BCI, INC.

School Catalog

BCI (Brookline)	BCI (Lowell)	BCI (Malden)
Main Campus	Non-Main Campus	Non-Main Campus
320 Washington Street	77E Merrimack St. #19	422 Main Street
Brookline, MA 02445	Lowell, MA 01852	Malden, MA 02148
617-383-6058 – Tel	978-703-0449 – Tel	781-333-3542 – Tel
617-383-6062 – Fax	978-703-0410 – Fax	781-333-3545 – Fax

BCI (Brookline), BCI (Lowel), and BCI (Malden) are Accredited by the Accrediting Bureau of Health Education Schools (ABHES

BCI (Brookline), BCI (Lowel), and BCI (Malden)are licensed by the Massachusetts Division of Occupational Licensure's Office of Private Occupational School Education

Table of Contents

BCI, Inc. i
About BCI 11
Welcome to BCI 11
History and Mission 12
Statement Of History & Ownership 12
Names of officers and founders: 12
BCI Mission Statement 12
Objectives 12
School Information 13
Licensure 13
Accreditation 13
Affiliations & Memberships 13
Facility Description/Location 14
Student/Faculty Ratio 14
Admissions Requirements 15
Admissions Requirements and Application Procedures 15
Admissions Evaluation 15
Application 15
Acceptance into BCI 15
Enrollment / Deadlines 16
Academic Accommodations 16
Disability Support Services 16
Equal Opportunity /Statement of Non-Discrimination 16
Felony Disclosure 16
Transfer Policy 17
Transfer within BCI Campuses 17
Transfer To A Different Program Within BCI 17
Transfer Of Credit From Another Institution To BCI 17
Transcripts 17
Student Physical Location Policy 17
Purpose 17
Residency 18
Determination at Enrollment 18
Changes in Location 18

Impact of Relocation. 18
Consistent Application and Records 18
Tuition and Financial Information 19
Tuition and 3rd Party Payment Information 19
Payment Plans 19
Collection Practice 19
Estimated Educational Expenses and Fees for Programs 20
National Exam Fees (As of Jan. 01, 2025) 21
Returning and Re-Admission, Withdrawals, Returns, and Refunds 21
Readmission Policy: 21
Returning Students: 21
Leave Of Absence: 21
Disenrollment & Withdrawal Policy 22
Disenrollment Policy: 22
Withdrawal Policy 22
Pregnancy Policy 22
Appeal Process 23
Appeal Procedure: 23
Massachusetts Refund Law 23
Right to Cancel Enrollment Agreement 24
Policy on Unpaid Debt 24
Financial Aid 24
Academics 25
Academic Policies and Regulation 25
New Student Orientation 25
Attendance and Disciplinary Policies 25
Tardiness 26
Make-up classes 26
Evaluation Of Student Performance 27
Grading 27
Satisfactory Academic Progress Requirements 27
Satisfactory Academic Progress (SAP) 27
Maximum Time Frame Measure 28
Program Delivery 28
Internship 29

Internship Requirements 29
Certificate & Graduation Requirements 29
Student Information 30
Student Code of Conduct 30
Code of Conduct Policy 30
Classroom Rules 30
Student Availability 30
Dress Code 31
Safety 31
Recording Policy 31
Academic Honesty 32
Sexual Harassment 32
Hazing 33
Personal Property 33
BCI Student Email Policy 33
Family Educational Rights and Privacy Act 35
FERPA 35
Student Services 36
Career Services 36
Graduate Employment Reporting 37
International Student Services 37
Grievance Procedure 39
Complaint Resolution 39
Program of Study and Course Descriptions 40
Dental Assistant Program 40
Program Description 40
Medical Assistant Program 41
Program Description 41
Medical Office Administration Program 42
Program Description 42
Phlebotomy Program 43
Program Description 43
Hospital Central Service Technician - Syllabus 44
Course Description 44
Additional Information 45

Schedule and Academic Calendar 45
Office Hours 45
Academic Calendar 45
Directories 47
BCI Executive Officers 47
Campus Managers 47
Admissions Team 47
Internship Coordinators / Career Development 47
Student Services 48
Instructors 49
I.T. (Information Technology) 50
Campus Safety: 51
Purpose 51
Definitions 51
Access Procedures 51
Students' Guests 51
Revocation of Building Access Privileges 52
Authority: 52
Emergency Preparedness 53
Purpose and Availability 53
Risk Assessment 53
Accountability 53
Communication Plan 53
Instructional Continuity 53
Emergency Notification System (ENS) 54
Emergency Closing and Delayed Opening - Severe Weather 54
Contact 54
BCI Safety Protocol 54
Emergency Assistance 54
Hazard Assessment and Reduction 55
Chemical Hazard Communication 55
Personal Protective / Safety Equipment 56
Accident Reporting 56
Student Safety Training 57
Accidental Exposure 57

Accidental Needle Stick: 57
Communicable Disease / Illness Prevention 58
Response to Emergency Incidents 58
Hard Lockdown 58
Soft Lockdown 59
Hostile Intruder / Weapons 59
Bomb Threat 59
Medical Emergencies 60
Chemical Emergencies 60
Tools, Equipment, and Supplies 61
Campus Photos 62
Brookline 62
Computer Lab 62
Dental Lab 62
Malden 63
Medical Equipment 63
Medical Classroom 64
Lowell 64
Computer Lab 64
Clinical Classroom 65
I. Program Description , Method Of Instruction And Faculty 66
II. Program Objectives 66
III. Prerequisites 66
IV. Instructional Resources And Materials 67
V. Method Of Evaluation And Grading Scale 67
VI. Program Outcomes 67
VII. Clinical Internship 67
I. Module Description And Method Of Instruction 68
II. Module Objectives 68
III. Prerequisites 68
IV. Instructional Resources And Materials 68
V. Method Of Evaluation And Grading Scale 69
VI. Topics 69
I. Module Description And Method Of Instruction 70
II. Module Objectives 70

III. Prerequisites 70
IV. Instructional Resources And Materials 70
V. Method Of Evaluation And Grading Scale 71
VI. Topics 71
I. Module Description And Method Of Instruction 72
II. Module Objectives 72
III. Prerequisites 72
IV. Instructional Resources And Materials 72
V. Method Of Evaluation And Grading Scale 73
VI. Topics 73
I. Module Description And Method Of Instruction 74
II. Module Objectives 74
III. Prerequisites 74
IV. Instructional Resources And Materials 74
V. Method Of Evaluation And Grading Scale 75
VI. Topics 75
I. Program Description 76
II. Program Objectives 76
III. Prerequisites 76
IV. Class Expectations 76
V. Modular Weight And Grading Scale 77
VI. Program Components And Instructional Resources 77
VII. Outcomes 79
VIII. Graduation Requirements 79
IX. Medical Faculty 79
I. Module Description And Method Of Instruction 80
II. Module objectives 80
III. Prerequisites 80
IV. Instructional Resources And Materials 81
V. Method Of Evaluation And Grading Scale 81
VI. Class Schedule 81
I. Module Description And Method Of Instruction 84
II. Module Objectives 84
III. prerequisites 85
IV. instructional resources and materials 85

V. method of evaluation and grading scale 85
VI. Class Schedule 85
I. Module Description And Method Of Instruction 86
II. Module Objectives 86
III. Prerequisites 87
IV. instructional resources and materials 87
V. Method Of Evaluation And Grading Scale 87
VI. Class Schedule 87
I. Program Description 88
II. Program Objectives 88
III. Prerequisites 88
IV. Class Expectations 89
V. Modular Weight And Grading Scale 89
VI. Program Components And Instructional Resources 89
VII. Outcomes 91
VIII. Graduation Requirements 91
IX. Medical Faculty 92
I. Module Description And Method Of Instruction 93
II. Module Objectives 93
III. Prerequisites 93
IV. Instructional Resources And Materials 94
V. Method Of Evaluation And Grading Scale 94
VI. Class Schedule 94
I. Module Description And Method Of Instruction 95
II. Module Objectives 96
III. Prerequisites 96
IV. Instructional Resources And Materials 96
V. Method Of Evaluation And Grading Scale 96
VI. Class Schedule 96
I. Module Description And Method Of Instruction 97
II. Module Objectives 98
III. Prerequisites 98
IV. Instructional Resources And Materials 98
V. Method Of Evaluation And Grading Scale 98
V. Class Schedule 98

I. Module Description And Method Of Instruction 99
II. Module Objectives 100
III. Prerequisites 100
IV. Instructional Resources And Materials 100
V. Method Of Evaluation And Grading Scale 100
V. Class Schedule 100
I. Program Description And Method Of Instruction 101
II. Program Objectives 101
III. Prerequisites 102
IV. Program Components And Instructional Resources 102
V. Method Of Evaluation And Grading Scale 102
VI. Class Schedule 102
VII. Class Expectations 103
VIII. Medical Faculty 103
I. Program Overview And Method Of Instruction 104
II. Program Module Objectives 104
III. Prerequisites 104
IV. Instructional Resources And Materials 105
V. Method Of Evaluation And Grading Scale 105
VI. Topics And Work Expectations 105
VII. Clinical Internship 106
I. Module Description And Method Of Instruction 107
II. Module Objectives 107
III. Prerequisites 107
IV. Instructional Resources And Materials 107
V. Method Of Evaluation And Grading Scale 107
VI. Topics 108
I. Module Description And Method Of Instruction 109
II. Module Objectives 109
III. Prerequisites 109
IV. Instructional Resources And Materials 109
V. Method Of Evaluation And Grading Scale 109
VI. Topics 110
I. Module Description And Method Of Instruction 111
II. Module Objectives 111

III. Prerequisites 111
IV. Instructional Resources And Materials 111
V. Method Of Evaluation And Grading Scale 111
VI. Topics 112
I. Module Description And Method Of Instruction 113
II. Module Objectives 113
III. Prerequisites 113
IV. Instructional Resources And Materials 113
V. Method Of Evaluation And Grading Scale 113
VI. Topics 114

ABOUT BCI

Welcome to BCI

To Our Students,

It is our honor and privilege to welcome you to Boston Career Institute. Our school has a vibrant history in the greater Boston area, where we have provided career education in allied health for over 20 years. We offer Certificate of Completion in five programs that prepare our students for exciting and fulfilling careers in many health care fields.

At BCI, every team member is eager to partner in your personal success story. We are here to share knowledge, skills, and experience to aid your journey. We recognize that a high school diploma today is not sufficient to access a profession where you can earn more than minimum wage. We know that our students want more for themselves and their futures. At BCI, you will gain the skills needed to enter a health care career that will put you on a path to earning an above-average wage in a respected and growing health care industry, bringing a positive change in your professional life.

BCI always updates its courses and programs to ensure students learn the most up-to-date practices sought by medical and dental offices. Because we focus on the subjects that students need specifically for their career interests, you will complete your Certificate of Completion in less time than traditional college studies. Becoming a student at BCI means entry into the field sooner, saving time and money. We take great pride in working with motivated and eager students to meet the needs of the communities in which they live.

We are proud of the thousands of students who have graduated from our programs and are now working as successful medical professionals. We welcome you to the BCI family and look forward to assisting you in your journey.

In the attached catalog, you will find essential policies, procedures, and course descriptions that will aid you in your success at BCI. Please reach out to any of our staff or faculty if you need help navigating any aspect of the catalog.

Sincerely,

Fred Deihim	Steve Yanovsky	Nadia Mahboula
Executive Director	Director of Education	Director of Admissions

History and Mission

STATEMENT OF HISTORY & OWNERSHIP

BCI is a non-profit educational institution licensed by the Department of Occupational Licensure for the Commonwealth of Massachusetts. BCI, established in 2002 and converted to a non- profit in 2014. BCI has graduated thousands of students from its programs. BCI now has three Massachusetts campus locations: Brookline, Malden, and Lowell. BCI provides allied health career education. We specialize in comprehensive, short-term programs, which prepare our students for entry-level employment in their chosen field of study. The founding officers are still actively part of the school and its development.

NAMES OF OFFICERS AND FOUNDERS:

Fardad Deihim	President	617-383-6058
Vladislav S. Yanovsky	Clerk	617-383-6058
Nadia Mahboula	Director	781-333-3542

BCI MISSION STATEMENT

BCI's mission is to provide quality health career education and cost-effective training to develop well-rounded individuals to reach their full potential and secure employment in their field of study in the shortest time possible.

OBJECTIVES

We value our diverse community. Therefore, we are committed to preparing and providing our students with the necessary skills and training to increase the chances for employment in their chosen field of study. To achieve this goal, BCI works to achieve the following objectives:

- To provide affordable skill-based instruction and blended curricula that meets current industry standards and leads to employment in compliance with ethical standards
- To provide a clean, accessible, and safe environment with flexible scheduling that will foster academic and personal development
- To offer real world experience in partnership with leading hospitals, clinics, and private practices
- To ensure that our students successfully complete their chosen program in the shortest time possible under supervision of experienced instructors
- While BCI prepares students for national / state examinations and licensure, BCI does not require students to sit for the exams or file applications; Participation is optional and is at the student's expense.

School Information

LICENSURE

BCI is licensed by the Massachusetts Division Of Occupational Licensure's Office Of Private Occupational Schools.

ACCREDITATION

BCI's Brookline, Malden, and Lowell, Massachusetts campuses are institutionally accredited by the Accrediting Bureau of Health Education Schools (ABHES). ABHES is a nationally recognized accrediting agency specializing in health education. This accreditation applies to all programs offered at BCI's Malden, Lowell, and Brookline campuses.

Accrediting Bureau of Health Education Schools (ABHES),
Located at
6116 Executive Blvd., Suite 730,
North Bethesda, MD 20852
Phone ------ (301) 291-7550
Website --- Https://www.abhes.org
Email ------ info@abhes.org

Accreditation signifies that the institution meets or exceeds standards of quality established by the accrediting body. Students and the public may contact the accreditor directly for information regarding the school's accreditation status or to file complaints in accordance with accreditor policy

AFFILIATIONS & MEMBERSHIPS

BCI is affiliated with workforce agencies including Mass Rehab, Tufts Medical Center, Boston Medical Center, MGH Mass General Hospital, Beth Israel, Lahey Clinic, Mount Auburn Hospital, Charles River Health Center, Children's Hospital, Jewish Community Centers, Lawrence Medical, Excel Dental, Aspen Dental, Perfect Dental American Dental Consultants, Charles River Dental, East Boston Health Center Dental Department, Mass Hire, State of NH, and many more.

FACILITY DESCRIPTION/LOCATION

BCI has four locations:

888-383-6058

www.bostoncareer.org

Office hours of operation:

Monday – Thursday -9:00 am to 6:00 p.m.

Friday – 9:00 – 2:00 p.m.

BCI - Brookline	**BCI - Lowell**	**BCI - Malden**
Main Campus 320 Washington St. Brookline, MA 02445 Tel: 617-383-6058 Fax: 617-383-6062	Non-Main Campus 77 E Merrimack St. # 19 Lowell, MA 01852 Tel: 978-703-0449 Fax: 978-703-0410	Non-Main Campus 422 Main St. Malden, MA 02148 Tel: 781-333-3542 Fax: 781-333-3545

The schools include classrooms, computer labs, student resource center, and administrative offices. Clinical classrooms/ laboratories are suitably equipped for the courses.

Classes are offered day, evening, and Saturday based on selected program.

BCI does not provide residential facilities. All students are commuters.

STUDENT/FACULTY RATIO

The average student-to-faculty ratio at BCI does not exceed 16 to 1 for in- person sessions and 25-1 for online sessions.

Admissions Requirements and Application Procedures

To be admitted to Boston Career Institute, applicants must:

- Be at least 18 years of age (Under 18 requires parental consent)
- High school diploma, official transcripts, GED/HISET or equivalent
- Complete an interview with an admissions representative.
- Submit a completed application form.
- Provide a valid government issued photo identification.
- Meet any program-specific requirements listed in this catalog.
- Proof of healthcare insurance.
- Conduct a tuition/financial interview with a school representative
- Complete an enrollment agreement
- Complete a writing sample in English
- Sign a CORI authorization form

Health Insurance Coverage

All students must have a current health insurance plan that meets the Commonwealth of Massachusetts standards. Proof of health insurance coverage must be submitted at the enrollment and maintained while a BCI student.

ADMISSIONS EVALUATION

Persons interested in enrolling at Boston Career Institute are encouraged to visit the school. Appointments are available with admissions representatives. Students may complete the admission evaluation, admissions interview, financial interview, and can request more information at the visit.

All prospective students must demonstrate English proficiency for admission to all programs and courses. The admissions staff will evaluate proficiency through interview and a writing sample. This process is used to determine the candidate's ability to participate in BCI training programs.

APPLICATION

Following the admissions evaluation, an enrollment application will be filled-out.

ACCEPTANCE INTO BCI

Upon acceptance into Boston Career Institute, students will receive written confirmation of admission. The Enrollment Agreement may then be executed. This agreement outlines program details, tuition, refund policies, and other terms of enrollment.

Enrollment / Deadlines

No deadline for enrollment. Programs start monthly at all campuses.

Each student will receive a BCI ID Number and an email address.

Academic Accommodations

Boston Career Institute does not discriminate based on disability in its programs and activities in violation of Section 504 of the Rehabilitation Act, as amended and the implementing regulations (Section 504). Programs and activities subject to the non-discrimination provisions of Section 504 include admissions and recruitment, treatment of students' academic adjustments (academic requirements, course examinations, and auxiliary aids). The Campus Manager in coordination with the Director of Education and Instructors are responsible for coordinating efforts to comply with Section 504. All documentation must be provided at the time of enrollment. BCI complies with the Americans with Disabilities Act (ADA).

Disability Support Services

All information regarding disabilities is confidential. BCI is dedicated to extending available services and support to every student. BCI works with each student on a case-by-case basis.

Students with disabilities are required to submit documentation to the Admissions Representative who coordinates with the Campus Manager and the Director of Education at the time of enrollment. Documentation should contain a disability diagnosis, a specific recommendation for accommodations, and education plans.

Equal Opportunity /Statement of Non-Discrimination

BCI does not discriminate based on race, color, sex, age, physical handicap, ancestry, marital status, political belief or affiliation, race, creed, or religion in its admissions to, or treatment within, its programs and activities, advertising, training, financial assistance, employment, or placement. The Campus Manager and the Director of Education are authorized to coordinate Title IX, the Educational Amendment Act of 1972, and section 504 of the Rehabilitation Act of 1973, and the regulations thereunder. Inquiries concerning the application of those laws should be addressed to the campus manager first. Should the issue remain unresolved, inquiries can be further addressed to:

Director of Education 320 Washington Street, Brookline, MA 02445

Email: s.yanovsky@BostonCareer.edu

For further resolution follow the instructions for formal grievance further in the catalog.

Felony Disclosure

Please be advised that if a student has been convicted of a felony, the student may not be eligible for specific clinical experiences, internships, certificate of completion, certifications, or licensure associated with our educational programs. In addition, those with non-felonious criminal backgrounds may also find it challenging to secure employment within a health care setting. Per the enrollment package, students must sign a CORI authorization form.

