevent future employment as a healthcare or IT professional. Regulatory boards, externship sites, employers, and other organizations may require these

screenings, and adverse results may prohibit a student from moving forward in the program. MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts. Any costs associated with any background check or drug screen required by a third party are the responsibility of the student.

Student Identity Verification Process

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

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

The certification exams, which are not administered by MedCerts, require the student's identity to be confirmed by a proctor, by reviewing and verifying a government issued identification. In these cases, students are responsible to use the examination agency's available information and select their own proctoring site or online service as available.

Transfer of Credit

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

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

Orientation

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

English Proficiency

MedCerts delivers its instruction through recorded video lectures, delivered in the English language. Students are recommended to be proficient in English.

Minimum Technology Requirements for Students

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

Minimum System/Device Requirements

- Supported Devices:
 - Laptop and Desktop PCs
 - Mac
 - Chromebooks
- Minimum Device Specifications:
 - Processor - Intel Core i3/i5/i7 or above, AMD A series
 - Minimum Ram – 4GB (8GB recommended)
- Required Browser(s) –Google Chrome or Mozilla Firefox
- Recommended Minimum Internet Speed - 20mbps
- HI-7200/HI-7300 Programs Only – Device with internal or external microphone
- RX-3000 Program only - Video Recording Device (video-ready phone, webcam, camcorder)

Note Regarding Mobile Devices:

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

Withdrawal Policy

MedCerts students may withdraw from their program and from the institution at any time by contacting their Student Success Advisor and informing them of their intention to withdraw from MedCerts. Students are required to submit this notification in writing. Student Success Advisor contact information is provided within students' courses, in the Learning Management System. Any potential refund is considered based on the relevant factors defined in the Program Cancellation and Refund Policy.

Availability and Duration of Training and Support

Students in good financial and academic standing (see Academic Probation policy) will have access to the Learning Management System for a period of twelve (12) months from the official Program Start Date, which is defined as the Enrollment Period of a program. Additionally, students receive support from all divisions of MedCerts services including Student Success Advisors, Technical Support, and Subject Matter Experts (instructors) for the duration of their Enrollment Period. Students who do not complete their program within twelve (12) months of the Program Start Date are withdrawn.

Once students complete their program, they will have access to the Learning Management System for a period of twelve (12) months in preparation for a national certification exam or credential and experiential learning experience.

For students who have chosen a finance plan option, failure to maintain a good financial standing (financial delinquency of more than 60 days) will result in their access to the program being revoked.

Attendance / Satisfactory Academic Progress

Each program is comprised of course lessons including various graded academic activities, such as labs, exercises, quizzes, and simulations. MedCerts' programs are self-paced and asynchronous and therefore do not

require attendance at specific times; students have the flexibility to complete academic activities when it fits in their schedule. Each program is designed so students who devote approximately 16 hours per week to coursework should successfully complete the program within the standard duration of the program. However, students can also pursue program completion at a part-time pace, provided that they continue to make regular progress towards completion within twelve months of their program start date.

MedCerts tracks student progress (attendance) by monitoring completion pace of graded academic activities at regular intervals:

- Every seven days, students are expected to complete at least one graded academic activity.
- Every 21 days, students are required to have completed enough graded academic activities to complete the program in twelve months or less.
 - For example, if a program has 156 graded activities, students must have completed at least nine graded activities during the 21-day evaluation period to make sufficient progress.

MedCerts provides students with mechanisms to understand the number of graded academic activities required to maintain satisfactory academic progress. Students have on-demand access to a Progress Report which displays program percent progression, as well as quiz and exam results. At the conclusion of the program, this report serves as an unofficial transcript for program completion.

Students who are not making satisfactory progress by an evaluation date (every 21 days) are notified by email or text by their Student Success Advisor and support is provided to regain satisfactory academic progress in a timely manner. If students have not regained satisfactory academic progress within 90 days after the evaluation date, they are subject to Academic Probation.

Academic Probation

Students who have not regained satisfactory academic progress within 90 days after the first evaluation date where lack of progress was noted are subject to Academic Probation. At that time, students will lose access to the Learning Management System. Students are then required to communicate with their Student Success Advisor, with an explanation of the extraordinary circumstances that have prevented regular progress to date, and how those circumstances have changed to allow the student to regain satisfactory progress in a reasonable timeframe. If approved, students' access to the program is re-established and they are required to work with their Student Success Advisory to establish an academic schedule to regain satisfactory progress within 90 days from the date they regain access to re-establish satisfactory academic progress.

