



**2023 – 2025  
SCHOOL CATALOG**

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## Welcome Letter

Dear Student:

We here at Genesis College appreciate your interest in our school. The mission is to prepare students academically and professionally for a career through our F.A.I.T.H. values.

- **Family:** An educational family that cares for your family – a place of belonging, loyalty, and passion.
- **Attitude:** A positive attitude is equally as important as your abilities.
- **Integrity:** Do the right thing, even when no one is watching – Integrity is everything.
- **Teamwork:** Teamwork makes the DREAM work.
- **Humility:** Do not think less of yourself, think of yourself less.

Our curriculum for our programs includes academic, clinical, and on-the-job training, that will prepare you for administrative, clinical, and laboratory work. The 225-hour externship will further enhance your training and prepare you to join a medical team in a hospital, clinic, or doctor's office.

This catalog has been developed to inform you of the policies, procedures, and requirements of our school. Please refer to it for any questions you may have while you are a student. Please note that the school reserves the right to modify, suspend or terminate any portion of this catalog at any time with or without notice. Should you find a topic not directly referenced in this catalog, please do not hesitate to inquire with any member of our staff.

We wish you much success and look forward to helping you in your professional development.

Yours very truly,

Derek Tengan, Pharm D.  
Owner

## MISSION STATEMENT

The mission of Genesis College is to prepare students academically and professionally for a career through our F.A.I.T.H. values.

- **Family:** An educational family that cares for your family – a place of belonging, loyalty, and passion.
- **Attitude:** A positive attitude is equally as important as your abilities.
- **Integrity:** Do the right thing, even when no one is watching – Integrity is everything.
- **Teamwork:** Teamwork makes the DREAM work.
- **Humility:** Don't think less of yourself, think of yourself less.

The goal of Genesis College is to educate future allied health provider who are able to:

- To provide programs of study that are educationally sound, up to date, of high quality, and demonstrably effective.
- To publicly state and clearly demonstrate that the institution does not discriminate on the basis of age, race, ethnic origin, gender, sexual orientation, or religion.
- To review all advertising, admissions and enrollment practices on an annual basis at the Leadership Planning Meeting to ensure all materials and procedures are accurate and fair.
- To provide a personalized learning environment conducive to ensuring successful student retention, graduation, and career goals.
- To demonstrate the ultimate benefit of private educational training programs through satisfied students.
- To ensure accurate and ethical administration of all financial aspects of the institution.
- To embrace voluntary self-regulation, which is inherent to the accreditation process.
- To provide one opportunity per quarter for students, faculty, and staff to engage with and serve the local community.
- To provide training and education through effective externship experiences and curriculum to create competent and qualified prospects for employment.
- To promote education and training programs of the highest quality and integrity.

## ABOUT US

Our program operates under the name Genesis College, LLC and does not operate under any other name. The policies that govern the operation of the program are developed, reviewed, and revised by the senior management with the approval of the owner needed to implement any new or revised policies. The following positions comprise senior management.

## **HISTORY**

At Genesis College, we are committed to spirited learning that leads to personal and professional growth. We empower our students to ask insightful questions, explore disciplinary boundaries, and confront conventional ways of thinking. We invite you to learn more about Genesis College and discover an education built for you.

Genesis College provides an enriched learning environment that has helped students get ahead in their field of study. Founded in 2016, the school is located on the island of O'ahu, Hawai'i and reflects the diverse backgrounds and cultures of the area. We have a dedicated faculty and staff that are eager to provide the foundational knowledge and clinical skills to become competent and compassionate allied health providers and help our students grow professionally and personally as prospective healthcare providers.

## **HOURS OF OPERATION**

Monday through Friday- 8:00 am to 9:30 pm.

Closed Sundays and most major national holidays (see academic calendar).

## **FACILITY**

### **Main Campus**

**Genesis College**  
**94-449 Akoki Street**  
**Suite 103**  
**Waipahu, HI 96797**  
**Telephone: (808) 848-5511**  
**Fax: (808) 671-5522**  
**Email: [info@genesiscollege.edu](mailto:info@genesiscollege.edu)**  
**Website: [www.genesiscollege.edu](http://www.genesiscollege.edu)**

Genesis College is conveniently located in close proximity to medical facilities helps enhance the educational experience as students can visit these facilities to learn their daily activities first-hand and network with other healthcare providers.

## **ACCREDITATION**

Accreditation serves the interests of companies, agencies, and the public through the establishment of standards, policies, and procedures in conjunction with an objective third-party professional evaluation designed to identify and inspire sound education and training practices. Genesis College is accredited by the Accrediting Council for Continuing Education and Training (ACCET) 1722 N St NW, Washington, DC 20036. (**Website:** [www.accet.org](http://www.accet.org))

ACCET was founded in 1974 for the purpose of improving continuing education and training and has been officially recognized by the U.S. Department of Education since 1978 as a “reliable authority” as to the quality of education and training provided by the institutions.

## **AFFILIATIONS**

Genesis College maintains membership in various professional, community, and business organizations, which include the National Healthcareer Association (NHA), the Pharmacy Technician Certification Board (PTCB) and HOSA: Future Health Professional

## **LICENSURE AND MEMBERSHIP**

Genesis College of Hawaii is nationally accredited by The Accrediting Council of Continuing Education and Training (ACCET) and is licensed to operate as a "Private Trade, Vocational or Technical School" by the State of Hawaii Department of Education.

## SCHOOL OFFICIALS, FACULTY, & STAFF

Genesis College is comprised of experienced and caring individuals, who form a quality team of professionals who successfully manages the school's training programs.

### Ownership

Derek Tengan, Pharm.D. Owner

### Administration and Staff

Crista Aguano	Chief Financial Officer Business Office Administrator
Tyler Bihis	Staff Accountant
Ronald Claxton	Director of Education
Chasity Correia	Staff Accountant
Shelley Fernandez	Program Coordinator (MA)
Rochelle Garvida	Human Resource Specialist
Lee Ito	Information & Technology Specialist
Sherissee Ramelb	Admission Coordinator
Denise Reyes	Admission Coordinator Externship Coordinator Student Services Coordinator
Stephanie Ung	COO

### Faculty

Abegail Balanza (ExCpT)  
Ronald Claxton CCMA, RMA, AHI, MHA/Ed  
Shelly Fernandez, CCMA, CPT, CET  
Sharis Pasion, CCMA  
Keri Oyadomari, Pharm.D.

### Courses/Program

Pharmacy Technician Instructor  
General Education  
Medical Assistant Instructor  
Medical Assistant Instructor  
Adjunct Faculty (PhT)

## Administrative Staff and Faculty Credentials

### **Crista Aguano**

*BA, Accounting, University of Nevada, Las Vegas (1999)*  
*MBA, University of Phoenix (2006)*

Chief Financial Officer  
Business Office Administrator

### **Abegail Balanza**

*BS Chemistry, Hawaii Pacific University (2017)*  
*Certified Pharmacy Technician (2019)*

Pharmacy Technician Instructor

### **Tyler Bihis**

*BBA in Finance, University of Hawaii at Manoa (2020)*

Staff Accountant

### **Ronald Claxton**

*MHA/Ed, University of Phoenix (2011)*  
*BHA, University of Phoenix (2009)*  
*AAHS, University of Phoenix (2007)*  
*Allied Health Instructor (AHI) (2016)*  
*Certified Clinical Medical Assistant (CCMA) (2014)*  
*Registered Medical Assistant (RMA) (2006)*

Director of Education

### **Chasity Correia**

*High School Diploma*

Accounting Specialist

### **Shelley Fernandez**

*AAHS, Hawaii Medical College (2018)*  
*Certified Clinical Medical Assistant (2015)*  
*Certified Phlebotomy Technician (2015)*  
*Certified ECG Technician (2015)*

Program Coordinator (Medical Assistant)

### **Rochelle Garvida**

*BA, University of Phoenix (2019)*

Human Resource Specialist

### **Lee Ito**

*BA Psychology, University of Hawaii at Manoa (2001)*

Information & Technology Specialist

### **Keri Oyadomari**

*Pharm.D., University of Hawaii at Hilo (2014)*  
*BA, University of Hawaii at Hilo (2014)*  
*BA, University of San Diego (2009)*

Adjunct Faculty

### **Sharis Pasion**

*Med-Assist School of Hawaii (2009)*  
*Certified Clinical Medical Assistant (2017)*

Medical Assistant Instructor

### **Sherissee Ramelb**

*AAS Pharmacy Technology, Heald College (2011)*

Admission Coordinator



**Denise Reyes**  
*High School Diploma*

Admission Coordinator  
Externship Coordinator  
Student Services Coordinator

**Derek Tengan**  
*Pharm.D, University of Southern California (2000)*

Owner

**Stephanie Ung**  
*Pharm.D, Creighton University (2019)*  
*BS Biology, University of Washington (2015)*

Chief Operating Officer

## **STATEMENT OF NON-DISCRIMINATION**

It is the policy of Genesis College to comply with all federal and state laws that prohibit discrimination in post-secondary programs and activities, including, but not limited to, the following laws which cover students and applicants for admission to the school: Title IV of the Civil Rights Act of 1964 as amended (race, color, national origin); Age Discrimination Act of 1975 as amended (age); Title VII and VIII of Public Health Service as amended (sex); and the Americans with Disabilities Act (disabilities) and Section 504 of the Rehabilitation Act. In addition, the institution complies with all federal and state laws which mandate affirmative action and/or prohibit discrimination in recruitment, hiring, training, promotion, and retention, which include all applicable laws covering employees and applicants for employment.

Genesis College understands that a disability may preclude a student from completing the required course competencies and or from fulfilling the course requirements in the same method expected of nondisabled students. In compliance with Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, qualified applicants/ students with disabilities may request that appropriate course accommodations be considered. All applicants/students with special needs are encouraged to apply.

Applicants or students who would like to request disability service accommodations must submit a completed ADA request form to the Director of Education for approval.

### **Ability To Benefit**

The institution is committed to transparency and ensuring that prospective students are fully informed about any conditions that could potentially affect their ability to benefit from the training, sit for certification/licensure examinations, if applicable, and/or work in the field. This includes but is not limited to disclosures regarding factors such as felony convictions, as part of our commitment to providing comprehensive and accurate information to support students in making informed decisions about their educational and career paths.

### **Equal Opportunity**

Genesis College is firmly committed to a zero-tolerance policy of nondiscrimination and to the right of all students to a learning environment free of harassment and intimidation in person and online. Discrimination and/or harassment of any student on the basis of his/her membership in any legally protected class are absolutely and strictly prohibited, as is the creation of a hostile learning environment due to membership in a legally protected class.

### **General Admission Process**

Prospective students are invited to visit Genesis College to discuss career planning and educational programs with an Admissions Coordinator. A tour of the school and first-hand information regarding the curriculum and facilities are provided during the campus visit.

If interested, the prospective student will then complete an Application for Admission. All applicants will be scheduled to take a Wonderlic Basic Skills examination and is provided information on how to obtain their High School Diploma or Transcript or General Equivalency Diploma, submit TB and MMR test results, and make arrangements to pay for tuition.

Student must have a plan on how to obtain and provide the required documents: High School Diploma, Transcript, or General Equivalency Diploma, and proof of their TB and MMR test results.

*\*If all mandatory admissions' documents are not received within 21 days from the date the enrollment agreement is signed, the enrollment may be cancelled.*

Genesis College understands that a disability may preclude a student from completing the required course competencies and or from fulfilling the course requirements in the same method expected of nondisabled students. In compliance with Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, qualified applicants/ students with disabilities may request that appropriate course accommodations be considered. All applicants/students with special needs are encouraged to apply.