Transfer Policy

TRANSFER WITHIN BCI CAMPUSES

Students may be granted a transfer of their total program hours to another BCI campus to the same program without losing any contacts hours. In addition, students will not incur any additional charges.

Internal transfer will be done administratively.

TRANSFER TO A DIFFERENT PROGRAM WITHIN BCI

Students who wish to transfer to a new program must withdraw from their current program and re-enroll in the new program.

- Student's balance for the current program will be calculated based on the refund law.
- Determination of charges will be decided on a case-by-case basis.

TRANSFER OF CREDIT FROM ANOTHER INSTITUTION TO BCI

Boston Career Institute evaluates credits from other institutions on a case-by-case basis. BCI does not accept experiential credit.

Transfer Of Credit From BCI To Another Institute

The school makes no representation or guarantee regarding the transfer of credits to other institutions. Acceptance of transfer credit is always at the discretion of the receiving institution.

TRANSCRIPTS

An official copy of the student's grades will be mailed upon completing the *Transcript Request Form*. BCI may charge a nominal servicing fee for official transcripts while the unofficial transcripts are free of charge.

Diploma and Transcript Evaluation Policy

All high school and college transcripts, foreign or domestic should come from accredited institutions. BCI will accept diploma and transcript verifications from NACES approved service providers.

Student Physical Location Policy

PURPOSE

BCI determines and documents each student's physical location to comply with state authorization requirements and to inform students of how location may affect program completion, employment, and professional licensure or certification.

Residency

All students must be legal residents of Massachusetts.

Determination at Enrollment

At enrollment, the Admissions Department determines each student's physical location using the admission application, the enrollment agreement, a signed student attestation of physical location, and the student's government-issued ID. BCI uses the student ID to verify physical location. If the ID address does not match the address on the application, BCI will request alternative proof of residency, such as a bill or bank statement.

Changes in Location

Students must notify the Admissions Department in writing of any change in physical location, including relocation out of Massachusetts as soon as they move. Students submit updated documentation. Admissions will review it to determine whether the change affects state authorization, program completion, or eligibility for licensure, certification, or employment, and will notify the student in writing of the outcome.

Impact of Relocation.

A student who relocates to a state where BCI is not approved to operate may be unable to complete the program. Location or relocation may also affect eligibility for employment, licensure, or certification in the intended field. BCI will communicate applicable restrictions to affected students in accordance with applicable law and accreditation standards.

Consistent Application and Records

This policy applies to all students. BCI maintains records of each location determination, supporting documentation, reported changes, and student notifications.

Tuition and 3rd Party Payment Information

PAYMENT PLANS

Tuition Payment Plans: A tuition deposit is required at the time of enrollment and setting a payment plan for the remaining balance of the cost of education. Payment plans available include:

- PAYL "Pay as You Learn" No interest or fees payment plans
- Weekly or bi-weekly payment plan
- Private loan vendors

Information regarding tuition payment plans is included in the enrollment agreement and as part of the financial interview.

COLLECTION PRACTICE

Breach of any term shall not constitute a forbearance. BCI reserves the right to seek remediation in its sole discretion.

The student agrees to pay any reasonable costs of collections associated with the failure to honor this agreement. Such costs may include attorney fees, and other actual costs. Additionally, if the PAYL terms are not adhered to, courses will be deemed incomplete.

ESTIMATED EDUCATIONAL EXPENSES AND FEES FOR PROGRAMS

Programs	**Medical Assistant Program**	**Medical Office Administration Program**	**Dental Assistant Program**	**Hospital Central Service Technician Program**	**Phlebotomy Program**
Tuition Fee (pro-rated)	$6,550.00	$6550.00	$6050.00	$6,500.00	$1730.00
Administration Fee (non-refundable)	$50.00	$50.00	$50.00	$50.00	$50.00
Books (non-refundable)	$200.00	$200.00	$200.00	$200.00	$200.00
Supplies (pro-rated)	$1,310.00	$1310.00	$1,580.00	00.00	$630.00
Medical/Dental Kit (non-refundable)	$40.00	$40.00	$70.00	00.00	$0.00
Uniform (non-refundable)	$50.00	$50.00	$50.00	$50.00	$50.00
Lab Fee (pro-rated)	$300.00	$300.00	$500.00	00.00	$340.00
Total	$8,500.00	$8,500.00	$8,500.00	$6,800.00	$3,000.00

NATIONAL EXAM FEES (AS OF JAN. 01, 2025)

Program	Expected Out-of-Pocket Fees for Credentials	Credential Type
Hospital Central Service Technician	$140.00	HSPA
Dental Assistant	$60.00	State License
Medical Assistant	$165.00	CCMA
Medical Office Administrator	$129.00	CMAA
Phlebotomy	$129.00	CPT

Returning and Re-Admission, Withdrawals, Returns, and Refunds

READMISSION POLICY:

Former BCI students that were previously enrolled in a program/course and were withdrawn, disenrolled, or did not complete program/course requirements and did not receive a certificate and desire to re-enter must reenroll with the admissions office. The former student must present compelling evidence to the appeal board for review. The appeal board carefully reviews every petition for readmission. Readmission is not guaranteed, and students will be notified of a final decision via email.

RETURNING STUDENTS:

BCI students who wish to return must apply for readmission.

Students who have not completed the program during their initial enrollment must reenroll within six months to avoid repeating the entire program and incurring new fees and charges.

Returning students must complete a skill competency test with a clinical instructor. Students must pass the clinical competency assessment or be required to take refresher classes at a $150 fee per class.

LEAVE OF ABSENCE:

Students may request a personal leave up-to 6 months, including, Death of a relative, Student illness or injury, Military requirement. Other circumstances that may have resulted in hardship for the student will be evaluated individually. Any leave of absence must be approved by the school administration. Students who do not return at the end of the leave will be disenrolled.

Disenrollment & Withdrawal Policy

DISENROLLMENT POLICY:

BCI reserves the right to disenroll any student at any time for failure to meet tuition payments, academic requirements, internship requirements, unsatisfactory clinical learning, improper conduct (see student conduct policy), infraction of established rules and regulations, excessive absences or tardiness, or failure to meet the objectives of a specific learning experience. The date of determination is the date of the disenrollment letter. This date is used to calculate and process refunds.

WITHDRAWAL POLICY

Official Withdrawal: All students who wish to withdraw from BCI are required to notify the school and must file an *Official Withdrawal Form* with the school administrator. The student's withdrawal date will be the date BCI received the signed notification. The date of determination that the student has withdrawn is used to calculate and process refunds.

If a student withdraws from a Program in accordance with the School's withdrawal policy, the School follows Mass Laws 230CMR 15.04(7) and (8):

(a) treat the withdrawal as a termination of the enrollment contract, effective immediately;

(b) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and

(c) provide the calculation and any refund to the student within 45 days of the effective date of the termination

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

(a) for purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity;

(b) determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the Program, whichever is earliest;

(c) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and

(d) provide the calculation and any refund to the student within 45 days from the date the School determines the effective date of termination under 230 CMR 15.04(8)(b).

PREGNANCY POLICY

Students who become pregnant during their course of study should notify the Program Director or Student Services to discuss appropriate academic adjustments or temporary withdrawal options. Absences related to pregnancy, childbirth, or recovery will be handled in accordance with Title IX guidelines. If withdrawal is necessary, students will follow the school’s standard withdrawal and reentry procedures.

APPEAL PROCESS

A student who has been disenrolled may appeal for reinstatement within fourteen (14) calendar days. The *Disenrollment Appeal* must be completed by the student. School administrators can help students fill out the appeal application and upload all supporting documents. Students should contact the campus administrator to schedule a time if they require assistance. Appeals are reviewed by the board of appeals. The student will be notified of a final decision via email.

APPEAL PROCEDURE:

- Complete the appeal application (https://Student.BCIedu.us/AppealRequest) within fourteen (14) calendar days of disenrollment
- Submit all required / supporting documents
- Submit a statement describing circumstances that were extreme and clearly beyond the student's control and how the circumstances prevented the student from completing the program
- Substantial supporting documentation is needed (e.g., a letter from a doctor on letterhead outlining dates & issues, death certificate, police report, etc.).

MASSACHUSETTS REFUND LAW

1. A student may terminate their agreement at any time.
2. If a student terminates their agreement within five days, they will receive a refund of all monies paid, provided that they have not commenced the program within five days.
3. If the student subsequently terminates this agreement before the commencement of the program, they will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph seven.
4. If the student terminates this agreement during the first quarter of the program, he/she will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs in paragraph seven.
5. If the student terminates this agreement during the second quarter of the program, they will receive a refund of at least fifty percent of the tuition, less the actual reasonable administrative costs described in paragraph seven.
6. If the student terminates this agreement during the program's third quarter, they will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph seven.
7. If the student terminates this agreement after the initial five-day period, they will be responsible for actual reasonable administrative costs incurred by the school to enroll and to process the application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less.

8. If the student wishes to terminate this agreement, the student must inform the school in writing of the termination which will become effective on the date such writing is mailed.
9. The school is not obligated to provide any refund if the student terminates the agreement during the fourth quarter of the program. The administrative cost is $50.00.

RIGHT TO CANCEL ENROLLMENT AGREEMENT

You have the right to cancel this enrollment contract if the school allows you to begin participation in a program while an initial award for financial aid, including student loans, is pending, and you are subsequently denied some or all of that student loan or financial aid amount. The school shall offer you, in writing, an opportunity to terminate the enrollment agreement with a full refund of all monies paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, s. 13K.

POLICY ON UNPAID DEBT

Students who do not meet their financial obligations to BCI will receive a warning notice which has to be resolved within five (5) business days. Students who fail to resolve the financial issues may be disenrolled. A disenrollment may be appealed by following the appeal instructions herein.

BCI is a not-for-profit school; and complies with M.G.L. Chapter 255, Section 13K. BCI provides fully paid tuition refunds to students who withdraw before their program commencement date. Detailed cancellation and refund policy information is fully explained at enrollment.

Non-refundable	
Administration fee	$50
Books	$200
Medical Kit | Dental Kit	$40 | $70
Uniform	$50

FINANCIAL AID

Please see Mass Laws 230 CMR 15.04 (5) and (6)

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

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

ACADEMICS

Academic Policies and Regulation

BCI provides training and certificate of completion in the following allied health field programs:

- Medical Assisting
- Medical Office Administration
- Hospital Central Service Technician
- Dental Assisting
- Phlebotomy

BCI's programs are continually evaluated and reassessed by our occupational and organizational advisory boards of employers and former students, who meet regularly and discuss needed improvements to serve our communities best.

NEW STUDENT ORIENTATION

All students must attend a technology orientation where they will have the opportunity to learn about the support services available, review the school policies, and ask any questions. Each student has been assigned an email address and ID number at enrollment. The BCI technology plan is reviewed with students (Access to Teams, eBooks, online materials, and virtual classes) and students will use their assigned email to receive access.

Technology Requirements:

- Computer and processor: Minimum 1.6 GHz (or higher) (32-bit or 64-bit)
- Memory: 2.0 GB RAM or higher
- Hard disk: 3.0 GB of available disk space
- Windows 10, Windows 8.1, macOS, Chrome OS, or Android OS 7.0 or later
- .NET version: Requires .NET 4.5 CLR or later
- Video: USB 2.0 video camera and standard laptop camera, microphone, and speakers
- Web browser: Latest version of Safari, Chrome, Edge, or Firefox

ATTENDANCE AND DISCIPLINARY POLICIES

Attendance is a MUST. All students must complete all scheduled training hours assigned to the program. Class attendance and promptness are essential factors in students' academic and professional success. Absence and tardiness may delay the expected date of completion.

Student attendance is recorded and monitored daily by the instructors. An absence of in-class time is considered time missed, regardless of the reason. Students must notify the school of their absence before classes and present valid documentation supporting their absences.

BCI requires that students attend all classes. Unexcused absences are not permitted. Excused absences may include but not limited to; health, force majeure[1], conflict with official duties and bereavement. Determination as to the validity of an excuse will be made by the instructor and the administration. Continued unexcused absences will result in disenrollment.

Students are required to be physically located near the campus where classes are delivered and be able to attend all in-person sessions at the campus as well as the clinical site in Massachusetts.

Classwork, test, assignments, or exam missed because of absence, delay, or early departure, regardless of the cause, must be made up to the instructor's satisfaction. Students' absences may result in grade level drop, internship placement affected, graduation date postponed, and subject to disenrollment from the program. When a student misses more than 20% of sessions, the student will receive a warning letter and presented with a remediation plan to remedy the situation. Failure to comply may result in disenrollment.

TARDINESS

Students are expected to be on time for class and not leave before class ends. If students are not present for the entire class, they will be marked absent unless authorized by their instructor. After fifteen minutes, the classroom will be closed, and the student will be marked absent and not allowed to participate.

MAKE-UP CLASSES

All missed sessions will have to be made up within 30 days for modular and sequential classes. Students must coordinate the make-up assignments and missing hours with their instructor. Make-up classes must be scheduled during regular scheduled sessions.

[1] *Force Majeure* is a French term that literally means "greater force." It is related to the concept of an act of God, an event for which no party can be held accountable, such as a hurricane or a tornado. However, force majeure also encompasses human actions, such as armed conflict

Evaluation Of Student Performance

GRADING

Students are graded to evaluate their performance. The grade is determined by classwork, homework, tests, projects, class participation, attendance, and final examination.

Letter grades are assigned numerical equivalents. Student progress is reflected in terms of a cumulative grade point average (CGPA)

Letter Grade	Percentage
A	95-100
A-	90-94
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	75-76
F	0-74
P	Pass
T	Transfer
W	Withdrawal
I	Incomplete

Satisfactory Academic Progress Requirements

SATISFACTORY ACADEMIC PROGRESS (SAP)

The SAP policy is applied to all students to ensure the successful and timely completion of their program of study. Students must have an academic standing consistent with the school policy and graduation requirements.

BCI evaluates the student's academic progress based on the **qualitative and quantitative measurements and against the maximum time frame**. Student progress is evaluated on a modular basis with a written report (app every 4 weeks), at midpoint, final examinations and upon the successful completion of the internship by way of the internship evaluation written report.

- ***Quantitative:*** This measures the rate at which the student is progressing toward completing the program. Students must have a minimum of 80% attendance for all components of the program or course. Students are expected to complete each module which comprises 25% of the full program.
- If the student fails to meet the attendance, requirement at any point a warning letter will be issued. The campus manager and the instructor work with the student to remediate the attendance deficit.

- If remediation is successful and the student attendance is above 80% the warning is removed.
- Failure to remedy the attendance record will result in disenrollment. Disenrollment may be appealed by following the appeal process outlined in the catalog.

Qualitative: Students must maintain a minimum grade of 75% as a passing grade at all times.

Students who have academic difficulties will receive counseling and remedial assistance from the instructors and administrators. A warning is issued to the student at that time of counseling to put students on notice.

- If remediation is successful and the student attains passing grades and attendance, the warning is removed.
- If remediation fails and the student does not reach passing grades and attendance, students are disenrolled.
- Disenrollment may be appealed (See appeals section of the catalog / syllabi).

MAXIMUM TIME FRAME MEASURE

Students must not exceed 150% of the program length. **(Example; Standard program length 24 weeks, 150% Program length = 36 Weeks)**

- Students who reach the *Maximum Timeframe* will be disenrolled.
- Students have the right to appeal the decision to the BCI Appeal Board.
- If unsatisfied with the decision, students may file a complaint with the Massachusetts Department of Occupational Licensure.

BCI policies describe in detail withdrawals, incomplete grades, transfer and proficiency credits, and remedial work published in this catalog.

PROGRAM DELIVERY

The following programs: Medical Assisting, Dental Assisting, and Medical Office Administrator are "blended" with contact hours, distance learning hours, clinical and internship hours. Hospital Central Service Technician's course work is fully virtual with an in-person internship. Phlebotomy is blended learning without an internship.

Programs and courses offered by BCI schools are not residential.

INTERNSHIP

BCI is affiliated with many medical and dental practices throughout New England. These facilities serve as the internship sites for Medical Assisting, Dental Assisting, Hospital Central Service Technician, and Medical Office Administrator programs. The internship sites are not exclusive to BCI students, and most of them have competitive criteria in admitting or selecting interns. BCI students participate in Student Success programming in order to achieve positive outcomes in securing internships and assist with employment search in this competitive environment. BCI employs full-time career development specialists who interact with students and our affiliated clinical sites on an ongoing basis to maximize positive outcomes and assure student success and employer satisfaction.

INTERNSHIP REQUIREMENTS

All students must complete the program components including assignments, quizzes, and final examination before internship placement. Additionally, students must have met BCI's attendance policy, and be in financial good standing, and provide all the necessary documents for internship placement. The following documentation is required.

- Proof of immunizations (See section *Student Health Services/ Requirements Immunization/Vaccination* in this catalog on page 30 for the complete list of required vaccinations.)
- Criminal Offender Record Information (CORI)
- Copy of CPR card/ certificate
- Resume
- Availability Form (days and hours)

The Student Services Coordinators assist the prospective interns in selecting and applying to a site. Required documents are sent to the sites for approval. Most sites require an interview as part of their admission/selection process. Once accepted, the student must abide by the facility's professional code of conduct, rules, and regulations.

CERTIFICATE & GRADUATION REQUIREMENTS

Students are awarded a certificate upon successful completion of all academic and internship components.

- Successful completion of all program modules
- A passing grade of 75% or higher on all exams and quizzes
- Completion of minimum 80% attendance
- Internship hours signed by the site supervisor and verified by the internship coordinator
- All tuition and fees paid, or acceptable financial arrangements, are made

Student Code of Conduct

CODE OF CONDUCT POLICY

Every student is expected to display professional behavior. Students will treat instructors and classmates with respect and courtesy. BCI reserves the right to take necessary action to protect the safety and well-being of the campus community. BCI has the right to disenroll a student for failure to maintain acceptable conduct in the classroom, or not adhering to school policies.

CLASSROOM RULES

- Never recap needles
- Never walk around with needles or sharps
- Wash your hands before and after each patient
- No equipment or supplies are to leave the classroom
- Always practice personal hygiene including keeping nails clean and short with no acrylic covering
- Students must actively participate in all classroom activities
- Students must clean up and disinfect their own workstation
- Students must sign the attendance sheet upon arrival to the facility and the classroom.
- No children or pets are allowed in the classrooms or labs
- Students may not instruct other classmates, always ask the instructors for clarification
- To maintain a positive and safe learning environment with no disruptions, BCI expects students to refrain from cell phone usage/texting in the classroom. However, a cell phone may be kept silent for emergency notification purposes.
- No Food or Drinks are allowed inside the classroom, laboratory, and computer lab to prevent cross-contamination and maintain sanitization.
- Any student with a medical condition requiring regulated eating/drinking must provide documentation to the Campus Manager.

