Enrollment Agreement School Policies and Guidelines Withdrawl/ Refund Policy



Advanced eClinical Training
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Quick Facts

- Self-paced fully online allied health certification courses
- Courses may be completed in as little as 8-12 weeks
- Includes 12 months unlimited access
- All-inclusive courses with no additional costs for textbooks, learning material, clinic simulation laboratory, or national certification exam
- Allied Health Training Course offerings: Certified Clinical Medical Assistant (CCMA), Certified Patient Care Technician (CPCT), Certified Pharmacy Technician (CPhT).

Academic Honor

Advanced eClinical Training upholds integrity and honesty in our core values by which to promote the highest academic standards possible. Committing any of the actions listed below constitutes a violation of this policy.

- The falsification of any documents
- Committing any act of dishonesty in an attempt to assist another student or yourself
- Any acts of bribery or threats
- Accessing the institution's computer system or files without authorization

ACT does not discriminate in its educational programs, activities, or employment practices on the basis of race, color, national origin, age, sex, or persons with disabilities.

| | Initial | |
|--|---------|--|

Minimum Entrance Requirements

- Must be at least 18 years of age
- High School Diploma or equivalent
- Web browser with internet connection
- Interest in pursuing advanced medical training such as PA, medical, nursing, pharmacy, physical therapy, occupational therapy etc. school
- Signed policy/ enrollment agreement document and submitted within the first week of enrollment
- Registration/ entrance into a program is not influenced by race, color, religion, age, national origin, marital status, disability, or sexual preferences

Each Course Includes

- One-on-One Instructor support and course mentoring
- Student and instructor collaboration
- 24/7 on-demand access to course material
- Online healthcare content that supplements each course
- Expert-led video-based training
- 3D animations, immersive environments, interactive activities, game-based learning
- Student pre and post-assessments and online performance tracking
- National certification exam
- Advanced Training Certificate
- Pharmacy Technician Course includes a pharmacy externship

Clock Hours

CCMA Course: **75 hours**

- Total of 15 modules: assigned 2 modules per week (to complete in 8-weeks)
- 4-5 hours of instructional content per module
- 8-10 hours per week

CPCT Course: 75 hours

- Total of 15 modules: assigned 2 modules per week (to complete in 8-weeks)
- 4-5 hours of instructional content per module
- 8-10 hours per week

CPhT Course: 160 hours

- Total of 24 modules: assigned 2 modules per week (to complete in 12-weeks)
- 7-9 hours of instructional content per module
- 12-16 hours per wee
- Clinical externship: 80 hours

Transfer of Credit

ACT does **not** issue transfer credits as our courses are based on clock hours, not credit hours. Other institutional credits are **not** applicable for transfer to Advanced eClinical Training.

Period Registration/ Enrollment

Registration/enrollment is open continuously during Fall, Spring, and Summer terms. Self-paced curriculum with unlimited 12-month access to web-based instructional content. All-inclusive course material is available immediately after registration.

CCMA Course

- Begins: Date of enrollment/ registration
- Ends: Date of completion of course content & certification exam
 - Earliest date of completion: 8 weeks after enrollment
 - Latest date of completion: 12 months after enrollment

CPCT Course

- Begins: Date of enrollment/ registration
- Ends: Date of completion of course content & certification exam
 - Earliest date of completion: 8 weeks after enrollment
 - Latest date of completion: 12 months after enrollment

CPhT Course

- Begins: Date of enrollment/ registration
- Ends: Date of completion of course content & certification exam
 - Earliest date of completion: 12 weeks after enrollment
 - Latest date of completion: 12 months after enrollment

Student's Method of Payment

- ACH Check
- Credit/ Debit Card
- School Payment Plan
 - 2 equal installments. The first payment is due at enrollment. The second payment is due in 1 month.
 - Tuition must be fully paid before taking the national certification exam.

Academic Support

Support services are available Monday - Friday, 9:00 am to 4:00 pm, via phone or email for the duration of the student's studies. ACT's course instructors have office hours 3-4 times a week for one-on-one instruction sessions via video conferencing (Zoom/ Google Meets). All ACT staff is trained to answer your questions and guarantees a response within a timely manner.

Our Faculty

Our faculty team is made of healthcare professionals and providers (MSN, PharmD, MD, PA-C) and is academically and experientially qualified for their faculty roles (i.e., the courses they teach).