Applicants or students who would like to request disability service accommodations must submit a completed ADA request form to the Director of Education for approval.

## **Admission Requirements**

The following must be submitted and/or completed prior to the start of the academic program. Failure to complete all items may result in the student's start date being delayed. Prospective students are encouraged to contact the Admission Office for guidance during the admissions process and for a deadline extension as deemed necessary.

### **Admission Requirements**

- Minimum age of 18 years old
- Completed Admission Application
- Official transcript or certified copy of High School diploma/ General Equivalency Degree (GED)
- Successful completion of Wonderlic entrance exam (no score cut-offs)
- Current vaccination records
  - Measles, Mumps, Rubella (MMR)
  - Tetanus-diphtheria-pertussis (Tdap)
  - Varicella
- Current TB clearance

***Medical Assistant (Applicant):*** Prior to the start of your programmatic (clinical) courses, because of the opportunity of accidental exposure to **bloodborne pathogens, in both your clinical classes and your externship, you must/should** provide documentation of either completing and or have started your Hepatitis B vaccination series. Acceptable documentation includes but is not limited to showing:

- Documentation of receiving three (3) Hepatitis B immunization/vaccination
- Documentation of starting the Hepatitis B immunization series.
- Completion of a Hepatitis B titer/ screening; showing immunity

***Externship Covid 19 Vaccination requirements (HPH/Queens Healthcare Facilities-Addendum)***

In accordance with the CMS Federal Vaccination Mandate, COVID-19 Vaccination Program policy requires all health care personnel to be fully vaccinated against COVID-19 or have an approved medical or religious exemption from receiving the COVID-19 *vaccination*.

*If all the mandatory admissions' documents are not received within 21 days from the date the enrollment agreement is signed, the enrollment may be cancelled.*

## **Instructional Equipment**

Students receive either physical copies or the E-book version of the required textbooks and online resources that are included in selected titles. Cengage, Elsevier, and Pearson publishing and are the textbook and online educational resources provider of Genesis College. Hands-on skills training activities are supported by on-campus laboratory equipment and supplies and student access to PC computers. Genesis College uses PioneerRx Pharmacy Software for the hands-on skill training components of the Pharmacy Technician program.

## **Textbooks Listing**

### **A. General Medicine Core Curriculum**

1. Introduction to Health Care, 5<sup>th</sup> Edition
2. Comprehensive Health Insurance: Billing, Coding, Reimbursement, 3<sup>rd</sup> Edition
3. Medical Terminology: A Living Language, 7<sup>th</sup> Edition
4. Therapeutic Communications for Healthcare Professionals, 4th Edition
5. The World of Customer Service, 3<sup>rd</sup> Edition
6. Illustrated Computer Concepts and Microsoft Office 365 and Office 2016
7. Medical Law and Ethics, 6<sup>th</sup> Edition
8. Anatomy and Physiology for Health Professions, 1<sup>st</sup> Edition

### **B. Medical Assisting Core Curriculum**

1. Medical Assisting: Administrative & Clinical Competencies, 9<sup>th</sup> Edition
2. Human Diseases, 5<sup>th</sup> Edition
3. The Complete Textbook of Phlebotomy, 5<sup>th</sup> Edition
4. ECG: Essentials of Electrocardiography
5. Medical Office Simulation Software (MOSS) 3.0

### **C. Pharmacy Technician Core Curriculum**

1. The Pharmacy Technician: A Comprehensive Approach, 4<sup>th</sup> Edition
2. Mosby's Review for The Pharmacy Technician Certification Exam (*Optional*)

## **Class Schedule (Evening)**

Monday	Tuesday	Wednesday	Thursday	Friday
5:00 pm- 9:00 pm	5:00 pm- 9:00 pm	5:00 pm- 9:00 pm	5:00 pm- 9:00 pm	5:00 pm- 9:00 pm

## **Class Sizes**

The teacher: student ratio is 1:20 (lecture), 1:10 (Lab.). The ratio is to ensure that the student master the required skill sets. We have assigned a 1:20 (teacher-to-student), and the 1: 10 laboratory ratio is to ensure that the instructors are able to pay attention to each student's needs. The maximum of 20 students per class ensures that every student has access to educational materials for an amount

of time that is adequate for learning. The educational materials and equipment at the school help support the effective learning of the didactic coursework and laboratory exercises. These equipment and supplies are available to students during assigned class hours and by student request if additional training is needed during office hours.

## Dress Code/Professional Appearance Policies (Medical Assistant)

Genesis College believes dress codes contribute to the overall professional demeanor of the student. Students are expected to use discretion and good judgment, while on school property and during their externship, in their total personal presentation (dress, grooming and behavior).

- a. **Student Identification (ID) Badge:** Identification badge is to be always worn above the waist, with name visible. The ID badge will allow access upstairs to the classroom, labs, and externship sites. *The ID shall be returned upon the completion of the externship. A replacement Security ID Badge may be purchased for \$20.*
- b. **Uniforms/Scrubs: Uniforms can be any color,** so long as they match and look professional. Scrubs are to fit appropriately, no sagging, and or extremely form fitting uniforms are to be worn. No sweatpants, jogging pants, overalls, torn or patched pants, tight clothing (bike shorts, leotards, shorts, or leggings) no capri style scrub pants are to be worn.
- c. **Hair:** Should have a clean and neat appearance; hair that is shoulder length or longer will be pulled back. Hair should be natural in color. No green, blue, purple etc. Facial hair must be clean, neat, and well groomed.
- d. **Headwear:** *Religious head covers may be worn; baseball-type caps are inappropriate and must be removed when entering building structure, including classrooms.*
- e. **Jewelry:** Should be appropriate to professional wear and not present a safety hazard when working with patients or equipment. *Absolutely No lip, eyebrow, bar, or tongue piercings will be permitted.*
- f. NO tank tops, halter tops, low cut necklines, transparent garments, tops exposing bare midriff, back or chest or T-shirts with cartoons, graffiti, advertising, or offensive pictures
- g. **Skirts/Dresses:** Uniform skirts, dresses or jumpers worn are to be clean, neat and allow for the performance of the job without restrictions. Mini dresses/skirts or long skirts that might interfere with safety are not acceptable.
- h. **Footwear:** *No sandals, platform shoes, or high heels are permitted. Students must wear white nurses or athletic shoes (less than 1½ inch sole) at all times. Shoes must be covered and have a back strap. Shoes must be clean and in good repair.*
- i. **Grooming: Fragrances:** Many people are also sensitive to smell, therefore *Do not wear/use any excessive perfume or cologne,* it may cause allergic reactions for some.
- j. **Make-up/Eyelashes:** Make-up/Eyelashes must provide a natural and professional appearance.
- k. **Fingernails:** *Fingernails must be kept to a functional length (¼ inch) with clear fingernail polish. artificial fingernails are NOT acceptable.*
- l. **Tattoos:** All tattoos that are visible must be covered at all times.
- m. **Hygiene:** Genesis College and the externship sites affiliations require high standards of personal grooming and hygiene which is neat, clean, and professional. Students are

required to maintain an environment free of odors. Dirty, torn, or stained uniforms are not permitted.

## Special Accommodations

The Americans with Disabilities Act (ADA) gives individuals with disabilities civil rights protection that is similar to that provided to all individuals based on race, sex, national origin, and religion. The act guarantees equal opportunity in employment, public accommodations, transportation, state and local government services, and telecommunications. In addition, Section 504 of the 1973 Rehabilitation act states: “No otherwise qualified handicapped individual in the United States shall, solely based on his/her handicap, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”.

Genesis College does not discriminate on the basis of disability in accordance with the Americans with Disabilities Act. Additionally, we provide architectural access, aids, and services that accommodate the needs of each of our students at no additional charge to the students. Furthermore, we regularly revise our policies and procedures to ensure that each of our students is well-equipped to successfully complete the program.

A student with a disability who requires accommodations can contact the Director of Education who shall serve as the school’s ADA Coordinator. Students with disabilities, who do not require accommodations, can choose to keep this information private. However, students who require accommodations because of a disability must disclose this information in order to receive them. Genesis College cannot provide any service, modification, or accommodation when it does not know one is required. It is a student's responsibility to make their needs known in advance.

## Credit Transfer

Genesis College may accept course credits transferred from accredited post-secondary educational institutions in the U.S at no additional charge to the student. Students can earn up to a maximum of 30% of the total program clock hours from credit transfers. Students must earn at least 70% of the total clock hours at Genesis College. The following criteria must be met for credit transfer consideration by the Director of Education:

- Submission of official transcript and a copy of course syllabus
- Grade of “B” or better in course credit to be transferred.
- Course must have been taken within the last 5 years

Course credits that meet the criteria above will be evaluated by the Director of Education for comparability with the corresponding Genesis College courses. The following criteria will be evaluated at the minimum:

- Program length (clock/credits hours)
- Course objectives
- Course content
- Performance evaluation

The course credits to be transferred must be comparable to the corresponding Genesis College courses by at least 80% in all the criteria listed above. Approved credit transfers will count as

credits earned towards graduation and will reduce the student's financial obligation on a *pro-rata* basis.

Genesis College will accept credits earned through nationally recognized placement exams (College Board's Advanced Placement, College-level Examination Program, etc.) upon evaluation by the Director of Education. Students must submit official test scores to the Director of Education for determination of successful completion of the exam (comparing student's exam scores to nationally accepted passing/above average scores) and corresponding course credits to be awarded. Approved credit transfers will count as credits earned towards graduation and will reduce the student's financial obligation on a *pro-rata* basis.

Credit transfer decisions may be appealed by submitting a written appeal to the Director of Education within 7 days of receiving the decision. Additional supporting documents may be requested from the student for further evaluation of the course credits to be transferred.

Genesis College cannot guarantee the transferability of clock hours/course credits earned at Genesis College to another institution. Students are responsible for initiating and facilitating credit transfer requests. We aim to assist students to the best of our ability in completing credit transfer requests at the recipient institution by providing supporting documents on a timely manner.

## **Family Educational Rights and Privacy Act (FERPA)**

In accordance with the Family Educational Rights and Privacy Act (FERPA), only students are allowed access to their own educational information unless a written consent is issued by the student for another individual other than themselves to access their educational files. The following are exceptions to the rule:

- School officials with legitimate educational interests.
- Sharing educational information with another school at which the student intends to enroll.
- Education authorities (state, local, and/or federal) for auditing, evaluation, and/or enforcement of education-related laws; and
- Sharing student information that is classified by the school as "directory information."

"Directory information" is information in student's educational record that is not considered to be harmful if shared with other entities. The provision of a general notice of designating information as "directory information" allows the school to disclose directory information to anyone unless a student submits a written notice of opting out their educational information from the directory information. The following are considered directory information:

- name, address, telephone phone number, email address, date and place of birth, dates of attendance, and grade level.
- extracurricular activities.
- degrees, honors, and awards received; and
- the most recent school attended.

## Program Fees

Upon receiving an acceptance letter, students can officially enroll into Genesis College by paying the tuition fee in full or in a monthly installment plan. The payment plan is flexible and can be adjusted to meet each student's needs.