STUDENT AVAILABILITY

All BCI programs are blended, and students must remain within a reasonable commuting distance to a BCI campus and one of our designated internship sites to complete all clinical training.

DRESS CODE

Students should come to school neatly groomed and dressed in their school issued scrubs/ uniform which will command the respect of their classmates and instructors. BCI enforces a dress code as part of employment preparation. Open shoes are not allowed. Fingernails should be clipped. Long hair should be tied neatly and kept away from the face. These codes are for infection control, safety as well as professionalism.

Students who violate the dress code may be asked to leave the classroom and marked absent.

SAFETY

At BCI, safety comes first. In the classroom, during the internship, and in the workplace, the student will be performing tasks and procedures that may involve exposure to blood, body fluids, and other potentially infectious material. Knowledge about the ways of protecting oneself and others and avoiding the spread of infections is extremely important. It is for this reason that safety rules and precautions are enforced throughout the school.

An OSHA mandated (Occupational Safety and Health Administration) course in Bloodborne Pathogens is given to all students prior to starting of classes. Students and instructors must always wear personal protective equipment (PPE) when performing procedures that expose them to blood, body fluids, and other potentially infectious material. Available PPE includes gloves, scrubs, gowns, goggles, face shields, and face masks.

Sharps containers are provided for the proper disposal of sharps.

In the event of accidental exposure, such as needle stick injuries, splash to the face, or cuts, the Accidental Exposure Protocol is followed. This protocol is posted in all classrooms.

RECORDING POLICY

The audio or video recording of a class, persons in a class, or non-public meeting requires the prior consent of the person(s) being recorded.

In Massachusetts, permission to record a classroom lecture requires the consent of the instructor and all members of the class that is being recorded. However, instructor and class permission are not required when a student is granted a reasonable accommodation as defined by the Americans with Disabilities Act.

Students who require recording or other adaptations of lectures as a reasonable accommodation for a disability should contact the administration and the instructor to obtain permission for the recording(s). In such cases, the instructor should notify the students, speakers, and other lecture attendees in advance that recording may occur. However, every effort should be made to protect the confidentiality of a student with an accommodation, i.e., the instructor will not name the student who is doing the recording when it is due to accommodation.

Permission to allow the recording is not a transfer of any copyrights in the recording or related course materials. Such recordings and materials may be used only for individual or group study with other students enrolled in the same class, and may not be reproduced, transferred, distributed, or displayed in any public or commercial manner.

The unauthorized recording, reproduction, or uploading of recordings to the Internet may result in a violation of the recorded person's intellectual property rights, may constitute a violation of the Student Code of Conduct, may constitute an Invasion of Privacy, and may be subject to disenrollment.

BCI operates surveillance equipment in all public areas to provide a safe and secure learning environment.

Academic Honesty

BCI does not tolerate academic dishonesty such as cheating, plagiarism, fabrication, and forgery undermining the integrity of the students. Any student violating the policy will be subject to disciplinary action.

Sexual Harassment

Sexual Harassment is illegal under the Anti-discrimination laws of Massachusetts as a form of sex discrimination. BCI is committed to maintaining and promoting an educational environment and workplace that is free of sexual harassment. Sexual harassment of students or employees by anyone, including a fellow student, instructors, administrators, co-worker, vendor, or other third party is unlawful and will not be tolerated. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated and subject to corrective and disciplinary actions. If a student believes that they have been subjected to sexual harassment, they should inform the campus manager immediately.

HAZING

Under Massachusetts Anti-Hazing Law chapter 269, sections 17,18, and 19, any form of hazing or participation, as defined herein, is a criminal offense punishable by a fine of not more than three thousand dollars or by imprisonment in a house of correction for not more than one.

Hazing, includes but not limited to physical injury, assault, or battery, kidnapping or imprisonment, intentionally placing at risk of mental or emotional harm, degradation, humiliation, the compromising of moral or religious values, forced consumption of any liquid or solid, placing an individual in physical danger (at risk) which includes abandonment, and impairment of physical liberties which include curfews or other interference with academic endeavors

PERSONAL PROPERTY

BCI schools take no responsibility for loss, theft, or damaged personal property or vehicles.

BCI STUDENT EMAIL POLICY

A) General Information

1) The purpose of this policy is to establish guidelines for the proper use of the BCI student email account, which is part of the Microsoft 365 online platform
2) The student email system is an essential tool for communication between the school and students, supporting academic, administrative, and instructional activities.
3) This policy ensures effective, professional, and secure communication in alignment with school standards and policies.

B) Purpose Of BCI Student Email Use

1) The BCI Student email system is provided to facilitate academic communication, collaboration, and administrative processes.
2) This email account is part of the Microsoft 365 Online line account and is used for online classes (e.g., Microsoft Teams) and other academic tools.
3) Official BCI communication with the student is done via the BCI Student email account. Personal or private email addresses are not used for official correspondence.
4) The student's email account should be used primarily for educational purposes and communication with faculty and staff.
5) The student is responsible for checking their BCI Student email account at least once a day for important messages while they are a student at BCI.

C) Account Responsibility

1) Students are responsible for maintaining the security and confidentiality of their account credentials.
2) Password should not be shared with anyone, including the facility.
3) The password to the BCI Student email account needs to be unique to that account and not used for any other service.
4) Any suspicious activity must be reported to the BCI IT department immediately.
5) Students must log out of shared or public computers after use to protect account security.

D) Acceptable Use

1) Email should be used to communicate course-related questions, share academic resources, and correspond with school personnel.
2) Limited personal use is permitted, provided it does not:
   a) Interfere with academic responsibilities or school operations.
   b) Violate any school policies, codes of conduct, or applicable laws.
3) Emails should always be written in a respectful, professional, and appropriate tone.

E) Prohibited Use Which Will Cause The Suspension Of Microsoft 365

1) Students are strictly prohibited from doing the following with their school email accounts:
   a) Send spam, junk mail, chain letters, or mass unsolicited messages.
   b) Operate or promote a personal business or commercial enterprise.
   c) Transmit offensive, discriminatory, harassing, or inappropriate content.
   d) Impersonate others or misrepresent their identity.
   e) Share confidential school information without authorization.
   f) Engage in any activity that violates BCI's Acceptable Use Policy, Student Code of Conduct, or applicable laws
   g) Use another individual's email account or credentials
2) Violation of these rules may result in suspension of the Microsoft 365 account and disciplinary action.

F) Mail Etiquette

1) Include a clear subject line and a proper greeting.
2) Keep emails concise and relevant to the topic (Subject line).
3) Use standard formatting, avoiding excessive use of colors, fonts, or emojis for ease of reading.
4) Check spelling and grammar before sending

G) Violations And Consequences

1) Violation of this policy may result in restricted email access, disciplinary action, or other penalties as deemed appropriate
2) The suspension of the student's Microsoft 365 account will cause the student to be expelled from school.
3) The school reserves the right to refer matters to law enforcement when required by law.

H) Account Deactivation

1) Student email accounts will be deleted upon withdrawal or termination of enrollment.
2) Student email accounts will be disabled upon graduation
3) Students are responsible for backing up personal files or messages prior to account deactivation.

I) Support and Assistance

1) For technical issues or concerns, contact the BCI IT department.

Family Educational Rights and Privacy Act

FERPA

The Family Educational Rights and Privacy Act of 1974, pertains to releasing and accessing educational records. The law, also known as the Buckley Amendment, applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Go to https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html to learn more.

FERPA applies to personally identifiable information in educational records. This information includes the student's name, names of family members, addresses, personal identifiers such as social security numbers, and personal characteristics or other information that makes the student's identity easily traceable.

Educational records that contain information directly related to a student and are maintained by an educational agency or institution (BCI) or by a party acting on its behalf are protected. A record means any information recorded in any way, including handwriting, print, tape, film, microfilm, microfiche, and digital images.

Educational records do not include the following:

- Sole possession records -- kept in the sole possession of the maker which is used only as a personal memory aid and are not accessible or reviewed by any other person except a temporary substitute for the maker of the record.
- Medical or psychological treatment records include those maintained by physicians, psychiatrists, and psychologists.
- Employment records if employment is not contingent upon being a student.
- Law enforcement records; and
- Records are collected about an individual after he/she is no longer a student at BCI.

BCI notifies students about their FERPA rights in the student catalog and require a signature of both BCI and the student on the FERPA form presented at the enrollment meeting. If students believe that such rights have been violated, they may contact the Family Policy Compliance Office at the Department of Education:

Family Compliance Office
United States Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-5920
https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html

Student Services

CAREER SERVICES

The Career Services Department of BCI is committed to the professional excellence of its students.

To achieve this outcome, BCI provides Student Success training and job search assistance to its students so they may confidently apply for the many positions available in their field of study. Student Success course is an integral part of every training program.

BCI assists with resumes, interview skills, and employment leads.

BCI does not guarantee job placement after completion of the program. It is fully the responsibility of each student to seek employment after attaining credentials.

GRADUATE EMPLOYMENT REPORTING

Boston Career Institute (BCI) requires all graduates to report their employment status following program completion. This information is needed for maintaining accurate program outcomes, supporting accreditation requirements, and ensuring the continued effectiveness of career services.

Graduates may report their employment status to the Career Services Department through one of the following methods:

- Direct Reporting
  - Graduates may provide their employer name and employment details directly to Career Services or office personnel.
- Student Attestation Form (Employed in Field)
  - Graduates who have secured employment in their field of training may complete a Student Attestation Form verifying their employment status.
  - Graduates who have secured employment in their field of training may complete a Student Attestation Form verifying their employment status
- Verification of Attestation:
  - Upon receiving an attestation from a student, either by phone or in person at the office where the student signs the attestation form, a member of the Student Services team will verify the student's employment by one of the following methods:
  - Calling the employer at the phone number provided by the student, or
  - Requesting proof of employment from the student, such as a recent paystub or a letter from the employer.
- Unavailable for Employment Attestation Form
  - Graduates who are not seeking or accepting employment after program completion must complete an Unavailable for Employment Attestation Form, indicating the reason they are not available for employment.

INTERNATIONAL STUDENT SERVICES

BCI is approved by the Department of Homeland Security and USCIS for issuance of M1 visas for students and M2 visas for their immediate families. BCI, through these approvals, administers the SEVIS program which permits BCI to have international students attend the school.

Student Health Services/ Requirements

Immunization/Vaccination

The following is an explanation of the required medical, immunization, and vaccination records needed for a student to start an internship after program completion.

- Proof (including date) of Measles, Mumps and Rubella vaccination or immunity within the last ten (10) years from the student's start date
- History of varicella (chicken pox) by a physician or a positive varicella antibody titer or a history of any two (2) varicella vaccine doses
- Proof (including date) of Hepatitis B vaccination series or a positive Hepatitis B surface antibody titer within the ten (10) years from the students start date and result of a PPD test within the last six month of the student's start date or for those students with a history of a positive PPD test and a chest x-ray within the last year (1 year) of the student's start date
- Proof of Tetanus/Diphtheria vaccination within the last ten (10) years from the students start
- Flu shot during flu season
- COVID vaccine card

Grievance Procedure

COMPLAINT RESOLUTION

Students are encouraged to immediately resolve their course-related complaints with the instructor. All other complaints can be addressed with the administrative personnel. In case complaints are not resolved after taking this course of action, student complaints are handled on an individual basis following the outlined chain of complaint management system:

Students may contact DOL at any time at occupational.schools@mass.gov

Step 1: Verbal complaint to the instructor or administrative personnel. If unsatisfied with the school's resolution, student can proceed to Step 2.

Step 2: Verbal or written complaint to the campus manager. If unsatisfied with the school's resolution, student can proceed to Step 3.

Step 3: Written complaint via website www.bostoncareer.org/alumni. When a student opens the link, they can file a complaint under "Report a Grievance." The student report is redirected to the Executive Officers and Managerial Team where a resolution is decided. Per 230 CMR 15.07(2) the school will respond to written student complaints in writing within ten days from when the complaint was submitted to the school. Students are encouraged to submit all supporting documentation and interact with BCI staff to address their concerns.

To file a complaint with mass DOL:

BCI is licensed by the Massachusetts Division of Occupational Licensure's Office of Private Occupational School Education. Any comments, questions, or concerns about this school's license should be directed to: occupational.schools@mass.gov or 617-701-8719. It will be the responsibility of BCI to ensure that all such complaints and grievances receive due process and arrive at a resolution.

All such complaints and grievances shall remain on file at BCI. This shall include the previous three steps and the result of such a complaint or grievance.

Dental Assistant Program

PROGRAM DESCRIPTION

The Dental Assistant Program is an intensive, hands-on course of study developed following the guidelines of the Mass. Board of registration in Dentistry to deliver the essential knowledge and hands on skills to all persons desiring licensure and employment in the field of dental assisting. The Dental Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic dental setting where participants perform all required dental-clinical skills live under the supervision of the instructors. The didactic online materials are offered by live class lectures with series of instruction and testing, and other digital platforms that will offer students more flexibility and help attain best results. Program total hours including internship: 950 hours.

All programs run on modules with scope sequence outlined in the syllabi

Medical Assistant Program

PROGRAM DESCRIPTION

The Medical Assistant Program is an intensive, didactic and hands-on course of study developed in conjunction with our participating advisory board members and the National Healthcareer Association (NHA) to deliver the essential knowledge and hands on skills to all persons desiring employment in healthcare. The Medical Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic clinical setting where participants perform all clinical skills live on each other under the supervision of the instructors. The didactic online materials are offered by live class lectures with series of instruction and testing, and other digital platforms that will offer students more flexibility and help attain best results. Program total hours including internship: 740 hours.

All programs run on modules with scope sequence outlined in the syllabi

Medical Office Administration Program

PROGRAM DESCRIPTION

The Medical Office Administrative Program is an intensive, didactic and hands-on course of study developed in conjunction with our participating advisory board members and the National Healthcareer Association (NHA) to deliver the essential knowledge and hands on skills to all persons desiring employment in healthcare. The program is delivered in a blended format and incorporates virtual learning through live lectures with series of instruction and testing and other study material through digital platforms that offer a variety of clerical and support tasks for medical offices, equipping students with medical terminology knowledge, records management, scheduling, claim processing, correspondence and workplace relations as well as in person clinical skills development in a realistic clinical setting where participants perform all clinical skills live on each other under the supervision of the instructors. Program total hours including internship: 740 hours

All programs run on modules with scope and sequence outlined in the syllabi.

Phlebotomy Program

PROGRAM DESCRIPTION

The Phlebotomy program provides an introduction to theory, foundation and hands-on practice in phlebotomy in a realistic clinical setting on class participants. The program is delivered in a blended format and incorporates in person learning where students draw blood and other related laboratory procedures in a realistic clinical setting. The didactic materials are provided via digital platforms that deliver content and testing in preparation for the NHA's phlebotomy certification. Program total hours are 116 hours.

All programs run on modules with scope sequence outlined in the syllabi

Hospital Central Service Technician - Syllabus

COURSE DESCRIPTION

An immersive blended course of study developing essential knowledge and skills necessary to enter the field of Central Service and Infection Control within a clinical or industrial settings.

Course participants will participate in a series of interactive live online sessions with simulated activities and 400-hour hands on clinical internship where hands on clinical skills will be developed in accordance with industry standards.

All programs run on modules with scope sequence outlined in the syllabi

ADDITIONAL INFORMATION

Schedule and Academic Calendar

OFFICE HOURS

DAY	TIME
Monday - Thursday	9:00 a.m. – 6:00 p.m.
Friday	9:00 a.m. – 2:00 p.m.
Technology Support Hours	
Monday – Thursday	9:00 a.m. – 6:00 p.m.
Friday	9:00 a.m. – 2:00 p.m.
Evenings and Weekends	As needed

ACADEMIC CALENDAR

BCI programs and courses are inclusive of contact hours, distance learning, clinical, and internship hours. Some programs offer classes in the mornings, evenings, and Saturdays.

Programs start dates are offered monthly with no deadline enrollment.

BCI has the right to modify, change or update the yearly academic schedule.

Brookline Academic Calendar for 2026

Program	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MA	20	17	17	14	12	09	07	04	01 29	27	n/a	01
MOA	20	17	17	14	12	09	07	04	01 29	27	n/a	01
DA	20	17	17	14	12	09	07	04	01 29	27	n/a	01
HCST	20	17	17	14	12	09	07	04	01 29	27	n/a	01
Phleb	29	26	26	23	21	18	16	13	10	n/a	05	n/a

Lowell Academic Calendar for 2026

Program	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MA	15	12	12	09	07	04	07 30	27	24	22	23	n/a
MOA	15	12	12	09	07	04	07 30	27	24	22	23	n/a
DA	15	12	12	09	07	04	07 30	27	24	22	23	n/a
HCST	15	12	12	09	07	04	07 30	27	24	22	23	n/a
Phleb	13	25	25	22	20	17	15	12	09	07	04	n/a

Malden Academic Calendar for 2026

Program	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MA	14	11	11	08	06	03	01 29	26	23	21	23	n/a
MOA	14	11	11	08	06	03	01 29	26	23	21	23	n/a
DA	14	11	11	08	06	03	01 29	26	23	21	23	n/a
HCST	14	11	11	08	06	03	01 29	26	23	21	23	n/a
Phleb	27	24	24	21	19	16	14	11	08	06	03	n/a

2026 Holiday Schedule

Month	Date	Event
January	01/02/26	New Year's Day
January	01/19/26	Martin Luther King Day
February	02/16/26	President's Day
May	05/25/26	Memorial Day
July	07/03/26	Independence Day (Celebrate)
September	09/07/26	Labor Day
October	10/12/26	Columbus Day
November	11/11/26	Veterans Day
November	11/26/26 – 11/27/26	Thanksgiving
December	12/21/26 – 01/01/26	Christmas / Winter Vacation

Directories

BCI Executive Officers

Name	Title	Phone	Email
Fardad (Fred) Deihim	Managing Director Full Time	617-358-6058	F.Deihim@BostonCareer.edu
Lisa Cenca	Compliance Officer Full Time	617-358-6058	L.Cenca@BostonCareer.edu
Jennifer McGrane	Director of Strategic Partnerships and Career	781-777-6101	J.McGrane@BostonCareer.edu
Nadia Mahboula	Director of Admissions Full Time	781-333-3542	N.Mahboula@BostonCareer.edu
Vladislav (Steve) Yanovsky	Director of Education Full Time	617-383-6058	S.Yanovsky@BostonCareer.edu

Campus Managers

Name	Title	Phone	Email	Campus
Madeline Colon-Nunez	Manager	978-703-0449	M.ColonNunez@BostonCareer.edu	Lowell
Nadia Mahboula	Manager Full Time	781-333-3542	N.Mahboula@BostonCareer.edu	Malden
Tania Hernandez	Manager Full Time	617-383-6058	T.Hernandez@BostonCareer.edu	Brookline