Ongoing Attendance and Engagement/ Class Participation

ACT programs are independent study courses. All course work is completed at a pace the student sets (self-paced). Students are expected to engage in courses in an active fashion. Logging into the online course does not alone demonstrate adequate engagement. Student engagement includes activities such as doing assigned readings, preparing and presenting quality assignments (which may include tests, quizzes, papers, and other assessments), and participating substantively in discussion. Time spent in reading, studying, and preparing written assignments

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is as important to learning as is participation in the discussion areas and submission of written assignments. However, student attendance can be documented only with presence in the online course.

- Each student is expected to take full responsibility for his or her academic engagement and progress.
- While students are expected to schedule their personal and/or professional obligations and their course registrations so as to maintain continuous, regular attendance and any absence from class will impede learning, ACT recognizes that circumstances may arise that cause students to be absent from active course participation.
- Students faced with life situations that impede regular course participation should contact their program director and instructor immediately so the student can be advised on how to proceed.

Grading Policy

- **PASS (P):** Student met all participation requirements; completed all assignments, research projects, and papers; achieved an 80% on all quizzes and clinic simulation assessments; and submitted superior quality work.
- **FAIL (F):** The student did not meet the criteria for a passing grade.
- WITHDRAWAL (W): The student withdrew from a course after the official drop date (15th day of enrollment) but prior to the official withdrawal deadline.

Graduation Requirement

- Completion of all instructional modules including discussion activities, written assignments, quizzes, and interactive activities, practice skills through our virtual skills/simulation performance platform
- American Heart Association BLS Certificate
- Successful completion of six practice tests with 90% or higher on each exam

Termination Policy

A student may be terminated from ACT for the following reasons:

- Non-payment of tuition over a lengthy period of time with little response to notices
- Violating rules, regulations, and code of conduct of our school

Transcript Request

Transcript requests are processed by request after the student has completed and passed the training program. Students must email their program director to request official transcripts Please allow 5-7 business days for the mailed transcript to be processed, and 1-2 business days for the electronic transcript to be processed.

Clinical Externship

- Pharmacy technician externship
- Upon completion of the course & certification exam, you will be placed at a retail or hospital pharmacy to gain hands-on pharmacy technician training.
- 80 hours

Course Extension Policy

- The student has 12-month unlimited access to all course dashboards and study material delivered via the student portal, NHA dashboard, simulation platforms, etc.
- If the student needs an extension past the 12-months of enrollment, they will be assessed a **fee of \$400 per 6-month extension required.**

National Certification Exam

- All online students will be eligible to sit for the national certification exam in Clinical Medical Assisting (CCMA), Patient Care Technician (CPCT), or Pharmacy Technician (CPhT) upon successful completion of the course. The exam is taken via NHA, PTCB, or AMCA.
- Exams may be taken at a testing location near them or through Live Remote Proctoring (LRP) virtually.
- National certifying exams are provided via National HealthCareer Association (NHA), Pharmacy Technician Certification Board (PTCB), or American Medical Certification Association (AMCA).

Refund Policy

• All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal.

| 1. You may terminate this agreement at any time. | Eligibility Date |
|---|---|
| | First 14 days of enroll- |
| 2. Full Refund. A school shall provide a student with a full refund, of all monies paid within 14 days if: | ment in a program. |
| (a) The school procured the student's enrollment as the result of any false representations in the writ- | After the first 14 days of enrollment, you may terminate your agreement |
| ten materials used by the school or in oral representations made by or on behalf of the school; or | and cancel your subscription with no refund eligibility. |
| (b) The student withdraws from the program within the first 14 days of enrollment, a full refund, less | You will not receive any refund of monies paid for a certification |
| than administrative fee, not to exceed \$150. | program. |
| 3. OTHER REFUNDS ACT shall provide a student with a partial refund of monies paid within 30 days if: | First 30 days of enroll- |
| (a) A student who withdraws or is dismissed before 50% of the instruction period shall receive a pro- | ment in a program. |
| rated refund, less than the administrative fee, not to exceed \$350; | Applies to students who |
| (b) A student who withdraws or is dismissed after more than 50% of the instruction period shall receive | reside in the state of New Hampshire ONLY. |
| no refund. | |
| All notice of withdrawal must be made in writing to ACT to be considered for refunds. ACT does not accept fed | leral funds as payment. |