Students who do not regain satisfactory academic progress within 90 days of re-entry will lose access to the Learning Management System and will need to complete the Academic Probation process again. If the student regains satisfactory academic progress at any time, their probation status is lifted. Student on Academic Probation remain eligible to regain program access per the communication process above unless formally dismissed from the program for code of conduct violations or financial delinquency. While on Academic Probation, any progress reports and transcripts (unofficial or official) will include an Academic Probation status statement.

Code of Conduct

All MedCerts students are expected to adhere to the standards and policies established by MedCerts. Failure to adhere to the Student Code of Conduct will be subject to disciplinary action up to and including dismissal or expulsion from MedCerts. This code of conduct policy extends to students during their entire enrollment period, up to and including any MedCerts-sponsored experiential components (i.e., Externship, clinical labs, job shadowing, apprenticeships, etc.). Failure to abide by this policy is grounds for dismissal.

Students are expected to:

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

Additional externship/clinical site expectations (if applicable):

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

Academic Misconduct, Academic Integrity, and Professional Behavior

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

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

1. Cheating: Unauthorized use of notes or study aids, or acquiring information from another student's materials, on an examination: obtaining a copy of an examination or question from an exam prior to taking the exam; altering work with the intent to deceive another person to do one's work and then submitting as one's own work; allowing another person to take an examination in one's name; submitting duplicate work for multiple assignments without proper citation is considered plagiarism.
2. Aiding cheating or other acts of dishonesty: Providing material or information to another student with the knowledge that this material or information will be used to deceive MedCerts staff.
3. Plagiarism: Presenting within one's own work the ideas, representations, or words of another person without customary and proper acknowledgement of that person's authorship is considered plagiarism.

Students who are unsure of what constitutes plagiarism should consult with MedCerts. Claims of ignorance will not necessarily excuse the offense.

4. Data misrepresentations: Fabricating data; deliberately presenting in an assignment data that were not gathered in accordance with the assigned guidelines or are deliberately fabricated; or providing an inaccurate account of the method by which the data were gathered and generated.
5. Falsification of Academic Records or documents: Falsification of academic records or documents includes, but is not limited to, altering any documents affecting academic records; forging signatures or falsifying information of an official academic document such as a progress report, or any other official MedCerts letter or communication, will constitute academic dishonesty.
6. Unauthorized access to computerized academic or administrative records or systems. Unauthorized access to computerized academic or administrative records or systems means viewing or altering MedCerts' records without authorization; copying or modifying MedCerts' computer programs or systems without authorization; releasing or dispensing information gained through unauthorized access; or interfering with the use or availability of computer systems or information. Also, when MedCerts-sponsored activities are held at locations owned or managed by other institutions or organizations, the unauthorized used, viewing, copying, or altering of those institutions' computer records, systems, or programs would similarly constitute a violation of academic integrity.
7. Unprofessional or inappropriate behavior within an externship experience: Conduct that is considered to be lewd, indecent, obscene, inappropriate, and/or non-compliant with professional standards; or a violation of clinical or other affiliated site expectations or guidelines; or a violation of federal or state laws.
8. All other MedCerts policies not listed related to academics: Violation of any other MedCerts policies.

Personal misconduct involving computers/technology

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

Dismissal

Dismissal refers to the termination of a student's enrollment with MedCerts, resulting in a student's removal from their MedCerts' program. Students are subject to dismissal for Student Code of Conduct violations. There is no warning or progressive disciplinary measures. Students are subject to dismissal for their first Code of Conduct violation.

Students who have been dismissed from MedCerts are not eligible for reinstatement or readmission unless an appeal is submitted by students to the Student Affairs Committee and approval granted. Students can submit a dismissal appeal to registrar@medcerts.com which will be forwarded to the Committee for review within 14 days of receipt.

Being dismissed from a program does not absolve a student from any financial agreements made with MedCerts. If a student has a contract with a sponsor or other funding source, the student should check in with that source to learn how being dismissed may impact that agreement.

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 accommodation or services to qualified students with disabilities.