Admissions Team

Name	Title	Phone	Email	Campus
Ariel Cywiak	Admission Rep. Full Time	617-383-6058	Y.Cywiak@BostonCareer.edu	Brookline
Joel Vargas	Admission Rep. Full Time	781-333-3542	J.Vargas@BostonCareer.edu	Malden
Jonathan Lainez	Admissions Rep. Full Time	781-333-3542	J.Lainez@BostonCareer.edu	Malden
Kathya Flores Guerra	Admissions Rep. Full Time	781-333-3542	K.FloresGuerra@BostonCareer.edu	Malden
Madeline Colon Nunez	Admissions Rep. Full Time	978-703-0449	M.ColonNunez@BostonCareer.edu	Lowel
Shirley Azor	Admissions Rep. Full Time	617-383-6058	S.Azor@BostonCareer.edu	Brookline
Yarinellys Rodriguez	Admissions Rep. Full Time	978-703-0449	Y.Rodriguez@BostonCareer.edu	Lowell

Internship Coordinators / Career Development

Name	Title	Phone	Email	Campus
Harjinder Kaur	Internship Coordinator Full Time	781-333-3542	H.Kaur@BostonCareer.edu	Malden
Jennifer Marcolongo	Internship Coordinator Full Time	978-703-0449	J.Marcolongo@BostonCareer.edu	Lowell
Tania Hernandez	Internship Coordinator Full Time	617-383-6058	T.Hernandez@BostonCareer.edu	Brookline

STUDENT SERVICES

Name	Title	Phone	Email	Campus
Harjinder Kaur	Student Services Full Time	781-333-3542	H.Kaur@BostonCareer.edu	Malden
Jennifer Marcolongo	Internship Coordinator Full Time	978-703-0449	J.Marcolongo@BostonCareer.edu	Lowell
Jennifer McGrane	Director of Strategic Partnerships and Career Full Time	781-777-6101	J.McGrane@BostonCareer.edu	Malden
Rina Berman	Student Service Part Time	617-383-6058	R.Berman@BostonCareer.edu	Brookline
Shirley Azor	Student Service Part Time	617-383-6058	S.Azor@BostonCareer.edu	Brookline
Tania Hernandez	Internship Coordinator Full Time	617-383-6058	T.Hernandez@BostonCareer.edu	Brookline

INSTRUCTORS

Name	Title	Phone	Email	Campus	Degree/School
Amel Benrami	DA Part Time	781-333-3542	A.Benrami@BostonCareer.edu	Malden	CDA DDS Blida University Algeria
Brianna Bowman	MA Full Time	978-703-0449	B.Bowman@BostonCareer.edu	Lowell	CCMA Certificate BCI, NHA
Cheayann Castriotta	MA Full Time	781-333-3542	C.Castriotta@BostonCareer.edu	Malden	Medical Assistant Certificate BCI
Genesis Alvarez Pelaez	DA Part Time	617-383-6058	G.AlvarezPelaez@BostonCareer.edu	Brookline	FTDA BCI Certificate and Department Of Public Health of MA
Giuli Silva	MA Full Time	978-703-0449	G.Silva@BostonCareer.edu	Lowell / Malden	CCMA, CPT Certificate(s) BCI
Jackeline Lopez	MA Part Time	617-383-6058	J.Lopez@BostonCareer.edu	Brookline	Medical Assistant Certificate / Everest
Jessica Ortiz	MA Part Time	781-333-3542	J.Ortiz@BostonCareer.edu	Malden	BSN RN - MGH Institute of Health Professions
Jill Goldstein	MA Part Time	781-333-3542	J.Goldstein@BostonCareer.edu	Malden	Master's in science nursing University of Rochester
Lean Gomez-Bautista	MA Part Time	617-383-6058	L.GomezBautista@BostonCareer.edu	Brookline	PBT - ASCP Board of Certification
Maria Ivette Lebron	MA Part Time	781-333-3542	M.Lebron2@BostonCareer.edu	Malden	CCMA Certificate (s) Lincoln Technical Institute
Maria Lebron	MA Part Time	781-333-3542	M.Lebron@BostonCareer.edu	Malden	RN BSN SNHU and LaBoure College. BHCC
Milene Silva	MA Full Time	781-333-3542	M.Silva@BostonCareer.edu	All campuses	Medical Assistant Certificate BCI, CCMA, CMAA, CPT, CET
Nelsey Hernandez	DA Part Time	617-383-6058	N.Hernandez@BostonCareer.edu	Brookline	Bachelor's in science Dentistry / Mariscal University, VNZ, DA Cert. BCI
Paulette Lawrence	MA Part Time	617-383-6058978-703-0449	P.Lawrence@BostonCareer.edu	Brookline	Medical Assistant Certificate / BCI
Rebecca Fernandez	DA Part Time	781-333-3542	R.Fernandez@BostonCareer.edu	Malden / Lowell	CCMA, CPT
Rocio DaCamara	MA Part Time	617-383-6058	R.DaCamara@BostonCareer.edu	Malden / Brookline	CCMA, CPT
Sara Yanovsky	Dental Part Time	617-383-6058	S.Yanovsky1@BostonCareer.edu	All campuses	CDA, CCMA, CRCST, CER Certificate(s) BCI
Shirley Azor	MA Part Time	617-383-6058	S.Azor@BostonCareer.edu	Malden / Brookline	Associates in Science / Laboure college
Sofia Perez	MA Part Time	617-383-6058	S.Perez@BostonCareer.edu	Brookline	CPT MA Certificate Bryman Institute Boston
Steve Yanovsky	HCST Full Time	617-383-6058	S.Yanovsky@BostonCareer.edu	All campuses	BS, RN, CRCST, CER, CIS, CHL, Rt-R, EMT-P Northeastern University University of the State of NY

I.T. (INFORMATION TECHNOLOGY)

Name	Title	Phone	Email	Campus	Degree/School
Charles De Gennaro	IT manager Full Time	617-383-6058	C.DeGennnaro@BostonCareer.edu	All campuses	Associate Degree / Worcester Jr. /
Mourad Deihim	IT Systems Engineer Full Time	617-383-6058	M.Deihim@BostonCareer.edu	All campuses	Bachelor of Engineering in Computer Engineering Master in Applied Artificial Intelligence Stevens Institute of Technology

CAMPUS SAFETY:

Purpose

BCI is a welcoming and inclusive community. Its location, a vertical campus in the heart of a vibrant urban environment, calls for a campus access and security policy that balances ease of access with practical and common-sense procedures to help protect students, faculty, employees, and guests. This policy, the joint recommendation of a committee of BCI faculty, staff, and students, is intended to expedite campus access for authorized individuals, to enhance the personal safety of all members of the BCI community, and to protect the personal property of the school and of individual community members.

DEFINITIONS

Guest – any individual, not a student, faculty, staff member or affiliate of BCI, who is hosted by a student, faculty member, or staff member.

Affiliate – non-employee, non-student member of the BCI community that includes, but is not limited to: vendors, volunteers, retirees, alumni, summer scholars, consultants, and conference attendees.

Non-Resident Student – All BCI students are non-resident students at this time

Acceptable Forms of Identification – defined as a valid photo Identification (ID) with the individual's name on it. The following types of ID are generally deemed to be acceptable: Official BCI ID, Driver's License, Passport, Military ID, ID, Resident Alien Card.

Access Procedures

The security of our buildings is a shared responsibility of all community members. Therefore, disabling or propping open of secured doors, allowing unauthorized persons into one of our buildings or the purposeful attempt to circumvent this policy are all acts in violation of this policy and subject to disciplinary action and revocation of building access privileges.

STUDENTS' GUESTS

Guests must be signed in by the BCI student who will be their Host while they are visiting. The Guest must legibly sign the guest log at the front desk. All guests must be approved through the admissions department or campus manager.

REVOCATION OF BUILDING ACCESS PRIVILEGES

- In the case of legal process, such as a no-contact order issued by a Massachusetts District or Superior Court.
- In the case where the BCI through the Police Department exercises its authority to issue a No-Trespass Order.
- In the case where the BCI management team limits or revokes access privileges for a disciplined or terminated employee.
- In the case where the Police Department or the BCI's Management Team determines that it is in the BCI's best interests to limit or revoke access privileges.

Authority:

BCI staff and faculty do not have the authority to make any arrests, however, staff is empowered to contact the local Police Department and register formal complaints on behalf of the School, its students, faculty, or staff.

BCI encourages complete and prompt reporting of all crimes by any persons occurring at any facility under the control of BCI or any event in which BCI participates. Faculty, staff, and students are mandatory reporters of all suspected criminal activity. Failure to make a formal report is grounds for termination and/or expulsion.

EMERGENCY PREPAREDNESS

Purpose and Availability

BCI maintains a written Emergency Preparedness Plan approved by [title] on [date] and reviewed at least annually. The plan is available to all students and staff through the School Catalog and at each campus front desk.

Risk Assessment

At least annually, The IT Manager and each Campus Manager will assess emergencies that could affect students, employees, and operations at the Brookline, Malden, and Lowell campuses. These include fire, severe weather, medical emergency, chemical release, utility or IT outage, hostile intruder or threat, and communicable disease outbreak.

Accountability

When a campus is evacuated, faculty will take attendance using the class roster outside the main entrance and report to the Campus Manager. Managers will account for staff and visitors using the sign-in log and BCI Employee List. Missing persons are reported immediately to emergency responders. During lockdown or shelter-in-place, faculty take attendance once safe and report to the Campus Manager.

Communication Plan

- Authority: The Executive Director confirms an emergency and authorizes messages. Backup: Campus Manager.
- During and immediately after: ENS (email/SMS) goes to students, faculty, and staff, followed by Salesforce updates and the voicemail line.
- Emergency contacts: Campus staff will notify a student's emergency contact when the student is injured or involved in an incident.
- Visitors: Campus staff will direct visitors on-site.
- Media: Only the campus manager speaks to the media.

Instructional Continuity

If a campus is closed or unusable, the Director of Education will notify students and faculty within 24 hours of the plan. Clinical and lab hours will be made up as required by program and accreditor standards. Students will receive a revised schedule and faculty will keep records of make-up instruction.

Emergency Notification System (ENS)

BCI utilizes an Emergency Notification System (ENS) to communicate with students, faculty, and staff in the event of a major emergency on the Brookline, Malden or Lowell campus. It simultaneously transmits messages by email, and SMS (text messaging). The school uses Sales Force's Customer Relationship Manager Function to communicate emergencies. The school uses the system often to ensure proper communication with all students. All members of management have access to this communication tool.

Emergency Closing and Delayed Opening - Severe Weather

In case of severe weather, BCI will announce a closing or delayed opening through Sales Force CRM as explained above as well as via school's voice mail system. School closures are tied to local public school authorities and notifications.

Contact

24-hour non-emergency line for requests and information: 888-383-6058

BCI Safety Protocol

EMERGENCY ASSISTANCE

In a medical, fire, or other emergency requiring immediate assistance, students are asked to notify the closest staff member. If no staff member is readily available, and an emergency exists, students may dial "911" directly from any phone, to contact the appropriate emergency services agency.

Staff members who receive a report or who discover an emergency are encouraged to call for assistance. Campus managers will coordinate the emergency response on-site.

All staff members who are working after normal business hours, or on offsite locations, have access to the *BCI Employee List* for use as needed. That list is updated as needed.

Access to First Aid and CPR

First Aid kits are provided in every program area and in each work area. They are available for student or staff use to treat minor injuries or illnesses. Each BCI Campus has at least one automated external defibrillator for emergency use. In case of an emergency Call 911.

While trained staff members will respond and assist whenever available.

Hazard Assessment and Reduction

To assist in maintaining a campus environment that is safe for students, staff, and visitors, the Campus Manager will conduct a periodic inspection of each campus, at least twice per year.

BCI receives annual fire and safety inspections by the local fire department and the building department. That report will be shared with the manager, and violations will be corrected promptly. All reports are submitted to Mass DOL for annual licensing

- **Fire Extinguishers** – Fire extinguishers are provided throughout each campus, in accordance with the Massachusetts Fire Prevention Code (MFPC).
- **Fixed Fire Extinguishers** – Not required
- **Fire Alarms** - To provide early detection and prompt evacuation during fire conditions, most campus buildings are provided with a fire alarm system. Each fire alarm system will be inspected and tested by a licensed fire alarm contractor on an annual basis.

Fire alarm is connected to the local fire department. However, 911 should be called as a backup.

Chemical Hazard Communication

Employees must be informed of and receive information about hazardous chemicals in their workplace. To meet this requirement, the following practices will be followed:

- All hazardous chemicals will be maintained in their original container that is properly labeled with both the chemical name and the appropriate safety labels.
- A Material Safety Data Sheet (MSDS) will be obtained from the manufacturer for each chemical purchased for use on any BCI Campus. A master copy of each MSDS will be provided to the Campus Manager and maintained on file in the Office Drive (O-Drive).
- A binder with a MSDS sheet for each hazardous chemical present in the work area will be provided in each program area. It is the responsibility of each instructor and/or the program manager to ensure that the binder contains up to date copies of MSDS sheets for all chemicals located in the program area.
- Students shall also receive awareness training about the chemicals in their work area, the location of the MSDS binder, how to read an MSDS sheet, and any chemical specific physical and health hazards and how to work safely with those chemicals. This training shall be provided as a part of the curriculum by the program instructor.

Personal Protective / Safety Equipment

Instructors – Instructional staff shall be provided with all safety equipment required for their assigned tasks. Such equipment may either be individually issued or provided in a "pool" of equipment for "as needed" use. As a training facility for career and technical education, it is the responsibility of all our faculty members to not only use PPE to provide for their own safety, but to set the standard for our students. Proper use of safety equipment by faculty members is the best way to ensure that our graduates leave with the highest level of competence in meeting industry safety standards for their chosen field. Faculty members who fail to wear personal protective equipment in accordance with this or other BCI policies may be subject to disciplinary action.

Students – Each program will set specific standards for the amount and type of safety equipment that each student will be issued during the program. When appropriate, the program may provide certain PPE items that are used infrequently, to be shared by all students within the program.

Eye Protection – Many program areas have frequent use of tools or equipment that produce or are likely to produce flying objects that pose a hazard to the eyes. These areas shall be marked with appropriate signage, and all faculty members, students, and visitors will be expected to wear safety glasses. Program instructors in these areas shall maintain a pool of approved safety glasses readily available for use by other staff or visitors who need to enter these areas. Safety glasses do not need to be worn when the area is not in use and there are no activities in progress that pose an eye hazard. Approved safety glasses shall also be worn when in the immediate area of or while operating any power tools likely to produce flying objects that may pose an eye hazard.

Clothing and footwear – Clothing and footwear worn by staff and students shall be consistent with industry standards for the profession whenever engaged in hands on activities. Closed toe shoes are required.

Other PPE – Many program areas will have task and industry specific PPE requirements. Program staff will be expected to teach students about industry standards for use of these various types of PPE, and to require compliance with industry standards regarding when each type of PPE shall be used.

Accident Reporting

All accidents to a student, staff/faculty member, or visitor must be reported online at www.bostoncareer.org/alumni/. This report is sent automatically to the general manager and the director of education for rapid action.

Student Safety Training

Orientation - Students are provided the student catalog at the time of admission to review all safety protocols. It is the student's responsibility to read, review and sign that they have received this document.

Program Specific - Instructors are expected to provide program specific safety training as a component of their curriculum. In all cases, students shall receive task specific safety training before engaging in any hazardous activities, including the use of power equipment, cutting equipment or equipment posing a puncture hazard (needles). Students shall not operate any power equipment or perform any hazardous activity or task for which they have not received the appropriate safety training.

Accidental Exposure

Employees / Students may sustain an accidental exposure / splash in the eyes.

Eye Exposure:

- Each campus is equipped with sinks in the lab areas.
- In case of an accidental exposure involving the eyes, please notify the nearest faculty member
- Dial 911.
- Flush eyes until emergency personnel arrive.
- Fill out an incident report form. www.bostoncareer.org/alumni/

ACCIDENTAL NEEDLE STICK:

In case of accidental needle stick notify the instructor immediately and follow the emergency protocols posted in each clinical area.

- Dispose of all "sharps" in a sharps container
- Clean the wound thoroughly with alcohol-based hand sanitizer (containing at least 60% alcohol, which kills HIV, HBV, and HCV).
- Seek immediate testing and treatment in a local Emergency Department
- Document the event using the incident report form at www.bostoncareer.org/alumni/

Communicable Disease / Illness Prevention

Students – students at BCI are not provided with health insurance, but in accordance with Federal guidelines are expected to have their own health insurance coverage.

Vaccinations – students who seek enrollment in most of the health care related programs must have and maintain documented current immune status for various diseases through vaccination or immune level testing. Students should review program and internship specific guidelines for applicable requirements.

Response to Emergency Incidents

- Activate the buildings fire alarm system.
- Dial "911" from any phone.
- Evacuate the building and report to a faculty or administration member, so all persons may be accounted for.
- Cooperate with all emergency services personnel

HARD LOCKDOWN

A "hard lockdown" may be called for some type of threat on campus, or due to law enforcement activity in the general area of the campus that may pose a threat to campus staff, students, or visitors. If a "hard lockdown" is called for, all persons shall:

- Cease all instruction or other activities of any kind
- Follow staff/faculty member's directions to report to a classroom or other location that can be secured
- Sit quietly on the floor, away from doors and windows
- Do NOT move around campus (persons moving around may be perceived as a potential threat that will need to be assessed.)
- Ignore any fire alarm sounding after a lockdown has been called for.

SOFT LOCKDOWN

A "soft lockdown" may be called for some type of threat on campus, or due to law enforcement activity in the general area of the campus that may pose a threat to campus staff, students, or visitors, but is deemed not to require a full lockdown. If a "soft lockdown" is called for, all persons shall:

- Remain indoors until instructed otherwise
- Follow staff member's directions to report to a classroom or other location that can be secured
- Staff members will secure exterior doors to buildings to prevent further entry, and campus entrances will be secured when feasible.
- Instruction or other activities should continue inside classrooms
- Ignore any fire alarm sounding after a lockdown has been called for.

Hostile Intruder / Weapons

- Under Massachusetts Statutes and school district policy, firearms and other weapons are prohibited on campus (on their persons or within a vehicle). No exception is provided in Massachusetts Statutes for persons licensed to carry a concealed weapon. On or off-duty law enforcement officer may carry weapons on campus in accordance with their agency policy.
- If an individual on campus is acting in a hostile manner or is perceived to be carrying a weapon (concealed or otherwise), it should be reported to the nearest branch manager.
- Students, visitors, and general staff members should not confront a hostile visitor or person suspected of carrying a concealed weapon. You should report your observations, and remain with the staff member to provide further details as needed. Observations should be reported. Other students or staff should avoid the area.
- Designated staff members and/or law enforcement officers will handle the response in accordance with standing procedures.

Bomb Threat

- Report any bomb threat to the nearest staff member or administrator.
- Stay away from and do NOT handle any suspicious box, bag, or item.
- Building evacuations will occur only as directed by the School Administrator and/or law enforcement.