### Pharmacy Technician (PhT)

12-month program: \$4,999.00 plus 4.712% tax

<b>Registration Fee:</b> (taxes included)	<u>\$209.42 (non-refundable)</u>
Tuition: \$4,999.00 plus 4.712% (taxes included)	\$5,234.55
NHA ExCPT Study Guides Fee: (taxes included)	<u>\$544.50 (non-refundable, if used)</u>
Books {Book Access}: (taxes included)	<u>\$418.73 (non-refundable, if used)</u>
Other {Specify}: ExCPT Certification Exam (taxes included)	<u>\$130.89 (refundable, if unused)</u>
<b>Total Program Fees:</b> (taxes included)	<b>\$6,538.10</b>

### Medical Assistant (MA)

13-month program: \$8,500 plus 4.712% tax

<b>Registration Fee:</b> (taxes included)	<u>\$209.42 (non-refundable)</u>
Tuition: \$8500.00 plus 4.712% (taxes included)	\$8900.52
NHA CCMA/CET/CPT {Certification Bundle Fee}(taxes included)	<u>\$784.29(non-refundable, if used)</u>
Books {eBook Access}: (taxes included)	<u>\$843.08 (non-refundable, if used)</u>
Other {(Specify):	
<b>Total Program Fees:</b> (taxes included)	<b>\$10,777.04</b>

## Payment Plans

### Full Payment

Student pays full amount of program fees on or before the first instructional day.

### Monthly Payment

Student pays monthly fee at the end of the first instructional week of each module. Monthly payment plans must have approval from the Chief Operating Officer. contingent upon approval from Chief Operating Officer.

### Extended Payment

A flexible payment plan in which the student specifies the payment schedule including the amount paid at each payment collection, the frequency of payment collection, and the length of time of the payment obligation. Student must meet with the Chief Operating Officer to arrange an extended payment plan that would best fit the financial need of the student prior to enrollment. Extended Payment plans must have approval from the Chief Operating Officer.



## **Payment Methods**

Genesis College accepts payments in cash, check, and/or credit card. Please consult the Accounting Department for acceptability of other forms of payment.

## **Cancellation and Refund**

### **Student Cancellation**

Students may cancel enrollment at any time prior to the first instructional day of the Cohort without any penalty or obligation. Applicants who cancelled enrollment prior to the start of the cohort or did not attend any instructional day will receive a full refund of monies paid except for the non-refundable registration fee of \$209.42. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

There is a \$209.42 non-refundable registration fee that will be withheld from all refunds. All other non-refundable costs such as those for books, supplies, laboratory fees, rentals, and similar charges are detailed in the Genesis College Course Catalog and will also be detailed in the Enrollment Agreement for each program.

### **Enrollment Rejection**

Students who are not accepted into a program of study due to failure to meet the admission requirements will receive a full refund of all monies paid less the \$209.42 registration fee. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

### **Program Cancellation**

Genesis College reserves the right to cancel a starting class if the number of enrolled students is deemed insufficient. Students will receive a full refund of all monies paid prior to the program cancellation. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

### **No Show**

Students who missed two (2) consecutive classes without prior notice will be contacted regarding their enrollment status. Students who missed three (3) consecutive classes without prior notice will be automatically dismissed from the Program. No show students will receive a full refund of all monies paid less the \$209.42 registration fee. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

Students who paid the tuition in full or for the first month but did not show up on any instructional days or cancelled enrollment prior to the first day of instruction will be given a full refund within 45 days of the first day of instruction or the cancellation date, whichever is earlier.

## Withdrawal or dismissal during instructional period

Students who wish to withdraw, regardless of reason, or are dismissed from the current Cohort after the first week of instructional period will be granted a *pro-rata* refund of paid fees based on the total weeks of the program enrolled. The *pro-rata* refunds will be computed on the following basis:

Example:

- Student enrolled in a 52-week program (starting in January 17<sup>th</sup> and scheduled to complete in the following year January 7<sup>th</sup>)
- There are two periods of financial obligation (20 weeks each).
- The total tuition for the program is \$4,999.00. Tuition for each period of financial obligation is \$2,499.50.
- The student last day of attendance (LDA) is March 12<sup>th</sup>
- The student date of determination (DOD) is April 1<sup>st</sup>.

<u>Number of weeks student attended</u>	<u>8 weeks = 40%</u>
Number of weeks in a period of financial obligation	20 weeks
<i>Pro-rata</i> portion student completed based on 8 weeks	= 40%
40% of \$2,499.50 Tuition	= \$999.80
10% of unearned tuition (\$2,499.50-\$999.80= \$1,499.70)	= \$149.97
Owed to institution	= \$1,149.77
Student payment	= \$4,999.00
Refund to student by May 15th	= \$3,849.23

Any remaining balance owed after the calculated tuition *pro-rata* will be the student's responsibility to pay in full upon withdrawal from the school. Refunds to students will be paid within forty-five (45) calendar days from the documented date of determination (DOD).

### Cancellations Before the Start of Class

If any applicant is rejected for enrollment by Genesis College, a full refund of all monies paid less the \$200 registration fee, will be made to the applicant.

If a program is canceled by Genesis College after a student has been enrolled, a full refund of all monies paid will be made to the student.

If a student accepted by Genesis College cancels prior to the start of scheduled classes or never attends class (no-show), a full refund of all monies paid less the \$200 registration fee, will be made to the student.

Refunds for cancellations or no-shows are paid within forty-five (45) calendar days of the first scheduled day of class or the date of notification of cancellation, whichever is earlier.

### **Withdrawals After the Start of Class but During the Trial Period**

Students who are accepted into a program and begin classes will be allowed a trial period of five weeks from the start date of their initial entry module.

Students who withdraw within the trial period be considered as a cancellation and will have all charges refunded and all payments returned to the individual or the applicable funding source less the maximum registration fee of \$209.42.

### **Withdrawals or Termination After the Start of Class**

Students who withdraw or are terminated after the start of class will receive a refund based on the late date of attendance (LDA). Completion of a partial week will be counted as if the whole was completed, provided that the student was present at least one day during the scheduled week.

Cancellations or terminations after the first module from the start date will incur tuition charges withheld, not to exceed 10 percent (10%) of the stated tuition up to a maximum of \$1,000.

After the 3rd module through fifty percent (50%) of the program, tuition charges withheld will not exceed a pro-rated portion of the tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training not completed, up to a maximum of \$1,000.

No refunds will be provided after fifty percent (50%) of the program has been completed.

### **Student Cancellation`**

Students may cancel enrollment at any time prior to the first instructional day of the Cohort without any penalty or obligation. Applicants who cancelled enrollment prior to the start of the cohort or did not attend any instructional day will receive a full refund of all monies paid less the \$209.42 registration fee. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

## **Late Payments**

The Accounting Department is responsible for the collection of late payments. While there is currently no penalty for late payments, students are required to arrange an extended payment plan that would work best for the student with the Business Office Administrator to ensure full payment of owed program fees.

## **FINANCIAL AID/LOAN OPPORTUNITIES**

Other possible forms of financial assistance available to applicable students include the following:

### **Scholarships**

Genesis College Hawaii students are highly encouraged to apply for external scholarship funding. The Financial Aid Office will assist students' scholarship search and scholarship application process. Qualifications and scholarship amounts vary depending on availability and the sponsoring scholarship entity. Students will be given the option to meet with the Financial Aid Office prior to attending to review scholarship options and for assistance with the application. External scholarships are not guaranteed; however, Genesis College Hawaii will provide scholarship application services to assist in decreasing education expenses.

**Enrollment Rejection**

Students who are not accepted into a program of study due to failure to meet the admission requirements will receive a full refund of all monies paid less the \$200 registration fee. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

**Program Cancellation**

Genesis College reserves the right to cancel a starting class if the number of enrolled students is deemed insufficient. Students will receive a full refund of all monies paid prior to the program cancellation. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

**No Show**

Students who missed two (2) consecutive classes without prior notice will be contacted regarding their enrollment status. Students who missed three (3) consecutive classes without prior notice will be automatically dismissed from the Program. No show students will receive a full refund of all monies paid less the \$200 registration fee. Refunds will be made within forty-five (45) calendar days from the first scheduled instructional day of the Cohort or the date of cancellation, whichever is earlier.

Students who paid the tuition in full or for the first month but did not show up on any instructional days or cancelled enrollment prior to the first day of instruction will be given a full refund within 45 days of the first day of instruction or the cancellation date, whichever is earlier.

**Withdrawal or dismissal during instructional period**

Students who wish to withdraw, regardless of reason, or are dismissed from the current Cohort after the first week of instructional period will be granted a *pro-rata* refund of paid fees based on the total weeks of the program enrolled. The *pro-rata* refunds will be computed based the Refund Policy.

## Program Information

### Medical Assistant (MA) Certification Program

**Program Objective:** To provide the knowledge, skills, and training that will prepare students for professional certification and entry into the healthcare system as a competent and compassionate entry-level medical assistant. The key knowledge domains for the Medical Assistant program are to prepare competent entry-level medical assistant in the cognitive (knowledge), psychomotor (skills), and affective (behavior) in the following areas:

- a. Procedures for rooming a patient.
- b. Obtain the vital signs of a patient including blood pressure, temperature, pulse, pulse oximetry and respirations (Infants, Child, & Adults).
- c. Wound care management and assisting the physician with Minor Office Surgery Procedures
- d. Positioning and draping for patient procedures
- e. Basic First Aid and CPR
- f. Collection of specimens
- g. Obtaining a medical history
- h. Administration of oral and injectable medications
- i. Understanding commonly used medical abbreviations and terminology.
- j. Assist physician with examinations.
- k. Prepare prescriptions according to the provider' directions.
- l. Personal/interpersonal knowledge and skills
- m. Foundational professional knowledge and skills
- n. Processing and handling of medications and medication orders
- o. Behaviors important to a healthy lifestyle
- p. Perform diagnostic coding of a patient's visit; including CPT, HCPCS and ICD-10 CM codes.
- q. Identify types of information contained in the patient billing records.
- r. Differentiate manage care, including referrals and precertification.
- s. Understand patient financial obligation for services rendered.
- t. Patient and medication safety
- u. Technology & informatics and Inventory management
- v. Develop an awareness of and be able to recognize ethical and legal responsibilities of health care.
- w. Patient Care Coordination and Education

Students will receive a certificate of completion at the end of the program and are eligible for a fee waiver on the first attempt on the NHA Certified Clinical Medical Assistant (CCMA) Certification Exam.

This program can usually be completed within 56 weeks. Students will need to complete a 225-hour externship.

## Medical Assistant Certification Program Curriculum

Course Number	Courses Name	Lecture Hours	Lab Hours	Total Clock Hours	Equivalent Credit Hours
<b>Module 1</b>					
GM 100	Introduction to Healthcare	24	6	30	2.7
GM 101	Law and Ethics in Healthcare	25	5	30	2.8
<b>Module 2</b>					
GM 102	Administrative Skills Essentials	20	10	30	2.5
GM 106	Medical Terminology	30	0	30	3
<b>Module 3</b>					
GM 103	Anatomy and Physiology	30	0	30	3
GM 104	Insurance Billing in Healthcare	30	0	30	3
<b>Module 4</b>					
CMA 100	Human Diseases and Pathology	30	0	30	3
CMA 101	Health Information Systems/ Electronic Health Records	20	10	30	2.5
<b>Module 5</b>					
CMA 102	Basic Pharmacology	25	15	40	3.3
CMA 103	CMA Procedures and Skills I: Basic	25	15	40	3.3
<b>Module 6</b>					
CMA 104	CMA Procedures and Skills II: Phlebotomy	50	30	80	6.5
<b>Module 7</b>					
CMA 105	CMA Procedures and Skills III: ECG	50	30	80	6.5
<b>Module 8</b>					
GM 107	Professionalism and Customer Service	30	0	30	3.0
GM 105	Healthcare Communications	24	6	30	2.7
<b>Module 9</b>					
CMA 106	CMA Procedures and Skills IV: Advanced	25	15	40	3.3
CMA 107	Career Development and Preparedness	20	10	30	2.5
<b>Module 10</b>					
CMA 108	CMA Certification Exam Preparation	30	0	30	2.5
EXT 102	Externship	N/A	N/A	225	7.5
	<b>Total Hours</b>	<b>488</b>	<b>152</b>	<b>865</b>	<b>63.90</b>

*\*Genesis College evaluates our programs using clock hours as the measurement. When a student seeks to transfer credits to another institution, it indicates their eligibility for the appropriate credits as determined by our program's criteria. Credit hours are computed using the Carnegie Unit Formula."*

## Pharmacy Technician (PhT) Certification Program

**Program Objective:** To provide the knowledge, skills, and training that will prepare students for professional certification and entry into the healthcare system as a competent and compassionate entry-level pharmacy technician. Students will receive a certificate of completion at the end of the program and are eligible for a fee waiver on the first attempt on the Pharmacy Technician Certification (ExCPT) Exam.