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

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

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

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

Student responsibility includes:

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

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

Grading

Grades for quizzes and exams are available immediately after completion of the quiz or exam. Quizzes and exams are considered Pass/Fail, with a minimum score of 80% required for quizzes and exams (unless a different percentage requirement is noted in individual course syllabi). Each may be retaken until a satisfactory score is achieved. Students may retake quizzes/exams an unlimited number of times. This model ensures that the student is more easily able to identify difficult/challenging areas where improvement may be needed, refocus efforts on these areas, and reassess for mastery of content.

Final Grade

A final Pass grade will be assigned based on the composite results of all modules within the student's program. A Pass grade will be assigned upon verification that the required components of the program have successfully been completed. A Non-Pass grade is not officially assigned until the student's access to their training has exceeded the maximum 12-month expiration, or the student formally withdraws or is dismissed.

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

1. Successfully complete all required program elements and course activities as assigned.
2. Attempt and pass all lesson review quizzes and course assessments with a minimum score of 80% (unless a different percentage requirement is noted in individual course syllabi).
3. Successfully complete any other program-specific requirements as presented in syllabus or course schedule/outline.

Graduation Requirements / MedCerts Certificate of Completion

Students that have met the following requirements are eligible to receive a digital copy of an official Certificate of Completion from MedCerts.

1. Successfully complete all required program elements and course activities as assigned.
2. Attempt and pass all lesson review quizzes and course assessments with a minimum score of 80% (unless a different percentage requirement is noted in individual course syllabi).
3. Successfully complete any other program-specific requirements as presented in syllabi or course schedule/outline.

Student can download a Certificate of Completion from their student portal upon completing their program. This certificate is proof that the student has demonstrated mastery of all required concepts and competencies as defined by MedCerts.

Program Transfer

Students have a one-time option to transfer to another program within the MedCerts catalog of equal or lesser tuition value. After consulting with the students' Student Success Advisor, students must submit a written/emailed request for consideration to their Student Success Advisor. Student Success Advisor contact information is available to students directly within the Learning Management System, in their Program Contact Information area. To be eligible for program transfer, students paying for their own education must have completed less than 75% of their current program and be within six months or less of their program Start Date. Students who are enrolled through a sponsorship agreement (i.e. through a Case Manager, Workforce Representative, MyCAA Counselor, etc.) must also seek and receive written approval from their sponsoring entity and provide such written approval to their Student Success Advisor. Requests for program transfer must be received by MedCerts prior to the student's official Program End Date, without exception.

End of Course Survey

MedCerts utilizes End of Course surveys as a tool to assist in the evaluation of curriculum review, student support, student satisfaction, and employment results. The survey is available to students in the LMS and MedCerts relies on student participation and completion of the surveys. Student participation allows MedCerts to gain insightful information related to areas of excellence and improvement. The End of Course Survey is an opportunity for students to provide anonymous comments about their experience with a particular course and share any feedback or recommendations they think might help improve the student experience. Honest student feedback is important for MedCerts to identify any opportunities in the areas of curriculum design and student support. The survey also gives students an opportunity to update their employment information as it relates to their program of study, allowing MedCerts to report updated employment information to oversight agencies.

National Certification Exam Payment and Registration

MedCerts is a recognized Institutional Sponsor of the certificate exams for which we prepare students. MedCerts' sponsorship of your exam demonstrates to the certifying body that you have completed your 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 with details of which exams they will be eligible to attempt prior to their enrollment in the program. Students may be eligible for more than one exam. MedCerts will cover the cost of the first attempt of each eligible exam, as well as one retake (see Retaking Exams policy below).

Students must be in good financial standing to have their exam fees paid by MedCerts. Students who are more than 60 days delinquent on planned payments are not in good financial standing.

National Certification Examinations

National Certification Examinations Eligibility

To be registered for National Certification exams, students must have successfully completed 100% of the program content, including all Chapter Review Quizzes with an 80% minimum score, and course Final Exams with an 80% minimum score, as well as any additional required course-related assignments. While the cost of exams is covered by MedCerts, as a Sponsor we reserve the right to determine exam readiness. MedCerts will provide exam fee sponsorship for one (1) initial certification exam attempt and one (1) retake per program eligible certification. Exam attempts must be taken sequentially, with the primary (target) certification completed before pursuing any secondary certifications. To receive an exam voucher, students must achieve a passing practice test score within 30 days prior to the voucher request. The initial exam voucher must be requested within 90 days of program completion, and all exam voucher requests, including retakes and secondary certifications, must be submitted within one (1) year of the recorded program completion date. Exam outcome reporting for all prior attempts is required before any retake or secondary exam voucher will be issued. Due to the ever-changing nature of curriculum and exam objectives, this policy is necessary to ensure that MedCerts only sponsors a student's exam registration in a situation where the program completion is aligned with current exam objectives.