Medical Emergencies

- Contact the nearest staff member for assistance.
- Dial "911" from any phone.
- First Aid Kits and AEDs are distributed around campus for use as needed. Trained staff members will respond to the location of an injured or ill person to provide first aid consistent with their level of training.
- BCI does NOT maintain a clinic or school nurse office Call 911
- BCI staff will NOT transport any student or visitor to a medical facility. If appropriate, Fire / Rescue personnel will transport injured / ill persons to an emergency room.
- Ill / injured adult students may be released to transport themselves to seek medical treatment.

Chemical Emergencies

- Contact the nearest staff member for assistance.
- Dial "911" from any phone.
- Chemical emergencies may be on campus or from an off campus leak that results in a vapor cloud traveling near the campus
- Stay away from the area on any on campus spill or leak
- If directed to do so, "shelter-in-place" by moving to a location inside a building. Doors and windows will be closed, and outside make up air intakes will be closed if feasible, to reduce the potential for exposure to dangerous fumes.
- If directed to do so, evacuate the campus to a safe distance.
- The decision to "shelter-in-place" or evacuate will be made in consultation with appropriate personnel.

TOOLS, EQUIPMENT, AND SUPPLIES

All tools and equipment used at BCI are expected to be maintained in a safe operating condition. Tools and equipment shall be operated consistent with the manufacturer's instructions, with special attention to item specific safety procedures.

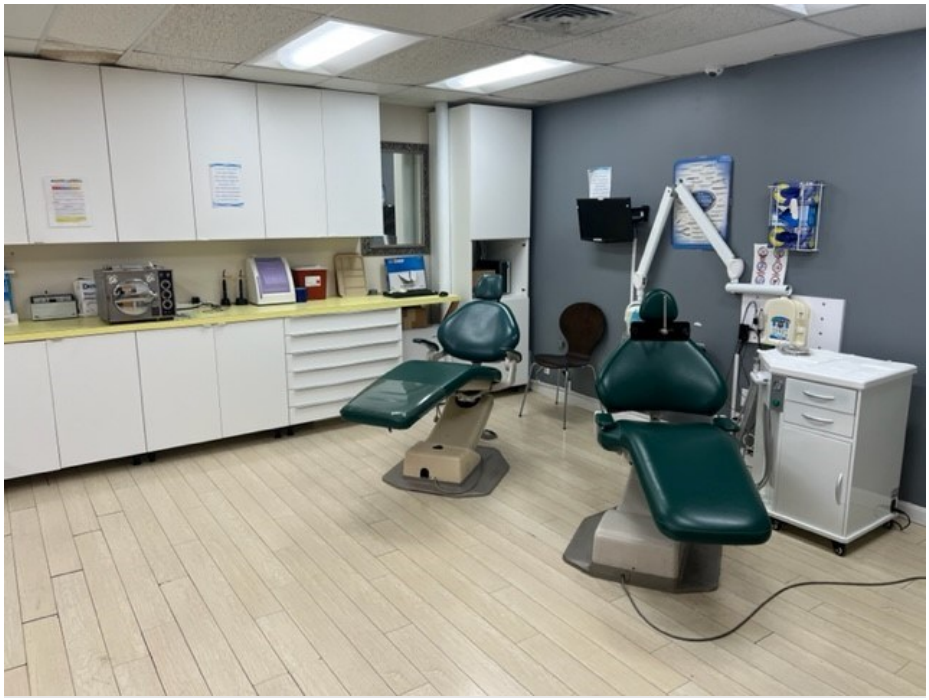
- Electrical equipment shall have power cords that are undamaged, with intact insulation and plugs that have the appropriate ground connections. Extension cords shall be used only for temporary connections, and not in place of adding permanent outlets.
- Tools or equipment shall be inspected before each use, and those that have safety features that are removed, bypassed, or otherwise disabled shall be removed from service. They shall not be returned to use until the item has been repaired to safe condition.
- Instructors shall be responsible for ensuring that tools and equipment in their program areas are maintained and used in compliance with this section.

CAMPUS PHOTOS

Brookline

COMPUTER LAB

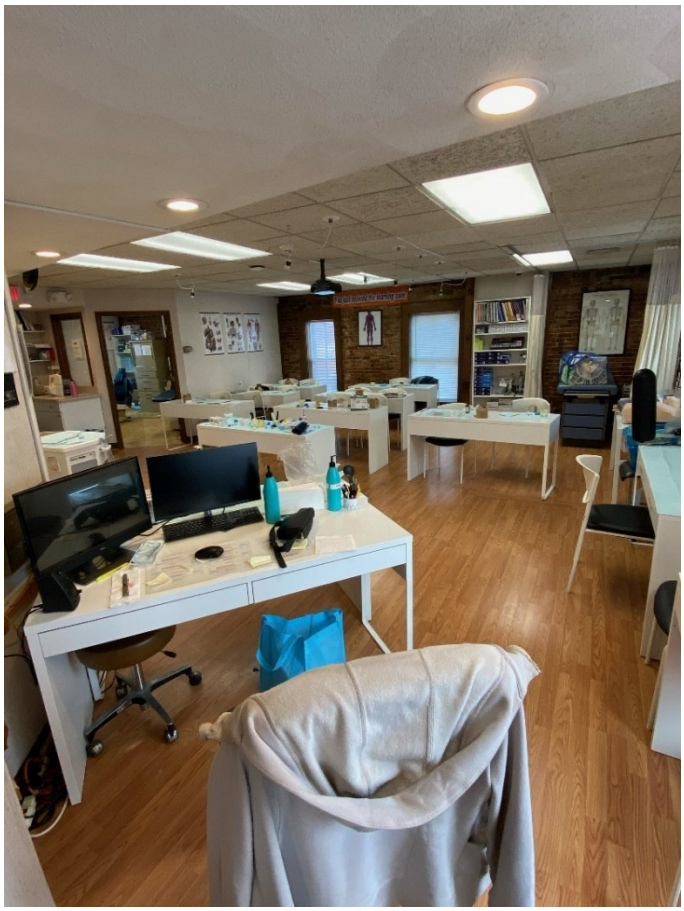
DENTAL LAB



Malden

MEDICAL EQUIPMENT

MEDICAL CLASSROOM



Lowell

COMPUTER LAB

CLINICAL CLASSROOM

DENTAL ASSISTANT PROGRAM -- PROGRAM OVERVIEW

28 Weeks (classes) - Hybrid/Blended Learning – 950 hours

I. PROGRAM DESCRIPTION , METHOD OF INSTRUCTION AND FACULTY

The Dental Assistant Program is an intensive, blended course of study developed following the guidelines of the Mass. Board of Registration in Dentistry to deliver the essential knowledge and hands on skills to all persons desiring licensure and employment in the field of dental assisting.

The Dental Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic dental setting where participants perform all required dental-clinical skills live under the supervision of the instructors.

The didactic online materials are offered by live class lectures with assigned simulation labs, class assignments, and testing. Students have access to a library of prerecorded videos to be used as learning resources.

Total program hours including internship: 950 hours.

Lead Dental Assisting Instructor: Sara Yanovsky

Instructors: Nelsys Hernandez, Amel Benrami, Genesis Pelaez, Claudia Arias

II. PROGRAM OBJECTIVES

- Comply with the regulations established by the Massachusetts Department of Professional Licensure and Massachusetts Board of Registration in Dentistry (BORID)
- Achieve entry level clinical skills competencies assigned to this module
- Promote lifelong learning skills
- Prepare for licensure with Massachusetts BORID as a formally trained dental assistant

III. PREREQUISITES

- BCI Admissions Requirements
- Orientation

Dental Assistant Program – Revision Date 10/15/26

IV. Instructional Resources And Materials

- Simtics Dental Simulation Platform
- Clinical Class and Resources for hands-on learning
- Paterson Eaglesoft Dental EHR System

V. Method Of Evaluation And Grading Scale

Lab - 40%
Dental Assistant Theory - 50%
Final Test - 10%

Attendance: Minimum 80% of all classes

Students must maintain a minimum grade of 75% as a passing grade at all times.

Make up Tests: Students are allowed 1 makeup test.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. Program Outcomes

- Successfully complete all assigned clinical tasks to standard and attain a passing score
- Complete all assignments
- Complete all Quizzes
- Complete all student success tasks
- Complete the clinical internship in compliance with the rules specified in the catalog.
- Complete all licensing requirements

VII. Clinical Internship

320-Hour comprehensive clinical internship within a dental practice.

Dental Assistant Program – Revision Date 10/15/26

DENTAL ASSISTANT PROGRAM - MODULE I SYLLABUS

4 Weeks - Hybrid/Blended Learning – 157.5 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

The Dental Assistant Program is an intensive, blended course of study developed following the guidelines of the Mass. Board of Registration in Dentistry to deliver the essential knowledge and hands on skills to all persons desiring licensure and employment in the field of dental assisting.

The Dental Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic dental setting where participants perform all required dental-clinical skills live under the supervision of the instructors.

The didactic online materials are offered by live class lectures with assigned simulation labs, class assignments, and testing. Students have access to a library of prerecorded videos to be used as learning resources.

Module I focuses on the introductory concepts in dentistry such as infection prevention, disinfection, hazardous materials management, introduction to general dentistry, introduction to dental radiology and more (see below) Complete the required student success assignments.

II. MODULE OBJECTIVES

- Comply with the regulations established by the Massachusetts Department of Professional Licensure and Massachusetts Board of Registration in Dentistry (BORID)
- Achieve entry level clinical skills competencies assigned to this module
- Promote lifelong learning skills
- Prepare for licensure with Massachusetts BORID as a formally trained dental assistant
- Complete the required student success assignments.

III. PREREQUISITES

- BCI Admissions Requirements
- Orientation

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- Simtics Dental Simulation Platform
- Clinical Class and Resources for hands-on learning
- Paterson Eaglesoft Dental EHR System

Dental Assistant Program – Revision Date 10/15/26

V. Method Of Evaluation And Grading Scale

Lab - 40%
Dental Assistant Theory - 50%
Module Test - 10%

Attendance: Minimum 80% of all classes

Students must maintain a minimum grade of 75% as a passing grade at all times.

Make up Tests: Students are allowed 1 makeup test.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. Topics

Module 1	Class Topics	
Week 1 DA Introductory Concepts	• Introduction to Infection Control (Lecture/Lab) • Personal Protective Equipment in the office (PPE) • Cross Contamination Pathways • Chain of Infection/ Breaking the Chain of Infection • Infection Control in the Dental Office • Microbiology	
Week 2	• Management of Hazardous Materials (Lecture/Lab) • OSHA's Bloodborne Standard Revision • Disinfection, Sterilization (Practice in lab) • Management of Sharps • Office Management Introduction to the Dental Team	
Week 3	• Tooth Morphology () • Types of Teeth and Their Function • Surfaces of the Teeth • Dental Abbreviations • Introduction to Simtics Simulations • Basic charting, Charting Color Indications, and Symbols	
Week 4	• Introduction to Dental Radiology • ***BCI Follows the Massachusetts Radiation Safety Protocols*** • Radiation Physics and Biology • Biological Effects of the Radiation • Components of the X-ray Dental Unit • Safety and Precautions • Radiation Production • Introduction to Intraoral X-ray Film/ Digital Images • Simtics Simulations	

Dental Assistant Program – Revision Date 10/15/26

DENTAL ASSISTANT PROGRAM - MODULE II SYLLABUS

4 Weeks - Hybrid/Blended Learning – 157.5 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

The Dental Assistant Program is an intensive, blended course of study developed following the guidelines of the Mass. Board of Registration in Dentistry to deliver the essential knowledge and hands on skills to all persons desiring licensure and employment in the field of dental assisting.

The Dental Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic dental setting where participants perform all required dental-clinical skills live under the supervision of the instructors.

The didactic online materials are offered by live class lectures with assigned simulation labs, class assignments, and testing. Students have access to a library of prerecorded videos to be used as learning resources.

Module II focuses on concepts associated with chair-side assisting, charting, dental instruments, introduction to dental law and ethics, see expanded topics below.

II. MODULE OBJECTIVES

- Comply with the regulations established by the Massachusetts Department of Professional Licensure and Massachusetts Board of Registration in Dentistry (BORID)
- Achieve entry level clinical skills competencies assigned to this module
- Promote lifelong learning skills
- Prepare for licensure with Massachusetts BORID as a formally trained dental assistant
- Complete the student success assignments as required

III. PREREQUISITES

- Module 1

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- Simtics Dental Simulation Platform
- Clinical Class and Resources for hands-on learning
- Paterson Eaglesoft Dental EHR System

Dental Assistant Program – Revision Date 10/15/26

V. Method Of Evaluation And Grading Scale

Lab - 40%
Dental Assistant Theory - 50%
Module Test - 10%

Attendance: Minimum 80% of all classes

Students must maintain a minimum grade of 75% as a passing grade at all times.

Make up Tests: Students are allowed 1 makeup test.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. Topics

Module 2	Class Topics	
Week 1 Dental Radiology and Chairside Assist	• Introduction to BLS Health Care Provider (CPR) • Production and Evaluation of Dental Radiographs • Producing quality radiographs • Preparing for x-ray exposure • Types of film exposure (Practice in the lab) • Simtics Simulations	
Week 2	• Learn the instrument's names and parts • Basic chairside instruments and tray system • Instrument transferring and maintaining the operating field • Specific placements for evacuation of oral of the oral cavity • Practice lab • Dental Law and Jurisprudence • Health Information and accountability act • CPR Adult • Simtics Simulations	
Week 3	• Anesthesia and sedation (Topical and local anesthetics) • Oral pathology • Oral and maxillofacial surgeries • Suture removal • Surgical Instruments • Post-operative instructions • CPR Child • Simtics Simulations	
Week 4	• Endodontics • Rubber dam placement /materials used and their functions • Pulpal diseases / demonstrate pulp testing • Instrumentation overview • Orthodontics	

DENTAL ASSISTANT PROGRAM - MODULE III SYLLABUS

4 Weeks - Hybrid/Blended Learning – 157.5 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

The Dental Assistant Program is an intensive, blended course of study developed following the guidelines of the Mass. Board of Registration in Dentistry to deliver the essential knowledge and hands on skills to all persons desiring licensure and employment in the field of dental assisting.

The Dental Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic dental setting where participants perform all required dental-clinical skills live under the supervision of the instructors.

The didactic online materials are offered by live class lectures with assigned simulation labs, class assignments, and testing. Students have access to a library of prerecorded videos to be used as learning resources.

Module III focuses on expanded chairside, sterilization, dental radiology and laboratory functions (see below)

II. MODULE OBJECTIVES

- Comply with the regulations established by the Massachusetts Department of Occupational Licensure and Massachusetts Board of Registration in Dentistry (BORID)
- Achieve entry level clinical skills competencies assigned to this module
- Promote lifelong learning skills
- Prepare for licensure with Massachusetts BORID as a formally trained dental assistant

III. PREREQUISITES

- Modules 1 and 2

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- Simtics Dental Simulation Platform
- Clinical Class and Resources for hands-on learning
- Paterson Eaglesoft Dental EHR System

Dental Assistant Program – Revision Date 10/15/26

V. Method Of Evaluation And Grading Scale

Lab - 40%
Dental Assistant Theory - 50%
Final Test - 10%

Attendance: Minimum 80% of all classes

Students must maintain a minimum grade of 75% as a passing grade at all times.

Make up Tests: Students are allowed 1 makeup test.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. Topics

Module 3	Class Topics	
Week 1 Preventive and Restorative	• Introduction to Periodontics • Coronal polishing • Perio charting • Periodontal Instruments • Pediatrics Fluoride Treatment • Sealants • Simtics Simulations	
Week 2	• Introduction to Chairside restorative materials and procedures. • Dental cement, bases liners, and bonding agents • Amalgam and Composite Restorative Materials • Simtics Simulations	
Week 3	• Amalgam manipulation • Perform amalgam restoration • Perform composite restoration • Instrument Tray set up • Decontamination and Sterilization of Dental Instruments and Operatories • Simtics Simulations	
Week 4	• Introduction to Fixed and Removable Prosthodontics • Crowns, Inlays, Onlays, Bridges, Veneers, and Digital Impressions. • Provisionals/ Temporization • Bite registration and retraction cord • Simtics Simulations	

Dental Assistant Program – Revision Date 10/15/26

DENTAL ASSISTANT PROGRAM - MODULE IV SYLLABUS

4 Weeks - Hybrid/Blended Learning – 157.5 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

The Dental Assistant Program is an intensive, blended course of study developed following the guidelines of the Mass. Board of Registration in Dentistry to deliver the essential knowledge and hands on skills to all persons desiring licensure and employment in the field of dental assisting.

The Dental Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic dental setting where participants perform all required dental-clinical skills live under the supervision of the instructors.

The didactic online materials are offered by live class lectures with assigned simulation labs, class assignments, and testing. Students have access to a library of prerecorded videos to be used as learning resources.

Module IV Completes the required didactic and clinical subjects assigned to students and provides the preparatory assignments for the final examination and internship. All student success materials are assembled at this stage for internship placement.

II. MODULE OBJECTIVES

- Comply with the regulations established by the Massachusetts Department of Occupational Licensure. and Massachusetts Board of Registration in Dentistry (BORID)
- Achieve entry level clinical skills competencies assigned to this module
- Promote lifelong learning skills
- Prepare for licensure with Massachusetts BORID as a formally trained dental assistant

III. PREREQUISITES

- Modules 1, 2 and 3

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- Simtics Dental Simulation Platform
- Clinical Class and Resources for hands-on learning
- Paterson Eaglesoft Dental EHR System

Dental Assistant Program – Revision Date 10/15/26

V. METHOD OF EVALUATION AND GRADING SCALE

Lab - 40%
Dental Assistant Theory - 50%
Final Test - 10%

Attendance: Minimum 80% of all classes

Students must maintain a minimum grade of 75% as a passing grade at all times.

Make up Tests: Students are allowed 1 makeup test.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. TOPICS

Module 4	Class Topics	
Week 1 Dental lab and prosthetics	• Fabricate temporary crown • Trim and cement • Use and mix temporary material • Cengage Digital platform • Simtics Simulations	
Week 2	• Removable prosthodontics • Complete Denture, partial Denture and Immediate Denture • Laboratory materials and Techniques • Taking alginate impressions for diagnostic cast … • Cengage Digital platform • Simtics Simulations	
Week 3	• Take apart and trim models • 16 week power point review • Vocabulary • Simtics Simulations	
Week 4	• Internship Orientation Introduction to Dental office. • Preparation for Patient Care • Dental Office Management • Dental Electronic Records • Career Development/ Employment Strategies • Final exam	

MEDICAL ASSISTANT PROGRAM – PROGRAM OVERVIEW

24 Weeks (classes) – Hybrid/Blended – 740 hours (classes and internship)

I. PROGRAM DESCRIPTION

The Medical Assistant Program is an intensive, didactic and hands-on course of study developed in conjunction with our participating advisory board members and the National Healthcareer Association (NHA) to deliver the essential knowledge and hands on skills to all persons desiring employment in healthcare. The Medical Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic clinical setting where participants perform all clinical skills live on each other under the supervision of the instructors. The didactic online materials are offered by live class lectures with series of instruction and testing, and other digital platforms that will offer students more flexibility and help attain best results. **Program total hours including internship: 740 hours.**

Students who successfully satisfy all program requirements will receive a BCI certificate of completion

The Program is divided into 4 modules of 4 Weeks each taught using a **hybrid/blended** learning environment.