### Key Knowledge Domains

1. Personal/interpersonal knowledge and skills
2. Foundational professional knowledge and skills
3. Processing and handling of medications and medication orders
4. Sterile and non-sterile compounding
5. Procurement, billing, reimbursement, and inventory management
6. Patient and medication safety
7. Technology and informatics
8. Regulatory issues
9. Quality assurance

This program can usually be completed within 52 weeks. Students will need to complete a 225-hour externship.

## PhT Certification Program Curriculum

Course Number	Course Name	Lecture Hours	Lab Hours	Total Clock Hours	Equivalent Credit Hours
<b>Module 1</b>					
GM 100	Introduction to Healthcare	24	6	30	3
GM 101	Law and Ethics in Healthcare	25	5	30	3
<b>Module 2</b>					
GM 102	Administrative Skills Essentials	20	10	30	2.5
GM 106	Medical Terminology	30	0	30	3
<b>Module 3</b>					
GM 103	Anatomy and Physiology	30	0	30	3
GM 104	Insurance Billing in Healthcare	30	0	30	3
<b>Module 4</b>					
PHT 100	Fundamental Pharmacology I	30	0	30	3
PHT 101	Fundamental Pharmacology II- OTC Medications	30	0	30	3
<b>Module 5</b>					
PHT 102	Outpatient Pharmacy Practice	20	10	30	2.5
PHT 103	Pharmacy Math I: Outpatient Pharmacy	20	10	30	2.5
<b>Module 6</b>					
PHT 104	Institutional Pharmacy Practice	24	6	30	3
PHT 105	Pharmacy Math II: Institutional Pharmacy	24	6	30	3
<b>Module 7</b>					
PHT 106	Compounding Pharmacy	22	8	30	3
PHT 107	Pharmacy Math III: Compounding Pharmacy	22	8	30	3
<b>Module 8</b>					
GM 107	Professionalism and Customer Service	30	0	30	3
GM 105	Healthcare Communications	24	6	30	3
<b>Module 9</b>					
PHT 108	PhT Certification Exam Preparation	30	0	30	3
EXT 101	Externship			<b>225</b>	<b>7.5</b>
<b>Total Hours</b>		<b>435</b>	<b>75</b>	<b>735</b>	<b>57</b>

*\*Genesis College evaluates our programs using clock hours as the measurement. When a student seeks to transfer credits to another institution, it indicates their eligibility for the appropriate credits as determined by our program's criteria. Credit hours are computed using the Carnegie Unit Formula."*



## **Attendance Policy**

The students' investment in their education provides the necessary foundation for personal, academic, and professional success. A tardy occurs when a student comes within 15 minutes after the scheduled start of class.

Tardy: 0-15 minutes after the start of class

Absent: 16 minutes or greater

Students are required to attend at least 90% of the total clock hours to successfully complete the Program. Instructors will be taking attendance at each instructional day and attendance will count towards final grades as it is a measure of professionalism.

All absences will be considered as hours missed that will count against the 90% required attendance for course completion and graduation. Students are responsible for making up for missed work/time during their absence and submitting the make-up work/time 7 days after their absence. A student arriving more than 15 minutes late or leaving more than 15 minutes early will be marked absent for that session and will need to be made up.

A student must be within the 90% attendance policy of any course, and for any reason is unable to make up the time by the end of the module, the student will receive a grade of "F" and will have to repeat the course or will be dropped from the program.

A student who missed 2 classes in a row without written notice will be contacted regarding their enrollment status. A student who missed a total of 4 instructional (non-consecutive) days during a module will automatically fail the course and will be required to repeat the course.

A student who missed 4 consecutive instructional days without prior notice will be automatically dismissed from the Program.

## **Make-Up Work**

Genesis College permits students who are absent, tardy, misses course content from a lab, lecture, and or externship to meet with their instructor and arrange for make-up work. The procedures to facilitate make-up work are stated in each syllabus. Make-up work must be completed before the end of each module. The failure to complete the make-up work/assignment shall result in a lower grade, failure of the course due to not meeting the attendance requirement, as outlined in the syllabus.

### **Make-Up Assignment**

Test taken late due to an absence will receive a 10% diminished grade, regardless of excused or unexcused absence. Homework submitted late will also receive a 10% diminished grade. Tests are not allowed to be retaken. It is the responsibility of the students to make arrangement with the assigned faculty member to make up missed assignments/tests. Tests/missed assignments are due by the next attended class session.

## Leave of Absence

Students who need to take a temporary break from school due to an emergency situation may file a written request for Leave of Absence (LOA) to the Director of Education at least 7 days in advance of the LOA start date or at least 2 days after an emergency situation requiring a student to file for LOA.

An approved leave of absence allows a student to take a temporary break from school that does not count against the 90% attendance requirement and keep an actively enrolled status. Students do not incur additional charges while on leave of absence.

A student can request a LOA for any of the below listed reasons

- Serious Illness
- Injury
- Family emergencies
  - Caretaker, medical issues, or death of an immediate family member: spouse, children, parent(s), sibling(s), aunts, uncles, and grandparent(s)
  - Legal/court obligations
  - Family crisis
- Academic interruption:
  - No class being offered
  - Insubordination
- Military obligation (Active or Reserve Duty; must provide documentation)

The following are required in an approved LOA request:

- Student name, email address, and phone number
- Program name
- Date of submission of written request
- Start date and end date of LOA
- Reason for LOA (serious illness, debilitating injury, death in the immediate family, etc.)
- Academic progression plan
- Academic counseling and LOA written approval from the Director of Education.

Students may file for multiple LOA requests while enrolled in a program up to a maximum of 50% of the published program length or 180 calendar days within a 12-month period, whichever is shorter.

Any LOA equaling or exceeding 180 calendar days will result in the student being terminated.

## Satisfactory Academic Progress (SAP)/ Grades

Satisfactory Academic Progress (SAP) is a standard used to measure a student's successful completion of coursework toward the completion of their program. Policy and procedures of satisfactory progress are based on established criteria consistent with sound educational practice. All students are subjected to evaluation of student performance based on the standards required.

Genesis College's Pharmacy Technician program is 735 clock hours. Genesis College's Medical Assistant program is 865 clock hours. Satisfactory progress is evaluated every two months

(module) throughout the program.

The student is required to make quantitative progress toward program completion. To be making satisfactory academic progress, a student must attend at least 90% of the scheduled class hours on a cumulative basis during each evaluation period.

The student's academic average is reviewed to determine qualitative progress. The minimum required is 70% at the conclusion of each evaluation period.

All students are provided the assessment and evaluation criteria as part of the syllabus for each course. The SAP requirements are cumulative, include all periods of attendance, and are applied consistently to all students within the program of study.

Incomplete grades are not given, and students must repeat any classes in which they earn less than a 70% average. The lowest grade will be dropped, and the highest grade will be used to calculate the academic average.

Course work repeated may adversely affect a student's academic progress in terms of the maximum time frame. Students who withdraw from the program will receive a grade of 0% in each class interrupted by the withdrawal. All interrupted classes must be repeated upon readmission to the institution.

Students are provided a notification of Satisfactory Progress determination in one of the following notifications based on the outcome of each evaluation point:

1. meets requirements,
2. failed to meet requirements SAP
3. academic warning
4. academic probation
5. academic suspension

Students who fail to meet the requirements of SAP [fail to meet minimum standards] are first placed on a status of Warning. The status of Warning (one module) will illustrate the length of time the student will be in a warning status and has to improve their standing [evaluation point], the terms and conditions of the warning, the consequences of the status the student as defined during the warning period, and the consequences for a failure to meet the terms of the warning.

Students who fail to maintain a cumulative GPA of 2.0 at the end of each module will receive a notice of academic warning. The student is required to meet with the Director of Education to establish a corrective action plan that would help the student meet satisfactory academic progress (SAP) after one module.

A student will be placed on academic probation after failing to meet SAP for another module after receiving an academic warning. The student is required to meet with the Director of Education to establish a corrective action plan that would help the student meet satisfactory academic progress (SAP) after 1 module. Students on academic probation are not eligible to take any certification exam administered in-house. Certification exam fee waiver eligibility is reinstated after successful completion of the graduation requirements.

Students who subsequently fail to meet the requirements after being placed on a probationary status will be notified. Students who fail to meet the requirements of SAP [fail to meet minimum standards] are issued a suspension from the DOE and are notified of any pending suspension from

the program of study.

Students who are notified of their suspension may appeal to the Director of Education by filing an appeal request form within 7 calendar days of the receipt of the notice that must document the mitigating circumstances.

The Director of Education and Director of Admission will assess all appeals and determine whether the student may be permitted to continue in school on a warning status, despite not meeting the satisfactory progress requirements. The student will be sent the written decision within ten days of the Institute's receipt of the appeal. The decision of the Director of Education is final.

## **Academic Warning, Probation, and Dismissal**

### **Academic Warning**

If a student fails to meet the cumulative 90% attendance or 70% (2.0 GPA) grade average for any evaluation period (end of every module), or both, he or she will be placed on warning for the next evaluation period.

Failure to achieve an 90% attendance or a 70% grade average, or both, at the end of the probation period will result in the administrative suspension of the student.

Students will be notified in writing when they are placed on warning and the steps necessary to be removed from warning status. Students will also receive attendance or academic counseling, from the Director, as appropriate, when they are placed on warning.

Students who fail to maintain a cumulative GPA of 2.0 at the end of each module will receive a notice of academic warning. The student is required to meet with the Director of Education to establish a corrective action plan that would help the student meet satisfactory academic progress (SAP) after 1 module.

### **Academic Probation**

A student will be placed on academic probation after failing to meet SAP for another module after receiving an academic warning. The student is required to meet with the Director of Education to establish a corrective action plan that would help the student meet satisfactory academic progress (SAP) after 1 module. Students on academic probation are not eligible to take any certification exam administered in-house. Certification exam fee waiver eligibility is reinstated after successful completion of the graduation requirements.

### **Suspension**

Students will be suspended if they fail to meet SAP for two (2) consecutive modules from being placed in academic probation. A student will be suspended for up to 14 days, and the student will be responsible for contacting instructors via email, phone, or in-person for timely completion of missed work (graded in-class activities and/or homework). It is also the student's responsibility to reschedule missed quizzes and/or exams while on suspension. They may not continue to the subsequent modules and would have to repeat the whole program if desired. Please refer to the "Cancellation and Refund" section for additional information on refunds for unearned program fees.