Retaking Exams

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

Exam Results

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

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

Student Records and Confidentiality

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

regulations. Student records, including communication logs between students and MedCerts staff are considered confidential, and will not be sold, shared, or exchanged with any non-authorized person or entity.

Exclusions:

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

The Family Education Rights and Privacy Act (FERPA)

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

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

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

MedCerts defines “directory” information as:

- Name;
- Address;

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

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

Official and Unofficial Transcripts

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

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

- Cost for digital processing = **\$3.25**
- Cost for print and mailed services
 - USPS Domestic: \$2.50 shipping/handling (+ \$3.25 request fee) = **\$5.75**
 - USPS International: \$5.40 shipping/handling (+ \$3.25 request fee) = **\$8.65**
- Cost for expedited services
 - FedEx (Overnight Domestic): \$32 shipping/handling (+ \$3.25 request fee) = **\$35.25**
 - FedEx (International Priority): \$58 shipping/handling (+ \$3.25 request fee) = **\$61.25**

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

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

Grievance Procedure

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

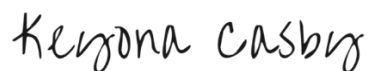
If a student has a question or problem, please contact MedCerts Student Services. If a satisfactory agreement cannot be reached through Student Services, you should then contact the Director of Programs and they will respond within 10 business days. It is the policy of MedCerts to resolve student concerns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

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

For Pennsylvania residents, MedCerts is registered by the Pennsylvania State Board of Private Licensed Schools. Complaints or concerns that have not been satisfactorily resolved by the MedCerts staff can be directed to:
Pennsylvania Department of Education
State Board of Private Licensed Schools
607 South Drive | Floor 3E | Harrisburg, PA 17120

Statement of Accuracy

"The information contained in this catalog is true and correct to the best of my knowledge."

A handwritten signature in black ink that reads "Keyona Casby". The script is cursive and fluid.

Keyona Casby - MedCerts Director of Student Services, October 1, 2025.

Appendices

Army-Military Policies and Procedures

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

Credentialing Assistance Request Procedures and Timelines:

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

If the vendor (*MedCerts*) cancels a CA funded course or exam, the Soldier must submit a message in the Army IgnitED system informing ACAPO of the cancellation no later than seven (7) days from the date the Soldier was notified by the vendor (*MedCerts*) of the cancellation. The Soldier will attach a cancellation notice from the vendor (*MedCerts*).

Credentialing Assistance Recoupment:

- (a) Soldiers must successfully pass an approved CA-funded credentialing course or exam to avoid the recoupment of CA funds. Failing a course or an exam, withdrawing from a course or exam with Army cost, failing to attend a course or sit for an exam in the timeframe requested will result in CA recoupment (reimburse the government for the total costs associated to your training or exam and the associated book(s), material(s), and/or fee(s).
- (b) If a Soldier is required to reimburse the Army for CA received, the Defense Finance and Accounting Service (DFAS) will deduct the funds from the Soldier's pay in accordance with current DFAS policies. The Soldier makes his or her recoupment acknowledgement in the Army IgnitED system by selecting a payment plan. When DFAS processes the recoupment, DFAS informs the Soldier of the DEBT on the Leave and Earning Statement (LES).
- (c) A Soldier may use CA funding to repeat an unsuccessful course or exam or use CA for any different course or exam once the Soldier selects the repayment plan with their Army IgnitED account.

Recoupment Waiver:

- (1) ACCESS, ArmyU may grant a recoupment waiver when a Soldier withdraws from or cannot complete a course or exam for reasons clearly beyond the Soldier's control.
- (2) Soldiers must initiate a separate DA Form 7793, Request for TA or CA Recoupment Waiver, for each course when a grade of "W" is submitted by ACAPO. This form can be downloaded from the Army Publishing Directorate website.

Program Transfer Eligibility

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