II. PROGRAM OBJECTIVES

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure and NHA (National Healthcareer Association)
- Achieve clinical skill competencies that satisfy industry standards.
- Promote lifelong learning skills.
- Attain BCI Certificate of Completion.
- Preparation for attaining National Certification with NHA – CCMA.

III. PREREQUISITES

- High School Diploma
- Health Insurance

IV. CLASS EXPECTATIONS

Students are expected to participate in all clinical laboratory sessions and lectures and complete all assignments. Furthermore, students are expected to:

- Exhibit maturity and professional behavior attributable to a healthcare professional
- Function within the clinical environment in compliance with OSHA regulations
- Demonstrate proper personal and hand hygiene
- Wear a uniform to every class
- Use a wrist watch
- Cell phone use is prohibited in class
- Be punctual and participate in class. Students arriving 15 minutes after class start will not be allowed in class and will be marked absent for the day.
- Attendance – Students must attend 80% of all classes
- Comply with all program policies, procedures and rules
- Submit assignments in a timely manner
- Perform skills safely and accurately

Scope of Training:
Development of Hands-On non-invasive clinical skills skills offered in a live clinical lab environment and a
Simulated computer lab. All didactic materials are provided via the online learning management platform.

-

V. Modular Weight And Grading Scale

Module 1 – 20%
Module 2 – 20%
Module 3 – 20%
Module 4 – 20%
Final Test – 20%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. Program Components And Instructional Resources

	LABORATORIUM	MEDICAL THEORY	
		OnlineClass	NHA
MOD I	4 Lab Classes, quizzes & Simtics	4 Lectures & quizzes	-
MOD II	4 Lab Classes, quizzes & Simtics	4 Lectures & quizzes	3 modules (1-3)
MOD III	4 Lab Classes, quizzes & Simtics	4 Lectures & quizzes	8 modules (4-11)
MOD IV	4 Lab Classes & Simtics	4 Lectures & quizzes	2 modules (12-13) Prac. tests
FINAL	Final Exam	-	-

CLINICAL LABORATORIUM (LAB 1-4)

The clinical practicum lab is designed to develop the essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under direct supervision of their instructors for 16 weeks. A Skill simulation platform (SIMTICS) is also used for homework assignments as well as Video Lectures and quizzes on Microsoft Teams (Clinical Group).

- Sterilization and disinfection techniques
- Infection control and standard precautions
- Measure and accurately record vital signs
- CPR – adult, child and infant
- Laboratory tests - urinalysis, Hemoccult, throat swabs
- Collection and process of specimens for outside laboratory
- 12-lead ECG
- Medication administration – oral, intramuscular, subcutaneous, intradermal
- Assist with physical examinations
- Visual acuity (Snellen chart) and color vision (Ishihara test)
- Irrigation – eye and ear
- Instillation – eye and ear
- Assist with gynecologic exam
- Assist with pediatric exam
- Assist with minor office surgery
- Perform venipunctures using vacuum tube method, straight and butterfly needles
- Skin puncture – capillary draw

MICROSOFT TEAMS CLINICAL GROUP:

- Vital Signs & Height and Weight
- Phlebotomy (switched order with Injections
- Injections (Drug Administration)
- EKG
- CPR
- Lab Procedures (urinalysis, throat culture, fecal occult)
- Eye and Ear Procedures (visual acuity, irrigation and instillation)
- OB/GYN and Pediatrics
- Sterilization (auto-clave) and Infection Control

SIMTICS:

- BLS Adult
- BLS Child
- BLS Infant
- EHR (Electronic Health Records)
- Hand Hygiene
- Ear Irrigate & Instill
- Eye Irrigate & Instill
- ECG/ EKG
- Assist Pap Smear
- Pediatric
- Swabs for culture

MEDICAL THEORY

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures. Students will learn Anatomy and Physiology, Medical Terminology, Office Administration Duties, basic knowledge of health Insurance and Claim Processing. Additional corresponding material is assigned to students weekly using NHA platform, equipping them to sit for the National Certification Exam.

MICROSOFT TEAMS ONLINE CLASS

- Anatomy and Physiology
- Medical Terminology
- Career Development
- Cardiovascular
- Blood
- Respiratory System
- Urinary System
- Digestive System
- Reproductive System
- Musculoskeletal System
- Nervous System
- Sensory Organs
- Medical Records, Forms, Abbreviations
- Front Desk, Patient Intake, Compliance Agencies
- Health Insurance
- Claim Processing

NHA - CCMA (Certified Clinical Medical Assistant)

Mod 1 – Foundational Knowledge and Basic Science
Mod 2 – Anatomy and Physiology
Mod 3 – Patient Intake and Vital Signs
Mod 4 – General Patient Care - Part 1
Mod 5 - General Patient Care - Part 2
Mod 6 - Infection Control and Safety
Mod 7 – Point of Care Testing and Laboratory Procedures
Mod 8 - Phlebotomy
Mod 9 - EKG and Cardiovascular Testing
Mod 10 - Patient Care Coordination and Education
Mod 11 - Administrative Assisting
Mod 12 - Communication and Customer Service
Mod 13 - Medical Law and Ethics
Baseline Practice Test
1-4 Practice Tests
Final Practice Test

VII. Outcomes

At the completion of this class students will be able to demonstrate the following:

- Apply HIPAA rules in regards to privacy and release of information.
- Communicate effectively with patients, physicians, and co-workers.
- Perform clinical duties such as; applying principles of aseptic techniques and infection control, taking vitals and patient histories, collecting and processing specimens, performing CLIA-waived testing, performing patient screening, preparing patient and assisting with procedures and exams, Phlebotomy and Injections (Intramuscular, Subcutaneous and Intradermal) and electrocardiograms (ECG).
- Perform in a safe manner that minimizes risk to classmates, patients, self, and others.
- Complete all assigned NHA Examination Preparation Materials
- Students who do not complete all NHA Exam Preparation Assignments will not be eligible for the NHA National Board Examination.

VIII. Graduation Requirements

- Allied Health Certificates (HIPAA, OSHA and Infection Control)
- CPR Certification
- Complete Program Assignments with a 75% grade or higher
- Pass Final Exam with a 75% grade or higher
- Complete Student Success Course – see Student Success Syllabus
- Complete Internship – 160 Hours in a hospital/clinic setting

IX. Medical Faculty

Director of Education:	Steve Yanovsky – S.Yanovsky@BostonCareer.edu
Lead & Online Class Instructor:	Milene Silva – Lead Medical Instructor
Online Coordinators:	Cheayann Castriotta and Giuli Silva
Brookline Campus:	Rosarito Roman - Shirley Azor - Jackeline Lopez
Lowell Campus:	Milene Silva - Cheayann Castriotta – Rosarito Roman
Malden Campus:	Milene Silva - Cheayann Castriotta – Maria Martinez – Jill Goldstein
Office Hours:	Mon – Thu (9am – 6pm) Fri (9am – 2pm)

Use Microsoft Teams chat to contact your instructor

Medical Assistant Program – Revision Date 09/20/23

MEDICAL ASSISTANT PROGRAM - MODULE I SYLLABUS

4 Weeks – Hybrid/Blended – 145 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

This module provides the medical assistant student with the knowledge and implementation of proficiencies necessary to begin fulfilling respective obligations in a medical office under the supervision of healthcare providers and healthcare team. Students are introduced to clinical skills, fundamentals of Anatomy and Physiology, and Medical Terminology. Additionally, the Career Development class will work to facilitate student's professional advancement through resume preparation, interview tips and internship preparation with an engaging Q&A with students, instructors and guests from the Student Service Department. Students will also be assigned to Simtics which is a simulation platform for clinical skills.

CLINICAL LABORATORIUM (LAB 1)

The clinical practicum lab 1 is designed to develop essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under the direct supervision of their instructors. In the first module students will be introduced to:

Week 1 – Vital Signs
Week 2 – Phlebotomy
Week 3 – Injections
Week 4 – EKG/ECG

Simtics:
BLS Adult
BLS Child
BLS Infant

MEDICAL THEORY 1

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:
Week 1 - Anatomy and Physiology
Week 2 - Medical Terminology
Week 3 – Career Development
Week 4 – Cardiovascular System

II. MODULE OBJECTIVES

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure and NHA (National Healthcareer Association).
- Obtain Vital signs, height/weight, perform venipuncture, Injections, electrocardiogram.
- Analyze Medical Terms, prefixes, suffixes and roots.
- Understand the structure and function of the human body.

Scope of Training:
Development of Hands-On invasive clinical skills skills offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

III. PREREQUISITES

Tech Orientation

IV. Instructional Resources And Materials

- Medical Kit – for all Lab classes
- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- Simtics Study materials – www.newsimtics.com

V. Method Of Evaluation And Grading Scale

- Lab Class – 50%

Class Participation/skills – 25%;
Clinical Quizzes - 25%

- Medical Theory – 50%

4 Online Class Quizzes

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. Class Schedule

- Lab Classes - Module 1 – in person
  Brookline Campus – Tuesdays
  Day Students: 12-2pm
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 12-2pm
  Night Students: 5-7pm
  Lowell Campus - Wednesdays
  Day Students: 12-2pm
  Night Students: 5-7pm
- Online Classes – Module 1
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

Medical Assistant Program – Revision Date 09/20/23

MEDICAL ASSISTANT PROGRAM
MODULE II SYLLABUS
4 Weeks – Hybrid/Blended – 145 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

For Module 2 students will engage in 4 weeks of Lab classes (in person) and will keep being assigned to Simtics which is a simulation platform for clinical skills but will now be introduced to EHR simulations so students gain hands-on experience with electronic health records.

For Medical Theory they will have 4 weeks of Live Lectures and will also be introduced to NHA, a platform used to prepare students for their national certification (CCMA).

CLINICAL LABORATORIUM (LAB 2)

The clinical practicum lab 2 is designed to develop essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under the direct supervision of their instructors. Microsoft Teams and Simtics, a Skill simulation platform, will be used for assignments.

Week 1 – CPR
Week 2 – Lab Tests (UA, FO, TC)
Week 3 – Eye and Ear Irrigation and Instillation
Week 4 – OB/GYN and Pediatrics

Simtics:
EHR – Electronic Health Records
Hand Hygiene
Ear Irrigate & Instill
Eye Irrigate & Instill
ECG/ EKG

MEDICAL THEORY 2

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:
Week 1 – Blood
Week 2 – Respiratory System
Week 3 – Urinary System
Week 4 – Digestive System

NHA Modules – CCMA (Certified Clinical Medical Assistant)

Mod 1 - Foundational Knowledge and Basic Science
Mod 2 - Anatomy and Physiology
Mod 3 - Patient Intake and Vital Signs

II. MODULE OBJECTIVES

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure and NHA (National Healthcareer Association).
- Obtain vital signs, height/weight, venipuncture, Injections and electrocardiogram.
- Be able to perform CPR, run lab tests, basic eye and ear screening, instillation and irrigation; Set up trays for OB/GYN exams.
- Analyze Medical Terms, prefixes, suffixes and roots.
- Understand structures of respiratory, urinary, digestive and reproductive systems as well as common medical terminology used with the same body systems.

III. PREREQUISITES

Module I

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- Medical Kit – for all Lab classes

- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- NHA Study materials – www.nhanow.com
- Simtics Study materials – www.newsimtics.com

V. METHOD OF EVALUATION AND GRADING SCALE

- Lab Class – 50%

Class Participation/skills – 25%;
Clinical Quizzes - 25%

- Medical Theory – 50%

4 Online Class Quizzes – 25%
NHA Assignments – 25%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. CLASS SCHEDULE

- Lab Classes - Module 2 – in person
  Brookline Campus – Tuesdays
  Day Students: 9:30-11:30am
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 9:30-11:30am
  Night Students: 6-8pm
  Lowell Campus - Wednesdays
  Day Students: 9:30-11:30am
  Night Students: 6-8pm

- Online Classes – Module 2
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

Medical Assistant Program – Revision Date 09/20/23

Medical Assistant Program - Module III Syllabus

4 Weeks – Hybrid/Blended – 145 hours

I. Module Description And Method Of Instruction

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

Module 3 builds upon the expanding skill framework of medical assistant students by incorporating instruction in sterilization procedures and reinforcing their gained clinical proficiencies. Simulations through Simtics further enrich the students' growing repertoire of clinical skills.

Online lectures on medical theory will instruct on additional organ systems of the human body, and the National Healthcareer Association platform will deliver further relevant medical assistant knowledge and support students in their preparation for the NHA-CCMA.

CLINICAL LABORATORIUM (LAB 3)

The clinical practicum lab 3 is designed to develop essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under the direct supervision of their instructors. A Skill simulation platform is also used for homework assignments.
Week 1 – Sterilization
Week 2 – All clinical skills practice
Week 3 – All clinical skills practice
Week 4 – All clinical skills practice

Simtics:
Hand Hygiene
Ear Irrigate & Instill
Eye Irrigate & Instill
ECG/ EKG
Scope of Training:
Development of Hands-On invasive clinical skills skills offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

MEDICAL THEORY 3

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:
Week 1 – Reproductive System
Week 2 – Musculoskeletal System
Week 3 – Nervous System
Week 4 – Sensory Organs

NHA Modules – CCMA (Certified Clinical Medical Assistant)
Mod 4 – General Patient Care - Part 1
Mod 5 - General Patient Care - Part 2
Mod 6 - Infection Control and Safety
Mod 7 – Point of Care Testing and Laboratory Procedures
Mod 8 - Phlebotomy
Mod 9 - EKG and Cardiovascular Testing
Mod 10 - Patient Care Coordination and Education
Mod 11 - Administrative Assisting

II. Module Objectives

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure and NHA (National Healthcareer Association).
- Obtain vital signs, height/weight, venipuncture, Injections and electrocardiogram.
- Competency in performing CPR, running lab tests, basic eye and ear screening, instillation and irrigation; Setting up trays for OB/GYN exams.
- Analyze Medical Terms, prefixes, suffixes and roots.
- Understand structures of reproductive, musculoskeletal and nervous systems, sensory organs, as well as common medical terminology used with the same body systems.

III. PREREQUISITES

Module I & Module II

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- Medical Kit – for all Lab classes
- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- NHA Study materials – www.nhanow.com
- Simtics Study materials – www.newsimtics.com

V. METHOD OF EVALUATION AND GRADING SCALE

- Lab Class – 50%

Class Participation/skills – 25%;
Clinical Quizzes - 25%

- Medical Theory – 50%

4 Online Class Quizzes – 25%
NHA Assignments – 25%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. CLASS SCHEDULE

- Lab Classes - Module 3 – in person
  Brookline Campus – Tuesdays
  Day Students: 9:30-11:30am
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 9:30-11:30am
  Night Students: 6-8pm
  Lowell Campus - Wednesdays
  Day Students: 9:30-11:30am
  Night Students: 6-8pm

- Online Classes – Module 3
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

Medical Assistant Program – Revision Date 09/20/23

MEDICAL ASSISTANT PROGRAM - MODULE IV SYLLABUS

4 Weeks – Hybrid/Blended – 145 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

Module 4 will enhance the proficiency of medical assistant students in executing clinical responsibilities and foster a greater capacity to effectively fulfill the assigned duties inherent to their healthcare role. The Simtics platform will complement students' clinical skills through practical simulations, further equipping them for collaboration within healthcare teams. As the culmination of their clinical classes, students will undergo a final test assessing their proficiency in the clinical skills they have been educated and trained in. Additionally, online lectures will cover medical theory, including patient intake, medical records, and other administrative tasks. As students conclude the National Healthcareer Association modules, they will use practice tests and platform resources to prepare for the NHA-CCMA certification.

CLINICAL LABORATORIUM (LAB 4)

The clinical practicum lab 4 is designed to develop the essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under the direct supervision of their instructors. Students will keep practicing all skills learned throughout the whole program. A Skill simulation platform is also used for homework. assignments. At their last class (week 16th of the program), students will be giving their final test.

Week 1-3 – All clinical skills practice
Week 4 – Final Test

MEDICAL THEORY 4

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:
Week 1 – Medical Records, Forms & Abbreviations
Week 2 – Front Desk, Patient Intake
Week 3 – Health Insurance
Week 4 – Claim Processing

NHA Modules – CCMA (Certified Clinical Medical Assistant)
Mod 12 - Communication and Customer Service
Mod 13 - Medical Law and Ethics
Practice Tests

II. MODULE OBJECTIVES

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure. and (NHA) National Healthcareer Association.
- Vital signs, height/weight, venipuncture, Injections and electrocardiogram.
- Perform CPR, running lab tests, basic eye and ear screening, instillation and irrigation; Setting up trays for OB/GYN exams.
- Understand the duties of a medical front office, medical forms, guidelines for documentation, medical records, and health insurance types.
- Acquire knowledge of claim processing, and understanding the most common terms used while processing payment and filing a claim.
- Understand the different compliance agencies for a medical office and their mission.
- Comply with HIPAA and OSHA.

III. Prerequisites

Module I, Module II & Module III

IV. Instructional Resources and Materials

- Medical Kit – for all Lab classes
- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- NHA Study materials – www.nhanow.com
- Simtics Study materials – www.newsimtics.com

V. Method Of Evaluation And Grading Scale

- Lab Class – 50%

Class Participation/skills

- Medical Theory – 50%

4 Online Class Quizzes – 25%
NHA Assignments – 25%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. Class Schedule

- Lab Classes - Module 4 – in person
  Brookline Campus – Tuesdays
  Day Students: 9:30-11:3am
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 9:30-11:3am
  Night Students: 6-8pm
  Lowell Campus - Wednesdays
  Day Students: 9:30-11:3am
  Night Students: 6-8pm

- Online Classes – Module 4
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

Scope of Training:
Development of Hands-On invasive clinical skills skills offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

Medical Assistant Program – Revision Date 09/20/23

MEDICAL OFFICE ADMINISTRATION PROGRAM OVERVIEW

24 Weeks (classes) – Hybrid/Blended – 740 hours (classes and internship)

I. PROGRAM DESCRIPTION

The Program is divided into 4 modules of 4 Weeks each taught using a **hybrid/blended** learning environment.
The Medical Office Administrative Program is an intensive, didactic and hands-on course of study developed in conjunction with our participating advisory board members and the National Healthcareer Association (NHA) to deliver the essential knowledge and hands on skills to all persons desiring employment in healthcare. The Medical Administrative Assistant Program is delivered in a blended format and incorporates in person learning with clinical skill development in a realistic clinical setting where participants perform all clinical skills live on each other under the supervision of the instructors. The didactic online materials are offered by live class lectures with a series of instruction and testing, and other digital platforms that will offer students more flexibility and help attain best results. EHR GO, an educational Electronic Health Record learning platform is used to offer a variety of detailed activities and patient scenarios allowing students hands-on practice of simulated encounters at a medical office. Students will also be assigned to Simtics which is a simulation platform for clinical skills and Electronic Health Records.