### **Academic Dismissal**

A student will be suspended if the upper management deems that it is the appropriate disciplinary action for the student misconduct.

### **Administrative Termination**

A student will be dismissed from the program if the Key Administrators deems that it is the appropriate disciplinary action for the student. Unearned tuition fees will be refunded to expelled student on a *pro-rata* basis. Please refer to the Withdrawal and Refund policy for additional information on refund processes for fully paid tuition fees.

### **Administrative/Disciplinary Actions**

The following conduct may be subject to administrative/disciplinary action and or dismal:

- Academic dishonesty
- Three or more absence within the same module and same class
- Five or more tardiness within the same module and same class
- Violation of any written policy and/or signed agreements.
- Use of alcohol or any illicit drug while on the premises
- Any illegal acts committed while on the premises.
- Flagrant interference of other students or Genesis College employees on campus
- Flagrant disruption of the learning environment
- Obscenity, vulgarity, bullying of other students or employees in person, in writing or over the internet
- Verbal, physical, or sexual harassment or the threatening of students or employees in person, in writing or over the internet.
- Online harassment, bullying or threatening of students or employees in person, or in writing.

Reported student misconduct will be reviewed by the Key Administrators to determine the appropriate disciplinary action that may range from receiving a failing grade for the assignment/course to dismissal from the Program.

### **Appeals Of Any Disciplinary Action, Dismissal, or Administrative Termination**

Students can appeal to have disciplinary action re-evaluated through a written request addressed to the Director of Education within 7 days of receiving the disciplinary action. The key administrator will form a committee that will review the misconduct and decision to determine the most appropriate disciplinary action for the case. The student may be asked to come in for a formal interview with the committee, so he/she may provide additional information regarding the case.

### **Appeal Process**

The student may submit a written appeal of his/her dismissal within seven calendar days of their receipt of the dismissal notice. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress and evidence that changes have occurred to allow the student to now meet standards of

satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family. Before an appeal may be granted, a written academic plan must be provided to the student which clearly identifies a viable plan for the student to successfully complete the program within the maximum timeframe allowed.

Students reinstated upon appeal are on a probationary status for the next evaluation period, during which time they must meet the terms and conditions set out in the School Director’s letter granting the appeal. At the end of the evaluation period, and at the end of every evaluation period thereafter, the student’s academic status will be reviewed. The student may continue probation if he or she meets the terms of the academic plan approved at the time the student’s appeal was granted, until such time as satisfactory academic progress status is regained. The student reinstated after dismissal and appeal is not eligible for financial aid until he or she regains satisfactory progress status by meeting the minimum SAP standards.

### Maximum Time Frame

All program requirements must be completed within a maximum time frame of 1.5 times the normal program length, as measured in calendar time. The Pharmacy Technician Program, 60 weeks in length, must be completed within 90 calendar weeks.

Time spent on an approved leave of absence is not counted against the maximum time frame. Students exceeding the maximum time frame will be administratively withdrawn.

A student’s course competency is evaluated utilizing course examinations, assignments, and class participation. Performance on class examinations and assignments will be scored according to the following scale:

Class Performance	Letter Grade	GPA	
90.0% - 100%	A	4.0	Course Passed
85.0% - 89.9%	B+	3.5	Course Passed
80% - 84.9%	B	3.0	Course Passed
75.0% -79.9%	C+	2.5	Course Passed
70% - 74.9%	C	2.0	Course Passed
65.0%- 69.9%	D+	1.5	Course Failed
60.0% -64.9%	D	1.0	Course Failed
< 60.0 %	F	0.0	Course Failed
Pass	P		Course Passed
Failed	F	0.0	Course Failed
Withdrew from Course	W	N/A	Course Dropped

## **Other Elements of Academic Progress**

### Course Withdrawals

Students who withdraw from a course/program will receive a grade of “W” in their transcript to indicate withdrawal. A grade of “W” does not count toward the calculation of cumulative GPA. However, the clock hours from withdrawn courses will count towards the calculation of total attempted clock hours when determining if student has reached/exceeded the maximum allowable timeframe.

### Course Repetitions

For repeated courses, the highest course grade achieved in all attempts will be used to determine completion status based on completing all courses with a grade of “C” or better. However, clock hours from all attempted courses (first attempt and repeat(s)) will count towards determination of cumulative GPA and if student has reached/exceeded the maximum allowable timeframe.

## **Student Services**

### Tutoring

We aim to ensure the academic and professional success of each of our students, so we provide tutoring free of charge for students who may need additional hours of instruction. Tutoring is available during office hours or by appointment.

### Student Progress Report/Transcripts

All student files are held in the strictest confidence in accordance with federal student right to privacy laws. The Family Education Rights and Privacy Act (FERPA) govern their use. Access to files (Hard Copy and Electronic) is limited to authorized staff that have a “working interest” in each file. Any information in student files will only be made available to outside parties with student written authorization.

Genesis College course catalog is distributed to students on orientation day, and the privacy protection of student records and students’ rights to access their own academic records are discussed in-depth during orientation. Students are welcome to contact the Director of Student Services/Admission for additional information regarding the maintenance of student records.

The DOE completes a review of the academic progress at the end of each 5-week session. Final student progress grades/report are recorded from the LMS system and is uploaded into the student’s folder and shared with the students electronically the end of every module. Department Heads must submit final grades, documentations of academic counseling, and other academic records to the Student Services Coordinator within 14 days of finalization.

### Certification Exams

Our primary goal is to ensure that our students obtain certification in their field soon after graduating from our Program, so we have incorporated certification exam preparation into the curriculum. Students are welcomed and encouraged to schedule additional certification exam preparation exam workshops to ensure their success on their first attempt with the certification exam. We also offer in-house testing for the Pharmacy Technician Certification Board (PTCB) and the National Healthcareer Association (NHA) ExCPT Certifications. Students’ first attempt on their NHA certification exam is included in the program fees for all programs including the

Pharmacy Technician Program. Additionally, we assist students in registering and paying for the Pharmacy Technician Certification (ExCPT) and Certified Clinical Medical Assistant (CCMA) Certification on their first attempt.

### Career Development Counseling

We value professionalism as much as competence to ensure that our students graduate with a well-rounded education. Students are encouraged to contact the Student Services Coordinator regarding any question on professional development and workshop opportunities in the community. Career development workshops may be offered if there is a demand for it.

### Community Service Opportunities

We highly value compassion and a sense of gratitude, and we aim to instill the same values in our graduates. We are highly involved in various activities in the community to show our commitment to the improvement of the community. Community service opportunities are regularly emailed to the students.

## **Copyright Infringement**

The term "copyright and fair use" refers to material someone else created. Genesis College Hawaii requires that all instructors, staff, and students comply with federal laws regarding the use of copyright protected materials including material for use in the classroom, out of classroom in presentations, online, at conferences, and in homework.

The Digital Millennium Copyright Act (DMCA) provides an opportunity for internet service providers (ISP's) to shield themselves from liability for the actions of their users that infringe on the copyrights of others. All institutions of higher education that provide Internet access fall within the scope of the definition of an ISP, with relevant users being their students, faculty and staff.

Under the Digital Millennium Copyright Act, Genesis College has the responsibility to remove or deny access to websites with copyright violations if the websites are part of the College's network. In this event, it is the producer of the material that is liable for any copyright infringements. Copyright law does make allowances for "fair use" of copyrighted material under certain circumstances. The circumstances are evaluated based on four criteria:

- a. The purpose and character of use.
- b. The nature of the copyrighted work.
- c. The amount and substantiality of the portion used; and
- d. The effect of use on the potential market of the work.



## Graduation Requirements

Student who successfully complete the following graduation requirements will be awarded a Certification of Program Completion and is eligible for a fee waiver on their first attempt in their certification exam.

### Graduation Requirements

- Successful completion of all required courses with a grade of “C” or better
- Successful completion of 225 externship hours
- Successful completion of at least 90% of the total required clock hours
- Cumulative GPA of 2.0 or greater
- No outstanding financial obligation

Graduation requirements must be completed within the maximum completion timeframe of up to 150% of the published length of the program and total clock hours.

## Employment Guarantee Disclaimer

Genesis College is committed to the successful entry of each graduate into the vocational workforce. We offer career development counseling and regularly communicate employment opportunities to students throughout the school year. While we put forth our best effort in ensuring employment for students upon graduation, we cannot guarantee employment for every student at the end of each cohort. It is in the best interest of each student to seek additional assistance in employment upon graduation from the Student Services department.

Genesis College provides placement assistance to all qualified graduates at no additional charge. The college makes no claims guaranteeing employment upon graduation. However, we strive to help students to get interviews and locate possible job openings for their program of study.

An explanation of the placement services available to all eligible graduates follows. Placement assistance includes, but is not limited to:

- Assistance in preparing, updating and customizing resumes for graduates.
- Instruction in interviewing techniques including "mock" interviews to assist the student in identifying deficiencies in interviewing techniques.
- Pre-placement interview by the placement department to determine the graduates' employment requirements, preferences and potential prospects.
- Assistance in locating current job openings and scheduling interviews for the graduate in the field(s) for which the graduate is qualified to work. This is accomplished through personal contact by the placement department, telephone contact to employers, which may result in scheduled interviews for graduates, review and investigation of advertised openings in local newspapers and other sources of current job openings.
- Pre-interview reviews with graduates prior to assignment of interviews. The Student Services Department will research the prospective employer and then meet with the graduate to prepare them for the interview's specific requirements and expected situations/questions.
- Follow-up with graduates after placement to insure adequacy and continued employment prospects.
- All students must provide accurate up-to-date telephone numbers and addresses to the Student Services Department to ensure continued assistance.
- All students must complete the confirmation of hire form with their employer's signature once employed.

## **Complaints Processing**

### **Academic Grievance**

An academic grievance is an appeal of a final course grade or dismissal from an academic program. An academic grievance must be based on at least one of the following: arbitrary and/or capricious action on the part of the faculty member, including assignment of a grade or dismissal from a program on some basis other than performance in the course or program; application of standards different from those that were applied to other students in the same course or program; the assignment of a grade not in accordance with the grading protocol on the course syllabus; or dismissal from a program not in accordance with the program standards.

### **Non-Academic Grievance**

A non-academic grievance is a formal disagreement or dispute between a student and a school employee about the interpretation and/or application of the policies and procedures of Genesis College that negatively affects the student. A non-academic grievance may be based on one of the following claims: arbitrary and/or capricious actions by a school employee or administrative staff; policy or procedure applied unfairly and/or in a different manner than it was applied to others; administrative error in the application of the policy or procedure.

### **Complaints Process**

A student may file an official complaint to the Student Services department. The Student Services department is responsible for keeping written documentation of the discussion with the student. A copy of the discussion should be given to the student and another copy placed into the student file. The Director of Student Services will provide the school employee with a copy of the formal complaint and initiate a discussion with the school employee. The Director of Student Services is responsible for preparing a written summary of the discussion with the school employee and a copy of the report will be kept in the student file and provided to the student within seven (7) business days.

### **Retaliation Prohibited**

Retaliation against a grievant or witness for filing or participating in the investigation of a grievance is prohibited. Retaliation is any overt or covert act of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against one or more individuals for exercising their rights (or supporting others for exercising their rights) under this policy. Genesis College will investigate any reports of retaliation and take appropriate disciplinary action.

### **Confidentiality**

All actions taken to resolve grievances will be conducted with as much privacy, discretion, and confidentiality as possible without compromising the thoroughness and fairness of the investigation process. All persons involved are to treat the process with respect.

## **ACCET Complaint Procedure**

ACCET Document 49.1 – Notice to Students: ACCET Complaint Procedure

Genesis College is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure, which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students.
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET.
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved.
7. The complainant's status with the institution (e.g., current student, former student).

Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

### **SEND TO: ACCET**

CHAIR, COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036  
Telephone: (202) 955-1113  
Email: [complaints@accet.org](mailto:complaints@accet.org)  
Website: [www.accet.org](http://www.accet.org)

**Note:** *Complainants will receive an acknowledgement of receipt within 15 days*

## ACADEMIC CALENDAR 2023

Academic phases progress continuously throughout the year, with the exception of the holidays listed when the school is closes There is an orientation for new students prior to each phase, as well as "RECORD DAYS" at which time student evaluations and grade posting occurs. The Pharmacy Technician program is nine (9) module long. The specific dates for each phase for 2023 are as follows: (Note: Admissions are only made on the following dates)

January 16 – February 17	Holidays: Jan. 2– New Year's Day
February 20 – March 24	Holidays: Feb. 20 – Presidents Day Mar. 27- Prince Kuhio Day
March 27 – April 28	Holidays: Apr. 7 – Good Friday
May 1 – June 2	Holidays: May 29 – Memorial Day

### Spring Semester

**Orientation: 02 June 23**

**New Start: 05 June 23**

June 5 – July 7	Holidays: Jun 12 – Kamehameha Day Jul 4 – Independence Day
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### Summer Break: July 10-14

July 17 – August 18	Holidays: None
August 21 – September 22	Holidays: Sept 4 – Labor Day
September 25– October 27	Holidays: None

### Fall Semester

**Orientation: 27 October 23**

**New Start: 30 October 23**

October 30 – December 1	Holidays: Nov 11- Veterans Day Nov 23– Thanksgiving Day
December 4- January 12	Holidays: Dec 25, 2023– Christmas Day Jan 1, 2024 – New Year’s Day

### Winter Break: December 25- 29

Return to School	Wednesday – January 2, 2024
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## ACADEMIC CALENDAR 2024

Academic phases progress continuously throughout the year, with the exception of the holidays listed when the school is closes There is an orientation for new students prior to each phase, as well as "RECORD DAYS" at which time student evaluations and grade posting occurs. The Pharmacy Technician program is nine (9) module long. The specific dates for each phase for 2024 are as follows: (Note: Admissions are only made on the following dates)

January 15 – February 16	Holidays: Jan. 2– New Year's Day
February 19 – March 22	Holidays: Feb. 20 – Presidents Day
March 25 – April 26	Holidays: Apr. 2 – Good Friday
April 29 – May 31	Holidays: May 29 – Memorial Day

### Spring Semester

**Orientation: 31 May 24**

**New Start: 03 June 24**

June 03 – July 05	Holidays: Jun 12 – Kamehameha Day Jul 04 – Independence Day
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### Summer Break: July 08-12

July 15 – August 16	Holidays: None
August 19 – September 20	Holidays: Sept 6 – Labor Day
September 23 – October 25	Holidays: None

### Fall Semester

**Orientation: 25 October 24**

**New Start: 28 October 24**

October 28 –November 29	Holidays: Nov 11- Veterans Day Nov 28 – Thanksgiving Day
December 2- January 10	Holidays: (Observed) Dec 25, 2024– Christmas Day Jan1, 2025 – New Year’s Day

### Winter Break: December 23- 27

Return to School	Monday – December 30, 2024
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## ACADEMIC CALENDAR 2025

Academic phases progress continuously throughout the year, with the exception of the holidays listed when the school is closes There is an orientation for new students prior to each phase, as well as "RECORD DAYS" at which time student evaluations and grade posting occurs. The Pharmacy Technician program is nine (9) module long. The specific dates for each phase for 2025 are as follows: (Note: Admissions are only made on the following dates)

January 13 – February 14	Holidays: Jan. 1– New Year's Day
February 17 – March 21	Holidays: Feb. 17 – Presidents Day Mar 26- Prince Kuhio Day
March 24– April 25	Holidays: Apr 18 – Good Friday
April 28 – May 30	Holidays: May 26 – Memorial Day

### Spring Semester

**Orientation: 30 May 25**

**New Start: 2 June 25**

June 2 – July 4	Holidays: Jun 11 – Kamehameha Day Jul 4 – Independence Day
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### Summer Break: July 7-11

July 14– August 15	Holidays: None
August 18 – September 19	Holidays: Sept 1 – Labor Day
September 22 – October 24	Holidays: None

### Fall Semester

**Orientation: 24 October 25**

**New Start: 27 October 25**

October 27 – November 28	Holidays: Nov 11- Veterans Day Nov 27– Thanksgiving Day
December 1- January 09	Holidays: Dec 25, 2025– Christmas Day

### Winter Break: December 22- 26

Return to School	Monday – December 29, 2025
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## Appendix A: Course Description

### General Medicine

#### **GM 100: Introduction to Healthcare**

Schedule: Module 1

*30 clock hours (Credits: 3.0)*

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description:** This course is designed to introduce students to the role and responsibilities of different healthcare professionals and equip them with the soft skills that are expected of them as healthcare professionals.

**Course Objectives:** Upon completion of the course, the student will be able to

- a. Be knowledgeable about the various sectors of healthcare, healthcare providers, and governing agencies.
- b. Develop soft skills (communication, interpersonal skills, and professionalism) and critical thinking skills necessary to thrive in the healthcare system.
- c. Develop the mindset of a healthcare provider and being a part of the healthcare team.
- d. Demonstrate methods of delivering and obtaining information, while communicating effectively
- e. Utilize employability skills to enhance employment opportunities and job satisfaction.
- f. Identify existing and potential hazards to clients, coworkers, and self. Employ safe work practices and follow health and safety policies and procedures to prevent injury and illness.
- g. Develop components of a personal portfolio
- h. Identify personal traits and attitudes desirable in a member of the career ready health care team.
- i. Modify communication to meet the needs of the patient/client and be appropriate to the situation.

#### **GM 101: Law and Ethics in Healthcare**

Schedule: Module 1

*30 clock hours (Credits: 3.0)*

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description:** Is an introductory course to law and regulations that are pertinent to Allied Health providers in Hawaii. It aims to equip students with a fundamental knowledge of the federal and state regulations that govern healthcare in Hawaii.

**Course Objectives:** Upon completion of the course, the student will be able to:

- a. Develop a Fundamental knowledge of Federal and State regulations that governs healthcare in Hawaii.
- b. Understand the scope of practices of different healthcare providers and the implications of acting outside scope of practice.
- c. Develop the ability to provide healthcare in an ethical manner and in accordance with pertinent federal and state laws.
- d. Explain the various types of law.
- e. Explain the roles of pharmacy technicians in working with controlled substances.

- f. State the regulations of the Health Insurance Portability and Accountability Act (HIPAA).
- g. Explain the Occupational Safety and Health Administration (OSHA)
- h. Comply with laws, regulations, policies, and procedures instituted by federal and state governments, state boards of pharmacy, and other regulatory agencies.

### **GM 102: Administrative Skills Essentials**

Schedule: Module 2

30 clock hours (Credits: 2.5)

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description:** Designed to equip students with basic computer literacy and prepare students for administrative duties in healthcare and to show proficiency in the following Microsoft Office products: Word; Excel, Outlook, and PowerPoint

**Course Objectives:** By the end of the course, the student will demonstrate the ability to show proficiency in Microsoft Word, Excel, Outlook, and Power Point software/applications.

- a. With respect to **Word**, show competency in the following areas:
  - i. Understand the variety of letter fonts and how to apply them.
  - ii. Structure paragraphs, including how to align text, create various bullet points.
  - iii. Insert tables, charts, clip art, word art, symbols, photos, headers, footers, and links.
  - iv. Adjust page layouts, margins, and columns.
  - v. Insert footnotes.
  - vi. Use spell check, thesaurus, and word count.
- b. With respect to **Excel**, show competency in the following areas:
  - i. Understand the power and benefits of a well created spreadsheet.
  - ii. Create formulas that produce a sum, subtraction, division, and multiplication.
  - iii. Manage Worksheet Data
  - iv. Copy and paste cells (including formulas).
- c. With respect to **PowerPoint**, show competency in the following areas:
  - i. Understand the benefits of an effective PowerPoint presentation.
  - ii. Create individual slide presentations.
  - iii. Create transitions between slides.
  - iv. Apply Themes
  - v. Run the slide show.
- d. With respect to **Outlook**, show competency in the following areas:
  - i. Send and receive email messages.
  - ii. Organize your Inbox.
  - iii. Manage schedule.



**GM 103: Anatomy and Physiology**

Schedule: Module 3

30 clock hours (Credits: 3.0)

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description:** is to provide the student with an introduction to the structure and function of the human body.

**Course Objectives:** Upon completion, the student will demonstrate the ability to:

- a. Describe cell structure and function and the essential role of the cell in the body.
- b. Label the internal organs and their appropriate cavities.
- c. Identify the 12 systems of the body.
- d. Discuss the functional relationship of one system to another.
- e. Know the basic functions of the different organ systems and to be able to understand the complications that occur when they are not working.

**GM 104: Insurance Billing in Healthcare**

Schedule: Module 2

30 clock hours (Credits: 3.0)

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description:** This is an introductory course about medical finances designed for entry-level allied health personnel. This course provides a foundational knowledge of different types of healthcare payers and healthcare billing procedures.

**Course Objectives:** By the end of the course, the student will demonstrate the ability to:

- a. Recognize the different third-party billers that are utilized to cover patient prescriptions.
- b. Explain cost analysis and cost control.
- c. Describe three examples of medical insurance coverage and explain their differences.
- d. Define group plans and prepaid health plans.
- e. Explain legal and ethical issues related to medical insurance and pharmacy.
- f. Explain and list various types of private health insurance.
- g. Discuss managed care programs.
- h. Identify and explain government plans.
- i. Explain eligibility criteria for Medicare.
- j. List the items that a major medical contract is designed to cover.
- k. Differentiate between the three components of prescription reimbursement and the various types of patient cost-sharing.
- l. Dispensing third-party prescriptions and submitting claims
- m. Follow procedures for dispensing third-party prescriptions, including checking eligibility and submitting claims.
- n. Process Insurance Claims

**GM 105: Healthcare Communication**

Schedule: Module 8

30 clock hours (Credits: 3.0)

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description:** Designed to develop effective communication skills among students aiming to work in healthcare.

**Course Objectives:** By the end of the course, the student will demonstrate the ability to

- a. Be knowledgeable about the characteristics of various patient populations.
- b. Effectively collect accurate patient information
- c. Effectively communicate accurate and relevant patient information to other healthcare providers
- d. Effectively communicate accurate and relevant patient care information to patients of diverse backgrounds
- e. Develop skills that would facilitate effective communication with patients despite existing communication barriers.

### **GM 106: Medical Terminology**

Schedule: Module 3

*30 clock hours (Credits: 3.0)*

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description:** Is an introductory course to medical terminologies related to the following body systems: basic structure, sensory organs, hematopoiesis, lymphatic, integumentary, musculoskeletal, and digestive. It aims to provide students with a foundational knowledge of medical terminologies for use in verbal and written communication at their practice site.

**Course Objectives:** By the end of the course, the student will demonstrate the ability to

- a. Develop a foundational knowledge of medical terminologies for use in verbal and written communication at practice site.
- b. Be able to understand verbal and written communication from other healthcare providers.
- c. Be able to communicate verbally and in written form to other healthcare providers using medical terms.
- d. Be able to effectively communicate to patients the care plan developed by their healthcare team.
- e. Show familiarity with signs, symptoms, etiology, and treatment of a number of common medical entities; and
- f. Recognize commonly used medical abbreviations.