Students who successfully satisfy all program requirements will receive a BCI certificate of completion

Program total hours including internship: 740 hours.

II. PROGRAM OBJECTIVES

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure and NHA (National Healthcareer Association)
- Achieve clinical skill competencies that satisfy industry standards.
- Promote lifelong learning skills.
- Attain BCI Certificate of Completion.
- Preparation for attaining National Certification with NHA – CMAA.

III. PREREQUISITES

- High School Diploma

Health Insurance

Scope of Training:
Development of Hands-On non-invasive clinical skills skills offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

IV. Class Expectations

Students are expected to participate in all clinical laboratory sessions and lectures and complete all assignments. Furthermore, students are expected to:

- Exhibit maturity and professional behavior attributable to a healthcare professional
- Function within the clinical environment in compliance with OSHA regulations
- Demonstrate proper personal and hand hygiene
- Wear a uniform to every class
- Use a wrist watch
- Cell phone use is prohibited in class
- Be punctual and participate in class. Students arriving 15 minutes after class start will not be allowed in class and will be marked absent for the day.
- Attendance – Students must attend 80% of all classes
- Comply with all program policies, procedures and rules
- Submit assignments in a timely manner
- Perform skills safely and accurately

V. Modular Weight And Grading Scale

Module 1 – 20%
Module 2 – 20%
Module 3 – 20%
Module 4 – 20%
Final Test – 20%

Students must maintain a minimum grade of 75% as a passing grade at all times.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. Program Components And Instructional Resources

	LABORATORIUM	MEDICAL THEORY	
		OnlineClass	NHA
MOD I	4 Lab Classes & quizzes, Simtics & EHR	4 Lectures & quizzes	-
MOD II	4 Lab Classes & quizzes, Simtics & EHR	4 Lectures & quizzes	4 modules (1)
MOD III	4 Lab Classes & quizzes & EHR	4 Lectures & quizzes	8 modules (5-12)
MOD IV	4 Lab Classes & quizzes & EHR	4 Lectures & quizzes	5 modules (13-17) Prac. tests
FINAL	Final Exam	-	-

CLINICAL LABORATORIUM (LAB 1-4)

The clinical practicum lab is designed to develop essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under the direct supervision of their instructors for 16 weeks. A Skill simulation platform (SIMTICS) is also used for homework assignments as well as Video Lectures and quizzes on Microsoft Teams (Clinical Group).

- Sterilization and disinfection techniques
- Infection control and standard precautions
- Measure and accurately record vital signs
- CPR – adult, child and infant
- Laboratory tests - urinalysis, Hemoccult, throat swabs
- Collection and process of specimens for outside laboratory
- 12-lead ECG
- Medication administration – oral, intramuscular, subcutaneous, intradermal
- Assist with physical examinations
- Visual acuity (Snellen chart) and color vision (Ishihara test)
- Irrigation – eye and ear
- Instillation – eye and ear
- Assist with gynecologic exam
- Assist with pediatric exam
- Assist with minor office surgery
- Perform venipunctures using vacuum tube method, straight and butterfly needles
- Skin puncture – capillary draw

MICROSOFT TEAMS CLINICAL GROUP:

- Vital Signs & Height and Weight
- Phlebotomy (switched order with Injections
- Injections (Drug Administration)
- EKG
- CPR
- Lab Procedures (urinalysis, throat culture, fecal occult)
- Eye and Ear Procedures (visual acuity, irrigation and instillation)
- OB/GYN and Pediatrics
- Sterilization (auto-clave) and Infection Control

SIMTICS:

- BLS Adult
- BLS Child
- BLS Infant
- EHR
- Hand Hygiene
- Ear Irrigate & Instill
- Eye Irrigate & Instill
- ECG/ EKG
- Assist Pap Smear
- Pediatric
- Swabs for culture

EHR GO:

- New Patient Registration B
- Insurance Card Review A
- Outpatient Encounter
- New Patient Registration A
- Checking in a Patient A and B
- Updating Patient Registration
- Editing Patient Information
- Appointment Reminder
- Rescheduling an Appointment A
- Registering a Patient and Adding Orders
- New Patient Registration E
- Patient Referral Letter
- Creating a Claim B
- Scheduling an Outpatient Procedure

- Posting Payments and Adjustments A
- Scheduling a Telehealth Visit
- Superbill

MEDICAL THEORY

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures. Students will learn Anatomy and Physiology, Medical Terminology, Office Administration Duties, basic knowledge of health Insurance and Claim Processing. Additional corresponding material is assigned to students weekly using NHA platform, equipping them to sit for the National Certification Exam.

MICROSOFT TEAMS ONLINE CLASS

- Anatomy and Physiology
- Medical Terminology
- Cardiovascular System
- Career Development
- Blood
- Respiratory System
- Urinary System
- Digestive System
- Reproductive System
- Musculoskeletal System
- Nervous System
- Sensory Organs
- Medical Records, Forms, Abbreviations
- Front Desk, Patient Intake, Compliance Agencies
- Health Insurance
- Claim Processing

NHA Modules – CMAA (Certified Medical Administrative Assistant)

Mod 1 – Foundational Knowledge
Mod 2 – Communication and Professionalism
Mod 3 – Medical Law, Ethics, And Compliance
Mod 4 – Scheduling
Mod 5 – Patient Encounter
Mod 6 – Billing and Revenue Cycle
Mod 7 – Medical Practice Administrative Procedures and Logistics
NHA Practice Tests

VII. Outcomes

At the completion of this class students will be able to demonstrate the following:

- Apply HIPAA rules in regards to privacy and release of information.
- Communicate effectively with patients, physicians, and co-workers.
- Perform clinical duties such as; applying principles of aseptic techniques and infection control, taking vitals and patient histories, collecting and processing specimens, performing CLIA-waived testing, performing patient screening, preparing patient and assisting with procedures and exams, Phlebotomy and Injections (Intramuscular, Subcutaneous and Intradermal) and electrocardiograms (ECG).
- Perform in a safe manner that minimizes risk to classmates, patients, self, and others.
- Complete all assigned NHA Examination Preparation Materials
- Students who do not complete all NHA Exam Preparation Assignments will not be eligible for the NHA National Board Examination.

VIII. Graduation Requirements

- Allied Health Certificates (HIPAA, OSHA and Infection Control)
- CPR Certification *
- Complete Program Assignments with a 75% grade or higher
- Pass Final Exam with a 75% grade or higher
- Complete Student Success Course – see Student Success Syllabus
- Complete Internship – 160 Hours in a hospital/clinic setting

*** Notice: CPR and First Aid, professional development/continuing education. Per 230 CMR 15.5(3) This program is not required to be approved by DOL and is not approved by DOL**

IX. MEDICAL FACULTY

Director of Education:	Steve Yanovsky S.Yanovsky@BostonCareer.edu
Lead & Online Class Instructor:	Milene Silva – Lead Medical Instructor
Online Coordinators:	Cheayann Castriotta and Miriam Kapilavich
Brookline Campus:	Rosarito Roman - Shirley Azor - Jackeline Lopez – Miriam Kapilavich
Lowell Campus:	Milene Silva - Cheayann Castriotta – Rosarito Roman
Malden Campus:	Milene Silva - Cheayann Castriotta – Maria Martinez – Jill Goldstein
Office Hours:	Mon – Thu (9am – 6pm) Fri (9am – 2pm)

Use Microsoft Teams chat to contact your instructor

Medical Office Administration Program – Revision Date 09/20/23

MEDICAL OFFICE ADMINISTRATION PROGRAM
MODULE I SYLLABUS

4 Weeks – Hybrid/Blended – 145 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

This module provides the medical office administrative student with the knowledge and implementation of proficiencies necessary to begin fulfilling respective obligations in a medical office under the supervision of healthcare providers and healthcare team. Students are introduced to clinical skills, fundamentals of Anatomy and Physiology, and Medical Terminology. Additionally, the Career Development class will work to facilitate student's professional advancement through resume preparation, interview tips and internship preparation with and engaging Q&A with students, instructor and guests from the Student Service Department.

EHR GO, an educational Electronic Health Record learning platform is used to offer a variety of detailed activities and patient scenarios allowing students hands-on practice of simulated encounters at a medical office. Students will also be assigned to Simtics which is a simulation platform for clinical skills and Electronic Health Records.

CLINICAL LABORATORIUM (LAB 1)

The clinical practicum lab 1 is designed to develop essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under direct supervision of their instructors. In the first module students will be introduced to:
Week 1 – Vital Signs
Week 2 – Phlebotomy
Week 3 – Injections
Week 4 – EKG/ECG
(*The practice of all invasive skills is optional for Medical Office Administrative students*.)

Simtics:

BLS Adult
BLS Child
BLS Infant

EHR GO:

New Patient Registration B

MEDICAL THEORY 1

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:

Week 1 - Anatomy and Physiology
Week 2 - Medical Terminology
Week 3 – Career Development
Week 4 - Cardiovascular

II. MODULE OBJECTIVES

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure. and (NHA) National Healthcareer Association.
- Obtain Vital signs, height and weight, perform venipuncture, and Injections and electrocardiogram.
- Analyze Medical Terms, prefixes, suffixes and roots.
- Understand the structure and function of the human body.
- Acquire knowledge of Front Desk duties such as New Patient Registration.

III. PREREQUISITES

Tech Orientation

IV. Instructional Resources And Materials

- Medical Kit – for all Lab classes
- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- Simtics Study materials – www.newsimtics.com
- EHRGO Study materials – www.ehrgo.com

V. Method Of Evaluation And Grading Scale

- Lab Class – 50%

Class Participation/skills – 25%;
Clinical Quizzes - 25%

- Medical Theory – 50%

4 Online Class Quizzes

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times

VI. Class Schedule

- Lab Classes - Module 1 – in person
  Brookline Campus – Tuesdays
  Day Students: 12-2pm
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 12-2pm
  Night Students: 5-7pm
  Lowell Campus - Wednesdays
  Day Students: 12-2pm
  Night Students: 5-7pm
- Online Classes – Module 1
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

Medical Office Administration Program – Revision Date 09/20/23

MEDICAL OFFICE ADMINISTRATION PROGRAM
MODULE II SYLLABUS

4 Weeks – Hybrid/Blended – 145 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

For Module 2 students will engage in 4 weeks of Lab classes (in person) and will keep being assigned to EHRGO simulations so students gain hands-on experience with electronic health records. On module 2 Simtics, a simulation platform for clinical skills will also offer EHR activities.

For Medical Theory they will have 4 weeks of Live Lectures and will also be introduced to NHA, a platform used to prepare students for their national certification (CMAA).

CLINICAL LABORATORIUM (LAB 2)

The clinical practicum lab 2 is designed to develop the essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under direct supervision of their instructors. A Skill simulation platform is also used for homework assignments. (*The practice of all invasive skills is optional for Medical Office Administrative students*.)

Week 1 – CPR
Week 2 – Lab Tests (UA, FO, TC)
Week 3 – Eye and Ear Irrigation and Instillation
Week 4 – OB/GYN and Pediatrics

Simtics:
BLS Adult
BLS Child
BLS Infant

EHR GO:
Insurance Card Review A
Outpatient Encounter
New Patient Registration A
Checking in a Patient A and B
Documenting a Patient Phone Call
Updating Patient Registration A

MEDICAL THEORY 2

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:
Week 1 – Blood
Week 2 – Respiratory System
Week 3 – Urinary System
Week 4 – Digestive System

NHA Modules – CMAA (Certified Medical Administrative Assistant)
Mod 1 – Foundational Knowledge
Mod 2 – Communication and Professionalism

Scope of Training:
Development of Hands-On non-invasive clinical skills skills offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

II. Module Objectives

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure. and (NHA) National Healthcareer Association.
- Get confidence in obtaining vital signs, height and weight, venipuncture, Injections and electrocardiogram.
- Be able to perform CPR, run lab tests, basic eye and ear screening, instillation and irrigation; Set up trays for OB/GYN exams.
- Understand structures of respiratory, urinary, digestive and reproductive systems as well as common medical terminology used with the same body systems.
- Acquire knowledge of Front Desk duties such as New Patient Registration and Checking in.
- Understand CMAA tasks. Obtain patient's information, prepare forms and track records.
- Obtain strong knowledge of basic types of inpatient and outpatient health care organizations.

- Learn how to apply effective communication with all vested members in health care and understand the importance of professionalism in health care.

III. Prerequisites

Module I

IV. Instructional Resources And Materials

- Medical Kit – for all Lab classes
- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- NHA Study materials – www.nhanow.com
- Simtics Study materials – www.newsimtics.com
- EHRGO Study materials – www.ehrgo.com

V. Method Of Evaluation And Grading Scale

- Lab Class – 50%

Class Participation/skills – 25%;
Clinical Quizzes - 25%

- Medical Theory – 50%

Online Class Quizzes – 25%
NHA Assignments – 25%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. Class Schedule

- Lab Classes - Module 2 – in person
  Brookline Campus – Tuesdays
  Day Students: 9:30-11:30am
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 9:30-11:30am
  Night Students: 5-7pm
  Lowell Campus - Wednesdays
  Day Students: 9:30-11:30am
  Night Students: 5-7pm

- Online Classes – Module 2
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

Medical Office Administration Program – Revision Date 09/20/23

MEDICAL OFFICE ADMINISTRATION PROGRAM
MODULE III SYLLABUS

4 Weeks – Hybrid/Blended – 145 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

Module 3 builds upon the expanding skill framework of medical office administrative assistant students by incorporating instruction in sterilization procedures and reinforcing their gained clinical proficiencies. EHR GO further enriches the students' growing repertoire of administrative skills through scenario simulation activities. Online lectures on medical theory will instruct on additional organs and organ systems of the human body, and the National Healthcareer Association platform will deliver further relevant medical administrative assistant knowledge and support students in their preparation for the NHA-CMAA.

CLINICAL LABORATORIUM (LAB 3)

The clinical practicum lab 3 is designed to develop the essential, hands-on clinical skills in a realistic clinical setting where participants practice skills live under direct supervision of their instructors. A Skill simulation platform is also used for homework assignments.
Week 1 – Sterilization
Week 2 – All clinical skills practice
Week 3 – All clinical skills practice
Week 4 – All clinical skills practice

EHR GO:
Updating Patient Registration
Editing Patient Information
Appointment Reminder
Rescheduling an Appointment A
Registering a Patient and Adding Orders
New Patient Registration E
Patient Referral Letter

MEDICAL THEORY 3

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:
Week 1 – Reproductive System
Week 2 – Musculoskeletal System
Week 3 – Nervous System
Week 4 – Sensory Organs

NHA Modules – CMAA (Certified Medical Administrative Assistant)
Mod 3 – Medical Law, Ethics, And Compliance
Mod 4 – Scheduling
Mod 5 – Patient Encounter
Mod 6 – Billing and Revenue Cycle

Scope of Training:
Development of Hands-On non-invasive clinical skills skills offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

II. Module Objectives

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure. and **(NHA) National Healthcareer Association.**
- Proficiency in obtaining vital signs, height and weight, venipuncture, Injections and electrocardiogram.
- Competency in performing CPR**, running lab tests, basic eye and ear screening, instillation and irrigation; Setting up trays for OB/GYN exams.
- Analyze Medical Terms, prefixes, suffixes and roots.
- Understand structures of reproductive, musculoskeletal and nervous systems, sensory organs, as well as common medical terminology used with the same body systems.
- Demonstrate adherence to the professional code of ethics and HIPAA privacy and recognize the components of the Patient's Bill of Rights.
- Identify the various types of scheduling appointments and understand the check-in and check-out processes.
- Know the importance of effectively documenting in the EHR.

III. Prerequisites

Module I & Module II

IV. Instructional Resources And Materials

- Medical Kit – for all Lab classes
- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- NHA Study materials – www.nhanow.com
- Simtics Study materials – www.newsimtics.com
- EHRGO Study materials – www.ehrgo.com

V. Method Of Evaluation And Grading Scale

- Lab Class – 50%

Class Participation/skills – 25%;
Clinical Quizzes - 25%

- Medical Theory – 50%

4 Online Class Quizzes – 25%
NHA Assignments – 25%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

V. Class Schedule

- Lab Classes - Module 3 – in person
  Brookline Campus – Tuesdays
  Day Students: 12-2pm
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 12-2pm
  Night Students: 5-7pm
  Lowell Campus - Wednesdays
  Day Students: 12-2pm
  Night Students: 5-7pm

- Online Classes – Module 3
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

* Notice: CPR and First Aid, professional development/continuing education. Per 230 CMR 15.5(3) This program is not required to be approved by DOL and is not approved by DOL

Medical Office Administration Program – Revision Date 09/20/23

MEDICAL OFFICE ADMINISTRATION PROGRAM
MODULE IV SYLLABUS

4 Weeks – Hybrid/Blended – 145 hours

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

Each module of the Program is composed of 4 weeks taught using a **hybrid/blended** learning environment.

Module 4 will enhance the proficiency of medical administrative assistant students in executing office responsibilities and foster a greater capacity to effectively fulfill the assigned duties inherent to their healthcare role. The EHRGO platform will keep complementing students' administrative skills through practical simulations, further equipping them for collaboration within healthcare teams. As the culmination of their clinical classes, students will undergo a final test assessing their proficiency in the clinical skills they have been educated and trained in. Additionally, online lectures will cover medical theory, including patient intake, medical records, and other administrative tasks. As students conclude the National Healthcareer Association modules, they will use practice tests and platform resources to prepare for the NHA-CMAA certification.

CLINICAL LABORATORIUM (LAB 4)

The clinical practicum lab 4 is designed to develop essential hands-on clinical skills in a realistic clinical setting where participants practice skills live under the direct supervision of their instructors. A Skill simulation platform is also used for homework EHR assignments.
Week 1-3 – All clinical skills practice and EHR activities
Week 4 – Final Test

EHR GO:

Creating a Claim B
Scheduling an Outpatient Procedure
Posting Payments and Adjustments A
Scheduling a Telehealth Visit
Superbill

MEDICAL THEORY 4

The didactic component is offered with weekly virtual classes through Microsoft Teams interacting with instructors and peers and having weekly assignments corresponding to the lectures.