### **GM 107: Professionalism and Customer Service**

Schedule: Module 8

*30 clock hours (Credits: 3.0)*

Prerequisites: none

Delivery: On Campus

Course Length: (5 weeks)

**Course Description** Designed to further develop effective communication skills among allied health providers with an emphasis on providing excellent customer service.

**Course Objectives:** By the end of the course, the student will demonstrate the ability to

- a. Describe defense mechanisms.
- b. Name five examples of defense mechanisms.
- c. State the various methods of communication.
- d. Discuss professional relations.

- e. Explain some of the barriers to effective communication.
- f. Define negative communication.
- g. Explain the communication process.
- h. Differentiate between verbal and nonverbal communication.
- i. Describe sexual harassment.
- j. Explain the “communication cycle”.

## **Medical Assistant Core Curriculum**

### **CMA 100: Human Diseases and Pathology**

Schedule: Module 4      Delivery: On Campus  
Prerequisites: GM 100, 101, 102, 103, 104, 106

*30 clock hours (Credits: 3.0)*

Course Length: (5 weeks)

**Course Description:** This course provides an emphasis on human diseases, including etiology, prognosis, medical treatment, signs and symptoms of common diseases of all body parts.

**Course Objectives:** By the end of the course, the student will demonstrate the ability to

- a. Describe the standard precaution guidelines for disease prevention.
- b. Explain the difference between diagnosis and prognosis of a disease.
- c. Describe the typical course and management of common disorders and diseases.
- d. Define the terminology common to the various body systems and the disorders of the body system.
- e. Discuss the basic anatomy and physiology of the human body system.
- f. Describe the causes of disease.
- g. Identify disorders in each category of the causes of disease.
- h. Describe behaviors important to a healthy lifestyle.
- i. Describe the basic defense mechanisms in the body.

### **CMA 101: Health Information Systems/EHR**

Schedule: Module 4      Delivery: On Campus  
Prerequisites: GM 100, 101, 102, 103, 104, 106

*30 clock hours (Credits:2.5)*

Course Length: (5 weeks)

**Course Description:** Students will explore the meaning of health information management as it pertains to all health professionals, by incorporating the broad landscape of patient-centered care. This course provides an introduction to the origin, uses, content and format of electronic health records (EHR). Using medical software in a simulated office setting, students enter patient information, schedule appointments, create daily financial transactions and create reports.

### **Course Objectives**

- a. Use the telephone correctly, including speaking with clarity and poise, proper screening routing of calls, recording clear messages, managing multiple phone lines, placing outgoing calls (both local and long distance), and providing accurate information.
- b. Efficiently handle office mail including using the different classes of mail, prepare outgoing mail.
- c. Maintain accurate office records, including obtaining complete information from patients, updating information,

- d. understanding SOAP charting and re-ordering equipment supplies, filing properly with color coding and applying indexing rules.
- e. Demonstrate a complete understanding of how electronic health records are used in physician practices and other outpatient settings.
- f. Demonstrate an understanding of the challenges that electronic health information poses to the privacy and security of patient's health information.
- g. Demonstrate an understanding of how the HIPPA privacy and security rules may not provide adequate protection in today's health care environment.

**CMA 102: Basic Pharmacology**

*40 clock hours (Credits: 3.5)*

Schedule: Module 5                      Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 106  
CMA 100, 101

**Course Description:** Pharmacology is designed to equip the student with the knowledge to efficiently administer medication in the physician's office and to be able to recognize adverse reactions and toxic effects associated with drugs.

**Course Objectives** By the end of the course, the student will be able to:

- a. Use the metric system as it relates to computing drug dosages.
- b. Compute drug dosages.
- c. Use the Physician's Desk Reference.
- d. Read a prescription.
- e. Spell commonly prescribed drugs.
- f. List common drugs, their therapeutic uses, side effects, and adverse reactions; and
- g. Describe various methods of administering medications.
- h. Demonstrate correct techniques in administering parenteral medications/immunizations. through intramuscular, subcutaneous, and intradermal injections.

**CMA 103: CMA Procedures and Skills I: Basic**

*40 clock hours (Credits: 3.5)*

Schedule: Module 5                      Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106  
CMA 100, 101

**Course Description:** CMA Procedures and Skills I-Basic is designed to equip the student with the knowledge and practice to prepare a patient for examination and treatment and to assist the physician in providing care.

**Course Objectives:** By the completion of the course, the student will be able to:

- a. Demonstrate proper aseptic techniques.
- b. Demonstrate the ability to take vital signs (Infants, Child, & Adult)
- c. Demonstrate the ability to position and drape the patient for specific examinations (Infants, Child, & Adults).
- d. Explain various procedures to the patient in a clear and logical fashion.
- e. Obtain accurate medical history information from the patient (Infants, Child, & Adults).
- f. Document medications and prescription provided in the doctor's office.

- g. Demonstrate critical thinking and problem solving as applied to the medical office environment.
- h. Participate in Bloodborne Pathogen training/certification.
- i. Select appropriate barrier/personal protective equipment (PPE)
- j. Perform handwashing.

**CMA 104: CMA Procedures and Skills II: Phlebotomy**

*80 clock hours (Credits: 6.5)*

Schedule: Module 6

Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106

CMA 101,102, 103

**Course Description:** CMA Procedures and Skills II: Phlebotomy exposes the student to routine basic hematology procedure, equipment and terminology as encountered in the medical laboratory environment. The student will be trained to perform a variety of blood collection methods using proper techniques and precautions including vacuum collection devices, syringes, capillary skin puncture, butterfly needles and blood culture specimen collection on adults, children, and infants. Emphasis will be placed on infection prevention, proper patient identification, proper labeling of specimens, and quality assurance. Students will be taught specimen handling, processing, and accessioning.

**Course Objectives:** Upon completion of this course, the student will demonstrate the following lab skills:

- a. Demonstrate delivery of the health care delivery system and use pertinent medical terminology.
- b. Demonstrate knowledge of infection control and safety.
- c. Relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
- d. Demonstrate an understanding of the importance of specimen collection in the overall patient care system.
- e. Demonstrate knowledge of blood collection equipment, various types of additives used,
- f. special precautions necessary, and substances that can interfere in clinical analysis of blood constituents.
- g. Demonstrate an understanding of requisitioning, specimen transport, and specimen processing.
- h. Demonstrate an understanding of quality assurance in phlebotomy.
- i. Demonstrate an understanding of the basic concepts of communication personal and patient interaction, stress management, professional behavior, and legal implications of the work environment.
- j. Perform urinalysis, Rapid Strep Tests, Throat Cultures and Occult blood testing.
- k. Demonstrate proper techniques to perform venipuncture and microcapillary/dermal puncture, performing a stated minimum number of successful unaided venipunctures and finger sticks, with the order of draw.

**CMA 105: CMA Procedures and Skills III: ECG**  
Schedule: Module 7                      Delivery: On Campus  
Prerequisites: GM 100, 101, 102, 103, 104, 105, 106  
CMA 100, 101, 102, 103,

*80 clock hours (Credits: 6.5)*  
Course Length: (5 weeks)

**Course Description:** CMA Procedures and Skills III: ECG is designed to familiarize students with basic and essential knowledge of Electrocardiography. Additionally, the student will have a good understanding of the anatomy and physiology of the heart, as well as the pathophysiology of the heart particularly as it relates to abnormal rhythms of the heart. The course will also cover assessment of the diseased heart as well as pharmacological and other technological interventions.

**Course Objectives** By the end of the course, the student will be able to:

- a. Prepare and perform an EKG as well as recognize artifacts and serious abnormal readings.
- b. Properly administer cardiopulmonary resuscitation and airway obstruction skill
- c. Instruct and prepare a patient for an Electrocardiogram.
- d. Demonstrate the procedure for proper hookup of a Holter monitor.
- e. Document patient care accurately in the medical record
- f. Recognize common ECG patterns associated with various locations of injury/infarction.
- g. Interpret various 12 lead ECG examples.

**CMA 106: CMA Procedures and Skills IV: Advanced**  
Schedule: Module 9                      Delivery: On Campus  
Prerequisites: GM 100, 101, 102, 103, 104, 105, 106, 107  
CMA 101, 102, 103, 104, 105

*40 clock hours (Credits: 3.5)*  
Course Length: (5 weeks)

**Course Description:** CMA Procedures and Skills IV: Advanced is a continuation of the "clinical" skills needed to work in a medical office. An introduction to nutrition and diet therapy will also be included. In addition, the student will learn sterile techniques, minor surgical procedure setups, basic theory for physical therapy and radiology as well as OSHA training.

**Course Objectives:** Upon completion, the student will be able to:

- a. Demonstrate the knowledge of the Basic Four Food Groups.
- b. Describe the functions of important nutrients required for good health.
- c. Describe the importance of fluid and electrolyte balance.
- d. Demonstrate the sterile technique for setting up minor surgical trays.
- e. Demonstrate the correct technique for putting on sterile gloves.
- f. Demonstrate the application of a sterile dressing.
- g. Demonstrate knowledge of physical therapy and crutch walking techniques; and
- h. Demonstrate knowledge of OSHA guidelines.
- i. Demonstrate the basic understanding of Basic first aid skills and CPR.

**CMA 107: Career Development and Preparedness**

Schedule: Module 9

Delivery: On Campus

*30 clock hours (Credits: 2.5)*

Course Length: (5 weeks)

Prerequisites: None

**Course Description:** Career Development and Preparedness course is designed to prepare each student for externship and a better opportunity for obtaining employment. This course provides instruction in the art of getting a job. Students will be introduced to resume preparation, job search strategies, interview techniques, goal setting, and dress for success and career development techniques. The course is designed to provide the student with successful strategies and techniques for finding employment opportunities and successfully writing a resume, interview, and negotiation of employment processes.

**Course Objectives** Topics include resume writing, job interview techniques, job search skills, understanding workplace norms, how to procure an externship. This course is taken as PASS/FAIL. By the end of the course, the student will be able to:

- a. Develop and know qualities necessary to market to future employers.
- b. Discuss the six levels of ethical decision making.
- c. Write goals with deadlines and measurements.
- d. Select classic business wardrobe including business casual.
- e. Determine the difference between formal and informal communication.
- f. Engage in appropriate verbal and nonverbal communications.
- g. Compose a variety of written communication documents.
- h. Determine the type of workplace culture in which the student will feel most comfortable.
- i. Define digital workplace, social media, and knowledge economy.
- j. List qualifications for working in the knowledge economy.
- k. Determine how technology can assist them in all phases of their career.
- l. Write a career objective.
- m. Create effective and customized cover letters and resumes.
- n. Use action verbs to sell skills and talents.
- o. Complete effectively an online application.
- p. Prepare and dress appropriately for an interview.
- q. Manage inappropriate or illegal interview questions.
- r. Write a compelling thank you note.

**CMA 108: CCMA Certification Exam Preparation**

Schedule: Module 9                      Delivery: On Campus

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106  
CMA 101, 102, 103, 104, 105 106, 107*30 clock hours (Credits: 2.5)*

Course Length: (5 weeks)

**Course Description:** Prerequisites: “C” or higher in all didactic coursework for CCMA certification program. This course is designed to prepare students for externship, CCMA certification exam, entry into the healthcare system, and preparation for the National certification examination. Additionally, this course is taken during the student's last classroom module and brings together most of the skills acquired by the student throughout the entire program.

**Course Objectives:** This course prepares students to take a national certification exam administered by an approved agency. Lessons will cover all the key knowledge domains to be tested in the National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) Certification Exam

**Pharmacy Technician Core Curriculum****PHT 100: Fundamental Pharmacology I**

Schedule: Module 4                      Delivery: On Campus

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106

*30 clock hours (Credits: 3.0)*

Course Length: (5 weeks)

**Course Description** Fundamental Pharmacology I is designed to provide pharmacy technicians with a foundational knowledge in the mechanisms of action, drug classes, brand/generic, adverse effects, and counseling points of the most dispensed medications for the safe and effective distribution of medications to patients.

**Course Objectives** At the end of this module, students should be able to:

- a. Acquire the foundational knowledge of the different systems in the human body.
- b. Be familiar with different types of pharmacologic therapy that are used within each system.
- c. Be able to distinguish the difference between pharmacodynamics and pharmacokinetics.
- d. Be familiar with the Mechanism of Action (MOA) for various classes of drugs.
- e. Be able to recognize some notable drug interactions.
- f. Be able to differentiate between the Parasympathetic Nervous System (PSNS) and the Sympathetic Nervous System (SNS)
- g. Be familiar with certain receptors that are innervated by the Autonomic Nervous System (ANS)
- h. Explain prescriptions, their uses requirements, and components.



**PHT 101: Fundamental Pharmacology II-OTC Medications***30 clock hours (Credits: 2.5)*

Schedule: Module 4      Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106

**Course Description** This course provides foundational knowledge in over the counter (OTC) medications and healthcare devices for pharmacy technicians in a community practice setting. Lessons include mechanisms of action, drug classes, uses, adverse effects, and counseling points of common OTC medications, and laws and regulations governing the sale of OTC products.

**Course Objectives:** By the end of the course, the student will demonstrate the ability to:

- a. Identify the functions that pharmacy technicians can and cannot perform regarding OTC medications and assisting patients
- b. Identify the uses, names, and considerations of OTC analgesics, motion sickness medications, and sleep aids, including patient conditions for which these products should be avoided.
- c. Identify the uses, names, and considerations of OTC gastrointestinal remedies, including patient conditions for which these products should be avoided.
- d. Identify the uses, names, and considerations of cough and cold medications, including patient conditions for which these products should be avoided.
- e. Identify the uses, names, and considerations of eye and ear care products.
- f. Identify the uses, names, and considerations of OTC first aid, skin care, and hair care products.
- g. Identify the uses, names, and considerations of home health care products, including foot care products, medical devices, supplies, and self-testing kits.
- h. Summarize the major functions of vitamins and minerals and the considerations and resources associated with herbal product use.

**PHT 102: Outpatient Pharmacy Practice***30 clock hours (Credits: 2.5)*

Schedule: Module 5      Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106

**Course Description** This course provides foundational knowledge to perform the duties of a pharmacy technician in an outpatient pharmacy setting.

**Course Objectives:** At the end of this module, students should be able to:

- a. Be familiar with the process of filling medications.
- b. Be able to properly return prescriptions back to stock.
- c. Be able to follow facility procedures in maintaining work area and restocking medications.
- d. Be able to conduct sales transactions.
- e. Being able to know when interactions with patients or other healthcare providers requires a pharmacist's attention.

**PHT 103: Pharmacy Math I – Outpatient Pharmacy***30 clock hours (Credits: 2.5)*

Schedule: Module 5                      Delivery: On Campus  
Prerequisites: GM 100, 101, 102, 103, 104, 105, 106

Course Length: (5 weeks)

**Course Description** Designed to prepare for calculations usually performed by pharmacy technicians in an outpatient pharmacy.

**Course Objectives** At the end of this module, students should be able to

- a. Understand how dosage calculations affect the medication use process and the prevalence of medication errors related to miscalculated dosages in pharmacy practice.
- b. Properly convert ratios to fractions and perform multiplication, division, and simplification of fractions.
- c. Convert fractions to decimals and decimals to percentages, and perform multiplication, division, and rounding of decimals using best practices to optimize patient safety.
- d. Follow the rules for using Roman numerals to convert between Arabic numbers and Roman numerals.
- e. Understand three different methodologies used to perform dosage calculations.
- f. Understand how to convert values within the metric system as well as metric conversions between the household, apothecary, and avoirdupois systems of measurement.
- g. Know and apply measurement equivalents of volume and mass.
- h. Convert between military and standard time and convert between Celsius and Fahrenheit temperature values.
- i. Differentiate different types and measuring capabilities of syringes and understand how to work with unique units of measure that are substance-specific and not based on equivalencies.
- j. Properly calculate day supply for medications

**PHT 104: Institutional Pharmacy Practice**

*30 clock hours (Credits: 3.0)*

Schedule: Module 6                      Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106  
PHT 100, 101, 102, 103

**Course Description** This course provides foundational knowledge to perform the duties of a pharmacy technician in an institutional pharmacy setting.

**Course Objectives:** At the end of this module, students should be able to:

- a. Efficiently perform the duties of a pharmacy technician in a hospital setting
- b. Demonstrate proper handling and disposal of medications used in a hospital setting.
- c. Demonstrate aseptic technique and infection control practices when handling parenteral medications.
- d. Describe the organizational structure of the hospital and the pharmacy department.
- e. Explain medication orders.
- f. Define floor stock.
- g. Discuss the patient prescription system.
- h. Explain unit dose.
- i. Describe sterile products.
- j. Define automation.

- k. Name five roles and duties of pharmacy technicians in the hospital pharmacy.
- l. Describe the policies and procedures manual.
- m. Explain the benefits of the policies and procedures manual.

**PHT 105: Pharmacy Math II – Institutional Pharmacy**

*30 clock hours (Credits: 3.0)*

Schedule: Module 6                      Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106

PHT 100, 101, 102, 103

**Course Description:** Designed to prepare for calculations usually performed by pharmacy technicians in an institutional pharmacy.

**Course Objectives:** At the end of this module, students should be able to:

- a. Understand the relationship between tonicity and osmolarity.
- b. Calculate patient-specific recommended dosage ranges using medication guidelines and ensure prescribed dosages fall within the recommended range for the patient.
- c. Calculate pediatric dosages using Young's, Fried's, and Clark's rules, and calculate pediatric BSA.
- d. Calculate IV flow rate and amount of time needed to administer a known volume of IV fluid.
- e. Be familiar with the components of a Total Parenteral Nutrition (TPN) formulation.

**PHT 106: Compounding Pharmacy**

*30 clock hours (Credits: 3.0)*

Schedule: Module 7                      Delivery: On Campus

Course Length: (5 weeks)

Prerequisites: GM 100, 101, 102, 103, 104, 105, 106

PHT 100, 101, 102, 103, 104, 105

**Course Description:** This course provides foundational knowledge of the duties of a pharmacy technician in a compounding pharmacy.

**Course Objectives:** At the end of this module, students should be able to:

- a. Describe extemporaneous compounding.
- b. Name the most common and important equipment for extemporaneous compounding.
- c. Describe the difference between a solution, a suspension, an elixir, and an emulsion.
- d. Discuss which liquid ingredients are used to mix with powders in the compounding of tablets.
- e. Explain the terms levigate and meniscus.
- f. Identify how capsule sizes are classified.
- g. Define compounding and the policies, procedures, and laws associated with compounding.
- h. Follow the compounding process for ointments, creams, lotions, and suppositories.
- i. Follow the compounding process for tablets and capsules.

**PHT 107: Pharmacy Math III – Compounding Pharmacy**

*30 clock hours (Credits: 3.0)*

**Schedule:** Module 7            **Delivery:** On Campus  
**Prerequisites:** GM 100, 101, 102, 103, 104, 105, 106  
                                 PHT 100, 101, 102, 103, 104, 105

**Course Length:** (5 weeks)

**Course Description:** Designed to prepare for calculations usually performed by pharmacy technicians in a compounding pharmacy.

**Course Objectives:** At the end of this module, students should be able to

- a. Convert between ratio and percent concentrations.
- b. Perform allegation calculations.
- c. Be familiar with using the aliquot method in determining small quantities of drug.
- d. Be familiar with the compounding process of capsules, tablets, and liquid formulations.
- e. Use concentration expressions to calculate changes in concentration and calculate dilutions using dilution of stock formula.
- f. Be able to use the allegation method to determine the amounts of two substance to mix and achieve desired concentration.
- g. Be able to calculate the volume of powder in a vial without diluent being added.
- h. Understand how to reduce and enlarge medication formulas.
- i. Be able to calculate the final concentration on volume of diluent added to a known amount of medication.

**PHT 108: PhT Certification Exam Preparation**

*30 clock hours (Credits: 3.0)*

**Schedule:** Module 9            **Delivery:** On Campus  
**Prerequisites:** GM 100, 101, 102, 103, 104, 105, 106  
                                 PHT 101, 102, 103, 104, 105 106, 107

**Course Length:** (5 weeks)

**Course Description:** Prerequisites: “C” or higher in all didactic coursework for ExCPT certification program. This course is designed to prepare students for externship, ExCPT certification exam, entry into the healthcare system, and preparation for the National certification examination. Additionally, this course is taken during the student's last classroom module and brings together most of the skills acquired by the student throughout the entire program.

**Course Objectives:** Lessons will cover all the key knowledge domains to be tested in the Pharmacy Technician Certification Exam (PTCE) and the National Healthcareer Association (NHA) Cert

- a. Review the Top 200 most prescribed drugs, emphasizing the Mechanism of Action and Class of Medications
- b. Review the indications of medications and to classify which medications are used with regards the disease state and the physiological system affected
- c. Review outpatient math with emphasis on day-supply calculation, unit conversion and flow rates
- d. Review the state and federal laws prescription laws.
- e. Plan a work schedule to accomplish tasks within an allotted period of time.
- f. Maintain a goal orientation.

**Externship**

**EXT 101: Pharmacy Technician Externship**

Schedule: Module 9      Delivery: Externship Site  
Externship site and schedule varies.

225 clock hours (Credits: 7.5)

Course Length: (10 weeks)

Prerequisites: “C” or higher in all didactic coursework for PhT certification program

**Course Description:** The purpose of externship is to provide students practical On-the-job training experience in Pharmacy setting. The externship site provides the students with the opportunity to apply the cumulative didactic knowledge learned in the classroom, to hone their clinical skills, critical thinking skills, interpersonal skills, and professionalism, and to network with colleagues in the field.

Externs are supervised and graded by both the school and site coordinator.

**Course Objectives:** At the end of this module, students should be able to

- a. Participate in externship in order to develop clinical skills in their area of interest.

This is Pass (P) or Fail (F) course.

**EXT 102: Medical Assistant Externship**

Schedule: Module 10      Delivery: Externship Site

225 clock hours (Credits: 7.5)

Course Length: (10 weeks)

Externship site and schedule varies.

Prerequisites: “C” or higher in all didactic coursework for MA certification program

**Course Description:** The purpose of externship is to provide students practical On-the-job training experience at an approved healthcare facility. The externship site provides the students with the opportunity to apply the cumulative didactic knowledge learned in the classroom, to hone their clinical skills, critical thinking skills, interpersonal skills, and professionalism, and to network with colleagues in the field.

Externs are supervised and graded by both the school and site coordinator.

**Course Objectives:** At the end of this module, students should be able to

- a. Participate in externship in order to develop clinical skills in their area of interest.

This is Pass (P) or Fail (F) course.