Online Lectures:

Week 1 – Medical Records, Forms & Abbreviations
Week 2 – Front Desk, Patient Intake
Week 3 – Health Insurance
Week 4 – Claim Processing

NHA Modules – CMAA (Certified Medical Administrative Assistant)

Mod 7 – Medical Practice Administrative Procedures and Logistics
NHA Practice Tests

Scope of Training:
Development of Hands-On non-invasive clinical skills skills offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

II. Module Objectives

- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure. and **(NHA) National Healthcareer Association.**
- Proficiency in obtaining vital signs, height and weight and electrocardiogram.
- Competency in performing CPR.
- Analyze Medical Terms, prefixes, suffixes and roots.
- Understand patient's rights and responsibilities, different types of consents, and government versus private insurance.
- Recognize the importance of safety and security measures for electronic health records, data storage and data backup.
- Manage financial transactions.
- Familiarize with daily facility opening and closing responsibilities and effective communication techniques.
- Identify supply and equipment inventory and the processes of ordering, tracking, storing and recording.

III. Prerequisites

Module I, II & III

IV. Instructional Resources And Materials

- Medical Kit – for all Lab classes
- Microsoft Teams platform for online classes, lab classes video lectures and weekly quizzes.
- NHA Study materials – www.nhanow.com
- Simtics Study materials – www.newsimtics.com
- EHRGO Study materials – www.ehrgo.com

V. Method Of Evaluation And Grading Scale

- Lab Class – 50%

Class Participation/skills

- Medical Theory – 50%

4 Online Class Quizzes – 25%
NHA Assignments – 25%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

V. Class Schedule

- Lab Classes - Module 4 – in person
  Brookline Campus – Tuesdays
  Day Students: 12-2pm
  Night Students: 6-8pm
  Malden - Tuesdays
  Day Students: 12-2pm
  Night Students: 5-7pm
  Lowell Campus - Wednesdays
  Day Students: 12-2pm
  Night Students: 5-7pm

- Online Classes – Module 4
  All campuses: Thursdays
  Day Students: 10am-12pm
  Night Students: can attend the day session or watch the recording.

Medical Office Administration Program – Revision Date 09/20/23

PHLEBOTOMY PROGRAM - SYLLABUS

16 Weeks (classes) – Hybrid/Blended – 116 hours (classes)

I. PROGRAM DESCRIPTION AND METHOD OF INSTRUCTION

The Phlebotomy program provides an introduction to theory, foundation and hands-on practice in phlebotomy in a realistic clinical setting on class participants. The program is delivered in a blended format and incorporates in person learning where students draw blood and other related laboratory procedures in a realistic clinical setting. The didactic materials are provided via digital platforms that deliver content and testing in preparation for the NHA's phlebotomy certification.
Program total hours: 116 hours

The Program is taught using a **hybrid/blended** learning environment.

Scope of Training:
Development of Hands-On Phlebotomy skills
Offered in a live clinical lab environment and a Simulated computer lab. All didactic materials are provided via the online learning management platform.

Students who successfully satisfy all program requirements will receive a BCI certificate of completion

II. PROGRAM OBJECTIVES

This program provides foundational skills for students in order to have the knowledge and ability to perform:

- Locate Appropriate Veins for Blood Collection.
- Decontaminate the Puncture Site.
- Venipuncture Collection.
- Capillary Draw.
- Maintain Specimen Integrity and Prepare Specimens for Transport to the Laboratory.
- Document All Procedures.
- Follow Infection Control Guidelines.
- Comply with the regulations established by OSHA.
- Comply with the regulations established by the Commonwealth of Massachusetts Department of Occupational Licensure and NHA (National Healthcareer Association).
- Achieve clinical skill competencies that satisfy industry standards.
- Promote lifelong learning skills.
- Attain BCI Certificate of Completion.
- Preparation for attaining National Certification with NHA - CPT
- Complete **30 successful live venipuncture draws**
- Complete **10 successful capillary draws**

III. Prerequisites

High School Diploma
Health Insurance
Tech Orientation

IV. Program Components And Instructional Resources

NHA – CPT (Certified Phlebotomy Technician)

NHA Study materials – www.nhanow.com

- Module 1 - Phlebotomy Fundamentals
- Module 2 - Safety and Compliance
- Module 3 - Patient Preparation
- Module 4 - Routine Blood Collections
- Module 5 - Special Collections
- Module 6 - Processing
- Module 7 - Focus on Phlebotomy
- Practice Tests (Version A, B, C)

MICROSOFT TEAMS – Phlebotomists

Microsoft Teams platform for Lab classes video lectures and weekly quizzes:

- Phlebotomy
- Cardiovascular System
- Blood
- Urinary and Laboratory Tests
- CPR**
- NHA CPT Review

* Notice: CPR and First Aid, professional development/continuing education. Per 230 CMR 15.5(3) This program is not required to be approved by DOL and is not approved by DOL

V. Method Of Evaluation And Grading Scale

The completion of the following study materials will be required and student must attain a grade of 75% or higher to pass.

- NHA study material 70%
- Microsoft Teams Quizzes 30%

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. Class Schedule

Brookline Campus – Tuesdays
Day Students: 9:30-11:30am
Night Students: 6-8pm
Malden - Tuesdays
Day Students: 9:30-11:30am
Night Students: 6-8pm
Lowell Campus - Wednesdays
Day Students: 9:30-11:30am
Night Students: 6-8pm

VII. Class Expectations

Students will be expected to practice self-study through reading assigned materials, reviewing pertinent resources and/or working as a group on assignments.
Students are also responsible for the following:

- Clean station before and after use
- Hands should be washed or sanitized
- Perform skills safely and accurately. Draw viable blood samples from class participants
- Wear a uniform to every class
- Cell phone use is prohibited in class
- Be punctual and participate in class. Students arriving 15 minutes after class start will not be allowed in class and will be marked absent for the day.
- Display professionalism in regards to ethical and responsible behavior in compliance with clinical and educational standards.
- Submit assignments in a timely manner

VIII. Medical Faculty

Director of Education:	Steve Yanovsky – S.Yanovsky@BostonCareer.edu
Lead & Online Class Instructor:	Milene Silva – Lead Medical Instructor
Online Coordinators:	Cheayann Castriotta and Miriam Kapilavich
Brookline Campus:	Rosarito Roman - Shirley Azor - Jackeline Lopez – Miriam Kapilavich
Lowell Campus:	Milene Silva - Cheayann Castriotta – Rosarito Roman
Malden Campus:	Milene Silva - Cheayann Castriotta – Maria Martinez – Jill Goldstein
Office Hours:	Mon – Thu (9am – 6pm) Fri (9am – 2pm)

Use Microsoft Teams chat to contact your instructor

Phlebotomy Program – Revision Date 09/20/23

HOSPITAL CENTRAL SERVICE PROGRAM - PROGRAM OVERVIEW

24 Weeks - 650 Total Clocked Hours - Blended Learning

I. PROGRAM OVERVIEW AND METHOD OF INSTRUCTION

An immersive Blended course of study developing essential knowledge and skills necessary to enter the field of Central Service and Infection Control within a clinical or industrial setting. Course participants will participate in a series of interactive live online sessions with simulated activities and 400-hour hands-on clinical internship where hands-on clinical skills will be developed in accordance with industry standards.

Meeting Time: Monday, Wednesday and Friday 10am to 12pm.

Scope of Training:
Development of theoretical foundations in sterile processing offered in a live lecture environment and a Simulated computer lab necessary for the national board examination. All didactic materials are provided via the online learning management platform.

Students who successfully satisfy all program requirements will receive a BCI certificate of completion

II. PROGRAM MODULE OBJECTIVES

- General Medical Terminology (Module I)
- Basic Human Anatomy (Module I)
- Basic Microbiology in Central Supply (Module I)
- Central Supply and Infection Control Departmental Mission (Module I)
- Understanding and Adherence to Standard Precautions Policies and Protocols (Module II)
- Instrument Identification (Module II)
- Instrument Handling (Module II)
- Introduction to Organic and Inorganic Solvents and Solutions (Module II)
- Principles of operation of Sterilizers (Module III)
- Equipment Decontamination Procedures (Module III)
- Equipment Sterilization Procedures (Module III)
- Sterile Wrapping and Packaging (Module IV)
- Equipment Storage and Distribution (Module IV)
- Inventory Management (Module IV)
- Regulatory Agencies the govern sterile processing policies (Module IV)
- Must Complete Assigned Student Success Tasks Per Syllabus and Career Services Instructions (All Modules)

III. PREREQUISITES

- BCI Admissions Requirements
- Orientation

IV. Instructional Resources And Materials

- HSPA CRCST manual 9th Edition
- Pro-Profs E-learning platform
- Microsoft Teams – platform used for online classes, video lectures and weekly quizzes.

V. Method Of Evaluation And Grading Scale

Assignments	Grade %	Due Date
Quizzes	30	Beginning of Each Class
In Class Participation	20	Every Week
Progress Tests / Final Exam	50	Upon completion

Students must maintain a minimum grade of 75% as a passing grade at all times.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. Topics And Work Expectations

The course is designed to integrate discussion and interaction of students in the multiple knowledge areas. Students are expected to spend 4 - 5 hours per weekday reading assigned materials, watch associated videos and presentations and/or work on group projects before and after each class. Class participation will be assessed by attendance and participation in in-class learning activities. Live chapter reading sessions take place every Monday and will be recorded for review. Several quizzes are assigned each week; a multiple-choice quiz and a fill in the blank quiz. Both quizzes are required for completion of each module. Quizzes may be taken multiple times until 100 % grade is attained. Final exam is offered upon completion of each module and may be taken up to 3 times to attain a passing score of 90% or better. While the passing score is 75% for the program a 90% score indicates readiness for the national board exam.

Modules	Weekly Topic	Review / Book Assignment
Module1 Assessment Progress Test 1	Medical Terminology / Anatomy	Med Term and Anatomy
	Medical Terminology Anatomy	Med Term and Anatomy
	Microbiology	Microbiology and Environmental
	Regulatory Agencies	Govt. Agencies, Professional Assoc.
Module 2 Assessment Progress Test 2	Tools for Cleaning	Water Detergent
	Disinfection Decontamination	Decontamination
	Packaging Materials	Packaging
Module 3 Assessment Progress Test 3	Steam Sterilization Essentials	Steam Sterilization
	Low Temperature Sterilization	EtO, H2O2, Ozone
	Surgical Instrumentation	Surgical Instruments
	Complex Surgical Instruments	Endoscopes and Powered Instruments
Module 4 Assessment Progress Test 4	Inventory Management	Inventory
	Safety and Quality	Ancillary services
	Human relations	Success through communication
Exam prep	Board Exam Preparation	Progress Tests and Final Exam

VII. Clinical Internship

400 Hour Clinical Internship is required to complete the certification process with HSPA the national certifying agency. Students are expected to comply with all clinical and performance requirements of the clinical site and must comply with all employee health requirements such as vaccinations and the like. Students are eligible for employment in lieu of internship. BCI will accept the 400-hour sign off for HSPA filled out by the clinical supervisor to meet the internship requirements for the program.

Hospital Central Service Program– Revision Date 09/22/23

Hospital Central Service Program - Module I Syllabus

4 Weeks – Blended Learning – 62.5 Hrs.

I. Module Description And Method Of Instruction

An immersive blended course of study developing essential knowledge and skills necessary to enter the field of Central Service and Infection Control within a clinical or industrial setting. Course participants will participate in a series of interactive live online sessions with simulated activities in accordance with industry standards.
Module I Focuses on the scientific foundations of sterile processing.
Meeting Time: Monday, Wednesday and Friday 10am to 12pm.

II. Module Objectives

- General Medical Terminology (Module I)
- Basic Human Anatomy (Module I)
- Basic Microbiology in Central Supply (Module I)
- Central Supply and Infection Control Departmental Mission (Module I)
- Must Complete Assigned Student Success Tasks Per Syllabus and Career Services Instructions (All Modules)

III. Prerequisites

- Tech Orientation

IV. Instructional Resources And Materials

- HSPA CRCST Manual 9th Edition
- Microsoft Teams – platform used for online classes, video lectures and weekly quizzes.

V. Method Of Evaluation And Grading Scale

Assignments	Grade %	Due Date
Quizzes	30	Beginning of Each Class
In Class Participation	20	Every Week
Progress Tests	50	Upon completion

Students must maintain a minimum grade of 75% as a passing grade at all times.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. TOPICS

Each week a new topic will be introduced with audio-visual presentation coupled with a lecture and demonstration. Online content is provided after each class for students to solidify topics presented during the lecture and assess performance.

Module 1	Weekly Topic	Review / Book Assignment
Module1 Assessment Progress Test 1	Medical Terminology / Anatomy	Med Term and Anatomy
	Medical Terminology Anatomy	Med Term and Anatomy
	Microbiology	Microbiology and Environmental
	Regulatory Agencies	Govt. Agencies, Professional Assoc.

Hospital Central Service Program– Revision Date 09/22/23

HOSPITAL CENTRAL SERVICE PROGRAM - MODULE II SYLLABUS

4 Weeks – Blended Learning – 62.5 Hrs.

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

An immersive blended course of study developing essential knowledge and skills necessary to enter the field of Central Service and Infection Control within a clinical or industrial setting. Course participants will participate in a series of interactive live online sessions with simulated activities in accordance with industry standards.

Module II focuses on the disinfection and decontamination aspects of sterile processing as well as surgical instruments.

Meeting Time: Monday, Wednesday and Friday 10am to 12pm.

II. MODULE OBJECTIVES

- Understanding and Adherence to Standard Precautions Policies and Protocols (Module II)
- Instrument Identification (Module II)
- Instrument Handling (Module II)
- Introduction to Organic and Inorganic Solvents and Solutions (Module II)
- Must Complete Assigned Student Success Tasks Per Syllabus and Career Services Instructions (All Modules)

III. PREREQUISITES

- Module 1

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- HSPA CRCST Manual 9th Edition
- Microsoft Teams – platform used for online classes, video lectures and weekly quizzes.

V. METHOD OF EVALUATION AND GRADING SCALE

Assignments	Grade %	Due Date
Quizzes	30	Beginning of Each Class
In Class Participation	20	Every Week
Progress Tests	50	Upon completion

Students must maintain a minimum grade of 75% as a passing grade at all times.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. TOPICS

Each week a new topic will be introduced with audio-visual presentation coupled with a lecture and demonstration. Online content is provided after each class for students to solidify topics presented during the lecture and assess performance.

Module 2	Weekly Topic	Review / Book Assignment
Module 2 Assessment Progress Test 2	Tools for Cleaning	Water Detergent
	Disinfection Decontamination	Decontamination
	Packaging Materials	Packaging

Scope of Training:

Development of theoretical foundations in sterile processing offered in a live lecture environment and a Simulated computer lab necessary for the national board examination. All didactic materials are provided via the online learning management platform.

Hospital Central Service Program– Revision Date 09/22/23

HOSPITAL CENTRAL SERVICE PROGRAM - MODULE III SYLLABUS

4 Weeks – Blended Learning – 62.5 Hrs.

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

An immersive blended course of study developing essential knowledge and skills necessary to enter the field of Central Service and Infection Control within a clinical or industrial setting. Course participants will participate in a series of interactive live online sessions with simulated activities in accordance with industry standards.

Module III focuses on the essential aspects of high and low temperature sterilization processes and equipment. Meeting Time: Monday, Wednesday and Friday 10am to 12pm.

II. MODULE OBJECTIVES

- Principles of operation of Sterilizers (Module III)
- Equipment Decontamination Procedures (Module III)
- Equipment Sterilization Procedures (Module III)
- Must Complete Assigned Student Success Tasks Per Syllabus and Career Services Instructions (All Modules)

III. PREREQUISITES

- Modules 1 and 2

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- HSPA CRCST Manual 9th Edition
- Microsoft Teams – platform used for online classes, video lectures and weekly quizzes.

V. METHOD OF EVALUATION AND GRADING SCALE

Assignments	Grade %	Due Date
Quizzes	30	Beginning of Each Class
In Class Participation	20	Every Week
Progress Tests	50	Upon completion

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

Students must maintain a minimum grade of 75% as a passing grade at all times.

VI. TOPICS

Each week a new topic will be introduced with audio-visual presentation coupled with a lecture and demonstration. Online content is provided after each class for students to solidify topics presented during the lecture and assess performance.

Module 3	Weekly Topic	Review / Book Assignment
Module 3 Assessment Progress Test 3	Steam Sterilization Essentials	Steam Sterilization
	Low Temperature Sterilization	EtO, H2O2, Ozone
	Surgical Instrumentation	Surgical Instruments
	Complex Surgical Instruments	Endoscopes and Powered Instruments

Scope of Training:
Development of theoretical foundations in sterile processing offered in a live lecture environment and a Simulated computer lab necessary for the national board examination. All didactic materials are provided via the online learning management platform.

Hospital Central Service Program– Revision Date 09/22/23

HOSPITAL CENTRAL SERVICE PROGRAM - MODULE IV SYLLABUS

4 Weeks – Blended Learning – 62.5 Hrs.

I. MODULE DESCRIPTION AND METHOD OF INSTRUCTION

An immersive blended course of study developing essential knowledge and skills necessary to enter the field of Central Service and Infection Control within a clinical or industrial setting. Course participants will participate in a series of interactive live online sessions with simulated activities in accordance with industry standards.

Module IV focuses on the regulatory aspects of sterile processing including government agencies and professional organizations that influence sterile processing.

Meeting Time: Monday, Wednesday and Friday 10am to 12pm.

II. MODULE OBJECTIVES

- Sterile Wrapping and Packaging (Module IV)
- Equipment Storage and Distribution (Module IV)
- Inventory Management (Module IV)
- Regulatory Agencies the govern sterile processing policies (Module IV)
- Must Complete Assigned Student Success Tasks Per Syllabus and Career Services Instructions (All Modules)

III. PREREQUISITES

- Modules 1, 2 and 3

IV. INSTRUCTIONAL RESOURCES AND MATERIALS

- HSPA CRCST Manual 9th Edition
- Microsoft Teams – platform used for online classes, video lectures and weekly quizzes.

V. METHOD OF EVALUATION AND GRADING SCALE

Assignments	Grade %	Due Date
Quizzes	30	Beginning of Each Class
In Class Participation	20	Every Week
Progress Tests	50	Upon completion

Students must maintain a minimum grade of 75% as a passing grade at all times.

GRADE	PERCENTAGE
A	95 – 100
A-	90 – 94
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	75 – 76
F	0 – 74

VI. TOPICS

Each week a new topic will be introduced with audio-visual presentation coupled with a lecture and demonstration. Online content is provided after each class for students to solidify topics presented during the lecture and assess performance.

Module 4	Weekly Topic	Review / Book Assignment
Module 4 Assessment Progress Test 4	Inventory Management	Inventory
	Safety and Quality	Ancillary services
	Human relations	Success through communication
	Inventory Management	Inventory

Scope of Training:
Development of theoretical foundations in sterile processing offered in a live lecture environment and a Simulated computer lab necessary for the national board examination. All didactic materials are provided via the online learning management platform.

Hospital Central Service Program– Revision Date 09/22/23